

## Club Members FAQs

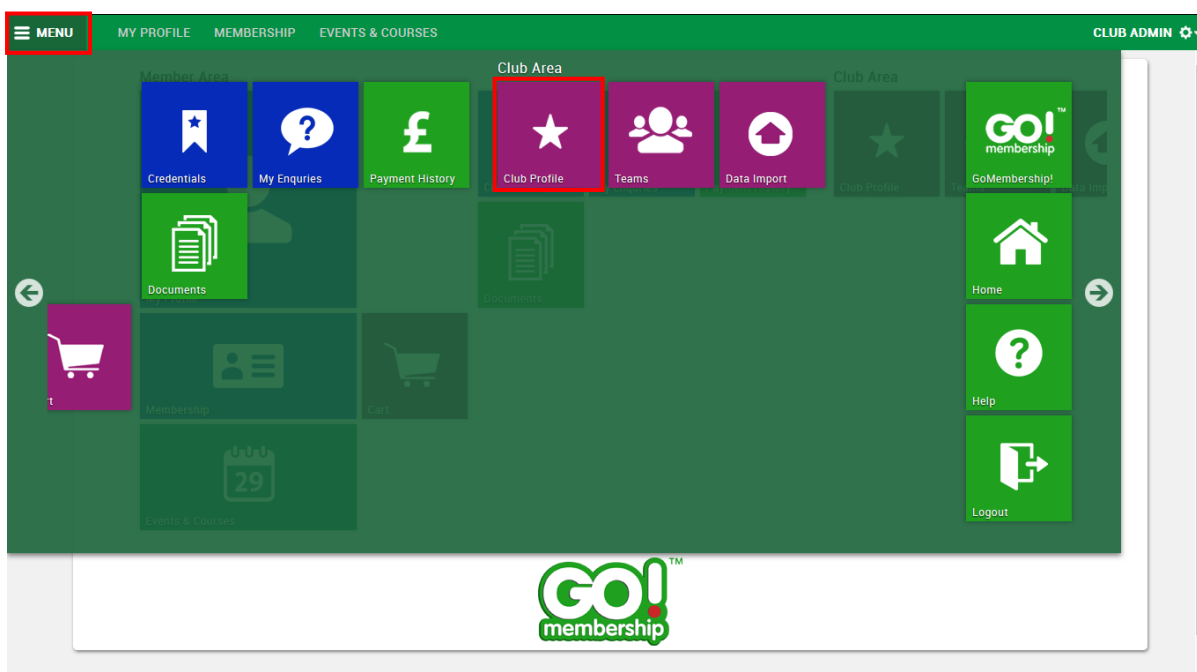
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## How do I see my club's members?

Once you have logged in, in the Club Area click the Club Profile tile from either your Home page or from the Menu

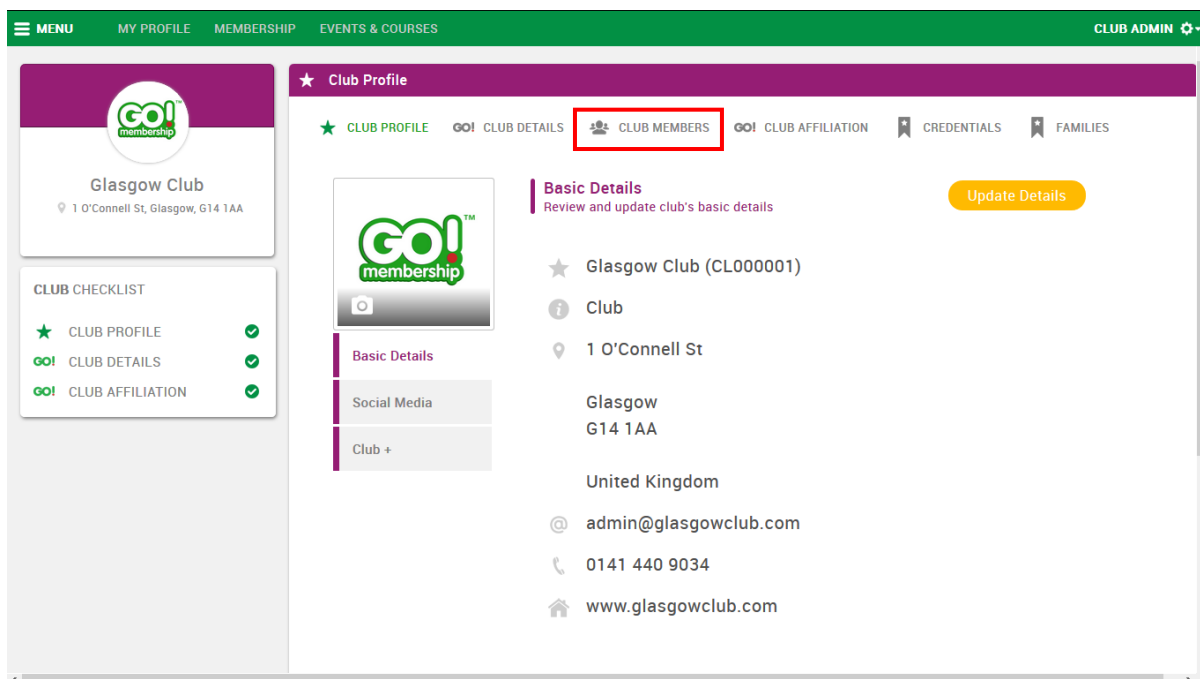


Home Page



Menu

This will display your club's profile. Click Club Members at the top of Club Profile



**Club Profile**

- CLUB PROFILE
- CLUB DETAILS
- CLUB MEMBERS**
- CLUB AFFILIATION
- CREDENTIALS
- FAMILIES

**Basic Details**  
Review and update club's basic details

**Glasgow Club (CL000001)**

Club

1 O'Connell St

Glasgow  
G14 1AA

United Kingdom

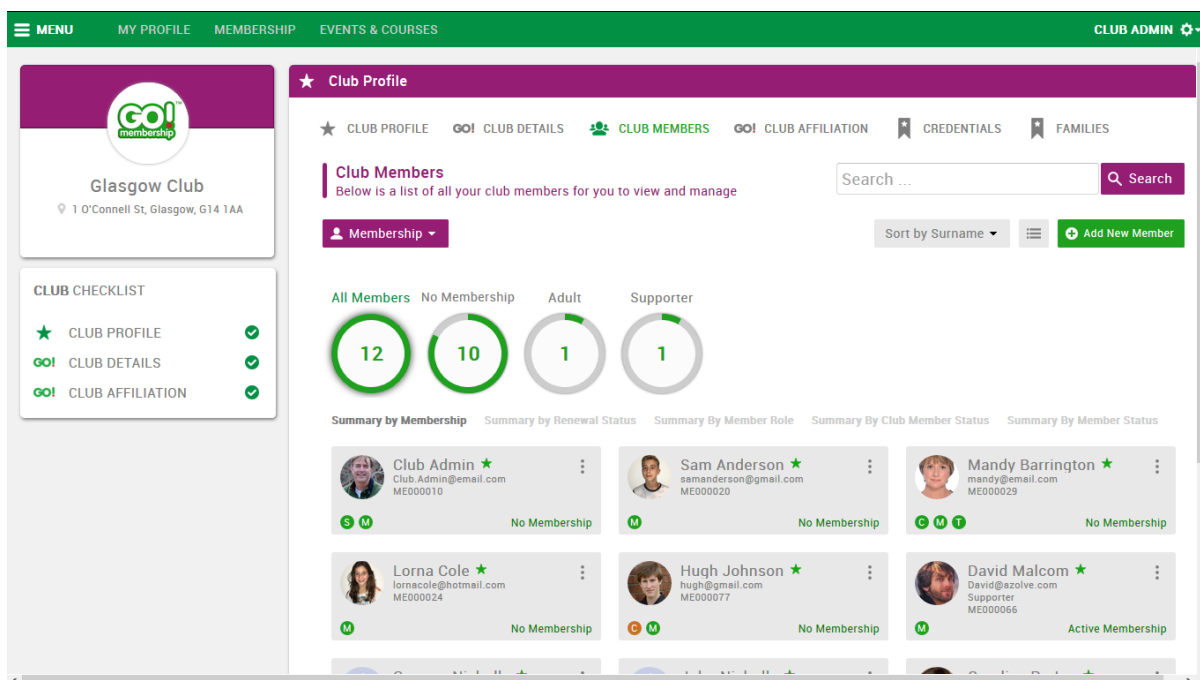
admin@glasgowclub.com

0141 440 9034

www.glasgowclub.com

Club Profile – Basic Details

The members of your club that have already been linked will be displayed by default in a contact card layout and the circular statistics are shown summarised by Membership.



**Club Profile**

- CLUB PROFILE
- CLUB DETAILS
- CLUB MEMBERS**
- CLUB AFFILIATION
- CREDENTIALS
- FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Sort by Surname  Add New Member

**Membership**

All Members: 12, No Membership: 10, Adult: 1, Supporter: 1

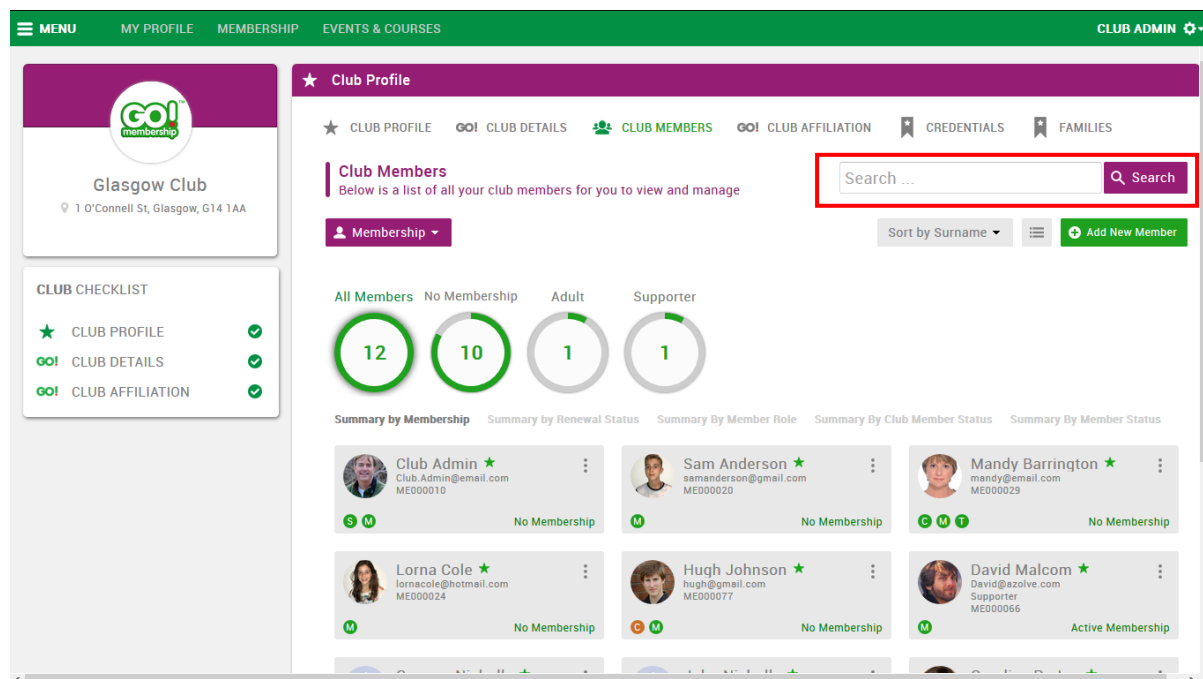
Summary by Membership, Summary by Renewal Status, Summary By Member Role, Summary By Club Member Status, Summary By Member Status

Name	Contact	Membership
Club Admin	Club.Admin@email.com ME000010	No Membership
Sam Anderson	samanderson@gmail.com ME000020	No Membership
Mandy Barrington	mandy@email.com ME000029	No Membership
Lorna Cole	lornacole@hotmail.com ME000024	No Membership
Hugh Johnson	hugh@gmail.com ME000077	No Membership
David Malcom	David@azolve.com Supporter ME000066	Active Membership

Club Profile – Club Members

## How do I search for a specific club member?

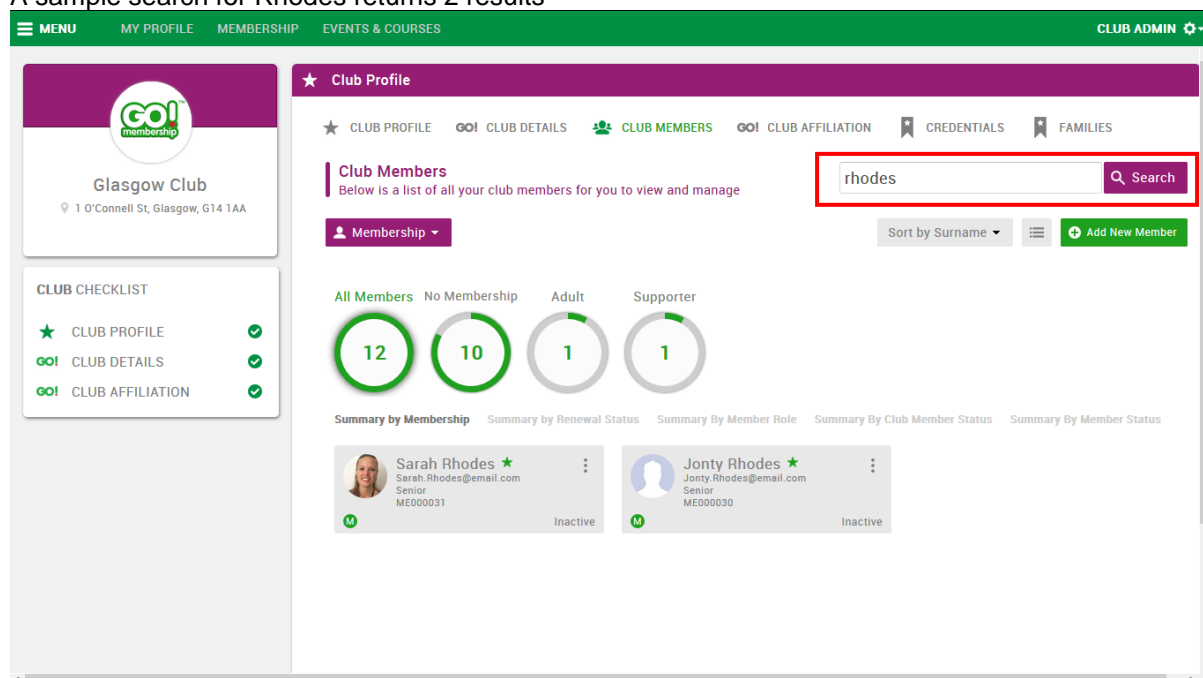
Click on the Club Profile tile and click Club Members at the top of the Club Profile page. This will display all linked club members laid out in a contact card style. To search for a specific member, use the Search feature at the top right of this page. Enter the text you want to find and hit Enter key or click the Search button. The cards in the lower part of the screen will reduce to display only those that meet your search criteria.



The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' tab is selected. A search bar is highlighted with a red box, containing the text 'Search ...' and a 'Search' button. Below the search bar, there are statistics for 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). A list of members is displayed, including Club Admin, Sam Anderson, Mandy Barrington, Lorna Cole, Hugh Johnson, and David Malcom. The search bar is located at the top right of the member list area.

Club Profile – Club Members

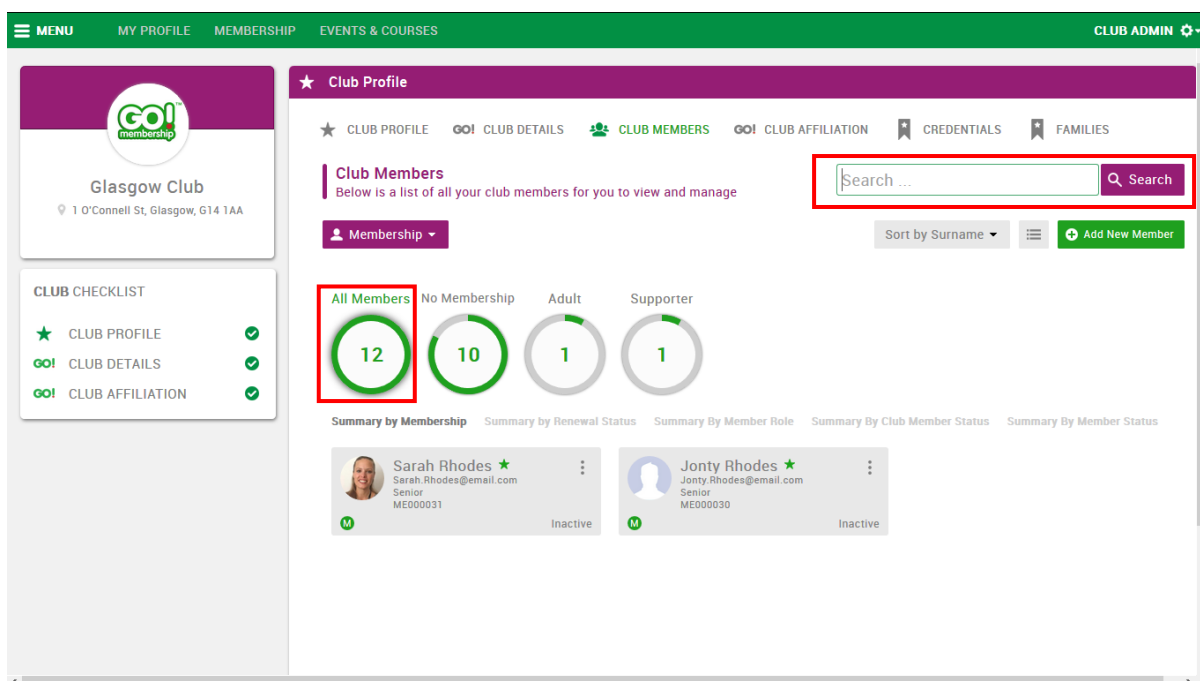
### A sample search for Rhodes returns 2 results



The screenshot shows the 'Club Profile' page for 'Glasgow Club' with the search bar containing the text 'rhodes'. The search results show two members: Sarah Rhodes and Jonty Rhodes, both with the status 'Inactive'. The search bar is highlighted with a red box. The member list is filtered to show only those matching the search criteria.

