

Introduction

When a member of the club does not renew their membership, there is a feature on the JustGo system, to hide their membership profile on the club profile, to make it easier to manage active club member profiles.

The steps below will show you how to hide member profiles and also where to find those hidden member profiles should the members wish to renew their membership.

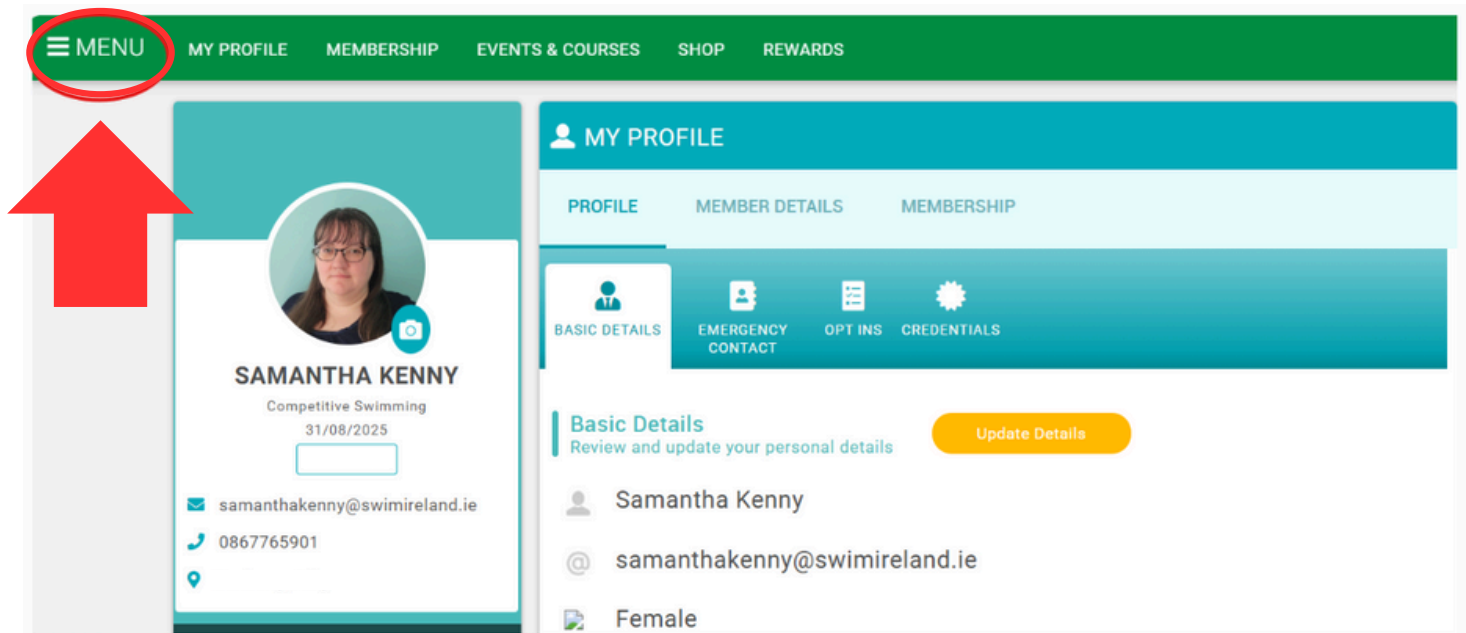
Step 1

Click on the link below and log in using your JustGo log in details

[JustGo sign in page](#)

Step 2

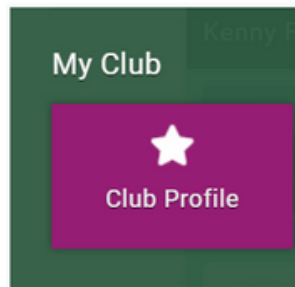
Once logged in, click on the three little lines in the top left of the screen, shown circled in red in the image below.



