

Clubs FAQs

- *How do I find a members username*
 - Using the search bar on the Club Members page. You can search using first name, last name or email address. Click into the members profile and the Username will be listed at the bottom of the page, next to the grey person icon.
- *How do I update their email address*
 - To edit a member, click on their tile, or if in list view, their name or the edit pencil to the far right of their name. This will take you into their profile. You will be able to select which area of their profile you want to look at or update by navigating through the grey menu options to the left under their profile image. You can click on the yellow **"Update"** buttons or the **"add"** buttons throughout each of these areas
- *How do they select my Club (new members to my Club)*
 - If the Member is new to the sport, they will be guided through the Club selection tool. They can search by Club Name, Postcode or within an amount of distance to themselves. If they have an existing profile, they will click on "Select Club" from the top right side of the page when in the Profile or Membership area.
- *How do they see the Memberships*
 - **NEW MEMBERS**
 - As they progress through the membership purchase journey, after they select the club, all available club memberships, including their benefits will be displayed for the member to choose.
 - **EXISTING EXPIRED MEMBERS**
 - After logging into their account, they will need to click on "Membership" either in the dark blue header, or the aqua header if in the profile area. They will then need to click on the Club Tile that will appear at the bottom of the page. The available memberships will then appear.
 - **EXISTING RENEWING MEMBERS**
 - Upon logging in, renewing members will need to click on "Membership" either in the dark blue header, or the aqua header if in the profile area. They will see a notification that advises them that they have a membership ready for renewal. They will click on the "RENEW" button. On doing so, the available memberships will appear and their previous membership and club pre-selected for them though they will also see all other options available which can be selected.
- *Why can't they see my Memberships*
 - If a member cannot see specific membership options it can be because of a few different things. If a membership is only for members who are under the age of 19, then anyone logging in who is over that age will not be offered this membership. Other memberships can require coaching or Technical Official credentials which must be completed before the member can view these memberships to select them.



- *Why isn't a member getting a Life Member/Other discount*
 - **CLUB SETTING**
 - Automatic discounts and surcharges are created in the Rules Section. You can check what each rule requires for the discount to occur and then crosscheck this with the member's profile to see what they are missing. ie a rule has been set up for a Life Member discount, but because the member does not have the Life Member tickbox ticked on their profile, the discount will not apply for them.
 - **MEMBER SETTING**
 - Clubs set up the background for automatic discounts. If you believe you should have received an automatic discount or surcharge and you have not, please get in contact with your club and they can check this for you.
- *How do I see who has renewed*
 - **SPECIFIC INDIVIDUAL**
 - On the Club Members page or by searching for a member, the current status of their membership will display on their profile tile. It will advise if they have an active membership with both Triathlon Australia and the Club.
 - **FULL CLUB INFO**
 - Select Club Members from the Club Profile page or the Menu at the top left. All members current status will be displayed in a series of circles at the top of the page. You can use the drop down menu under these graphics to change the selection to Summary by Renewal Status. This will change the data shown in the circles, which you can also click into to display the members with that particular status.

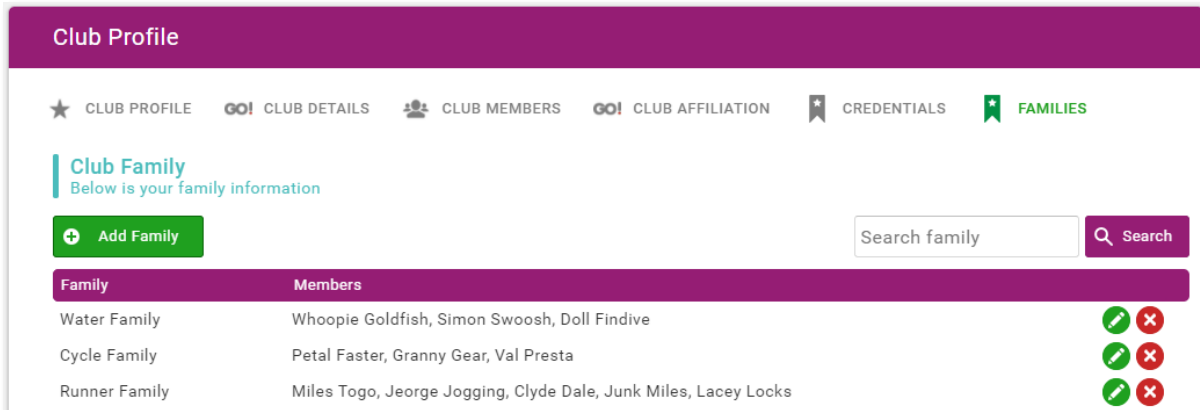


- *How do I link Family members in my club*

It is important to note that when members are grouped together as a family, they will each be able to manage the profiles and memberships for all members within the group when they log into their account.

