

Update with State-specific Branding

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Purpose

This guide has been designed for Clubs who will be managing 100% of their Memberships online.

JustGo is the National Membership and Events Portal for Surfing Australia, State Associations and their Boardrider Clubs and Surf Schools.

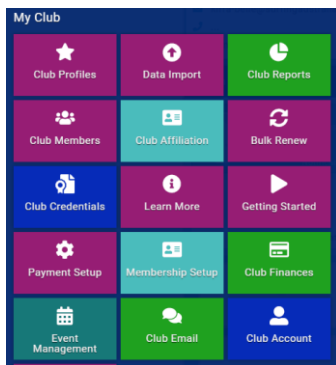
The following guide has been developed by Surfing Australia to assist Clubs with the setup of their profile, memberships and emails.

Support

Need further support on this area or any other area in JustGo? Contact your local JustGo support person:

Location	Phone Number	Email
Surfing Western Australia	+61 8 9448 0004	info@surfingwa.com.au
Surfing New South Wales	(02) 9093 6035	info@surfingnsw.com.au
Surfing Victoria	+61 3 5261 2907	info@surfingvic.com
Surfing Queensland	(07) 5520 1165	info@surfingqueensland.com.au
Surfing South Australia	02 6671 0000	info@surfingaustralia.com
Surfing Tasmania	02 6671 0000	info@surfingaustralia.com

Club Set-Up



Managing your Club Profile

All Clubs have a **“Club Profile”** in GoM. This is where information is housed that is then fed to different areas of the system including the Club Finder and Member Invoices.

It is always important to ensure that the Club information is up to date. To begin this process, click on the **“Club Profiles”** tile within the menu. This is located under the **“My Club”** header.

Updating Details

You will be taken to the Club Profile Page. From here you can navigate off to a few areas.

First it is important to make sure the basic information is up to date including the location, contact information and your Geo Location. To do this, click on the **“Update Details”** button. Update any of the data on the screen as required.

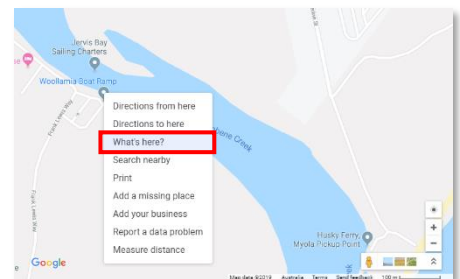
If your Club name changes or is in the system incorrectly, please notify your State Support contact and we will have it amended for you.

If your Club does not have a physical address, you can use the address field lines to be descriptive about your meeting spot. You can then to put another address, such as a PO Box detail or the Treasurer’s address, in a different part of the Club profile to populate the member invoices that are generated from the system.

Geo Location

You will notice that Geo Location will update as you update the address fields above. The Geo Location is what is used to locate your Club within the Club Finder with a location pin, so it is important that it is accurate so that new members can find you.

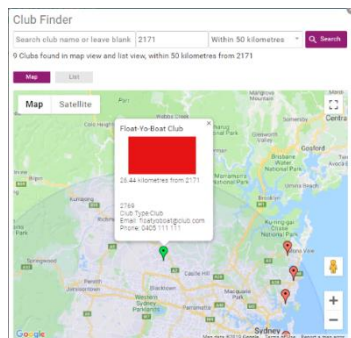
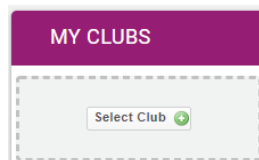
If you do not have a physical address for your Club you can manually set your Geo Location using coordinates in Google Maps. Highlight and copy this information and paste it into the Geo Location field on your Club Profile. **DO NOT** click on the generate button after you have pasted the information; simply press save once you have pasted it.



Checking Where Your Club “Pin” Drops On Club Finder

To check where your club appears in the Club Finder, click on **“My Profile”** from the header menu bar at the top of your screen.

From the right-hand side of the screen, click on **“Select Club”** under **“My Clubs”**. This will open up the **Club Finder** tool. You will see that the postcode field will be prepopulated. This will be the postcode that is in your profile. You can remove this simply by highlighting and typing over or just delete it.