Hidden Members

Step 3

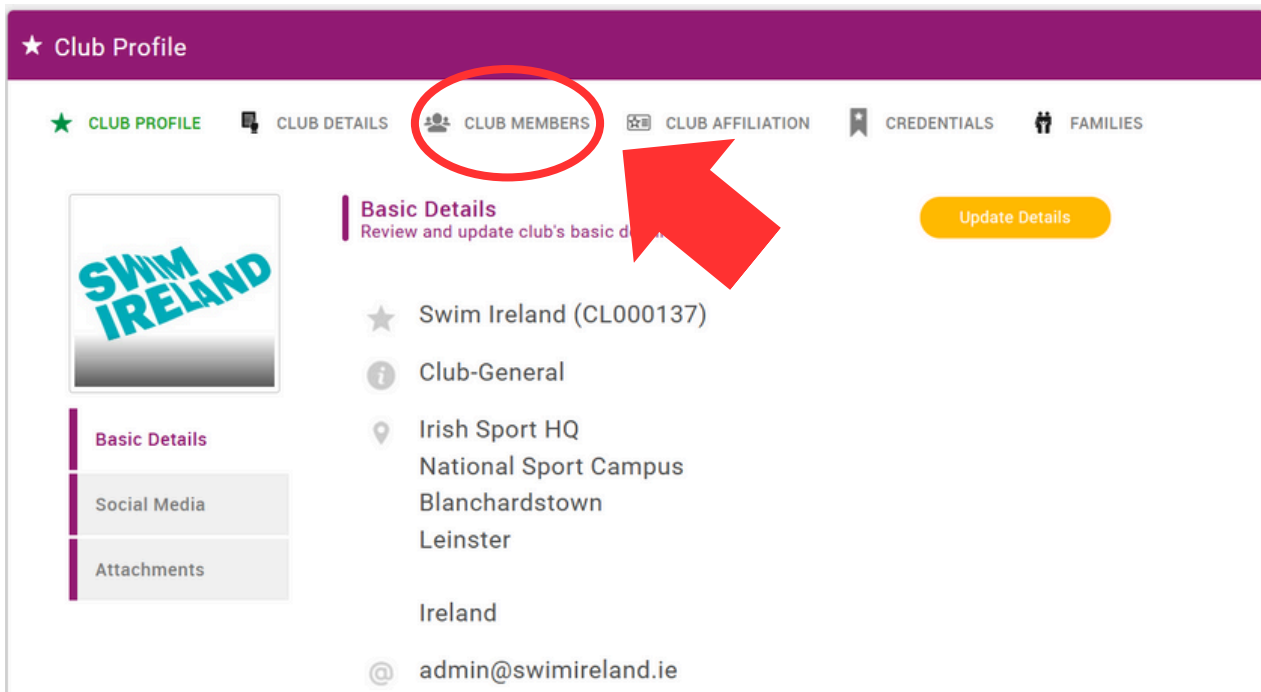
A menu will pop out, scroll to the bottom until you find the button shown in the image below and click on it.



Step 4

This will bring you to your club profile, similar to the one shown in the image below.

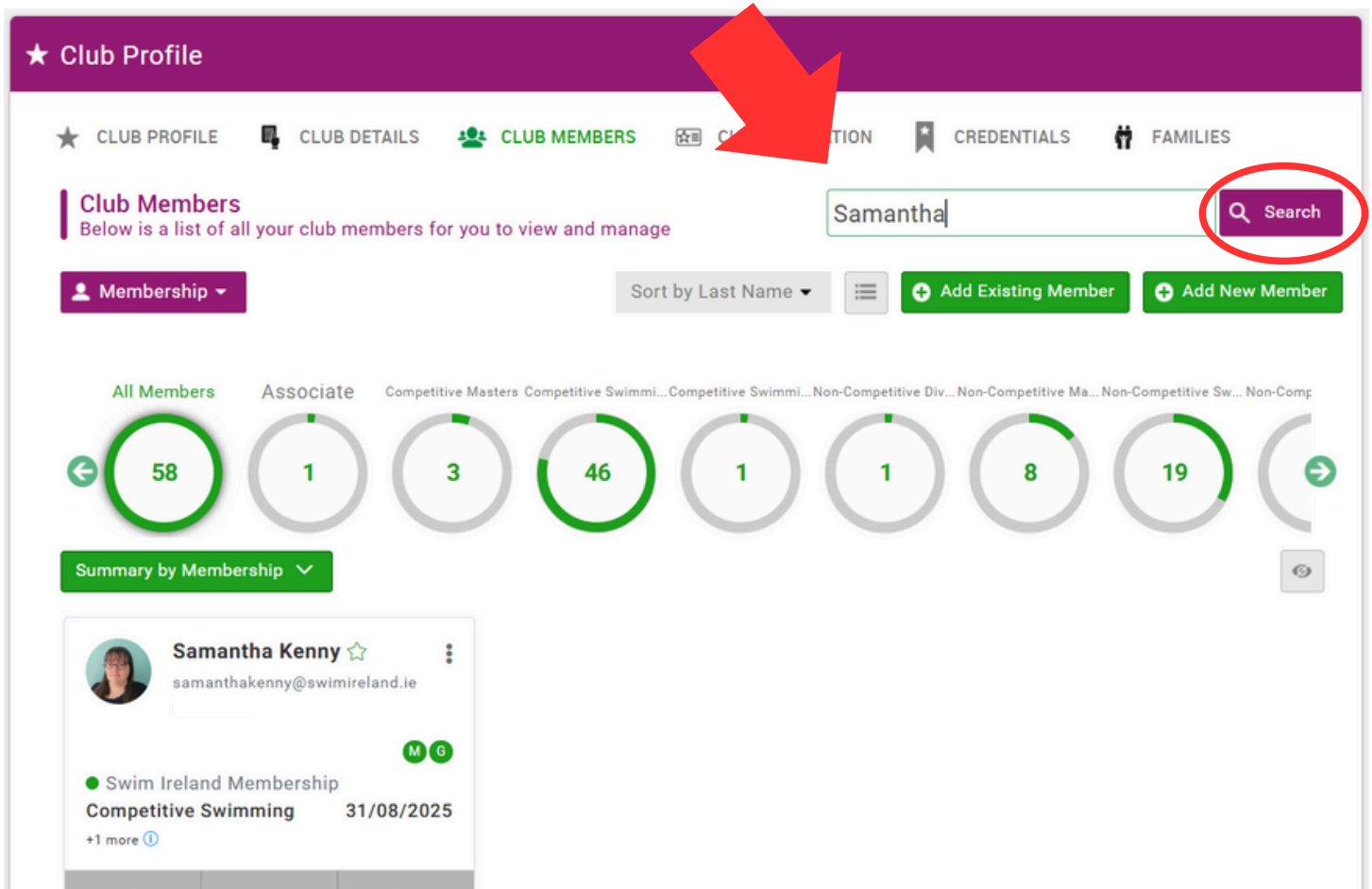
Click on Club Members, shown circled in red in the image below to access the members of your club.