Club Profile – Club Members – Search Results

To display all members again click on the All Members circle or clear the content in the Search box and hit Enter key or click the Search button.



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Membership ▾ Sort by Surname

**All Members** No Membership Adult Supporter

12 10 1 1

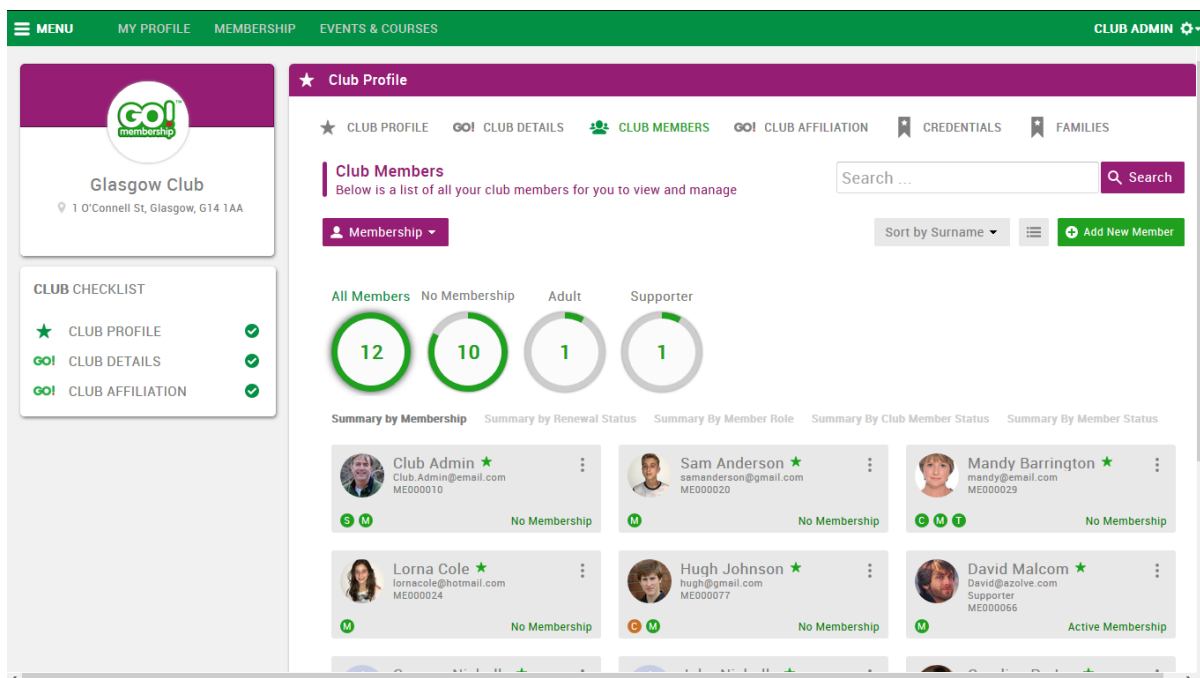
Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

**Sarah Rhodes** ★  
Senior ME000031 Inactive

**Jonty Rhodes** ★  
Senior ME000030 Inactive

**Club Profile – Club Members – Search Results**

The full Club Member list will be displayed



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Membership ▾ Sort by Surname

**All Members** No Membership Adult Supporter

12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

**Club Admin** ★  
Club Admin ME000010 No Membership

**Sam Anderson** ★  
samanderson@gmail.com ME000020 No Membership

**Mandy Barrington** ★  
mandy@email.com ME000029 No Membership

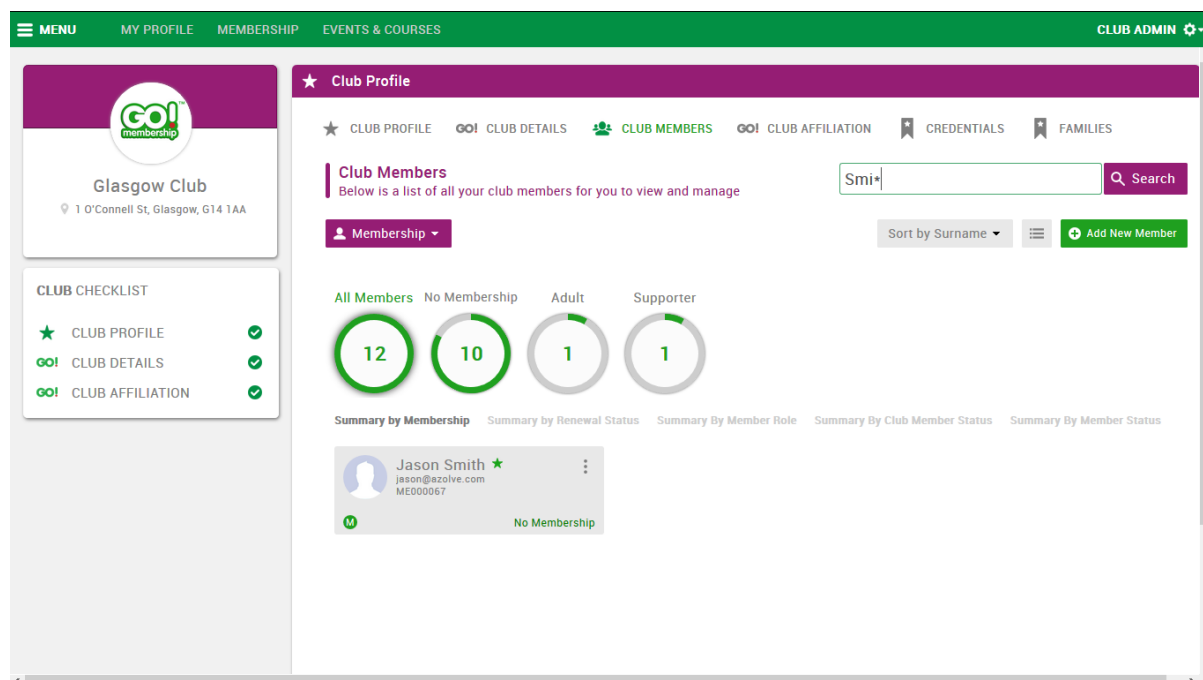
**Lorna Cole** ★  
lornacole@hotmail.com ME000024 No Membership

**Hugh Johnson** ★  
hugh@gmail.com ME000077 No Membership

**David Malcom** ★  
David@azolve.com ME000066 Active Membership

**Club Profile – Club Members**

Partial Name searches can be performed if the whole name is not known and requires the use of an asterisk at the end of the search text, this is commonly referred to as a wildcard character. For example, if you type Smith the results will be those with an exact match to Smith. If you are not sure of the full and exact spelling required you can enter Smi\* and this will return all records where the name starts with Smi so will include Smith, Smithson, Smiddy, etc.



**Club Profile**

★ CLUB PROFILE GO! CLUB DETAILS CLUB MEMBERS GO! CLUB AFFILIATION CREDENTIALS FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Membership ▾

Sort by Surname ▾ Add New Member

All Members No Membership Adult Supporter

12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

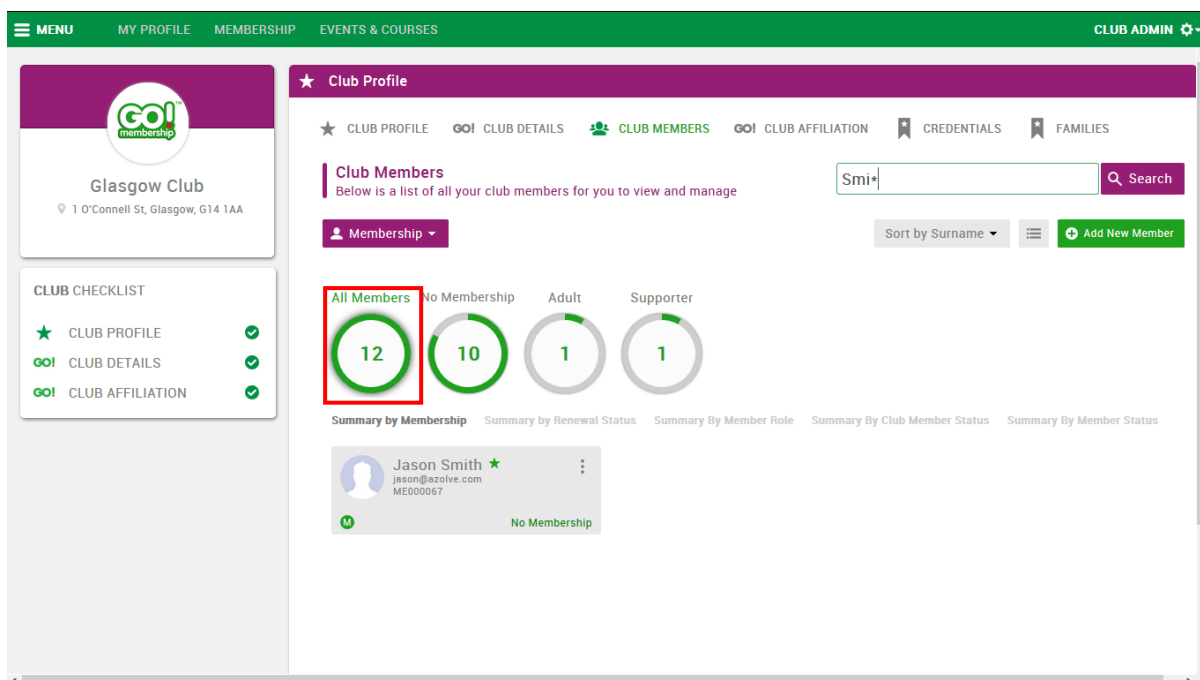
Jason Smith ★  
jason@azolve.com  
ME000067  
No Membership

Club Profile – Club Members – Search Results using wildcard

## My member contact cards are not displaying all my members, how do I see them all?

There can be 2 ways that this has happened, either because a search has been applied to the club member list or you have clicked on one of the circles with member counts that is not the All Members circle

To ensure you are displaying all members click the All Members circle.



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search:

Membership

Sort by Surname

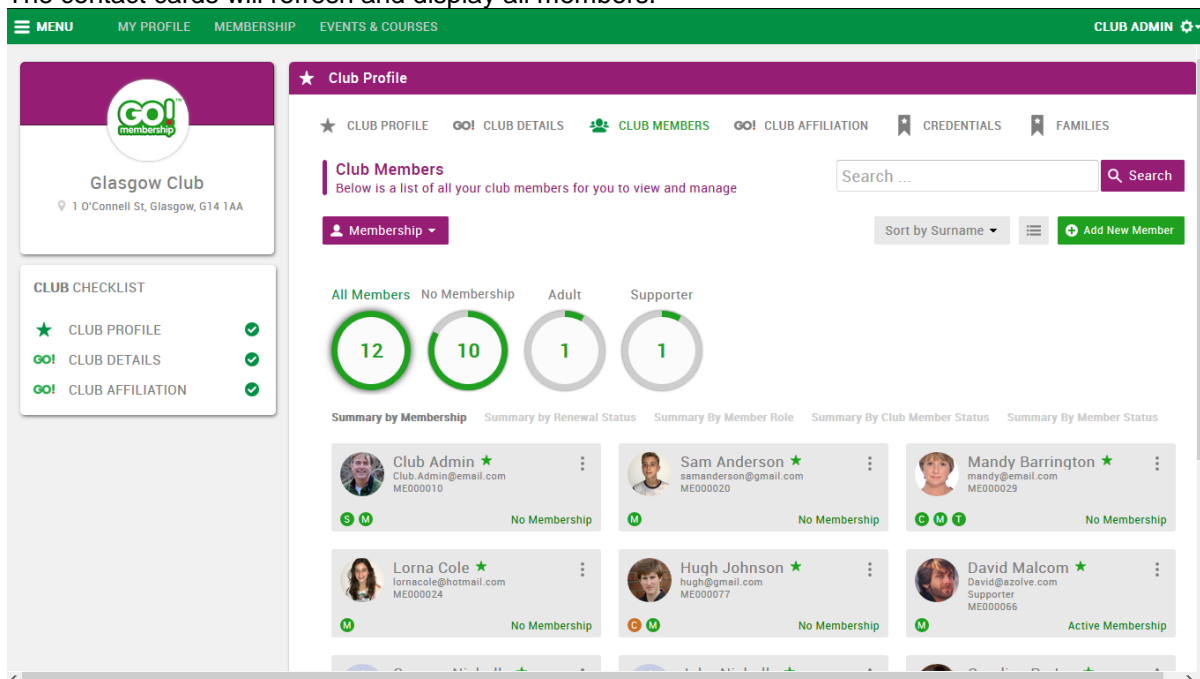
**All Members** (12) | No Membership (10) | Adult (1) | Supporter (1)

Summary by Membership | Summary by Renewal Status | Summary by Member Role | Summary by Club Member Status | Summary by Member Status

Jason Smith   
jason@azolve.com  
ME000067  
No Membership

### **Club Profile – Club Members – search results**

The contact cards will refresh and display all members.



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search:

Membership

Sort by Surname

**All Members** (12) | No Membership (10) | Adult (1) | Supporter (1)

Summary by Membership | Summary by Renewal Status | Summary by Member Role | Summary by Club Member Status | Summary by Member Status

Club Admin   
Club.Admin@email.com  
ME000010  
No Membership

Sam Anderson   
samanderson@gmail.com  
ME000020  
No Membership

Mandy Barrington   
mandy@email.com  
ME000029  
No Membership

Lorna Cole   
lornacole@hotmail.com  
ME000024  
No Membership

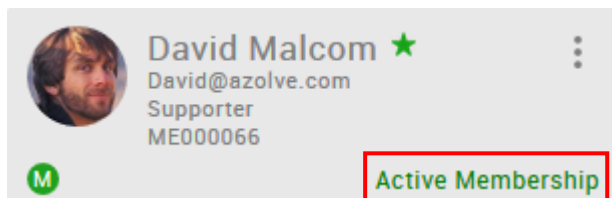
Hugh Johnson   
hugh@gmail.com  
ME000077  
No Membership

David Malcom   
David@azolve.com  
Supporter  
ME000066  
Active Membership

### **Club Profile – Club Members**

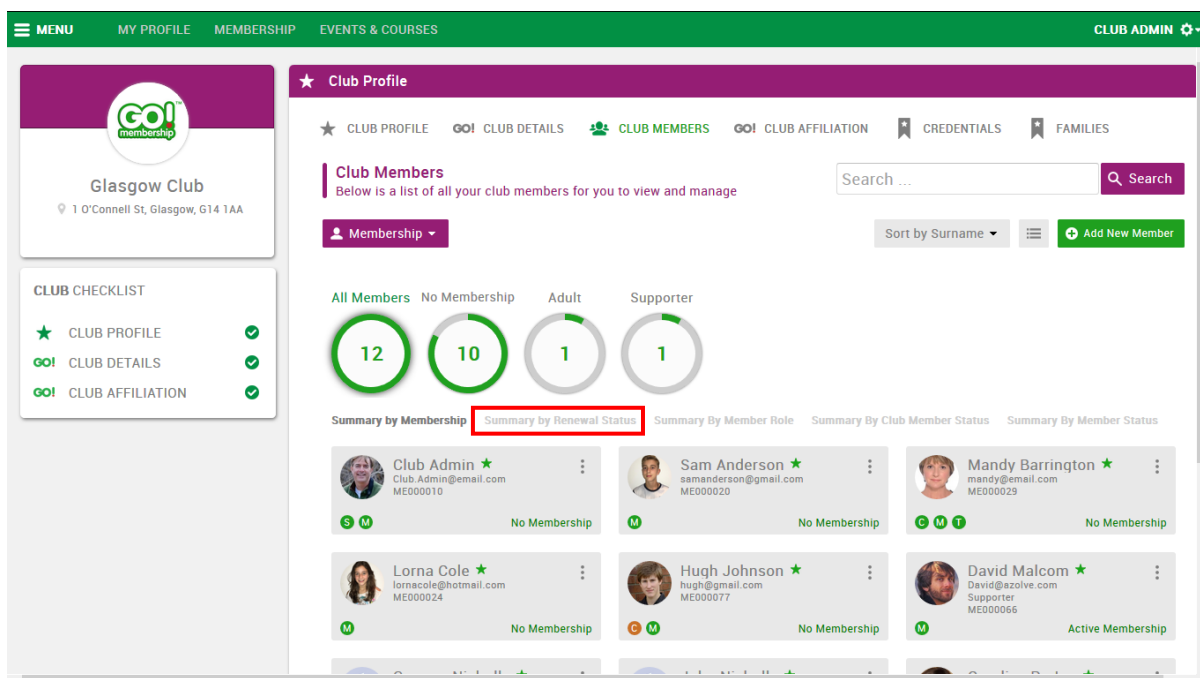
## Can I see my club members' membership status?