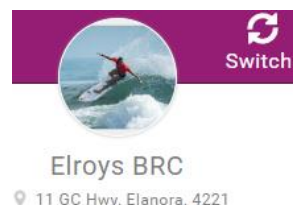


Type in your Club's name in the Club Name field, or your Suburb or Postcode in the next field. You might see red and green pins on the map. Green indicates that you are already connected to that Club.

Scroll in or out to view more detail on where your Club pin has been placed. You can use the scroll wheel on your mouse or the + and – buttons on the screen.

Update your Club Logo

To update your Club Logo, click on the **camera icon** over the existing image, click on **“Select Image”** or **“Change”**, locate your Logo on your device and Click **“Done”** when you are happy with the size.

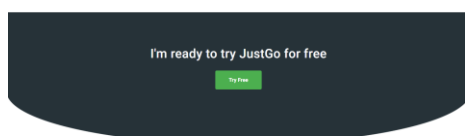
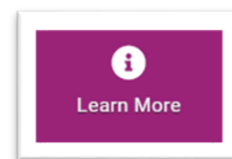


Attachments

Attachments do not appear anywhere and can only be seen by those with Club Administrator access to the system with permission to view your Club. You may want to utilise this area as your Document portal for things like Committee Meeting Minutes, By-Laws and Constitution etc so that your important club documents are housed in a single portal that can be accessed by all admins. This will assist when there is a change of members in Committee positions in that all relevant documentation is readily accessible as opposed to being saved on someone's personal computer etc.

All Clubs have the option to use the Essential Club + program at no charge to the club as part of their affiliation to their State body. This allows your Club to sell membership products, take payments online, email your members and utilise automatic emails, and manage events. You do NOT have to sign up for this if you would like to simply use JustGo to affiliate with your State body.

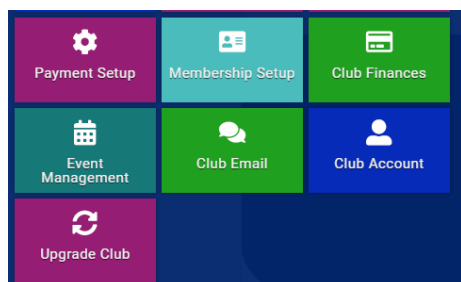
To activate your Clubs + account, you will need to click on “Learn More”. You can read more information here about the benefits and features of Club +, or simply scroll to the bottom of the page and select “Try Free”.



You will proceed to a screen with the 2 Club + options, along with their benefits. As mentioned above, the Essential Package is free for all Boardrider Clubs affiliated with their State.

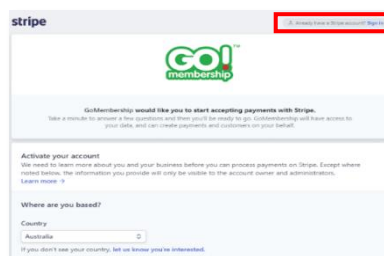
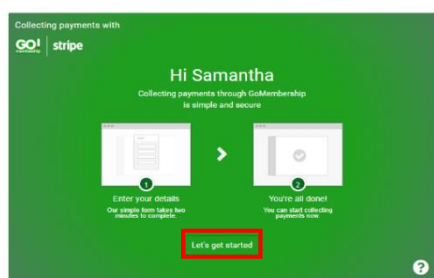
To begin using the Essential package, simply click on the “Select Plan” button and proceed through the pop-ups. You can now move onto the next section of this user guide.

Payment Setup

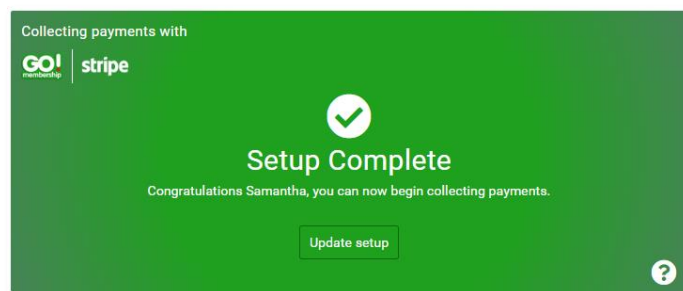


In order to accept payments through the system, Clubs will need to have a Stripe Payments Account. This can be an existing account or one can be setup as part of the GoM setup. Click on **“Payment Set-Up”** under the ‘My Clubs’ area.