Hidden Members

Step 5

Search for the member you wish to add membership to by typing their name in the search bar and clicking on the button labelled Search



The screenshot shows the 'Club Profile' page with a navigation bar at the top containing 'CLUB PROFILE', 'CLUB DETAILS', 'CLUB MEMBERS', 'CLUB INFORMATION', 'CREDENTIALS', and 'FAMILIES'. A red arrow points to the 'CLUB MEMBERS' tab. Below the navigation bar, the 'Club Members' section is active, displaying a search bar with the text 'Samantha' and a 'Search' button circled in red. Below the search bar are buttons for 'Membership', 'Sort by Last Name', 'Add Existing Member', and 'Add New Member'. A horizontal bar shows membership counts for various categories: All Members (58), Associate (1), Competitive Masters (3), Competitive Swimming (46), Competitive Swimming (1), Non-Competitive Div... (1), Non-Competitive Ma... (8), and Non-Competitive Sw... (19). Below this is a 'Summary by Membership' dropdown and a card for 'Samantha Kenny' with a star icon, email address 'samanthakenny@swimireland.ie', and membership details for 'Swim Ireland Membership Competitive Swimming' ending on '31/08/2025'.

Hidden Members

Step 6

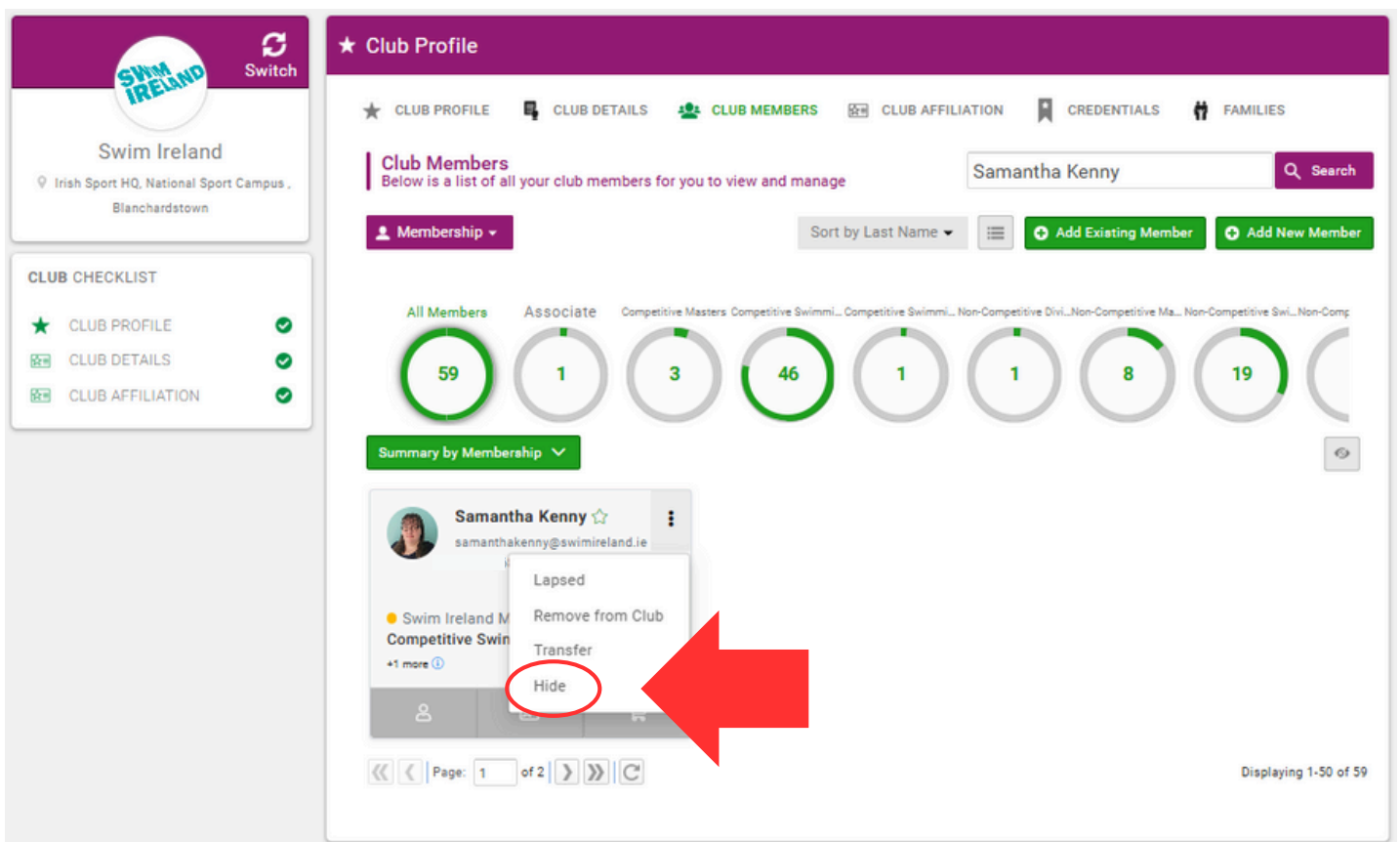
Click on the three dots in the righthand corner of the profile shown circled in red in the image below.