Within the Club Members area, the contact cards display across the bottom the membership status of that member. For example, No Membership, Active Membership, etc.



Member Card

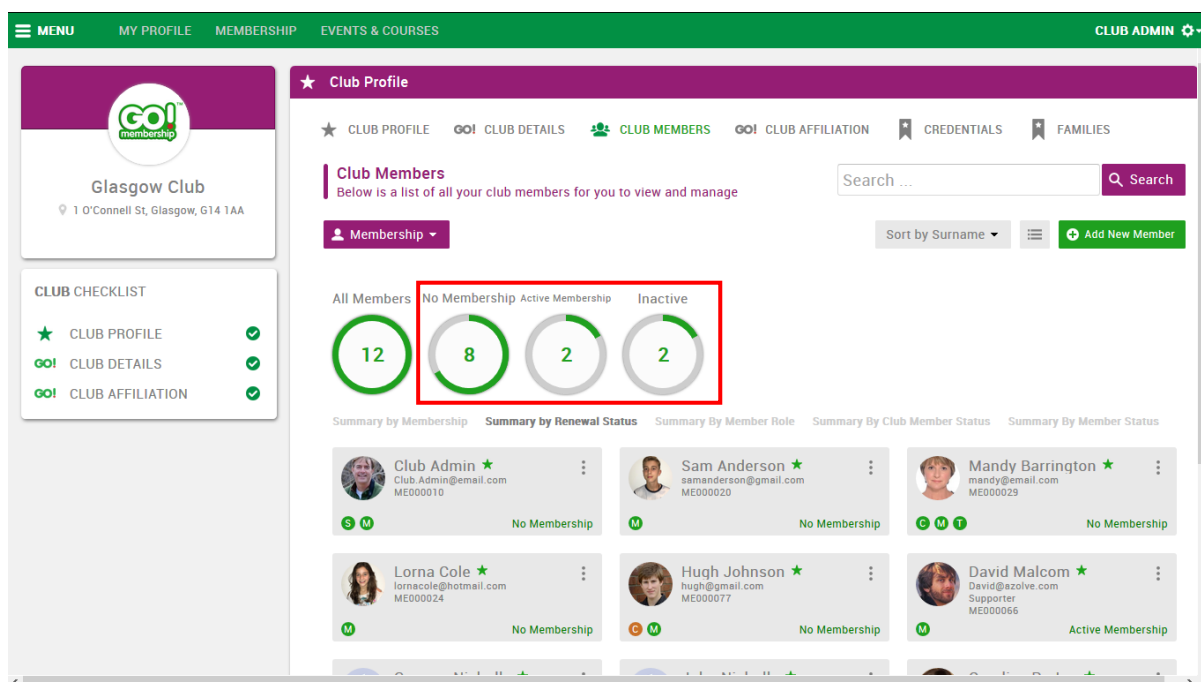
You can also group your members using the groups below the statistic circles on screen. For example, clicking on Summary by Renewal Status will change the circle values to break down your member count by membership status and change the sequence of the members.



Club Profile – Club Members



You can see the All Members maintains the total member count but the statistic circles have changed titles and values



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Sort by Surname

Membership ▾

All Members No Membership Active Membership Inactive

12 8 2 2

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Club Admin   
 Club Admin@email.com  
 ME000010  
 No Membership

Sam Anderson   
 samanderson@gmail.com  
 ME000020  
 No Membership

Mandy Barrington   
 mandy@email.com  
 ME000029  
 No Membership

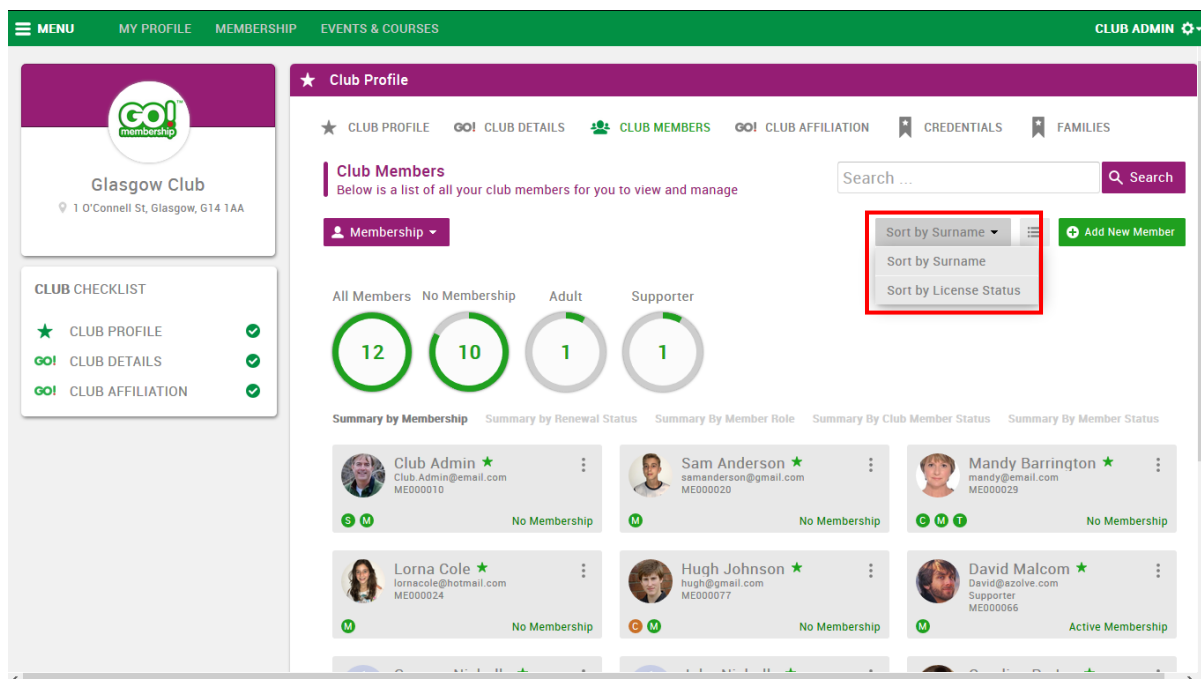
Lorna Cole   
 lornacole@hotmail.com  
 ME000024  
 No Membership

Hugh Johnson   
 hugh@gmail.com  
 ME000077  
 No Membership

David Malcom   
 David@azolve.com  
 Supporter  
 ME000066  
 Active Membership

Club Profile – Club Members – Grouped by Renewal Status

You can also sort your contact cards by membership Status using the Sort order box at the top right of the page, this sorts the members in alphabetic status order.



**Club Profile**

CLUB PROFILE | CLUB DETAILS | CLUB MEMBERS | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Sort by Surname

Sort by Surname  
Sort by License Status

Membership ▾

All Members No Membership Adult Supporter

12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Club Admin   
 Club Admin@email.com  
 ME000010  
 No Membership

Sam Anderson   
 samanderson@gmail.com  
 ME000020  
 No Membership

Mandy Barrington   
 mandy@email.com  
 ME000029  
 No Membership

Lorna Cole   
 lornacole@hotmail.com  
 ME000024  
 No Membership

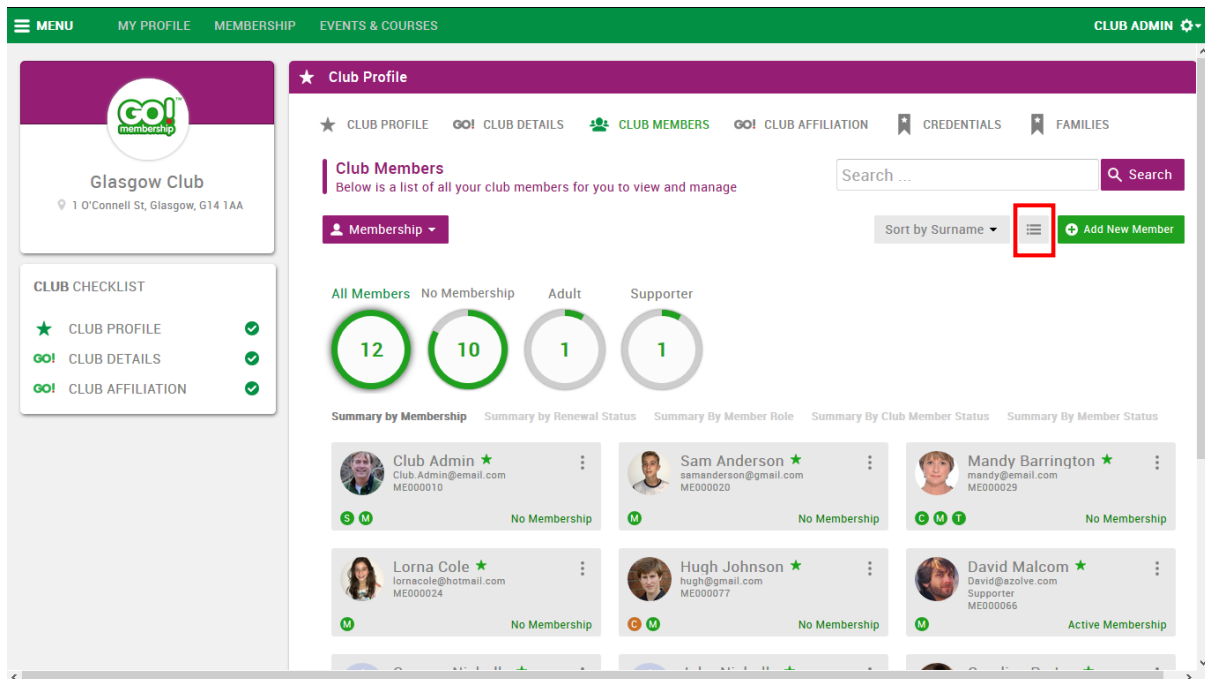
Hugh Johnson   
 hugh@gmail.com  
 ME000077  
 No Membership

David Malcom   
 David@azolve.com  
 Supporter  
 ME000066  
 Active Membership

Club Profile – Club Members

## Can I see my members as a list instead of contact cards?

Between the sort order field and the Add New Member button at the top of the page is a Switch View button, this switches the members between contact card and list views



**Club Profile**

★ CLUB PROFILE GO! CLUB DETAILS CLUB MEMBERS GO! CLUB AFFILIATION CREDENTIALS FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Membership

All Members No Membership Adult Supporter

12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Club Admin ★  
Club.Admin@email.com  
ME000010  
No Membership

Sam Anderson ★  
samanderson@gmail.com  
ME000020  
No Membership

Mandy Barrington ★  
mandy@email.com  
ME000029  
No Membership

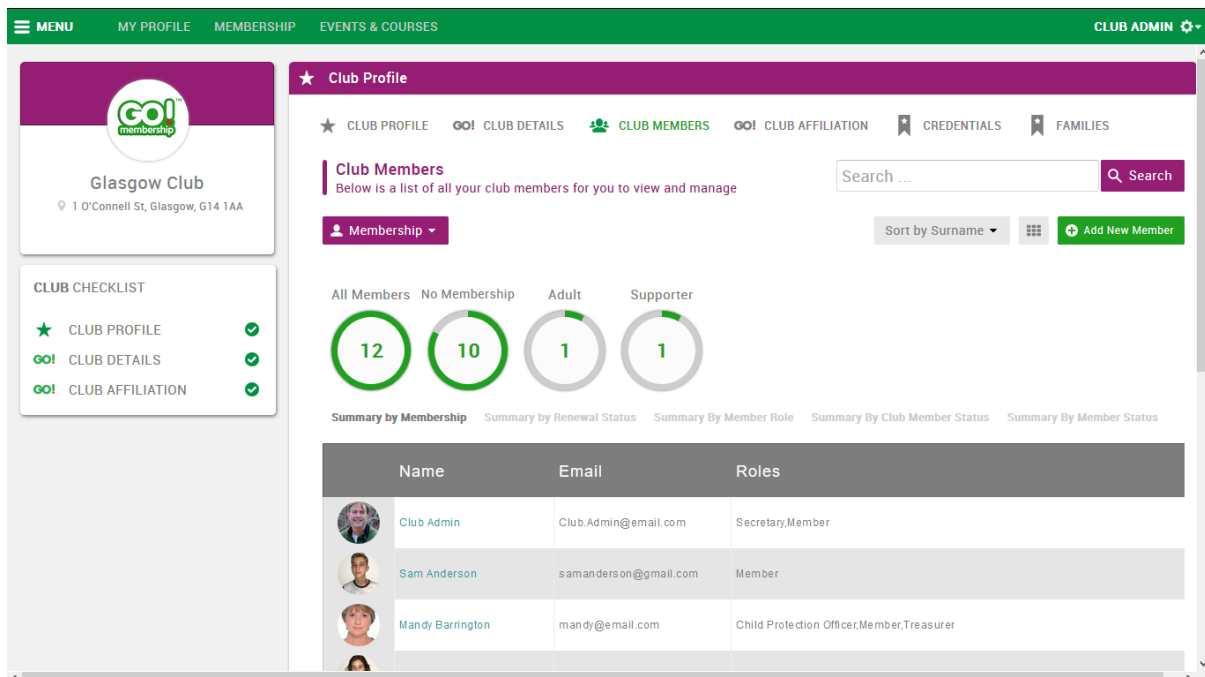
Lorna Cole ★  
lornacole@hotmail.com  
ME000024  
No Membership

Hugh Johnson ★  
hugh@gmail.com  
ME000077  
No Membership

David Malcom ★  
David@azolve.com  
Supporter  
ME000066  
Active Membership

**Club Profile – Club Members**

This is the list view of members showing Name, Email Address and Roles.



**Club Profile**

★ CLUB PROFILE GO! CLUB DETAILS CLUB MEMBERS GO! CLUB AFFILIATION CREDENTIALS FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Membership

All Members No Membership Adult Supporter

12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Name	Email	Roles
Club Admin	Club.Admin@email.com	Secretary,Member
Sam Anderson	samanderson@gmail.com	Member
Mandy Barrington	mandy@email.com	Child Protection Officer,Member,Treasurer

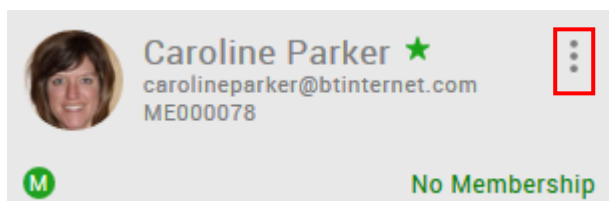
**Club Profile – Club Members – List View**

## Can I renew my club members' membership?

Within the Club Members area from either the contact card or member profile you can buy membership for or renew membership for a club member. There are 3 ways to do this.

