

## Comprehensive GoM update & summary - June 30

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To: Rob Ward <membership@vic.triathlon.org.au>

 7 attachments (8 MB)

2021-22 Triathlon Australia Club Pricing Sheet.xlsx; Club FAQs.pdf; GoMembership - Club Set Up Handbook.pdf; GoMembership - Club Setup Checklist V1.xlsx; GoMembership - Club Support Handbook.pdf; GoMembership - Managing Family Memberships.pdf; GoMembership Club Setup Checklist PDF V1.pdf;

Dear all VIC GoM Club Transition Managers,

We are now less than 24hrs away from July 1<sup>st</sup> and the official start of the new membership season (2021/2022), which of course, as you are all aware, coincides with 2020/2021 memberships expiring.

As we have previously stated, **there will be no automatic renewal this season** meaning that all members need to manually renew for the season ahead, so we expect a flurry of activity from July 1 onwards as 2020/2021 memberships expire.

The Early Bird renewal period which opened on June 01 2021 has provided us with a one-month window to iron out any issues with the new GoMembership system or with your Club's Setup.

We are extremely confident that the early days of July and the expected mass renewal will go smoothly and without frustration for members and Clubs alike.

See below for some further updates/summaries on key GoM topics.

### **Club Setup**

As mentioned above, the last month has provided us with an opportunity to see if any issues have arisen with any Club Setups. Again, any that have arisen have been resolved.

It is important to remind you however that any changes at this time are ill advised without consultation with your relevant State Officer (in Vic, myself).

We have completed another audit on club setups like we did at the end of May. However, this will only identify incorrect compulsory system settings and not Club optional system setting decisions (e.g. start date of a package being a compulsory system setting). **\*\* I will be in touch today if there are any such matters in your club's setup.**

It is absolutely the responsibility of clubs to double check setup and to accept responsibly for any changes made to the template setup that you were first presented with.

***If you are unsure whether something you have changed or added is incorrect, please contact your me to check.***

This extends to the Family Membership manual that was circulated last week. If you would like to set up a Family Membership option for your Club in order to assist with the ease of renewal for families within your Club, please feel free to contact myself for support if you require extra assistance.

## **Active update**

Regarding Active Works Membership, we would like to provide some assurance that in conjunction with Active Network, all settings have been turned off, however, there is a small possibility that automated emails may still be generated and sent to members.

We've updated some wording in the emails on the off chance that any emails get released but we don't anticipate any issue with this. We've received the confirmation from Active and checked the system.

## **GoMembership Event Portal update**

The GoMembership Event Portal development is in overdrive at the moment and is not too far off from being completed.

For now, we ask you to please not test the event management function until further instruction to do so.

Comprehensive training will be provided when available as will supporting documentation.

## **GoMembership resource refresher**

Over the past few weeks we have been providing you with educational resources on how to set up and use the new GoMembership system.

These will all be housed online shortly (check out [TV's GoM club page](#)) and we are looking into whether we can also upload them into Club Portals within GoMembership.

In the meantime, we will use this opportunity to once again provide you with all the resources that have previously been sent through.

1. GoMembership – Managing Family Membership
2. Club FAQs
3. GoMembership – Club Support Handbook
4. GoMembership – Club Setup Handbook
5. GoMembership – Club Setup Checklist V1 (EXCEL)
6. GoMembership – Club Setup Checklist V1 (PDF)
7. 2021-2022 Triathlon Australia Club Pricing Sheet
8. [Please click here for 2021/2022 Membership FAQs](#)

\*Please note that on GoMembership, processing fees are payable by the Club at 2% + 0.45 and is included in the fee that is charged. Unlike the Active system, fees cannot be passed on to members. Please use 2021-2022 Triathlon Australia Pricing Sheet for further info.

## **Updating members within your GoMembership**

On Page 5 of the 'GoMembership - Club Support Handbook' is a section entitled 'Assigning member roles'.

We encourage you to make good use of this section by assigning member roles to;

- A. Any other committee members who need access to the GoMembership system on behalf of your Club. For these individuals, you will need to assign them the 'Club System Administrator' role.
- B. Committee member of your Club to reflect the committee position they hold (President/Vice President/Treasurer/Secretary)

We will require all committee members of your Clubs to have their position reflected in their GoMembership profile by the end of July.

## Reporting Update

The Reporting function is a sizeable upgrade on the new GoMembership system.





You will see under the Reporting tab on GoMembership that there are numerous pre-formatted reports available that require little to no configuration unlike previously.

We will be releasing a Reporting educational resource in July that explains what each report provides however, in the interim however, we will be releasing a one pager that covers off some reporting essentials that will help you navigate the renewal period.

This is due to be released and circulated on July 01.

As always, please let me know if you have any questions.

Kind regards,

	<p>Rob Ward  <b>Club &amp; Programs Manager</b></p> <p>-----</p> <p><b>TriathlonVictoria</b>          Sports House - Ground Floor          375 Albert Rd   South Melbourne   Victoria   3205  <b>t:</b> 03 9598 8686   <b>m:</b> 0406 740 193  <b>e:</b> <a href="mailto:membership@vic.triathlon.org.au">membership@vic.triathlon.org.au</a>   <b>w:</b> <a href="http://triathlonvictoria.org.au">triathlonvictoria.org.au</a></p> <div>    </div>
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