The screenshot shows the 'Club Profile' interface. At the top, there are navigation tabs: CLUB PROFILE, CLUB DETAILS, CLUB MEMBERS (active), CLUB AFFILIATION, CREDENTIALS, and FAMILIES. Below this is the 'Club Members' section with a search bar containing 'Samantha' and a 'Search' button. There are buttons for 'Add Existing Member' and 'Add New Member'. A horizontal bar shows membership counts for various categories: All Members (58), Associate (1), Competitive Masters (3), Competitive Swimm... (46), Competitive Swimm... (1), Non-Competitive Div... (1), Non-Competitive Ma... (8), and Non-Competitive Sw... (19). Below this is a 'Summary by Membership' dropdown. The main content area displays the profile for 'Samantha Kenny' with her email 'samanthakenny@swimireland.ie'. Her membership details are: 'Swim Ireland Membership', 'Competitive Swimming', and '31/08/2025'. A red circle highlights the three-dot menu icon in the top right corner of the profile card, and a red arrow points to it.

Hidden Members

Step 7

A small menu will appear, select the hide option shown circled in red in the image below.



The member profile is now hidden on the club profile.

Hidden Members

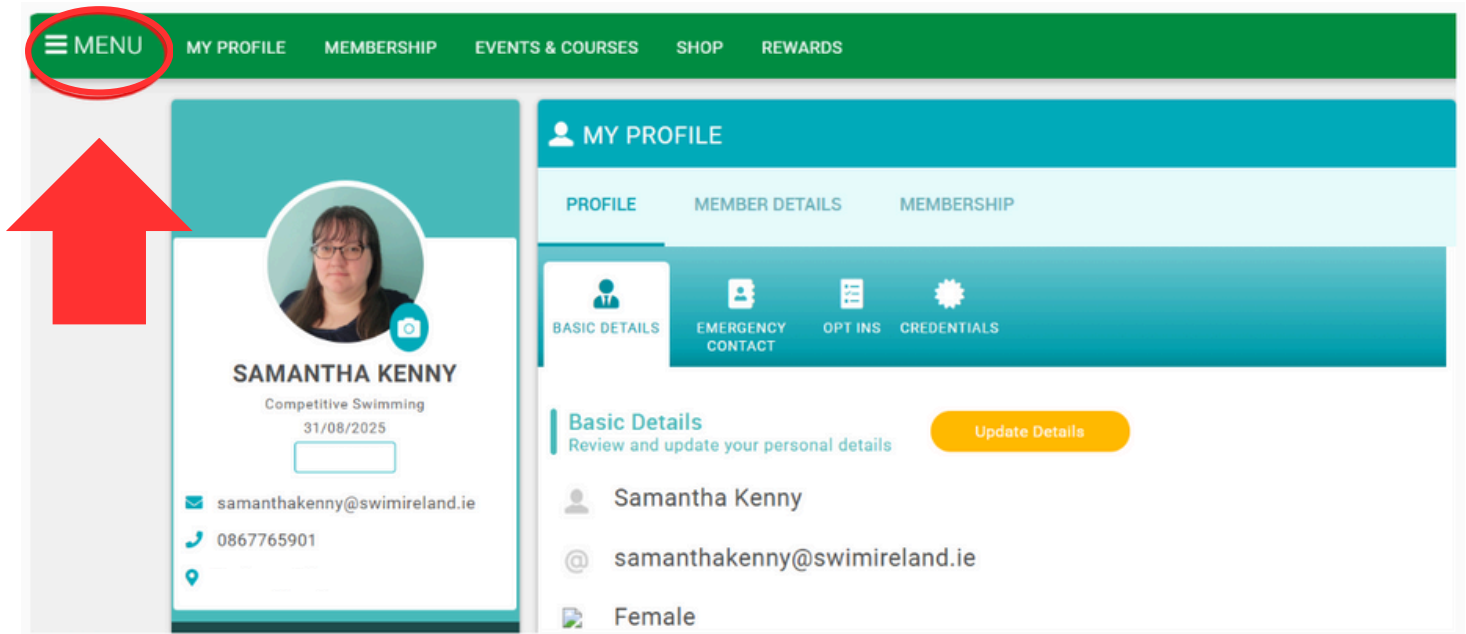
To find hidden members and unhide their profiles to make them visible from the main club membership page of the club profile, please follow the steps below.