### Method 1

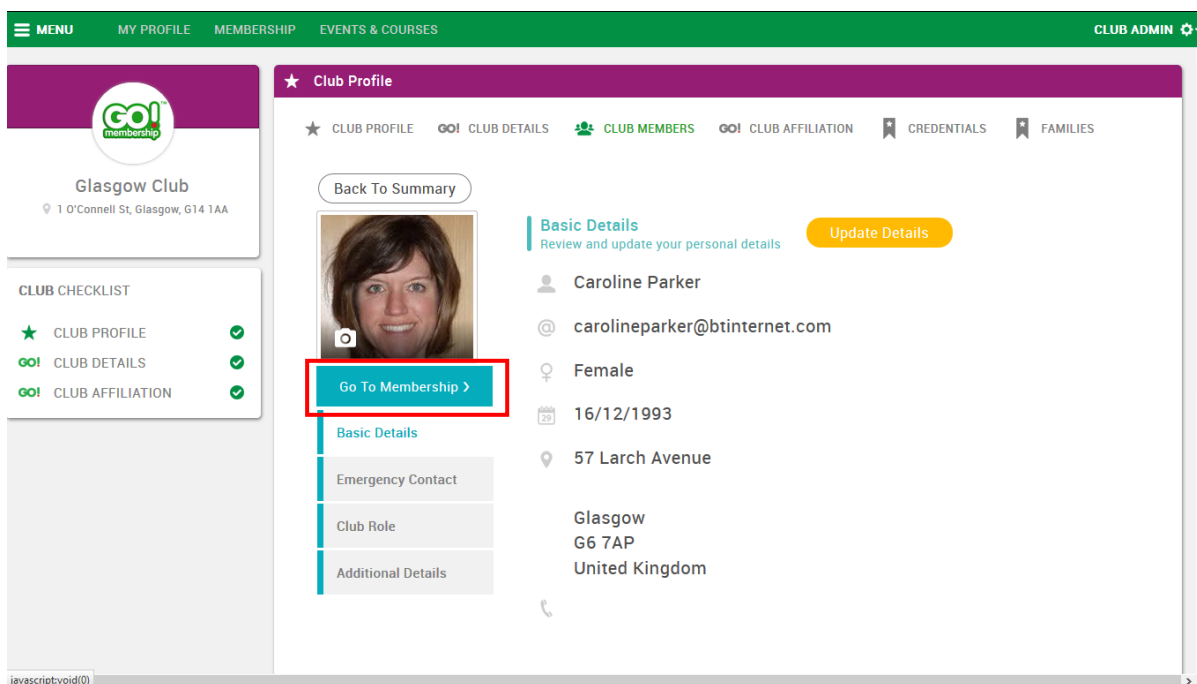
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Renew



**Member Card**

### Method 2

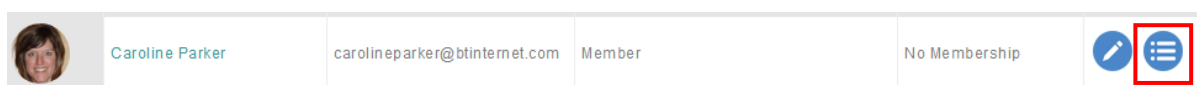
From the Member Profile click Go To Membership



**Club Member Profile**

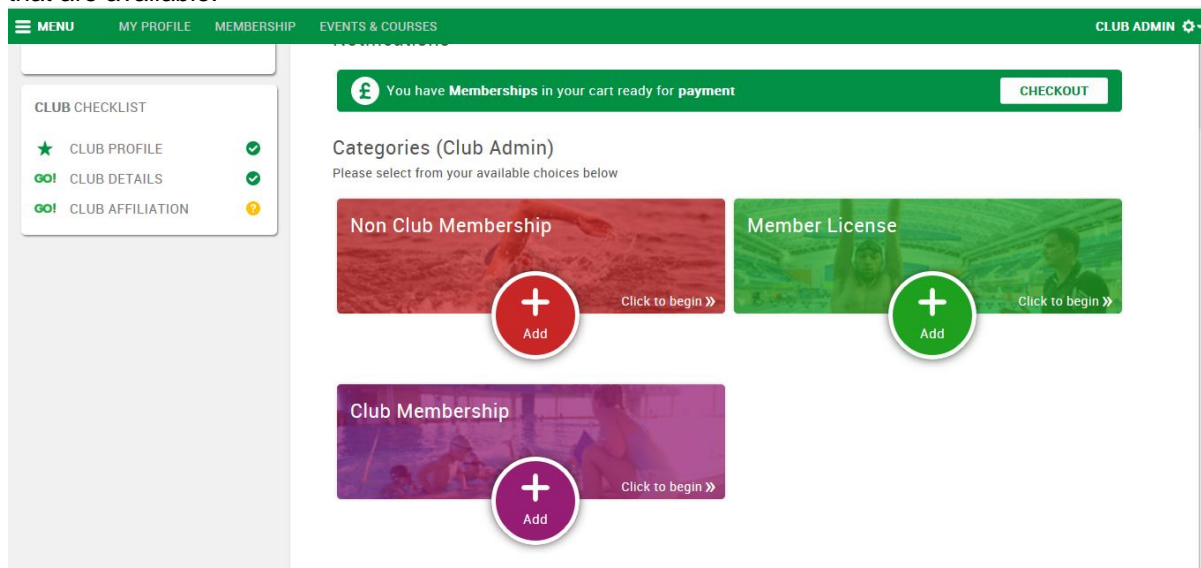
### Method 3

From the list view, locate the member to be renewed, click the menu button at far right of the row and choose Renew



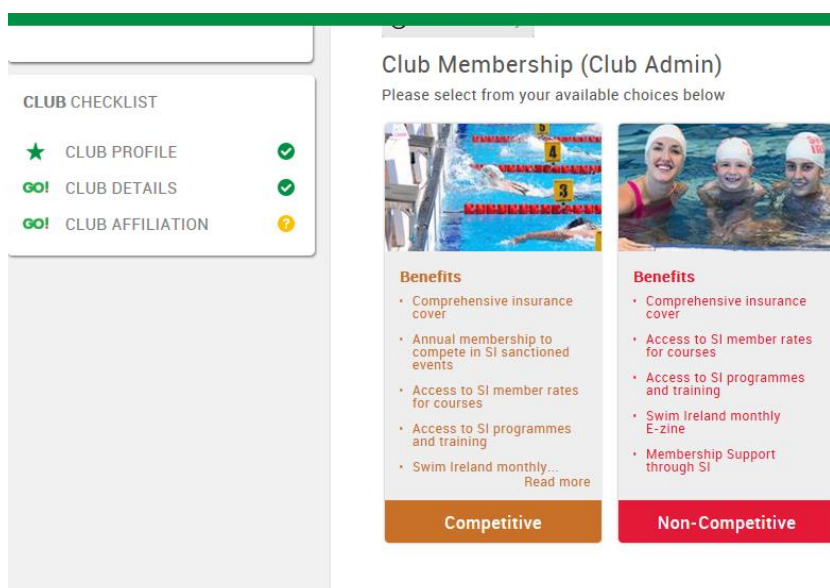
**Club Member – List View**

Whichever of these three methods chosen will result in you being presented with the Membership(s) that are available.

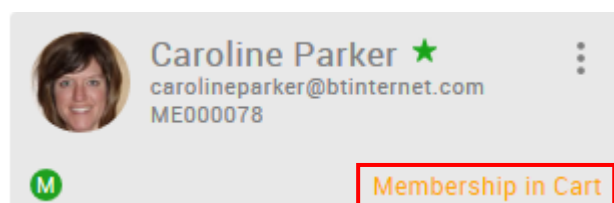


### Club Member's Membership Selection

You can review any benefits associated with the membership and the fee. Click on the Membership card that you wish to pay for. Click Save and Continue if you are renewing more than one member at a time, otherwise click the Checkout button to be directed to the Checkout to make payment.



Save and Continue will place the membership in the Club Administrator's Cart and show this on the Club Member's Card



### Member Card

If you use Checkout instead you are redirected directly to your Checkout ready to make the payment.

MENU

MY PROFILE

MEMBERSHIP

EVENTS & COURSES

CLUB ADMIN

Checkout

Review and purchase items

1 Confirm Details

2 Order Review

3 Confirm Payment

Below is a summary of your order, please review and then select an payment option.

Contact Details

Club Admin

83 Howgate

Glasgow

G4 3EL

Club.Admin@email.com

01716925966

Pay via Bank

Pay with Card


VISA

discover

mastercard

american express

Item Summary

ITEMS	PRICE	QTY	TOTAL
<div>  <div> <div>Adult (Caroline Parker)</div> <div>Adult Licence</div> <div>In Stock</div> <div>Remove</div> </div> </div>	£50.00	1	£50.00

Update

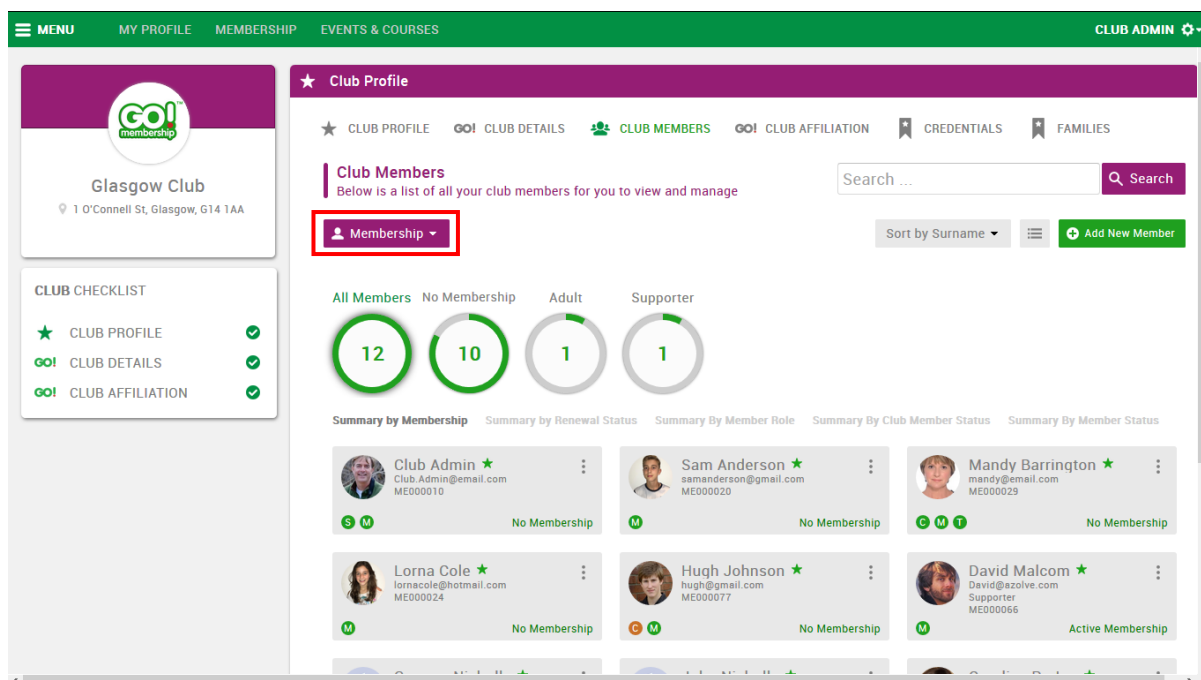
Sub Total

£50.00

Proceed with the normal payment process.

## Can I bulk renew my club members when their membership is due for renewal?

In the Club Members area at the top left of the page the default display is for Membership, click this button to see additional options, one of which is Bulk Renew.

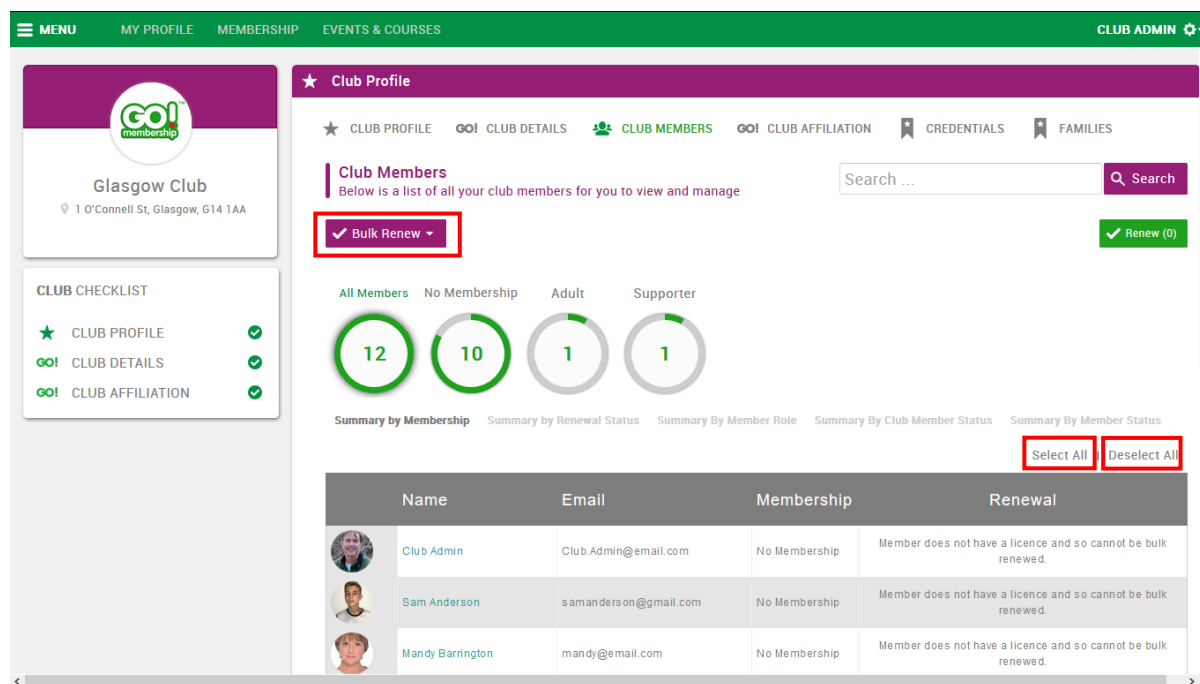


The screenshot shows the 'Club Profile - Club Members' page. On the left sidebar, there is a 'CLUB CHECKLIST' with items: CLUB PROFILE, CLUB DETAILS, and CLUB AFFILIATION, all marked as complete. The main content area has a header 'Club Profile' with tabs for CLUB PROFILE, CLUB DETAILS, CLUB MEMBERS (selected), CLUB AFFILIATION, CREDENTIALS, and FAMILIES. Below the tabs, there is a 'Club Members' section with a search bar and a 'Membership' button highlighted with a red box. To the right of the button is a 'Sort by Surname' dropdown and an 'Add New Member' button. Below this, there are four circular statistics: 'All Members' (12), 'No Membership' (10), 'Adult' (1), and 'Supporter' (1). At the bottom, there is a 'Summary by Membership' section showing a list of members with their names, photos, and membership status.

Member Name	Membership Status
Club Admin	No Membership
Sam Anderson	No Membership
Mandy Barrington	No Membership
Lorna Cole	No Membership
Hugh Johnson	No Membership
David Malcom	Active Membership

Club Profile – Club Members

Choose this option and the member contact cards will change to a Bulk Renewal display. It lists the members giving name, email address, membership and a renewal column. you can use the Select All or Deselect All to quickly choose all available members for a bulk renewal process - this may be helpful where you are bulk renewing the majority of members and only want to manually deselect one or two from the list and is quicker than clicking the tick box for a long list of members.



**Club Profile**

★ CLUB PROFILE GO! CLUB DETAILS CLUB MEMBERS GO! CLUB AFFILIATION CREDENTIALS FAMILIES




**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

All Members No Membership Adult Supporter

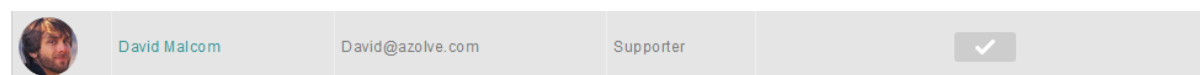
12 10 1 1


Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Name	Email	Membership	Renewal
 Club Admin	Club.Admin@email.com	No Membership	Member does not have a licence and so cannot be bulk renewed.
 Sam Anderson	samanderson@gmail.com	No Membership	Member does not have a licence and so cannot be bulk renewed.
 Mandy Barrington	mandy@email.com	No Membership	Member does not have a licence and so cannot be bulk renewed.

**Club Profile – Club Members – Bulk Renew**

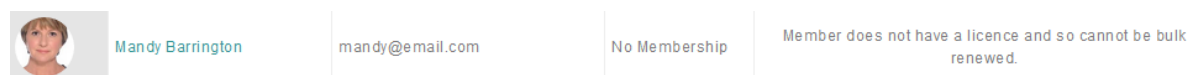
If a member is valid for inclusion in the bulk renewal process a tick box is shown in the Renewal column.




Name	Email	Membership	Renewal
 David Malcom	David@azolve.com	Supporter	<input checked="" type="checkbox"/>

**Club Profile – Club Members – Bulk Renew – Member Valid Not Selected**


Note that you can only use the bulk renewal for renewals, if a member has not held membership previously you cannot include them in a bulk renewal batch and a message is displayed against those members indicating this. The reason for this is that the first membership bought for a member needs to select the appropriate membership category - bulk renewal works on the assumption that the renewing membership will be the same membership category as the previous year.



Name	Email	Membership	Renewal
 Mandy Barrington	mandy@email.com	No Membership	Member does not have a licence and so cannot be bulk renewed.

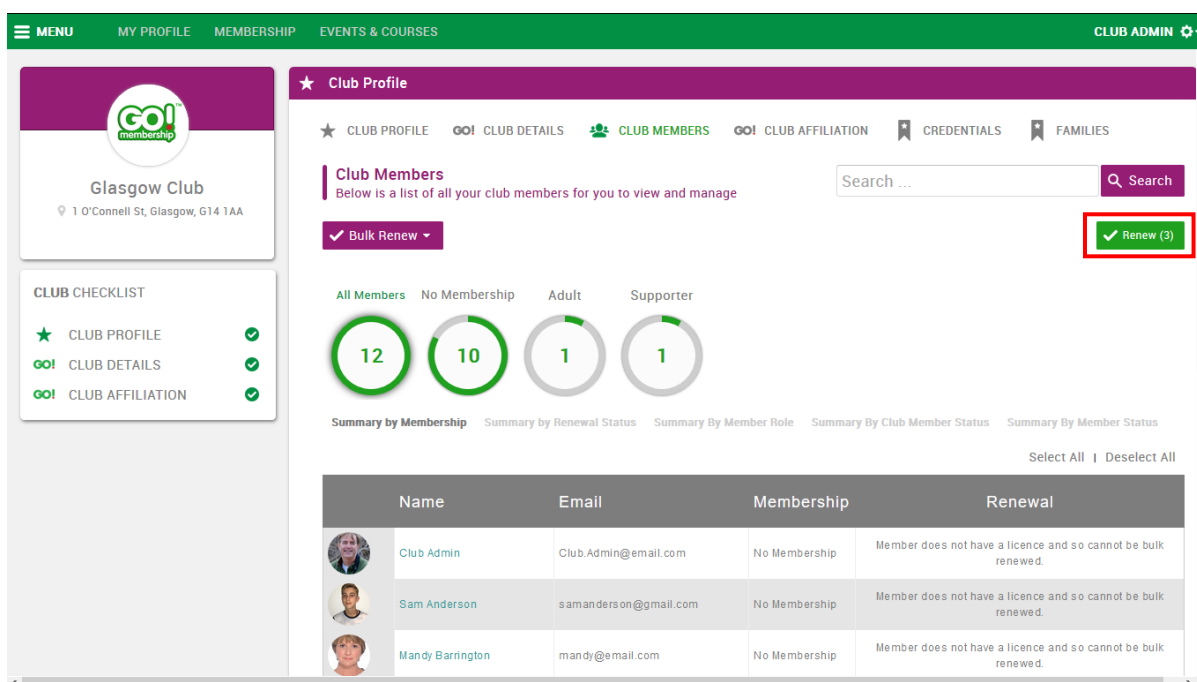
**Club Profile – Club Members – Bulk Renew – Member Not Valid**

When a member has been selected to be included in a Bulk renewal the tick box changes from grey to green.