On the new screen, click on **“Let’s Get Started”** at the bottom. This will direct you out to a Stripe Webpage where you can either select the “Sign In” button to the very top right if you have already setup your Club Stripe account, or you can complete the form below to create a new account and link it to your Club’s GoM Portal for payments.



When you have successfully completed the linking of the accounts, you will be redirected to the Payment Setup screen where the screen image will have changed to a “Setup Complete” confirmation screen. There is nothing further that you need to do to enable your Club to accept payments online.

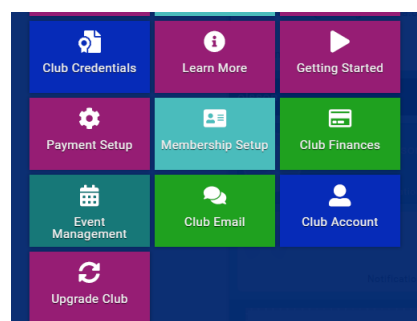


Under this Payment Setup, your Club membership fees will flow to your nominated bank account via your Stripe account, and likewise any State Fee component will flow directly to your State Association from the JustGo Portal. There will be no manual funds transfer required between your two organisations.

Membership Setup

You can set up as many different Memberships as your Club requires, each membership will be presented as its own **Membership Tile**.

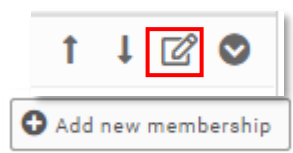
All Clubs have been pre-loaded with classifications. You can update these preloaded membership names and settings or archive them if they are not required by your club e.g. if your club does not have junior members, you can archive it.



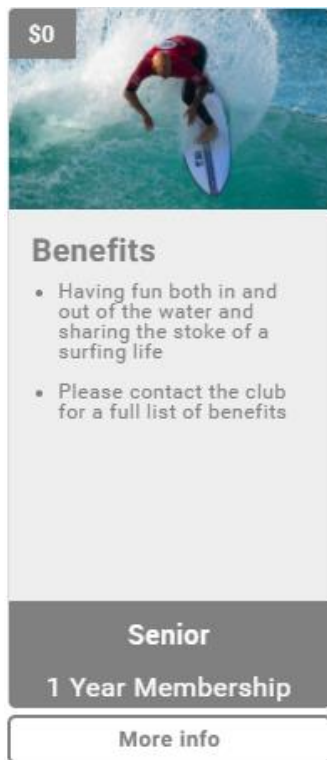
From the menu, locate and click on the “**Membership Setup**” Tile.

You will then see a list of all the Memberships already setup for your Club.

To edit an existing membership, you can click on the Membership line, or to add a new one, click on the “**Add**” above the listed memberships.



pencil icon to the right of the **new membership**” button



Setup

There is basic information that needs to be setup for all memberships and there is mandatory information that must be entered as part of the setup. These fields are noted with an *

Membership Name

The **Membership Name** is what will appear at the bottom of the Membership Tile and against the member's name in reports and invoices etc. The name should be self-explanatory to the members who will be buying the memberships.

About This Membership

The data in this field will appear when someone clicks on the membership tile or clicks on **"More Information"**. It will also appear on their invoice so it should be a short, succinct description or it can be left blank. This is where you can note who this membership is applicable to, such as if you have a separate Membership for people with a Health Care Card. In here you would note that it is a Concession Membership only available to those with a current health care card which must be presented to the Club.

Colour

The Colour selected will be the colour of the font and background in some areas of the tile. There are only a small number of colours available for selection.

Classification

This is the linking of the membership to the State and classifications, allowing the system to automatically apply the relevant State membership to your Club memberships. If you are not linking your club membership with a State membership, choose "Not Required".

Classification:

Not Required



Images

Any images that are added to a membership are displayed on the Membership Tile as well as in the cart / at checkout after a membership is purchased. If there is no image attached to a membership, a grey area will display on the tile and no image will appear in the cart.

Length Of Membership

This can be entered as weeks, months or 1 year. Enter the number in the box and select the term from the drop down.