Step 1

Click on the link below and log in using your JustGo log in details
[JustGo sign in page](#)

Step 2

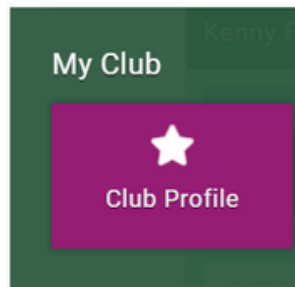
Once logged in, click on the three little lines in the top left of the screen, shown circled in red in the image below.



Hidden Members

Step 3

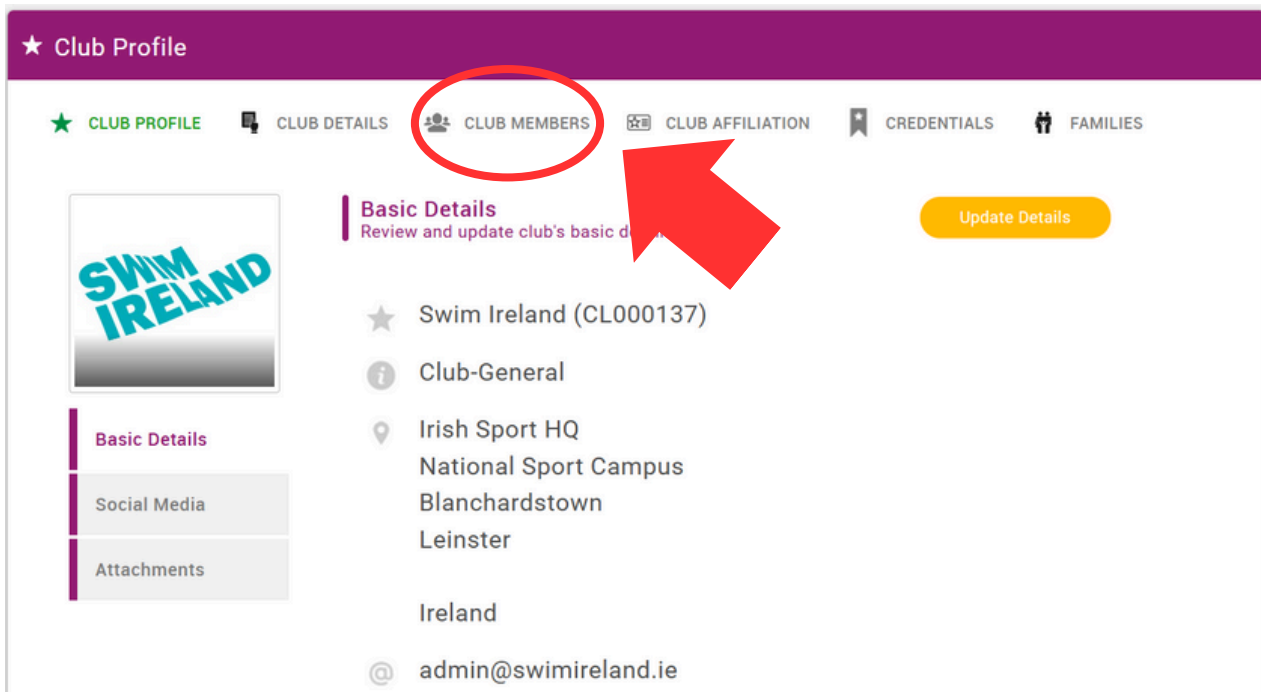
A menu will pop out, scroll to the bottom until you find the button shown in the image below and click on it.



Step 4

This will bring you to your club profile, similar to the one shown in the image below.

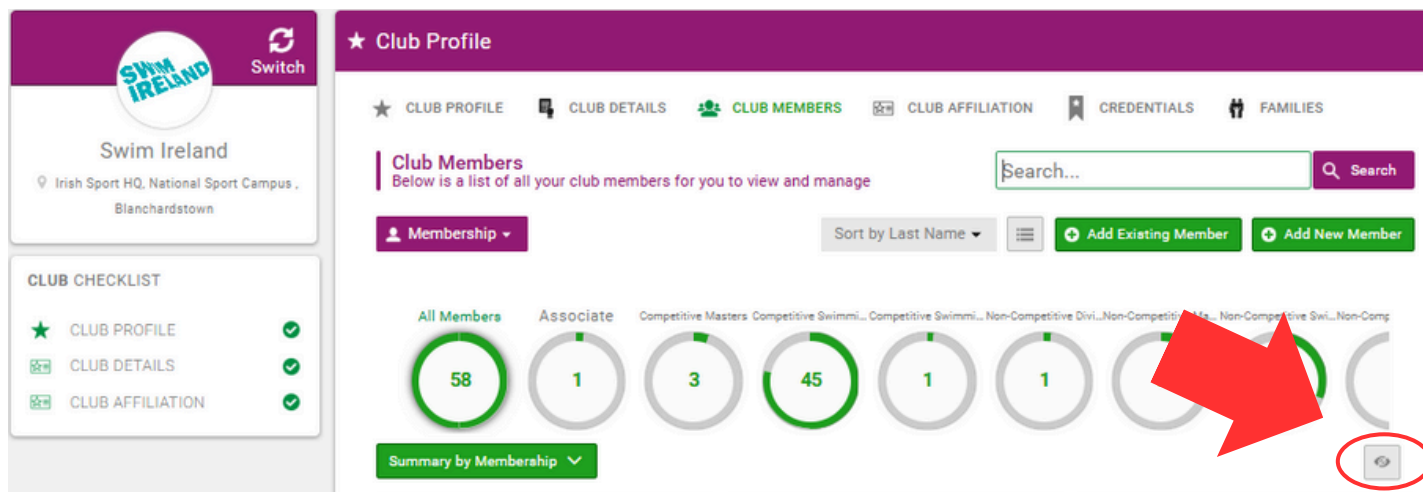
Click on Club Members, shown circled in red in the image below to access the members of your club.