	David Malcom	David@azolve.com	Supporter	<input checked="" type="checkbox"/>
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**Club Profile – Club Members – Bulk Renew – Member Valid Selected**

Once you have selected all the members that you want to include in this bulk renewal, at the top right of the page you will see a Renew button that includes the count of the number of records that will be included in this bulk renewal batch. Click the Renew button to complete the bulk renewal.



**Club Profile**

★ CLUB PROFILE GO! CLUB DETAILS CLUB MEMBERS GO! CLUB AFFILIATION CREDENTIALS FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage




Search ...

All Members No Membership Adult Supporter

12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Select All | Deselect All

Name	Email	Membership	Renewal
 Club Admin	Club.Admin@email.com	No Membership	Member does not have a licence and so cannot be bulk renewed.
 Sam Anderson	samanderson@gmail.com	No Membership	Member does not have a licence and so cannot be bulk renewed.
 Mandy Barrington	mandy@email.com	No Membership	Member does not have a licence and so cannot be bulk renewed.

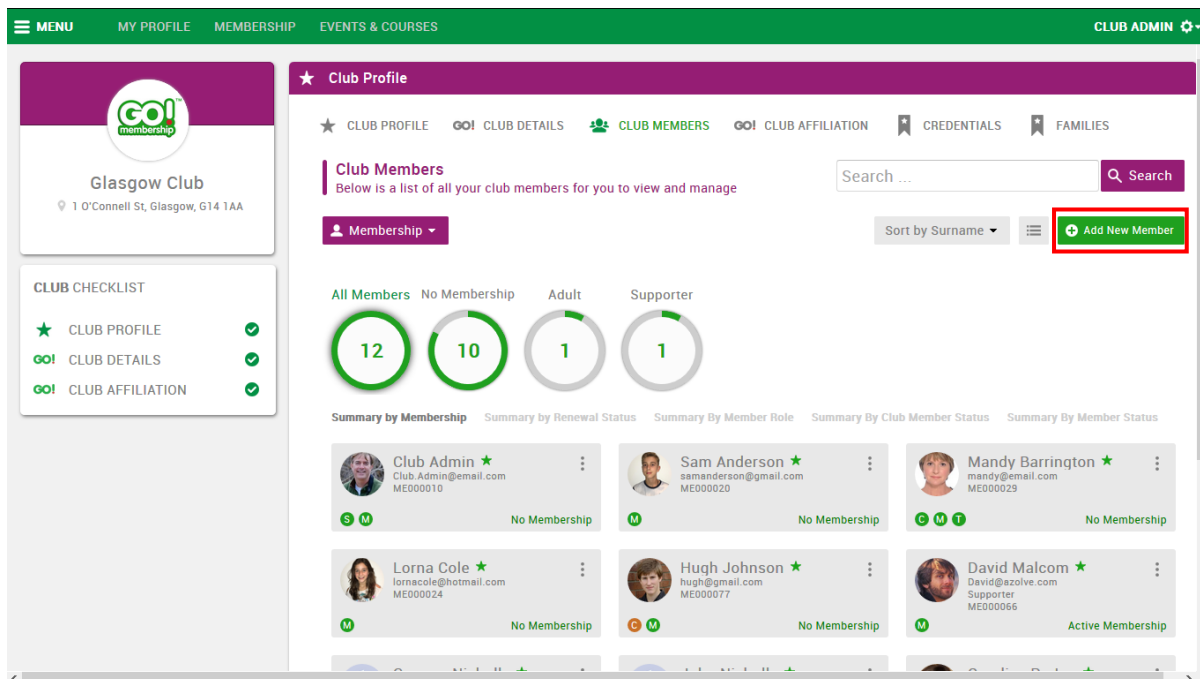
**Club Profile – Club Members – Bulk Renew – Members Selected**

The appropriate members will be updated and a Cart Updated message is displayed where you can confirm whether you want to proceed to the Checkout or you want to carry on making further updates so that you can make a single Checkout transaction once you have completed all changes required.



## Can I add a new member to my club?

In the Club Members area at the top right of the page is an Add New Member button, click this button to open a new member record.



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...

Membership

Sort by Surname

All Members No Membership Adult Supporter

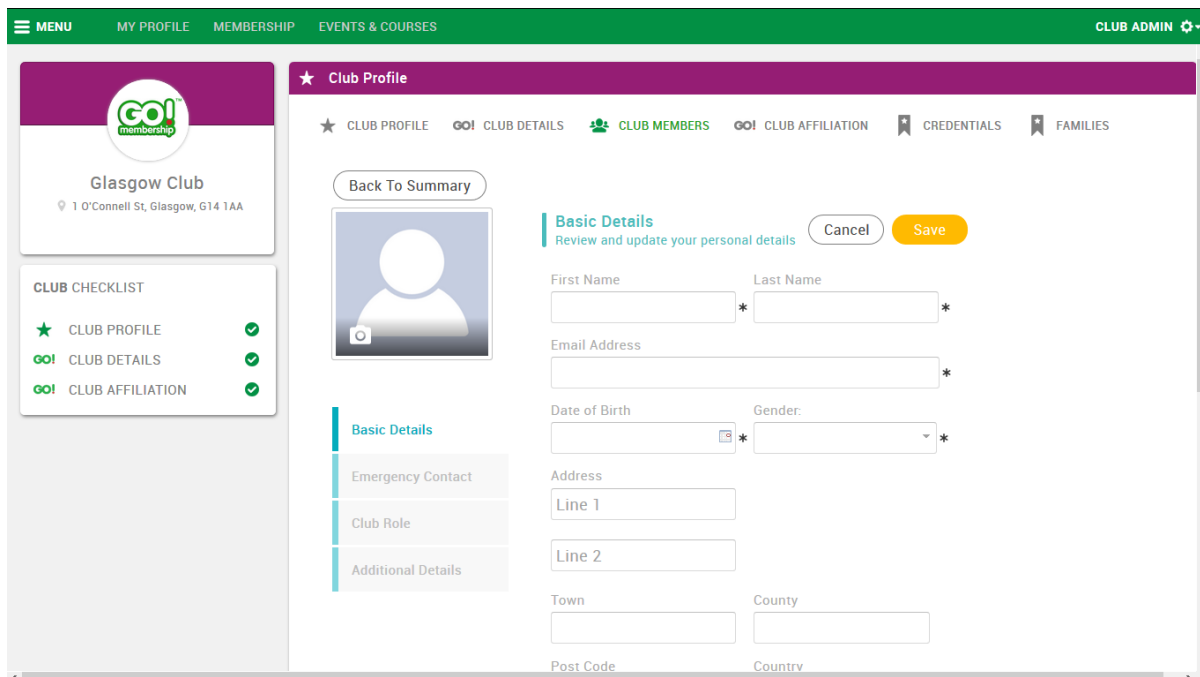
12 10 1 1

Summary by Membership Summary by Renewal Status Summary By Member Role Summary By Club Member Status Summary By Member Status

Member Name	Email	Membership Status
Club Admin	Club.Admin@email.com	No Membership
Sam Anderson	samanderson@gmail.com	No Membership
Mandy Barrington	mandy@email.com	No Membership
Lorna Cole	lornacole@hotmail.com	No Membership
Hugh Johnson	hugh@gmail.com	No Membership
David Malcom	David@azolve.com	Active Membership

Club Profile – Club Members

The mandatory fields are marked by asterisks.



**Club Profile**

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS | FAMILIES

**Basic Details**  
Review and update your personal details

First Name  \* Last Name  \*

Email Address  \*

Date of Birth  \* Gender:  \*

Address  
Line 1   
Line 2

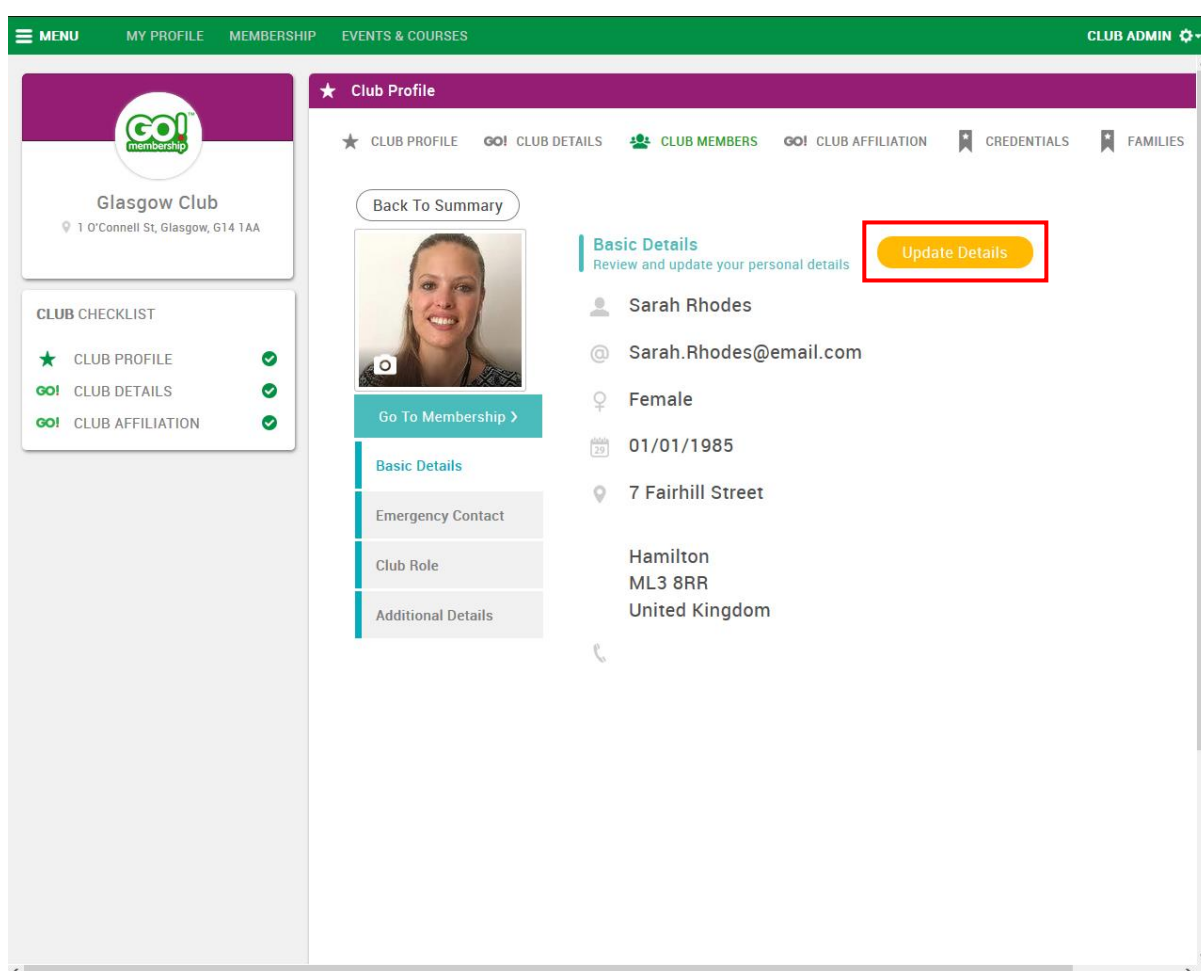
Town  County

Post Code  Country

New Club Member

Complete all the details as appropriate to the new member. By default the user name field will be populated with the email address entered at the top of the form. The email address does not have to be unique however it is a requirement to use a valid email address for the member. This is the email address that will be sent all notifications from the GoMembership system in terms of alerts about membership expiry, payment confirmations and any communication emails sent out by Swim Ireland to the members. If an incorrect email address or general email address is entered here the member will not be updated with information in relation to their own membership. This is particularly important to bear in mind if a club administrator uses their own email address for multiple members of their club as this would mean the Club Administrator will receive every email intended for their club members.

The user name field must be unique and on entering a user name it will be checked against the system database to ensure it is unique, a member record cannot be saved without a user name. In current version, the club administrator needs to initiate the email to be sent to the new club member to advise them of their login details. To do this click Update Details on the member record.



The screenshot displays the 'Club Member Profile' interface. On the left sidebar, the 'Glasgow Club' profile is shown with its address: '1 O'Connell St, Glasgow, G14 1AA'. Below this is a 'CLUB CHECKLIST' with three items: 'CLUB PROFILE', 'CLUB DETAILS', and 'CLUB AFFILIATION', each marked with a green checkmark. The main content area is titled 'Club Profile' and includes a navigation bar with links: 'CLUB PROFILE', 'GO! CLUB DETAILS', 'CLUB MEMBERS', 'GO! CLUB AFFILIATION', 'CREDENTIALS', and 'FAMILIES'. A 'Back To Summary' button is located above a member's profile picture. The member's details are listed as follows:

- Basic Details** (Review and update your personal details) - **Update Details** button highlighted with a red box.
- Name:** Sarah Rhodes
- Email:** Sarah.Rhodes@email.com
- Gender:** Female
- Date of Birth:** 01/01/1985
- Address:** 7 Fairhill Street, Hamilton, ML3 8RR, United Kingdom

Below the member details are sections for 'Emergency Contact', 'Club Role', and 'Additional Details'.

Club Member Profile

GO!membership

Glasgow Club

1 O'Connell St, Glasgow, G14 1AA

CLUB CHECKLIST

★ CLUB PROFILE

GO! CLUB DETAILS

GO! CLUB AFFILIATION

✓

✓

✓

★ Club Profile

★ CLUB PROFILE

GO! CLUB DETAILS

GO! CLUB MEMBERS

GO! CLUB AFFILIATION

CREDENTIALS

FAMILIES

Back To Summary

Go To Membership >

Basic Details

Emergency Contact

Club Role

Additional Details

Basic Details

Review and update your personal details

Cancel

Save

First Name

Sarah

\*

Last Name

Rhodes

\*

Email Address

Sarah.Rhodes@email.com

\*

Date of Birth

01/01/1985

📅

\*

Gender:

Female

▼

\*

Address

7 Fairhill Street

Line 2

Town

Hamilton

County

Post Code

ML3 8RR

Country

United Kingdom

📍

Contact Number

User Name

Sarah.Rhodes@email.com

\*

🗨

Password Notification

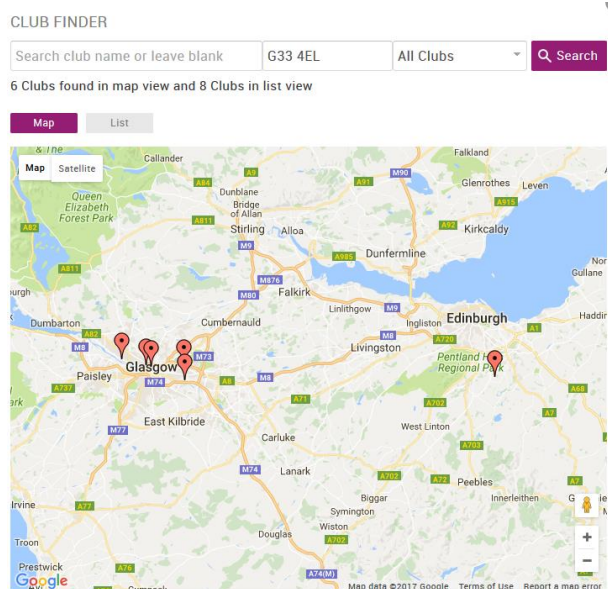
**Club Member Profile- Edit Mode**

The system will email the member using the email address given advising them their user name for the GoMembership system and give them a password reset link that will allow them to set their own password. From this point the member can self-administer their own Profile, search and book on Courses or Events and make their own payments.

A member record created by or updated by a club administrator will allow Basic Details, Emergency Contact, Club Role and Additional Details to be updated by the club administrator. The assignment of Club Role is by default ticked as a Member, if the new member has additional roles within the club you can tick those roles too. Swim Ireland can advise which roles from the list available give a person club administration rights as this varies in each organisation.