Membership to Start On

This is where you can define if your memberships will be for a predefined period/season or if you would like to accept "rolling" memberships where the length will be set but the commencement date will always be from the date of purchase. You can also set the commencement to be the beginning or the end of a month.

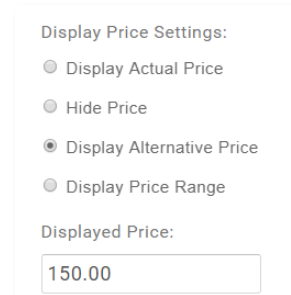
You can determine how many days prior to a membership expiring a member can **renew** from. You will set this by entering the number of days. The current standard is one month and the system is defaulted to 30 days and it is suggested you retain this as the system generated "your membership is due for renewal on X date" email will send a month prior to the renewal date, letting them know that their membership is about to expire.

Membership Pricing

In this field you will enter in the Club component of the fees charged to your members. The State Fee will automatically be assigned to the member when they get to their cart/checkout.

Display Price Settings

Here you can determine the price that will display on the tile of the membership. It is important to note that it will display the club portion only if you select display actual price, which is not the full amount that your members will be charged. It is recommended that you select **'Display Alternative Price'** and manually enter in the price that the member will pay; i.e., the State Fee plus Club Fee (this is the preferred option) or you can define a price range to display. You are able to 'hide price' and show no price on the tile however this is not recommended as the member will only see the price when they get to their cart/checkout.



Display Price Settings:

- ☐ Display Actual Price
- ☐ Hide Price
- ☒ Display Alternative Price
- ☐ Display Price Range

Displayed Price:

Subscriptions

Subscriptions, as they are known in GoM, are “auto-renewals”. Due to the linking of the State and National Fee to the Club Membership it is requested that this not be utilised.

Instalments

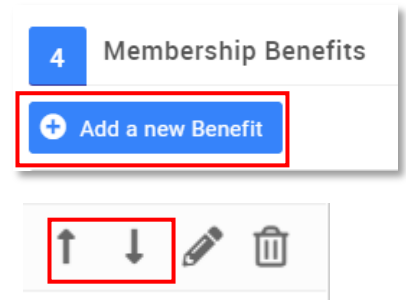
This area is like a “payment plan”. It is also recommended that you do not use these yet due to potential issues with refunds and potentially needing to chase payments from your members.

Tax Options

You will only need to use this area if your club is GST registered. If you are not GST registered, then you do not need to worry about this. It is defaulted to “no” so you can leave it. If you are GST registered, you will need to click on “Yes”. You will then get a pop-up where you can enter in your ABN (only has to be done once) and also note if GST is included in the price of the membership or added on top of the price you entered. This is defaulted to “include” as this is the standard way of handling GST in Australia.

Membership Benefits

Membership benefits are displayed as dot points on the Membership Tile. All pre-loaded Club memberships are populated with the generic Membership Benefits. You can add your own Club Benefits and remove or change the order of the default ones that have been entered. Use the up and down arrows to reorder the benefit dot points.



4 Membership Benefits

[+ Add a new Benefit](#)

↑ ↓ ✎ 🗑

To add a Membership Benefit, click on the blue “Add a New Benefit” button. In the free text area, enter in the benefit that you wish to list and when complete, click on the green tick or the red cross to cancel.

Repeat this process for all the Membership Benefits you want to add.

Membership Restrictions, Discounts & Surcharges

This area provides your Club with the ability to refine who can see and purchase your memberships, who can receive a discount and who will be charged more (a surcharge) based on their profile or on the date.

This guide provides a basic overview of Restrictions, Discounts & Surcharges only.

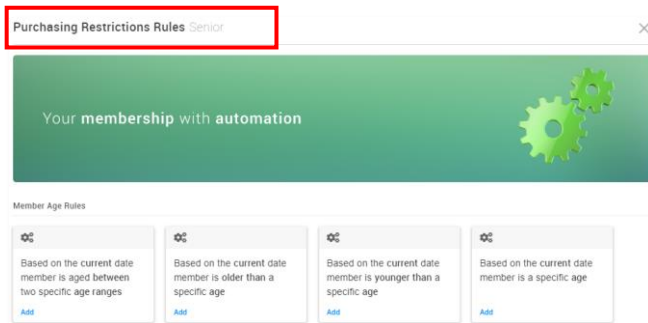
Adding a rule in restrictions is saying “Only if the following criteria are true will the membership be available for purchase”. For example, you can set a rule where only members who are under 18 will see the Junior Membership and equally, only those 18 and over will see the Senior Membership. You can group together multiple rules within the one membership which means the members have to meet all those rules in order to purchase the membership.