Hidden Members

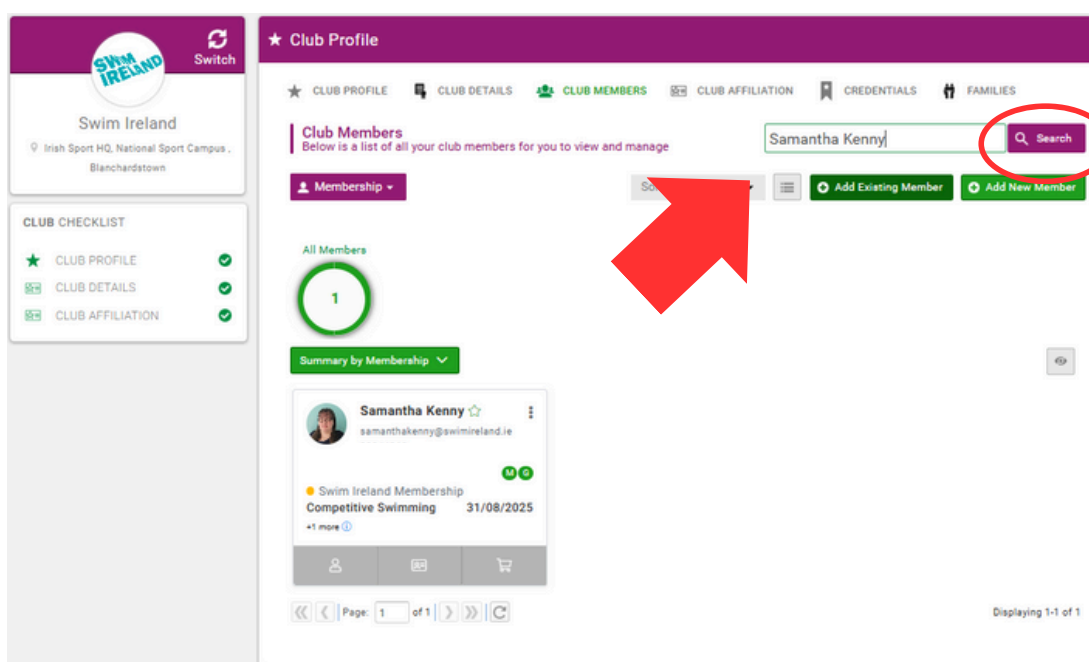
Step 5

This will bring you to the club members section of the club profile. Click on the view hidden members button, shown circled in red in the image below.