## Can other GoMembership users already registered with the Swim Ireland locate and join my club?

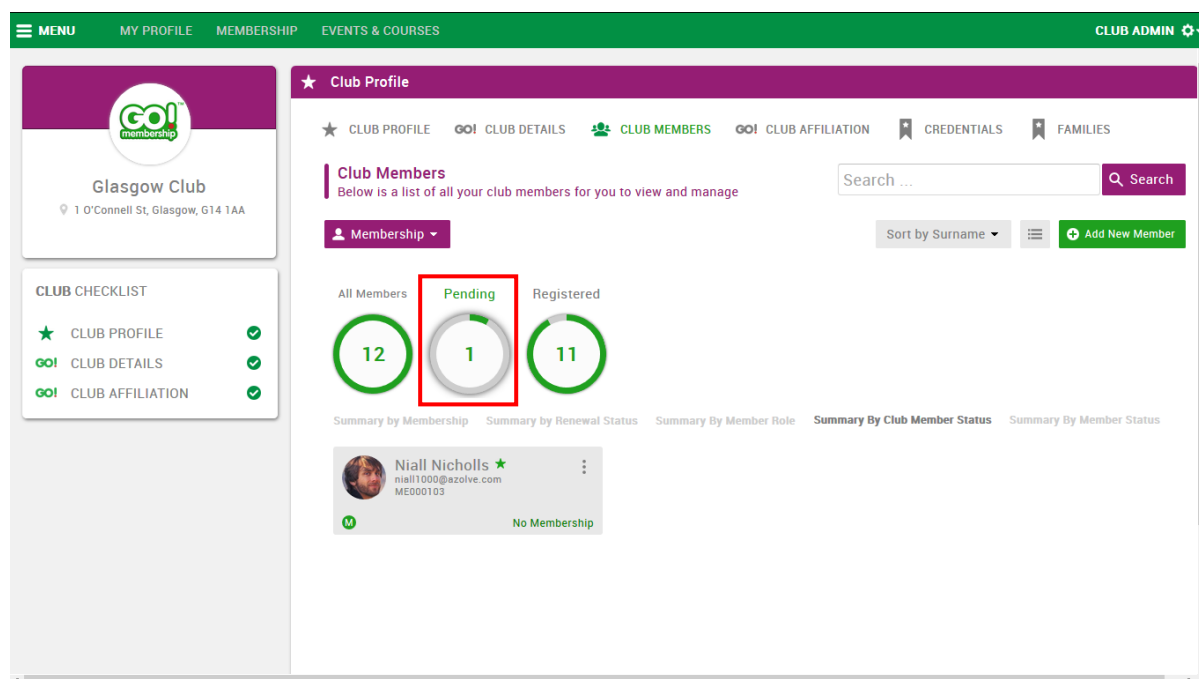
If a member of another club, or a direct member of Swim Ireland wants to associate themselves with your club they can search for it and add it to their profile using Club Finder from their My Profile tile.



**Club Finder**

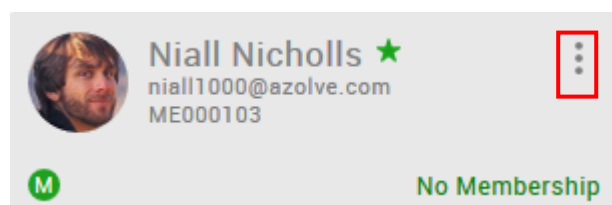
The club administrator will need to approve or reject that member being a member of your club.

You will see this in the Summary By Club Member Status grouping. By clicking on that circle you will be presented with the member card(s) that are Pending Approval and need you to action.



**Club Profile – Club Members – Grouped by Club Member Status**

From the contact card, locate the member to be approved/rejected, click the menu at the top right of the contact card (displayed as 3 small circles) and choose the appropriate action (Approve or Reject).



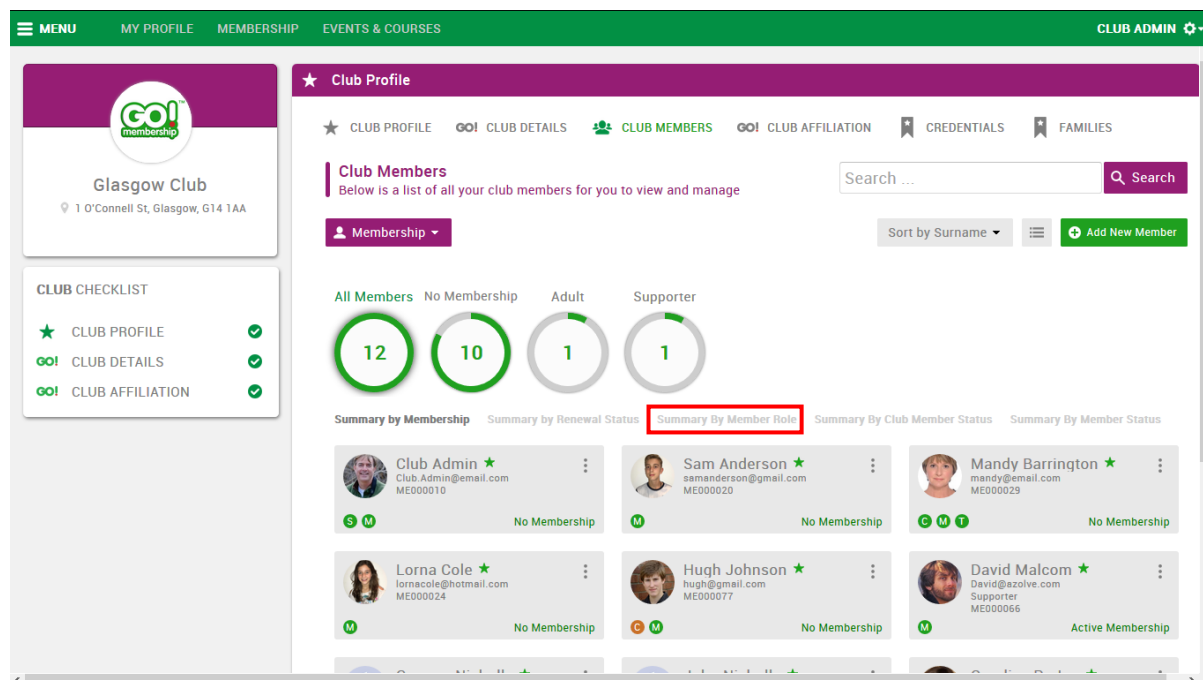
**Member Card**

If you approve they will be linked to your club as a member.

By becoming a club member they agree to you as the club administrator having access to their member record (with the exception of their Equality data).

## Can I see my club members grouped by role?

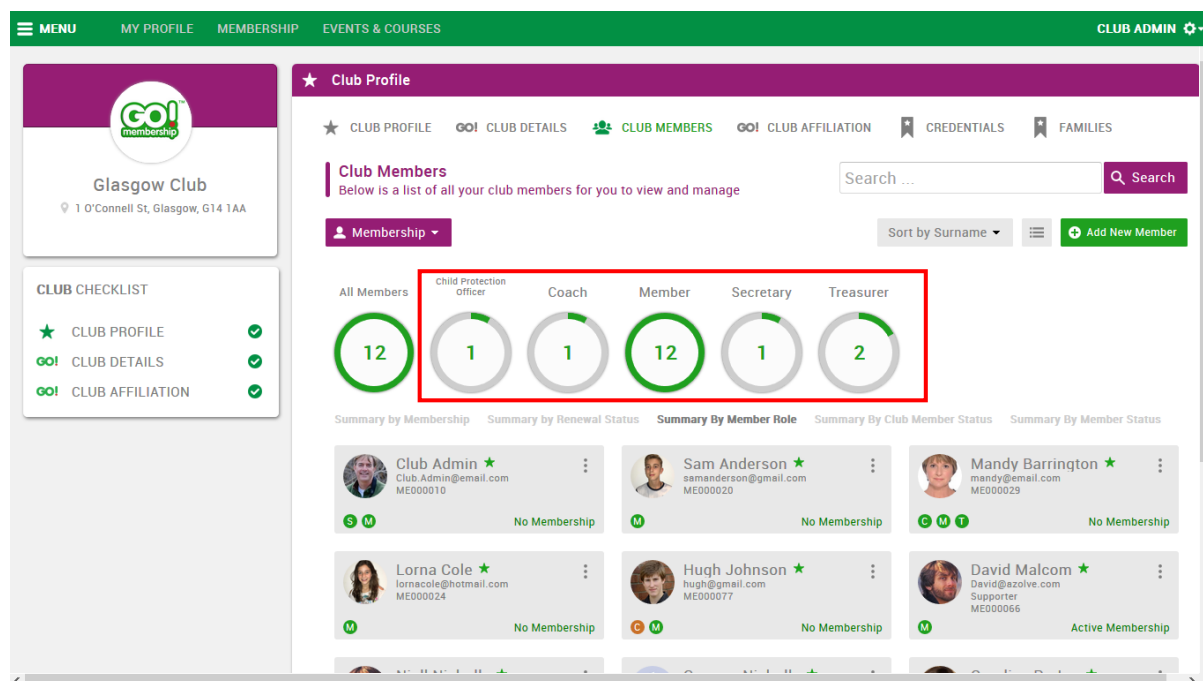
In the Club Members area you can click on Summary By Member Role.



The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' tab is active. The 'Summary By Member Role' tab is selected, showing a list of members grouped by role. The roles and their counts are: All Members (12), No Membership (10), Adult (1), and Supporter (1). The 'Summary By Member Role' tab is highlighted with a red box.

Club Profile – Club Members

You can see the All Members maintains the total member count but the statistic circles have changed titles and values



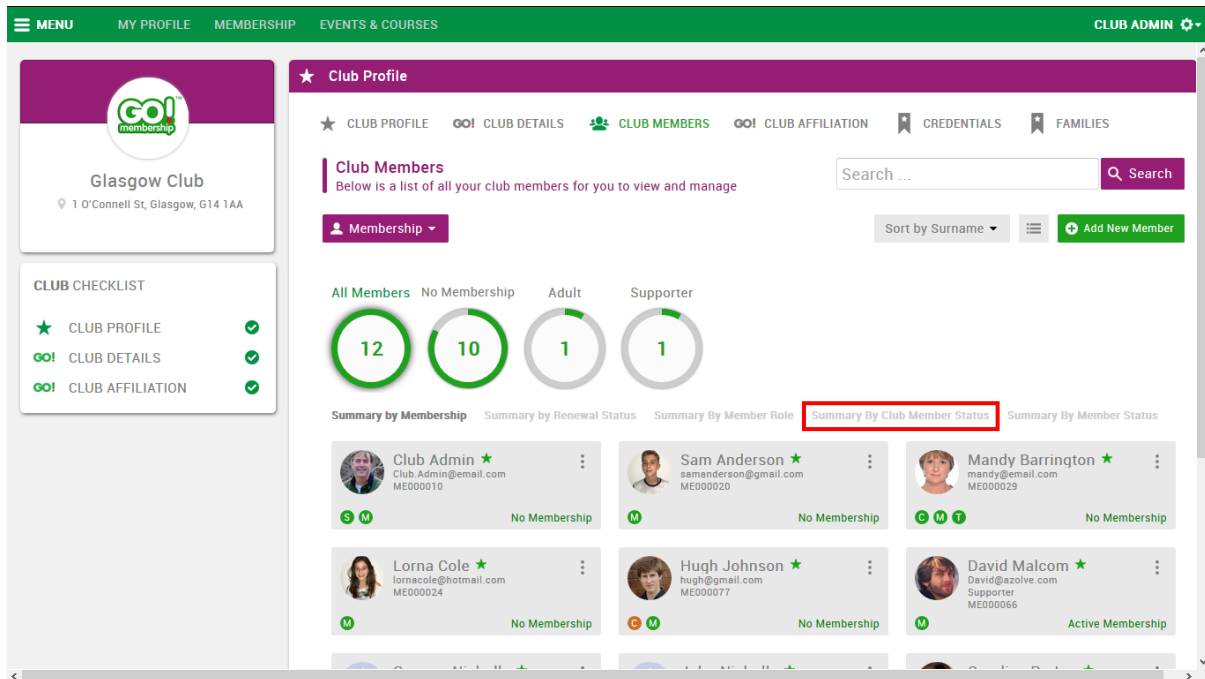
The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' tab is active. The 'Summary By Member Role' tab is selected, showing a list of members grouped by role. The roles and their counts are: All Members (12), Child Protection officer (1), Coach (1), Member (12), Secretary (1), and Treasurer (2). The 'Summary By Member Role' tab is highlighted with a red box.

Club Profile – Club Members – Grouped by Member Role

Click on one of the circles to filter the members by that role. Click All Members display all members again.

## Can I see my club members grouped by status?

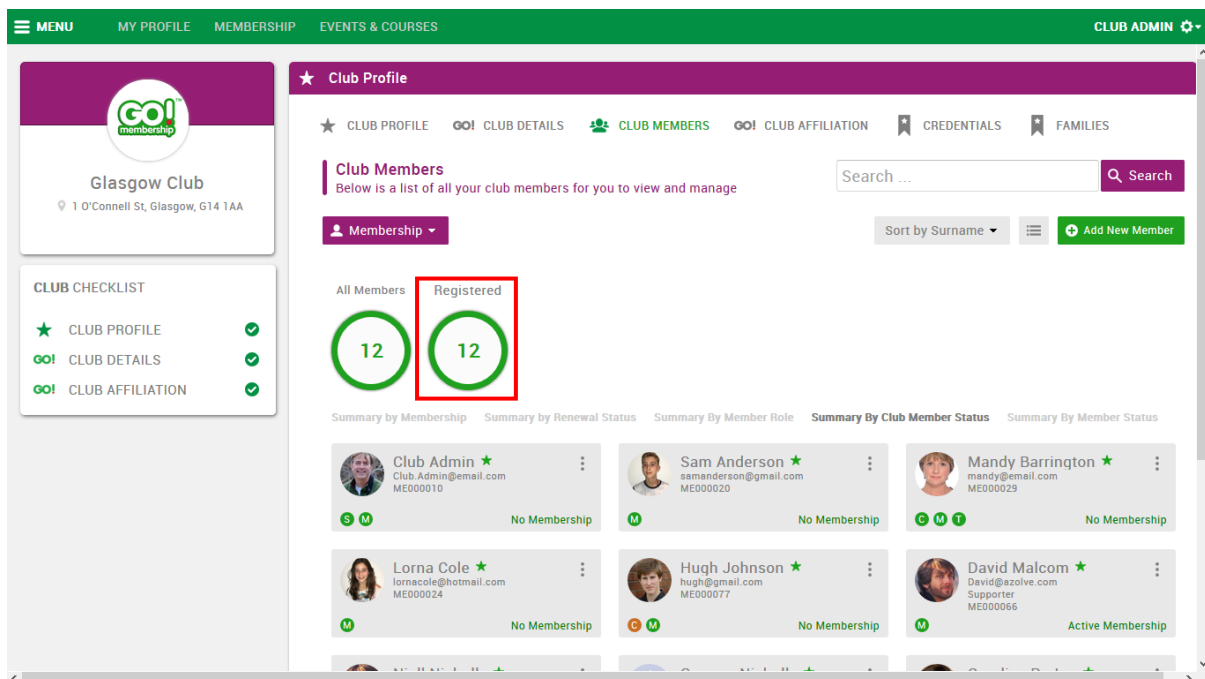
In the Club Members area you can click on Summary by Renewal Status



The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a list of members. The 'Summary by Club Member Status' tab is highlighted with a red box. The summary shows four categories: All Members (12), No Membership (10), Adult (1), and Supporter (1). The list of members includes Club Admin, Sam Anderson, Mandy Barrington, Lorna Cole, Hugh Johnson, and David Malcom, each with their status (No Membership or Active Membership).

Club Profile – Club Members

You can see the All Members maintains the total member count but the statistic circles have changed titles and values



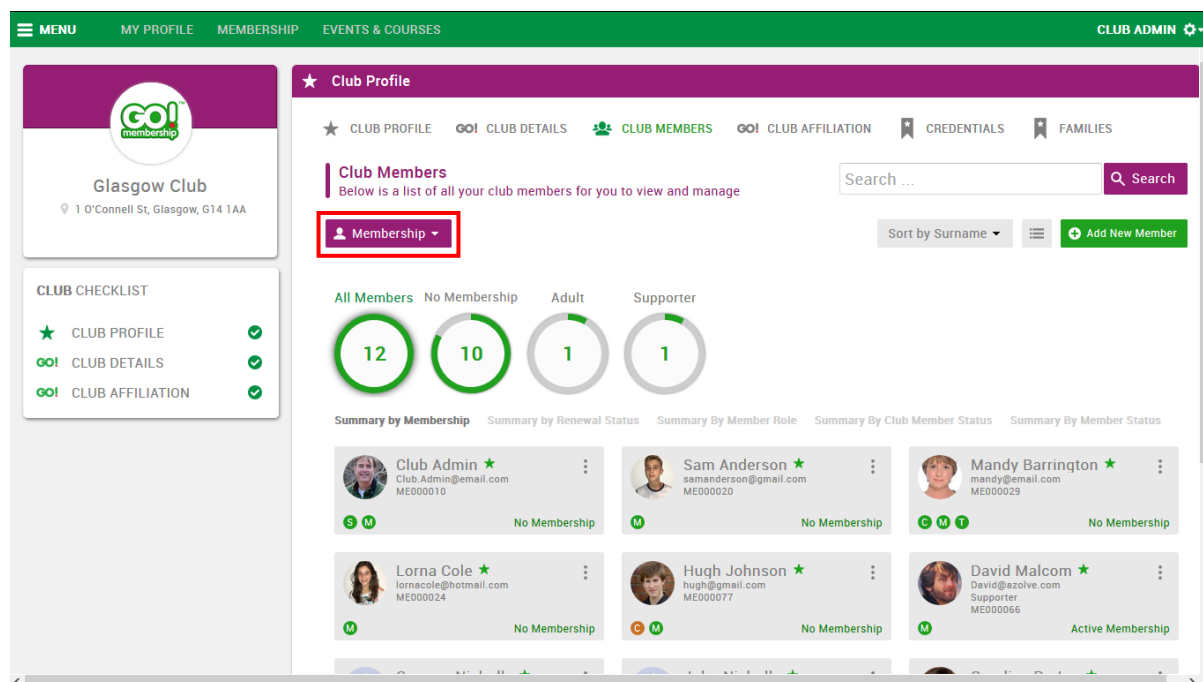
The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The 'Club Members' section is active, displaying a list of members. The 'Summary by Club Member Status' tab is highlighted with a red box. The summary shows two categories: All Members (12) and Registered (12). The list of members is the same as in the previous screenshot.