To add a new rule, click on the blue “**Add New Purchase Rule**” button, taking note of whether you are in Restrictions, Discounts or Surcharges based on which of the headings in blue. Give the Purchase Rule a name so that is clear what rules you have set up in the membership. Click on “**Add New Rule**” then a pop-up will appear. At the top of the pop-up it will first tell you what type of rule you are applying, whether that be Purchasing Restriction, Discount or Surcharge. Next to that it will have the name of the Membership you are applying this rule to.

5 Membership Restrictions, Discounts & Surcharges

Restrictions Discounts Surcharges

Use purchasing rules to restrict which group of members are able to buy this membership combinations, eg. Age Rule & Gender Rule.



Below this, you will see tiles of the different rule grouped by the type of rule, i.e. date/age etc. To set a rule based on the age of the member, click on one of the Member Age Rule. For example, if you want to restrict the purchase of this membership to members over the age of 17 only, then click on “**Based on the Current Date, member is older than a specific age**”. After you select this rule, the pop up will close and you will be presented with an area to complete. In the free text box, you will need to change the default age to the one that is relevant to your membership setup. In the example shown, only members who are OVER the age of 50 will be able to purchase this membership. When you have finished applying the rules applicable, click on “**Done**”.

Purchase Rule Group

will be **SATISFIED** if the following conditions are met

- Based on the **current date** member is aged **over** 50
- Add a new rule to begin
- Add New Rule

To add a discount rule, based on age, click on the **Discounts header** and then click on the blue “**Add new Discount Rule**” button. You will need to enter in a description for the discount as well as an explanation. This might be “Senior Citizen Discount” for example.

For both discounts and surcharges, the value can be either a dollar amount or a percentage. Where it is a percentage, you will need to note this by ticking the “**Is Percentage**” box after entering the value. After entering the description, explanation and discount amount, click on the blue “**Add New Rule**” button to define the rule for who this discount applies to.

Discount Rule Description:

Senior Citizen

Amount: 25.00 **Is %:** ☒ Explanation: Over 65 Member Discount

Discount Rule Group

will be **SATISFIED** if the following conditions are met

Add a new rule to begin Add New Rule

The same pop-up as before will appear, again telling you at the top what type of rule you are applying and to which membership. Click on the same rule button as before to specify an age-based discount. The pop-up will close, and you will be presented with an area to complete.

If you enter 65 as the age in the field presented, based on the examples set here, members who are over the age of 65 will automatically receive a 25% discount on this particular membership. The surcharges are applied in the same manner.

You can also apply rules based on a member field, such as if they are listed as a Life Member for your Club. Here you would select the rule tile **“The specified profile field for the member is set to the following value”**. The field that you will then choose will be from a list of all fields set up by your club. You will select the Club Life member Rule and chose the value as “Yes”. This will mean that where the Member has been listed as “Yes” to being a Life Member, they will receive the discount that you apply.

If is important to order your rules where there is more than one on a particular area, with the highest discount at the top. This is because where a member meets more than one of the rules you have applied, the discount or surcharge listed first is the one that will be applied. So, if you have 25% off for members over 65 years and 100% off for Members who are Club Life Members and they are listed in that order on the Membership, a Life Member who is over 65 years will only be given the 25% discount because that is the rule that is listed first.

To apply a surcharge to members who are new to your Club, you can select **“Is New Joiner”** from the rules tiles. This will apply the rule to anyone who has not been a member of your Club previously. Important to note that this is a profile-based rule, so if a previous member was to create a brand-new profile in the system, the surcharge will not be applied as that profile has not previously been connected to your Club.