Step 6

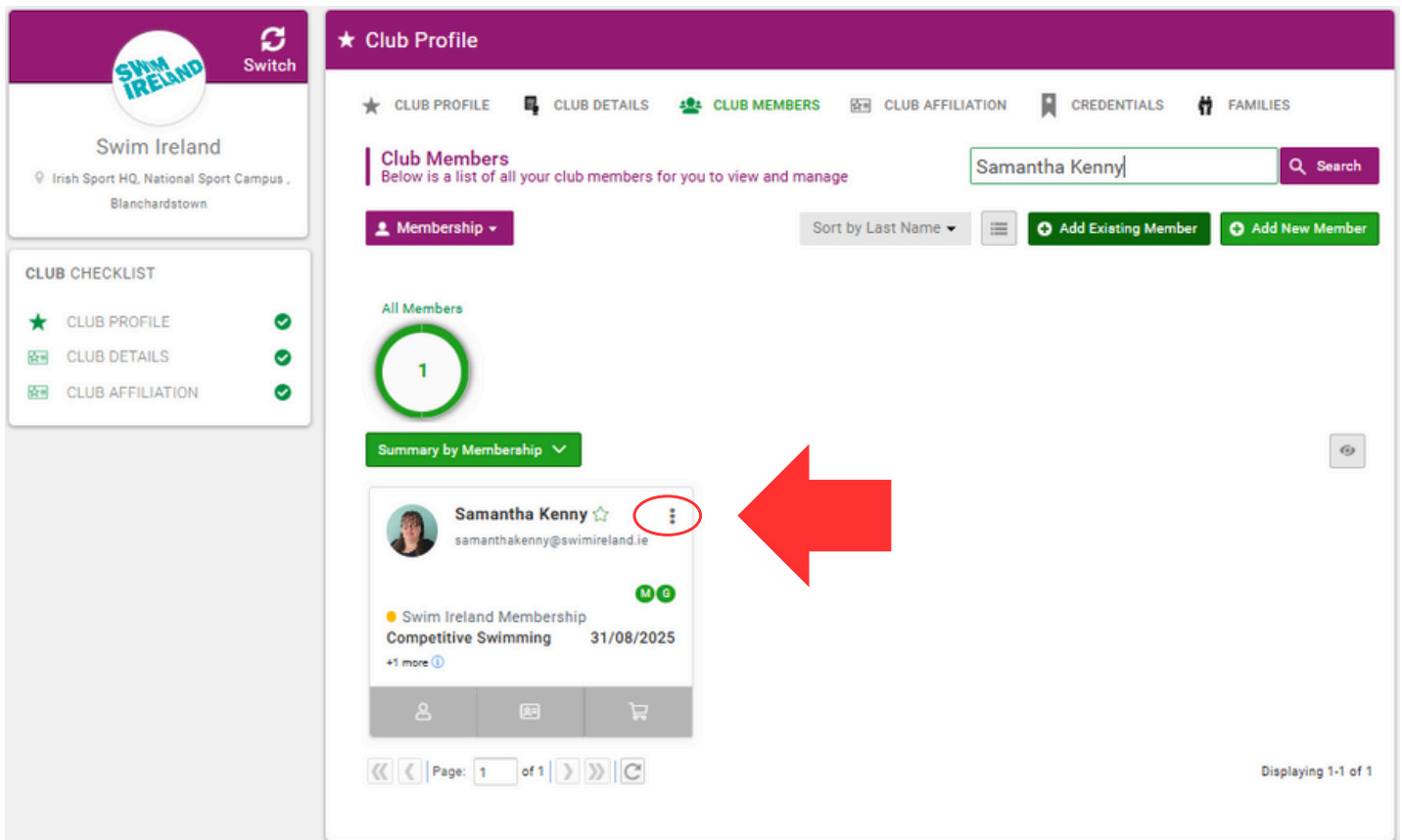
This will bring you to any club member profiles that have been hidden. To find a specific member, enter their name or Swim Ireland number into the search bar, and click search, shown circled in red in the image below.



Hidden Members

Step 7

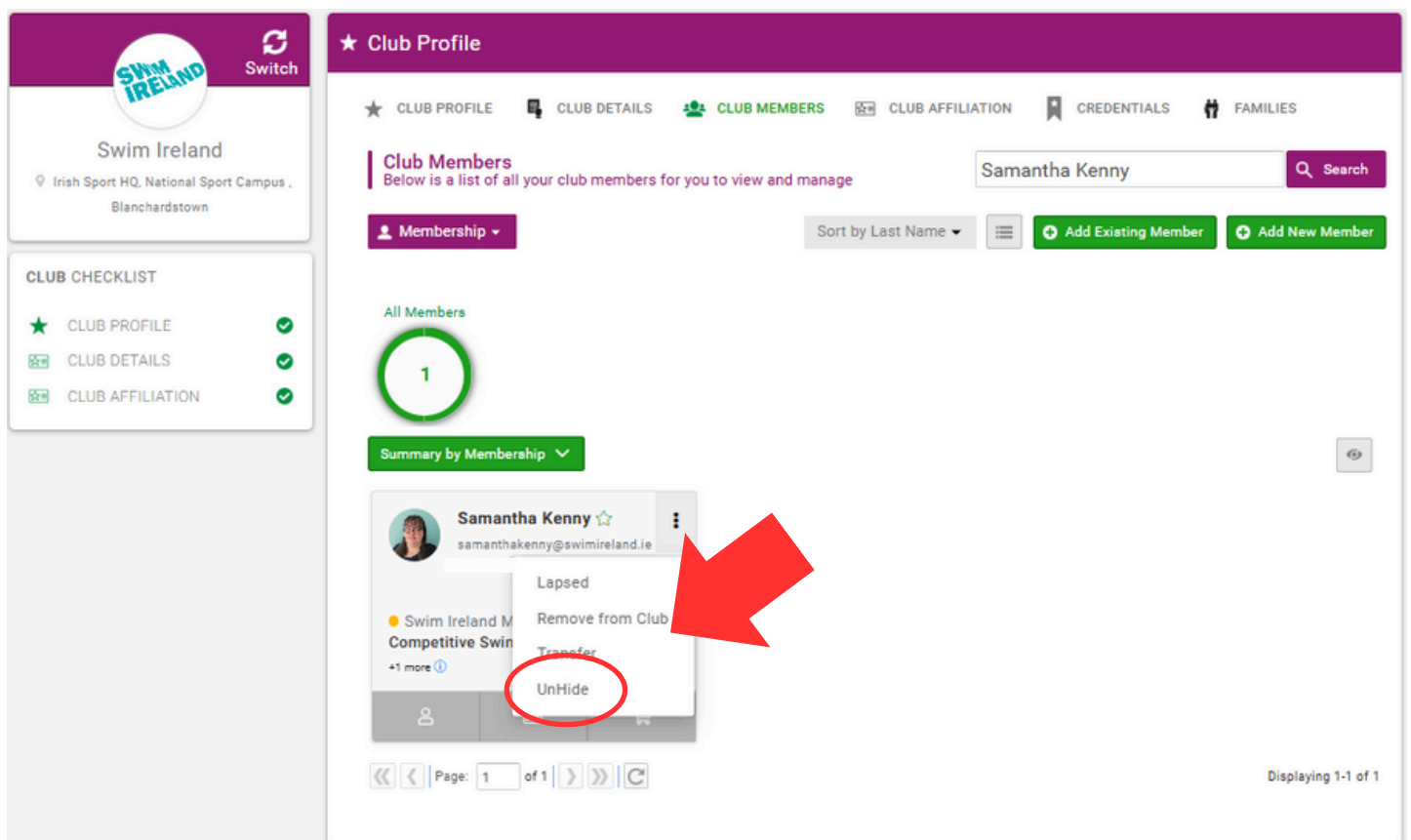
Once you have found the member you are looking for click on the three little dots in the right hand top corner of their profile, shown circled in red in the image below.