Club Profile – Club Members – Grouped by Member Role

Click on one of the circles to filter the members by that role. Click All Members display all members again.

## Can I see transfer requests where another club member wants to transfer to my club?

In the Club Members area at the top left of the page the default display is for Membership, click this button to see additional options, one of which is Transfer Requests.



**Club Profile**

★ CLUB PROFILE GO! CLUB DETAILS CLUB MEMBERS GO! CLUB AFFILIATION CREDENTIALS FAMILIES

**Club Members**  
Below is a list of all your club members for you to view and manage

Search ...







Sort by Surname

**Membership**

All Members No Membership Adult Supporter

12 10 1 1

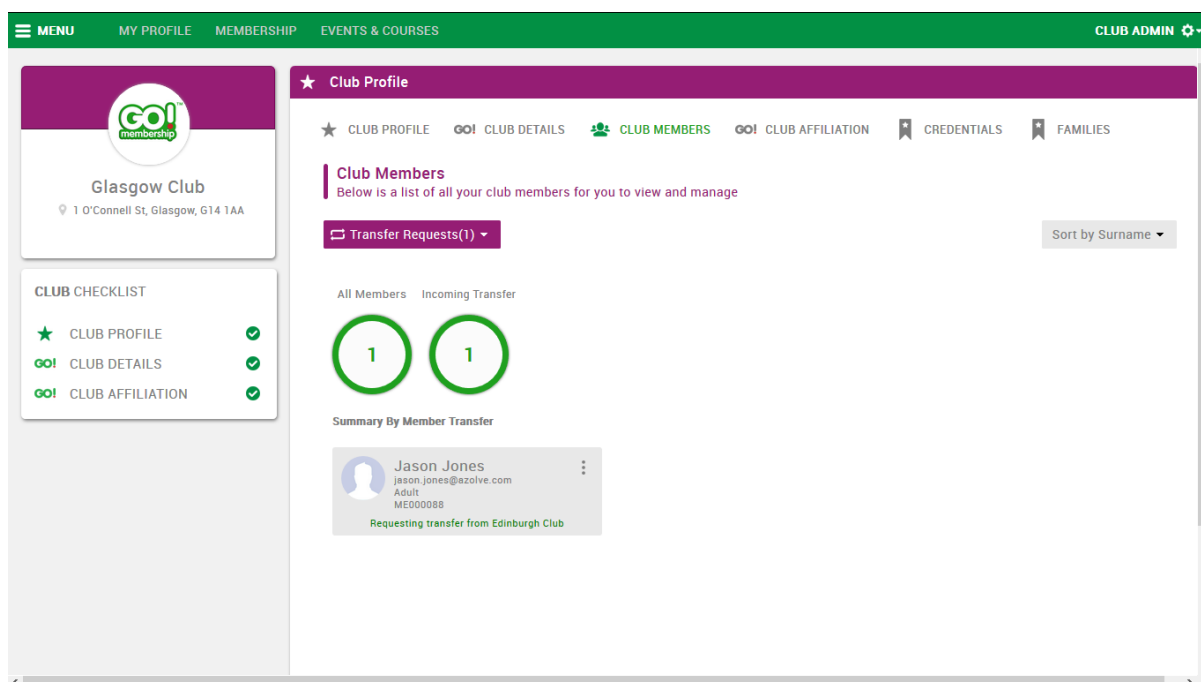
Summary by Membership Summary by Renewal Status Summary by Member Role Summary by Club Member Status Summary by Member Status

 <b>Club Admin</b> ★ Club.Admin@email.com ME000010 No Membership	 <b>Sam Anderson</b> ★ samanderson@gmail.com ME000020 No Membership	 <b>Mandy Barrington</b> ★ mandy@email.com ME000029 No Membership
 <b>Lorna Cole</b> ★ lornacole@hotmail.com ME000024 No Membership	 <b>Hugh Johnson</b> ★ hugh@gmail.com ME000077 No Membership	 <b>David Malcom</b> ★ David@azolve.com Supporter ME000066 Active Membership

Club Profile – Club Members

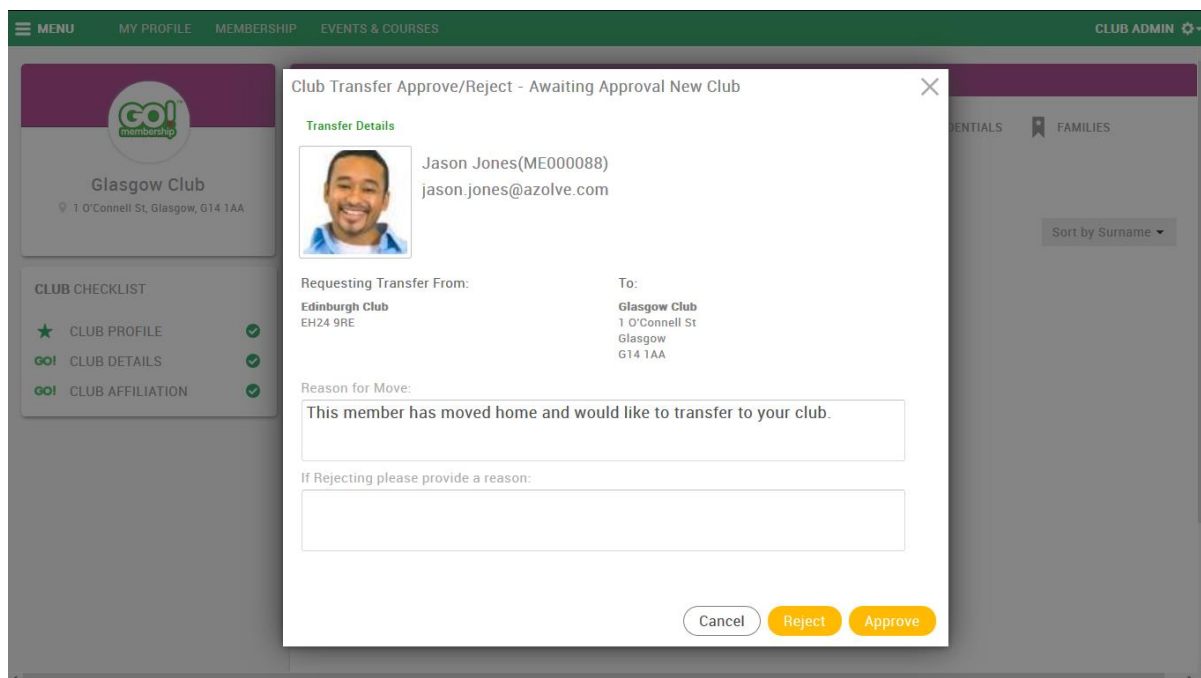
By choosing Transfer Requests you will be presented with the members who have made a Transfer Request, either outgoing or incoming.





#### Club Profile – Transfer Requests

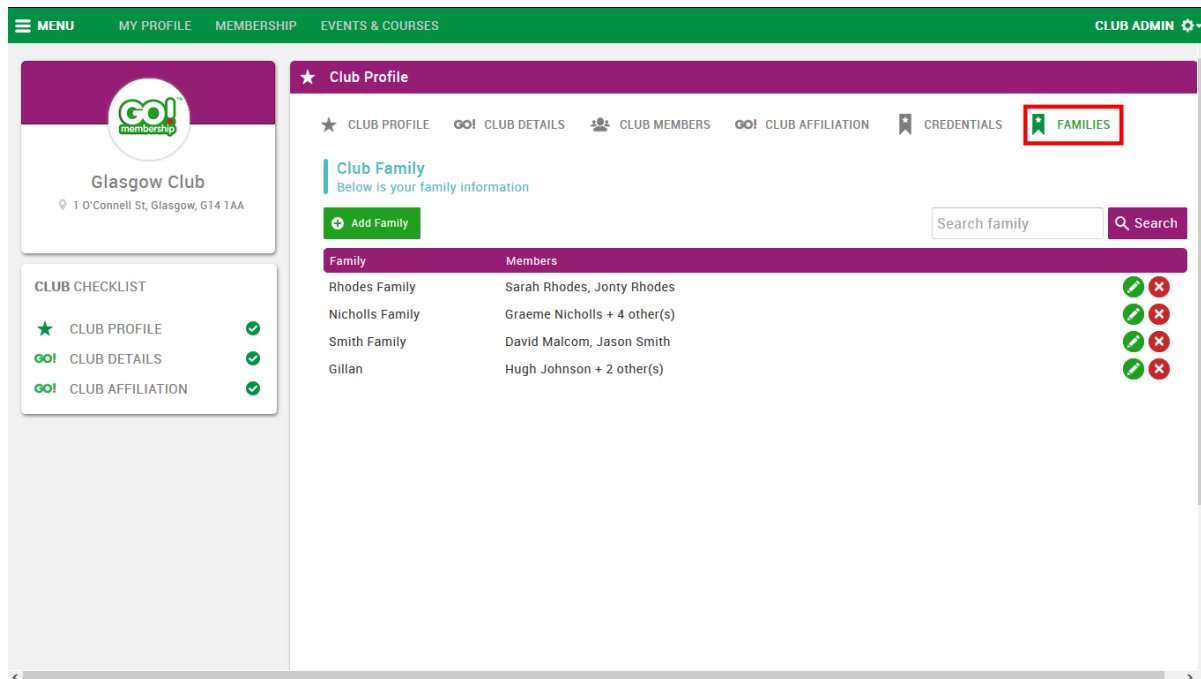
You can review the Transfer details by clicking on the request card. This will display the club that the transfer would be from, the club that the transfer would be to, the reason the member (or previous club's club admin) gave for requesting the transfer.



You have the opportunity to Approve or Reject this transfer request. If you reject you must provide a reason so that the member understands why their request was denied.

## Can I see family groups who are members of my club?

In the Club Profile at the top of the form choose Families at the far right hand side. This will show a list of any family groups who are linked to your club.



The screenshot shows the 'Club Profile' page for 'Glasgow Club'. The top navigation bar includes 'MENU', 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'CLUB ADMIN'. The 'FAMILIES' tab is highlighted in the top navigation bar. The main content area shows a table of family members with columns for 'Family' and 'Members'. The table lists four families: Rhodes Family, Nicholls Family, Smith Family, and Gillan. Each family has a list of members and a status icon (green checkmark or red X).

Family	Members	Status
Rhodes Family	Sarah Rhodes, Jonty Rhodes	✓
Nicholls Family	Graeme Nicholls + 4 other(s)	✓
Smith Family	David Malcom, Jason Smith	✓
Gillan	Hugh Johnson + 2 other(s)	✓

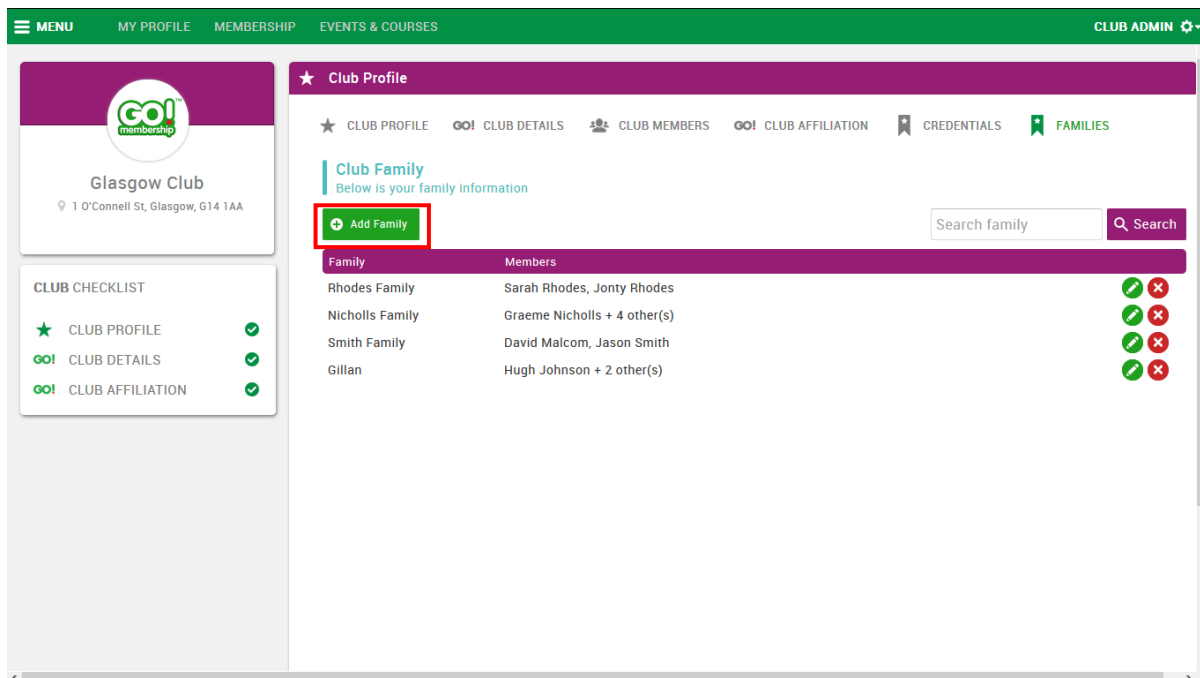
### **Club Profile – Families**

You can only see the names of the family members who are also your club members, for example a family group may consist of 4 people, only 2 are linked to your club and the other 2 are linked to another club. This is because the family group may have been created by one member so that they can administer the membership of their whole family regardless of their club links.

You can only update the member profile of members linked to your club.

## Can I create family groups in my club?

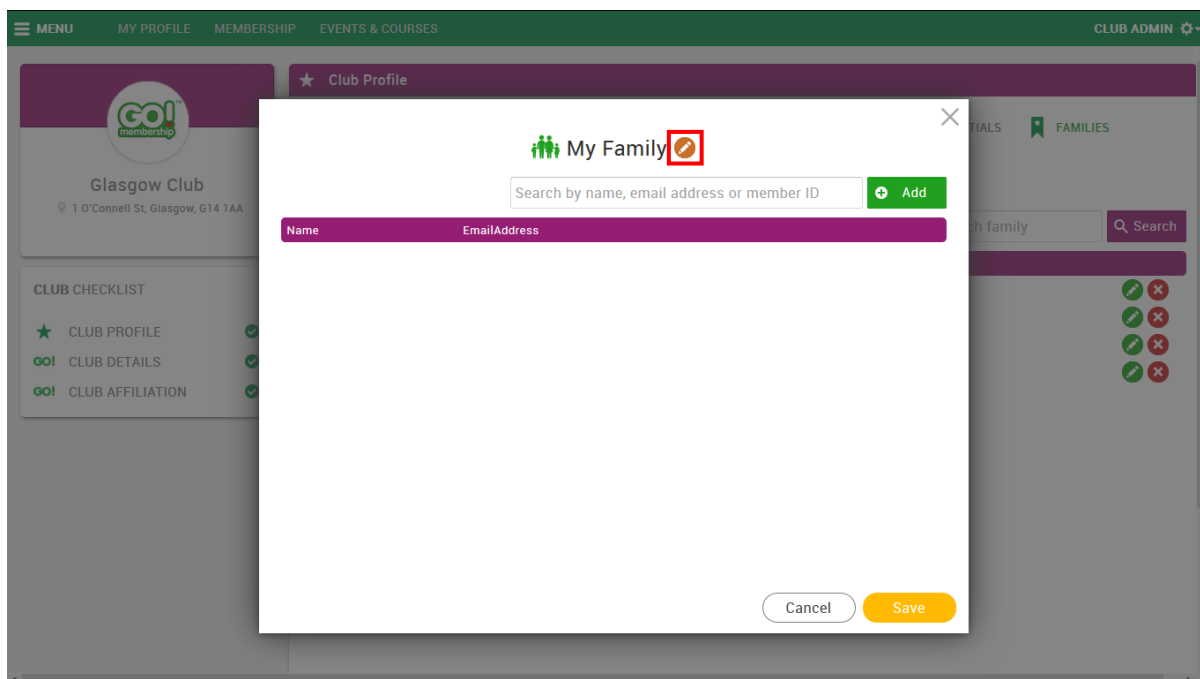
In the Families area you can add a family group using the Add Family button.