From the Menu, locate and click on the “**Club Profiles**” tile. On the new page, click on the word “**Families**” which is located under the purple header. You will also see this option if you are in the “**Club members**” area of the system.

Any families that have a connection to your Club will appear here. In some instances, not all of the family members will belong to your Club. Where this is the case, you will not be able to see that members details, only that there are additional people within the family who not part of your Club. They will show as “+ 1 Member”



- **NEW/EXISTING FAMILY GROUP IN SYSTEM**

To create a new Family, click on the “Add Family” button. By default, the family name will be “My Family”. To change this, click on the small pencil icon, change the name then click save.

To edit a family group, click on the green pencil icon to the far right of the family you are wanting to make changes to.

- **EXISTING PROFILE IN CLUB**

To add a member to a group, where that member profile is connected to your Club, after clicking in to edit the family or after creating a new one, slowly type the name/s in the search box and click on the relevant member name then select the “**Add**” button. Repeat this process for all individuals you want grouped together. When finished, click on the yellow “**Save**” button at the bottom.

- **EXISTING PROFILE NOT IN CLUB**

To add a member to a family group, where that member has an existing profile, but is not currently connected to your Club, you will first need to have the profile connected. You can do this by requesting that the member go through the linking process (from their profile page click on “Select Club”, locate and select your Club [once selected they are linked to your club – no purchase is necessary]), you can add them from the “Club Members” area by clicking on “Add Existing Member” completing all fields and have the member confirm the request via an email that will be sent to them, or you can contact your STTA to have them linked to your Club. When they are linked, you will be able to add them to a family group by following the steps for “Existing Profile in Club”.

- **NEW MEMBER COMPLETELY**

To add a member to a family group where that member does not hold a profile in the TA database, from Club Members page, choose Add a New Member. You will be required to fill in all personal details for the member, then go to the Families area and add them into the group. We highly recommend that the member themselves uses the Sign Up process and is then added into the club later to preserve their privacy details.

- *How do I know which TA membership a member has*

You will only be able to know this information if the member has membership with your Club. You will know which TA Membership is held by the member based on the Club Membership they hold and the "Classification" of this membership. For example, if they hold the Standard membership with your Club, you will know that they hold the Standard Membership for TA as this was automatically applied when they took out their membership. You can always cross check your membership set-up to confirm the Classification (edit membership from Membership Set-up area> scroll down and look at the selection in the "Classification" drop down box. This is the TA Classification which is the linked TA Membership).

- *Where can I see a members additional information (Forms set up by club – questions asked)*

Once you have clicked into the member's profile, choose Additional Details from the list on the left. There will be a Triathlon Australia and a Club Name tab. If you click on the Club Name tab you will see the collected answers to any custom questions that were created during the sign up or renewal process.

- *Where can I see the credential information entered by a member (i.e WWC)*

In the member's profile, choose Credentials from the list on the left. This will display all active, expired and pending credentials uploaded by the member.

- *How do I get a copy of the renewal confirmation email sent to my members?*

The club can be cc'd into all renewal confirmation emails by selecting the Email Management tile from the menu. Locate the relevant email either by scrolling through the list of emails or using the Infographic circles at the top of the page. Select the edit 'pencil' against the relevant email (in this case look for the "On Purchase" email, and then enter the email you would like to use in the CC or BCC field under the Content Edit section.

- *How do I turn off auto-renewals for a Member*

From the Club Finances area, click on "Subscription Summary". Locate the relevant member and click on "View Plans". On the next screen you will see all of the subscriptions for the member. Click on "Cancel Plan" to turn off their Auto-Renewal.

- *How do I update a credit card for a member*

From the Club Finances area, click on "Subscription Summary". Locate the relevant member and click on "View Plans". On the next Screen you will see the basic, but censored information for the loaded credit Card. Click on "Update Card Details" to update their credit card.