Hidden Members

Step 8

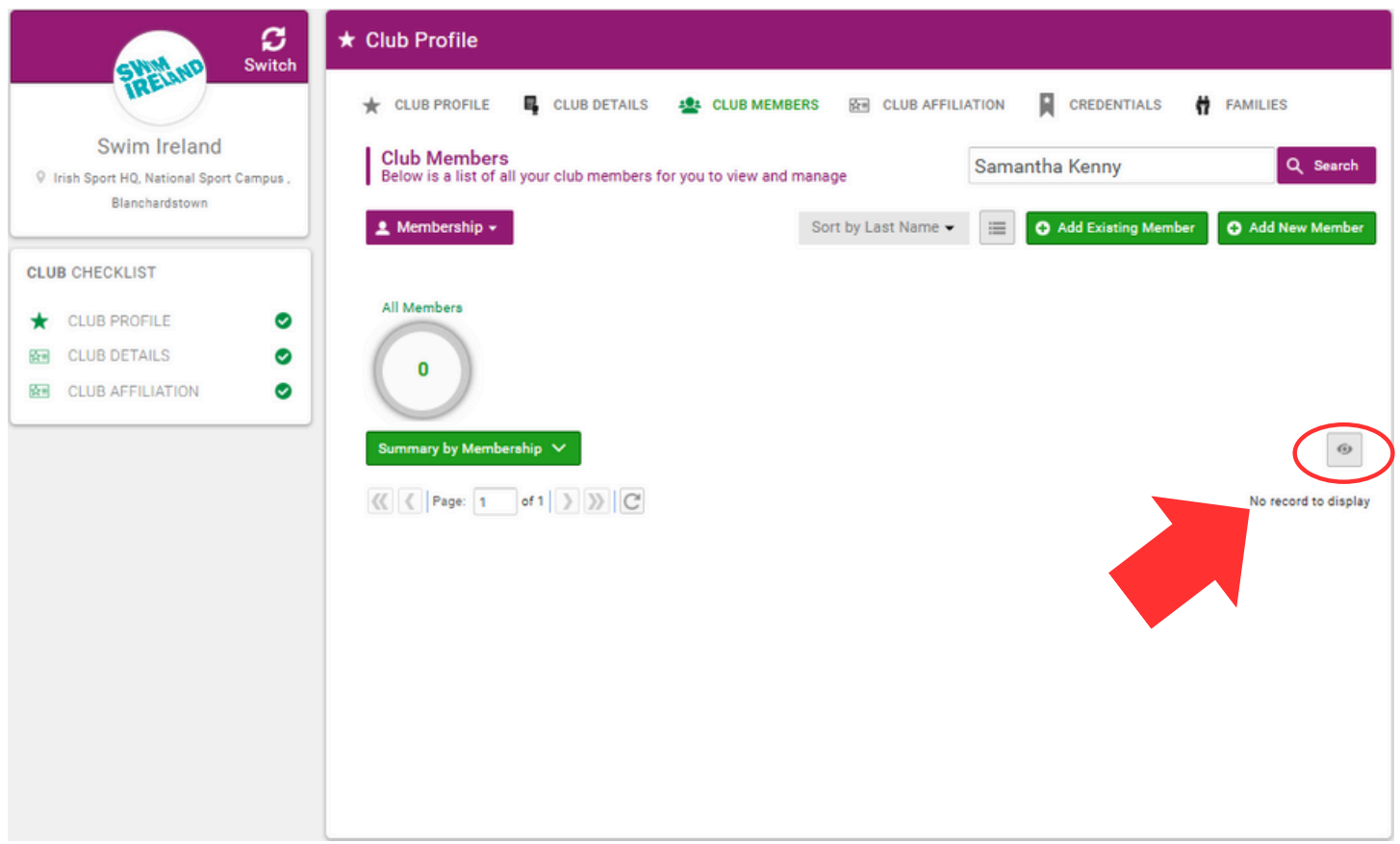
A small menu will appear, select the UnHide option on the menu shown circled in red in the image below.



Hidden Members

Step 9

Now click on the view members button shown circled in red below. This will bring you back to the active club members page.



You have no successfully unhidden a club member.