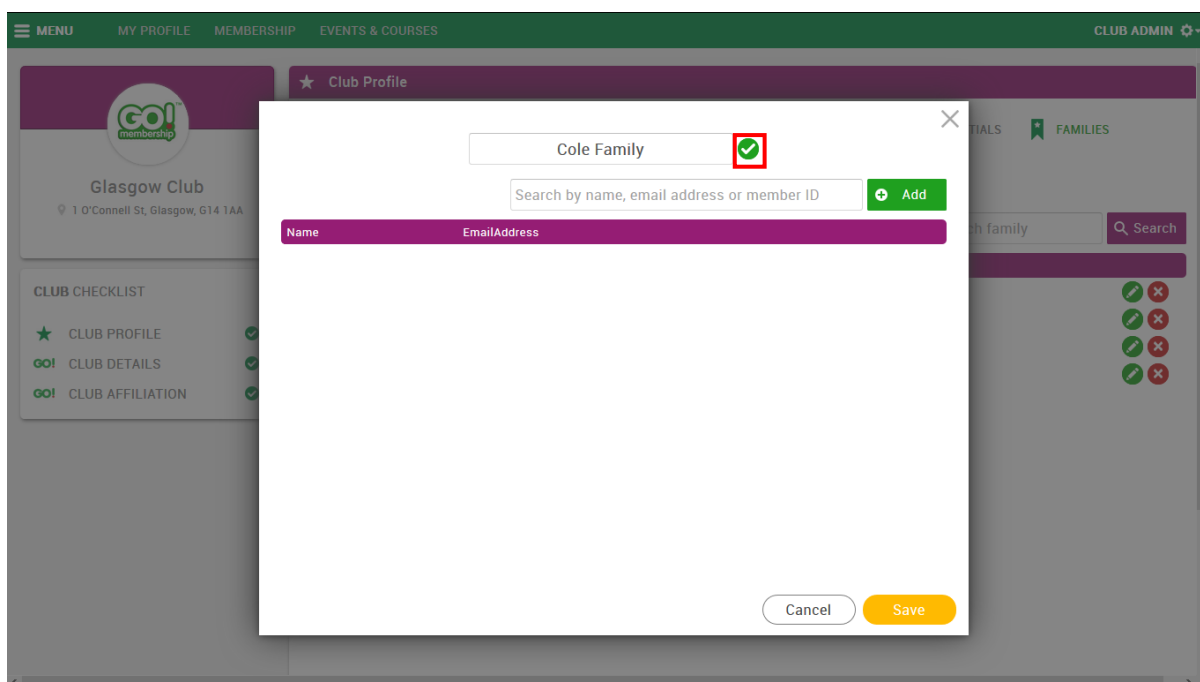
**Club Profile – Families**

You can name that family group and add members to the group.

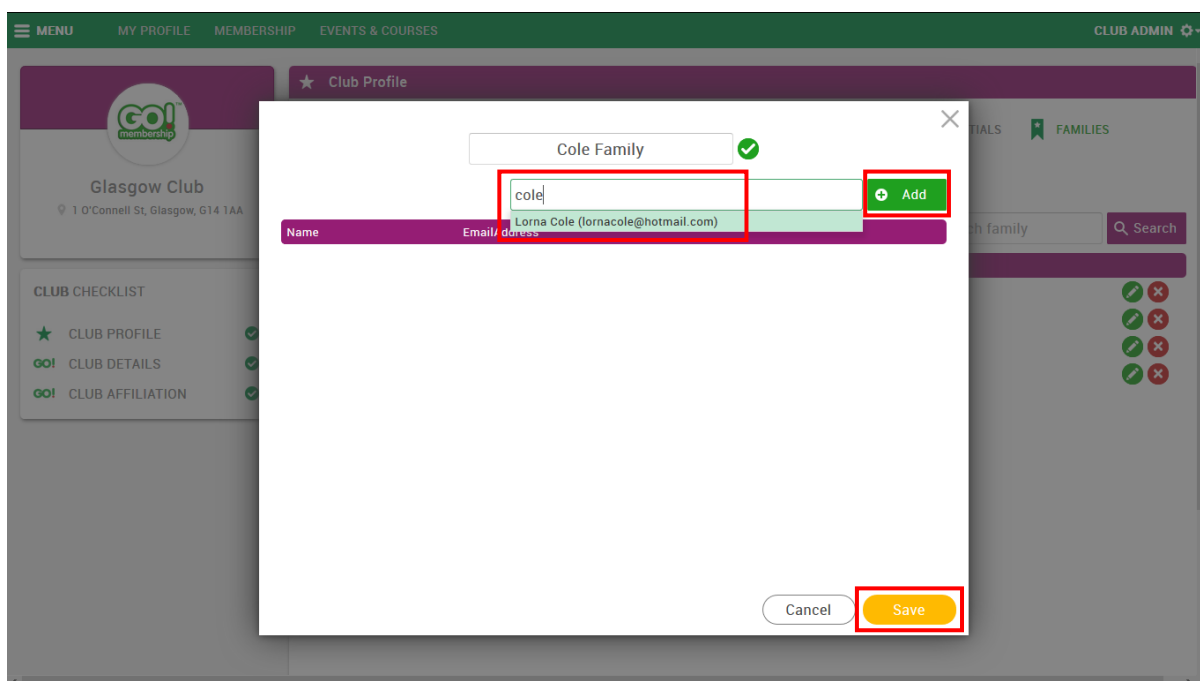
To name the family group click on the edit button beside “My Family”



After naming the family ensure you click the confirmation button



Start typing the name of the family members you want to add to this group and you will be presented with a list of available members. Note, you can only add members who are already members of your club. Click Add and continue searching for and adding members to the family as appropriate and ensure you click Save at the bottom to save this group of people as a family.



## Will my club members receive renewal notifications when their membership is due to expire?

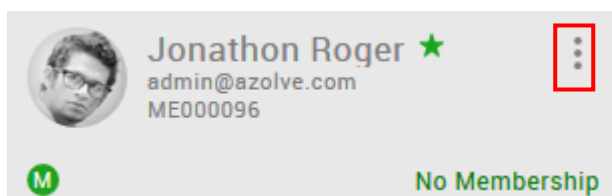
Swim Ireland will inform the club administrator/ secretary of the renewal dates

## How do I remove a member from my club?

In the Club Members area on the member record, whether on the contact card view or on the list view, clicking the menu button will give you the option to "Remove from Club". This will unlink the chosen member from your club. They will still have a member record in the system, it is not deleted, simply unlinked. There are two ways to do this.

### Method 1

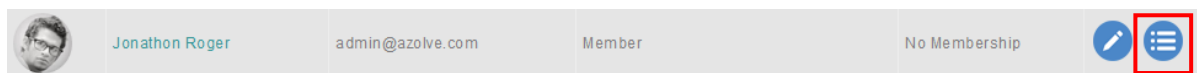
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Remove from Club.



Member Card

### Method 2

From the list view, locate the member to be removed, click the menu button at far right of the row and choose Remove from Club



### Club Member – List View

Whichever of these methods chosen will result in you being presented with the reason form.

Please Specify a Reason ×

Submit

### Club Member – Remove From Club – Reason Form

You are expected to provide a reason for removing this member from your club

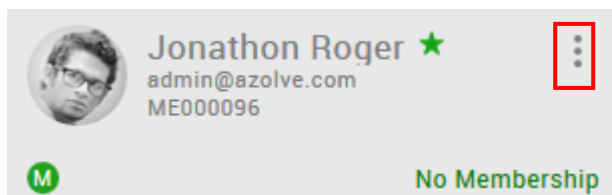
## How do I transfer a member to another club?

In the Club Members area on the member record. There are two ways to do this.

There are two ways to do this.

### Method 1

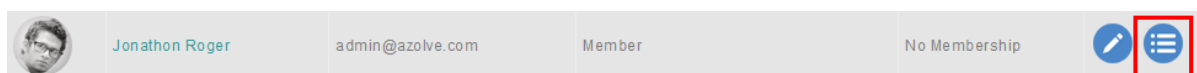
From the contact card, locate the member to be transferred, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Transfer.



**Member Card**

### Method 2

From the list view, locate the member to be transferred, click the menu button at far right of the row and choose Transfer



**Club Member – List View**

Whichever of these methods chosen will result in you being presented with the Member Transfer form. You can start typing the new club's name in the New Club field and you will be offered a list of clubs that match your text or you can use the Club Finder using the Club Finder button on the right.

Member Transfer

×

You are initiating a transfer for this member from this club, Please select a new club below:

New Club:

Edinburgh Club

Or Use Club Finder

Please provide a reason for your move:

Cancel

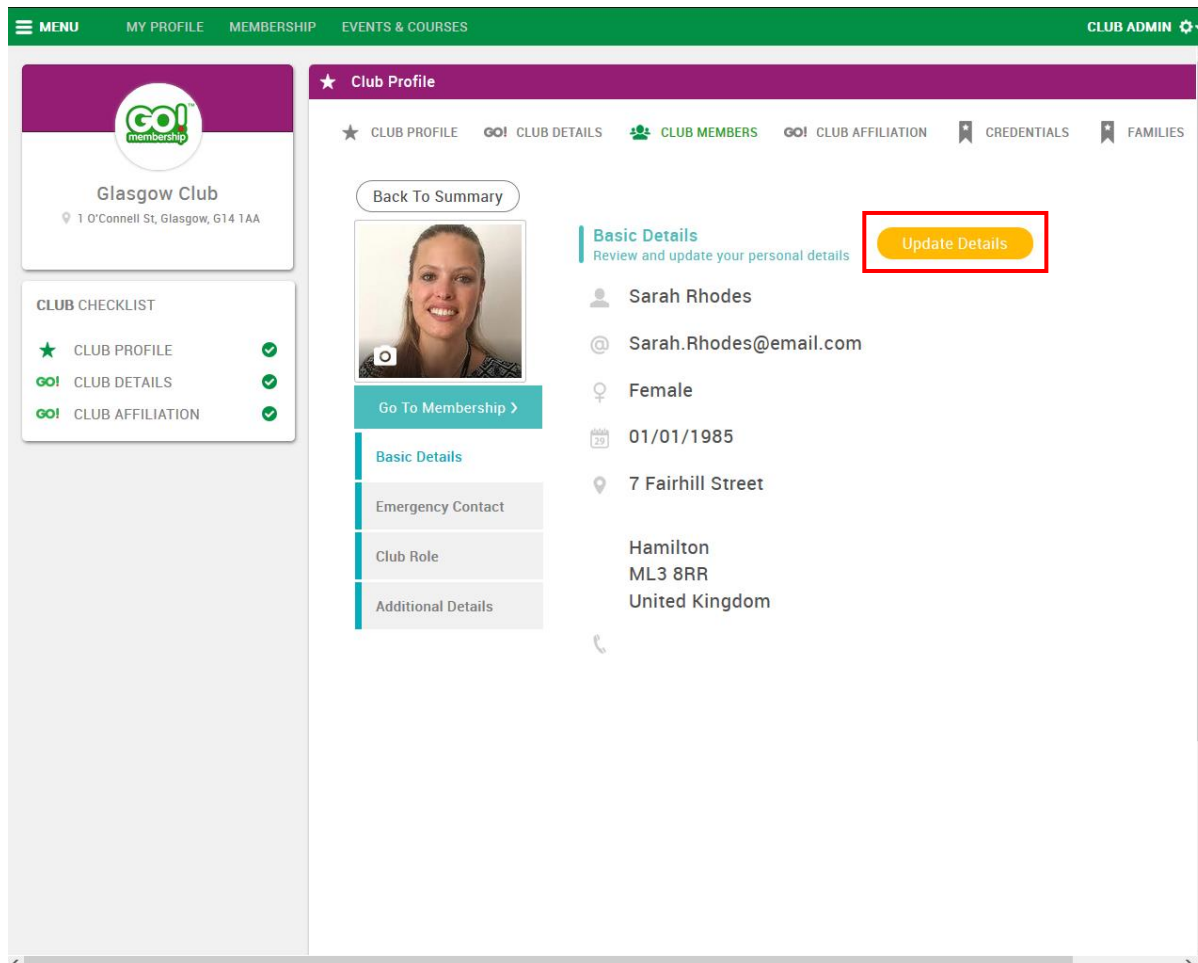
Save

**Club Member – Transfer from Club – Member Transfer Form**

You are expected to provide a reason for the transfer request. This is the same process if a club member made the request themselves

## Can I edit my club members' profiles?

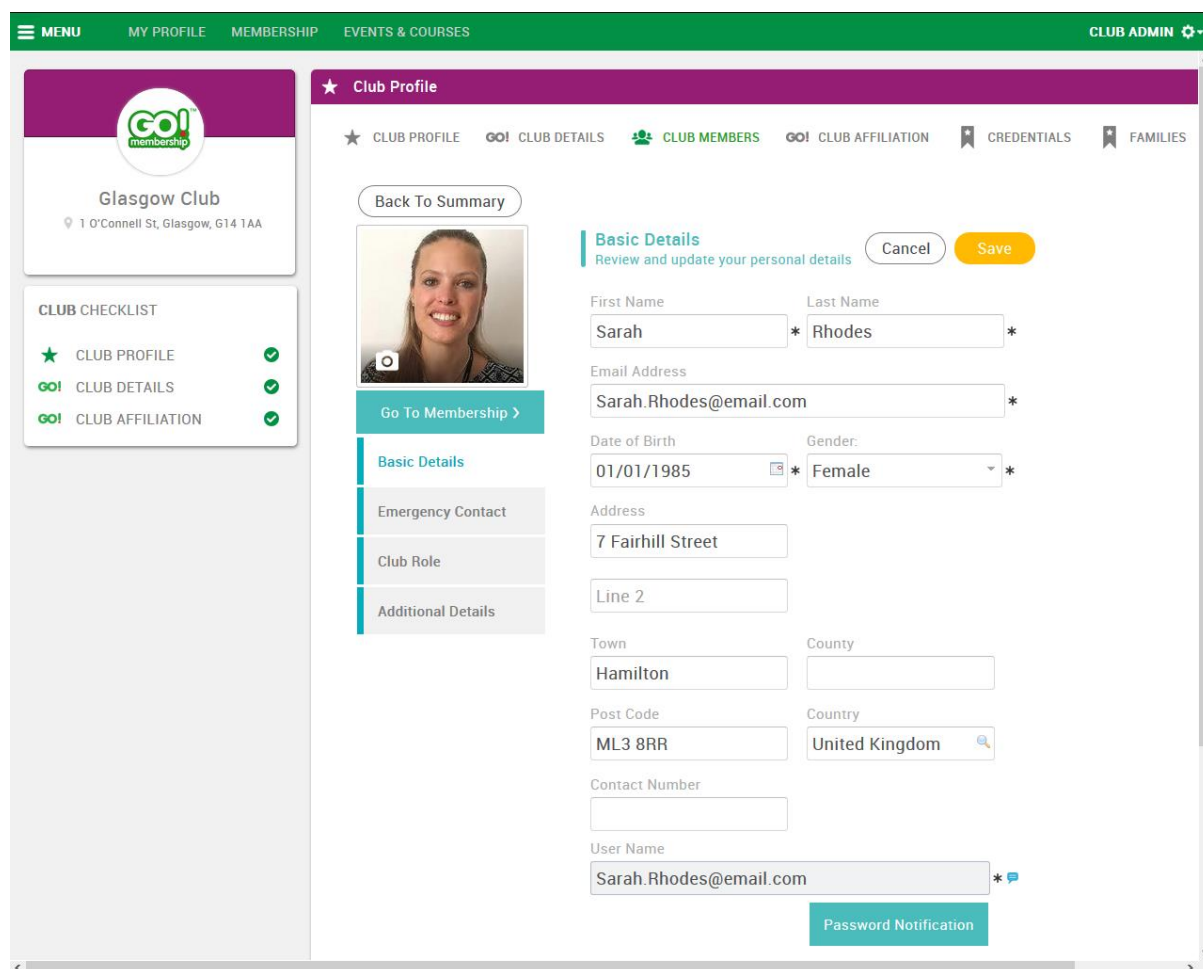
In the Club Members area if you click on a member record you are presented with that member's profile. You can update this member's record as appropriate using the Update Details button to make the fields editable.



The screenshot displays the 'Club Member Profile' page. The top navigation bar includes 'MENU', 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'CLUB ADMIN'. The left sidebar shows the 'Glasgow Club' profile and a 'CLUB CHECKLIST' with items: 'CLUB PROFILE' (checked), 'CLUB DETAILS' (checked), and 'CLUB AFFILIATION' (checked). The main content area is titled 'Club Profile' and includes tabs for 'CLUB PROFILE', 'CLUB DETAILS', 'CLUB MEMBERS', 'CLUB AFFILIATION', 'CREDENTIALS', and 'FAMILIES'. The 'CLUB MEMBERS' tab is active, showing a member profile for Sarah Rhodes. The profile includes a photo, a 'Go To Membership' button, and a 'Basic Details' section with fields for name, email, gender, date of birth, and address. A red box highlights the 'Update Details' button in the top right corner of the profile section.

Club Member Profile

Mandatory fields are marked with an asterisk and are the same mandatory fields if you are creating a new member.



**Club Member Profile- Edit Mode**

Ensure you click Save to save any changes made.

You have no access to a club member's Equality information, this is restricted so that only the member themselves can provide and view that detail.

## Why are some club members not available for bulk renewal?

A member cannot be included in bulk renewal if they have never held a membership previously or if they have previously held membership but the conditions of the membership have changed. For example if a Junior member has now exceeded the age for Junior membership and now needs to be assigned a Senior membership category this will need to be done individually to ensure the correct membership is assigned.

## Can I import new members instead of manually creating them?

Yes, you can import new members using a specific spreadsheet format. Click on the Data Import tile. You can download a template spreadsheet from the information panel on the right hand side. The



Data Import will only work if you follow the instructions in this information panel and use the correct structure in the template.

The file will be validated when added to the upload file container to eliminate incorrect data being added to the GoMembership database.

A separate FAQ gives further information on Data Import.

### Can I upload member renewals?

No, renewals are either updated individually or by using bulk renewal - there is no import option for renewing members.