Member FAQs

- *What happens to my auto renew*

Your previous auto-renewals are no longer active. The 2021/22 Season Memberships are all manual, however going forward, automatic renewal in GoMembership is called a subscription. Upon purchase of your 2021/22 membership, your membership is set to automatically subscribe

for the next season. This means that you do not have to renew your membership each year, it will be automatically debited on 1st July each year.

- *How do I log into my account*

Go to <https://triathlonaustralia.justgo.com> For your first login, you will need to use the “Forgot Password” function to receive a reset link via email. Enter your username into the relevant field on the login screen (you will have received your username in your renewal reminder email), then click on “Forgot Password”. You will receive an email from the system with a link. Click on this link and set a password for your account. You will then be logged into your profile.

- *What is my username*

Your username will likely be your email address, however it might also be your Member ID (where more than one profile in the database used a single email address). It is best to contact your Club who will be able to confirm your assigned username. If this needs to be updated, you will need to contact XXXXXXXX

- *How do I reset my password*

On the main page of <https://triathlonaustralia.justgo.com>, enter your username into the Log In field and select Forgot Password below this. If the username matches one in the system, the password reset will be emailed to the attached address

- *How do I change my username*

you will need to contact XXXXXXXX Usernames cannot be changed by individuals or Clubs.

- *How do I update my email address*

Your email and personal details can be changed from the main dashboard of your member portal. Once you have logged in, select the ‘Update Details’ button, edit as needed and remember to click save once completed to keep your changes.

- *I am changing clubs this year – how do I select a new one*

You can select a new club during the sign up process or if you are a renewing member, choose Select Club from the top right in your profile and add your new club. Once you have completed this, please contact your old club to have them remove you.

- *How do I join a second Club*

Once you have logged into your membership portal, your clubs will display on the right sidebar. You can choose ‘Select Club’ from the top of this side bar which will take you through the process of adding a club to your membership.

- *Which Membership do I choose*

To make an informed choice on which membership you should purchase, click on the “More Info” button when at the membership selection page for your chosen Club. You will see a list of benefits for each of the Memberships as well as any additional information on the membership. If you are still unsure, you should contact your Club to discuss further.

- *How can I pay for my membership*

Payment for membership can be taken by debit or credit card only. Once you have made your membership selections, continue to the checkout and select Pay with Card to complete your purchases.

- *How do I pay for my TA membership*

Once you have selected your club (or selected the non-club option), you will be directed to the checkout. The order summary will display the memberships you have chosen and the state and Triathlon Australia memberships will also be automatically added to your cart. Payment is then taken for your club membership, state membership and your Triathlon Australia Membership together.

- *How do I turn my auto-renew off*

You can turn the subscription function off if you want to turn the subscription off or would like to renew manually. To do this, click into the Finance tile under the Menu. Click through using Update Plans on the right and then select Cancel Plan against the subscription you would like to cancel.

- *How do I update my CC Details*

Once you have logged into your membership portal, you can edit your card details by selecting the menu function at the top left. Select the Finance tile in the Member Area. This will display your subscriptions as well. Select View Plans on the right. This will open up your current subscription (automatic renewal) plan. Select Update Card Details from the right. Enter your new details and click Update to save them.

- *How do I link my family members*

If your family members have already been grouped to your profile, they will appear in a list below your profile picture. If you are grouping them yourself, please log into your membership portal. You can group a member with your account under the Create Family sidebar. On the left of your dashboard select Add Family Member. If they already have a profile, add them using the existing member selection. A verification email will be sent to the added member to confirm they want to join your family group.

If they are new to GoMembership, please select new member. You will need to complete all mandatory details for them.

Please note: ALL members added to a family group are able to log in to view and edit all memberships attached to the group.

- *My Club have asked for my Child Protection information. Where do I enter this?*

- *MEMBERSHIP JOURNEY*
 - If, in the process of purchasing your membership, you select a category that requires a Working with Children check, this can be uploaded immediately after membership selection, in the additional information prior to proceeding to the checkout.

- *OUTSIDE OF THE MEMBERSHIP JOURNEY (ON PROFILE)*
 - Once you have logged into your profile, please select Credentials from the list on the left. Choose +Add Credentials to upload to your profile. A pop-out will display showing a list of all credentials that can be uploaded to your profile. Fill in all required details.