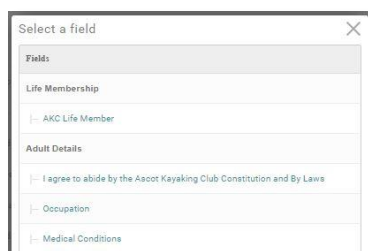
Additional Requirements

You will utilise this area to assign certain fields to form part of the membership purchase journey. When a member selects a membership tile, if you have any Additional Requirements added on the membership, the member will have the ability to complete this data as part of purchasing their membership. Some common fields to add as part of the journey are where Clubs require members to assist in a particular number of Club days such as events, BBQs, Working Bee etc. In these instances, you can enter each of the events and allow the members to select which ones they would be available/willing to assist at. Or you may wish to capture information on which disciplines your members are interested in.

Surfing Australia and your local State body will be applying some Additional Requirements information capture questions for all memberships – Emergency Contact will be mandatory and then demographic questions will be optional. The demographic questions are asked as this information assists your State Association with grant applications.

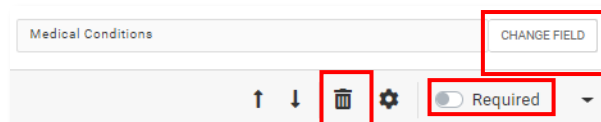
SEE THE “FIELD MANAGEMENT” Support Guide for detailed information on Form and Field setup. Note this step must be completed before you can then add questions to the membership purchase journey

If you have a few different types of questions or if you would just like to explain why you’re asking these questions as part of the membership purchase journey, you can add a **“Section”**. This will enable you to enter a Header and a Sub header



You will be able to add any of the fields from any of your forms that have been setup via *Field Management*. Click on **“Field”** and you will see all of the Forms and the Fields contained within. To add a field, simply click on the one that you want and the pop-up will close and you will see the field back on the Membership setup screen. To add more, click on **“Field”** again and you will follow the same step as above until all fields you want have been selected. The selected fields will appear below the Additional Requirements Header. You can change the order of these by clicking on the up or down arrow to the bottom right of the field.

You can change a field that has been selected by clicking on the delete icon (**Trashcan** icon) or you can click **“Change Field”** to swap it out for another field you have setup.



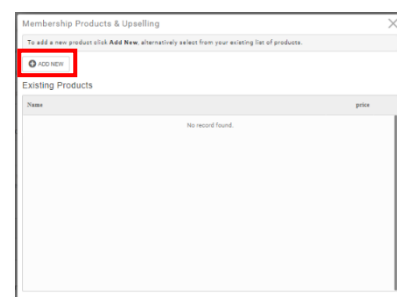
You can also select which of your fields are mandatory. This means that a membership cannot be purchased unless the member completes the field, or already has this field complete in their profile (see Field Management Guide for information on where this appears). To turn this on, simply click on the button next to **“Required”**. You can toggle this on and off for the fields you want.

You can also set **“Tool Tip”** and **“Watermark Text”** on your fields. Tool Tip is what will appear if a member clicks the little blue speech bubble. This should be used to provide them with information on what this field is, what it is used for or where they can find the information they need to complete the field. Watermark Text is for fields that are free text and is used as a form of prompt. For example, in a Medical Conditions field that is free text, you might enter *“Diabetes, Epilepsy, Sickle cell disease, Asthma etc.”* so that members know to type what they have in this area.

You can also add Credentials as part of the Membership Journey. This covers Child Protection (including exemptions), Boat Licence, First Aid and CPR. Click on **“Credentials”** to add one to the Membership and then select the type of Credential that you want to add. You can add additional credentials to the journey by completing this process for each one you want to add.

Products

Products can be set-up and sold as part of the Membership Journey. As with the other fields, you can determine which products are available for purchase based on the Membership being purchased. Once you set up products once, you will then be able to select them from a pop-up window for all remaining/future memberships that you setup. The most popular options here might be Club T-shirts, rashies, hats, etc.



From the Additional Requirements area, click on “**Products**” and a pop-up will appear. Click on the “**Add New**” button. In the **Name** field, enter the name of your product, remembering that this is what the member will see, so you want to make it nice and simple. If you want, you can also enter a **Description** in the field provided. If you enter an **image** here, it will appear when they are making their selection as well as appearing in the cart / checkout and on the invoice.

In the field provided, enter the **Price** of the Product and if your Club is **GST Registered**, make sure you click the **Yes** button under the tax field so that GST is noted on the invoice.



You can also set a maximum number that can be purchased as part of the Journey. Simply enter the number in the **Max Purchase Quantity** field.

As you complete the set up for your products, they will appear as a list with the image that you have uploaded, the Name, Detail and price. This is also how it appears for your members when they select the membership that you have added these products to.

If you need to add some information capture fields in relation to your product, for example t-shirt size or key number, you can create and add a **Field** and insert it before or after the product listing.

Products for Sale

Sub heading text


	Club Hat Club trucker hat featuring out logo! \$25.00 Quantity <input type="text" value="1"/> <input type="checkbox"/> Add to cart
	Club Shirt - Small Mens \$30.00 Quantity <input type="text" value="1"/> <input type="checkbox"/> Add to cart

Settings

Product Details

Name *

Description



Price Details

Price *

0.00

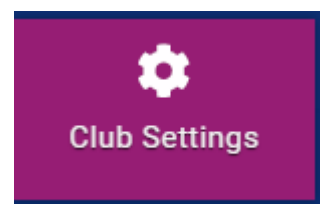
Do you need to charge tax for this membership?

☐ Yes ☒ No

Max purchase quantity *

Invoice Management

Click on the **Settings** button in your Menu to manage your invoice information. This information will display on all invoices generated in the system for your Club. Click on “**Update Details**” to enter data into/ update these fields. Keeping in mind that the contact information here will be on the invoice, enter in the contact name, number and email as well as your ABN if you have one.



You can also enter any **Notes** you would like displayed on the invoice. Where this field and/or the ABN field are left blank, the field header will not appear on the invoice. If your Club is only asking members to pay their state fee through , here is where you could include payment instructions for the club fee component. When finished making your changes, click on “**Save**”.

Offline Payments

Alternate Payment Messaging

If your Club is offering Members the opportunity to pay for their memberships by other payment methods such as Bank Transfer, EFT or Cash, it is important that you add a "Section" to all Memberships advising them not to proceed with the transaction and to provide payment method option. Following the steps noted above on creating a section, wording like the below would be recommended:

In the **Heading**: **"We encourage Members to pay online via credit card to reduce administrative from our Club Administrator, however, if you are unable to do so, please do not continue this transaction. Rather, follow the instructions below:"**

And in the **Sub Header**: **"Please pay by bank transfer to: Acc Name: XXX BSB: XXX Acc #: XXX**

Type your Membership Number in the reference field and send payment confirmation email to xxx@xxx.com.au If you need to pay by cash or cheque, please contact XXXX on 0400 XXX XXX or via email as above."

This will then appear to the member when they click the Membership tile, as below:

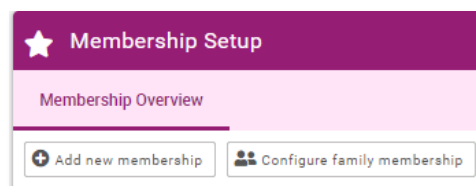
We encourage Members to pay online via credit card to reduce administrative from our Club Administrator, however, if you are unable to do so, please do not continue this transaction, rather, follow the instructions below:

Please pay by bank transfer to: Acc Name: XXX BSB: XXX Acc #: XXX Type your Membership Number in the reference field and send payment confirmation email to xxx@xxx.com.au. If you need to pay by cash or cheque, please contact XXXX on 0400 XXX XXX or via email as above.

Family Memberships

Go! Allows you to set up unique Family Memberships, offering discount for family purchases.

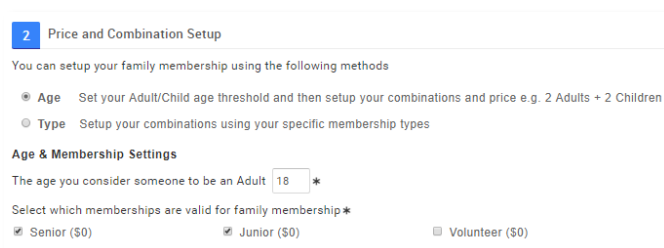
From the Membership Setup page, click on the “**Configure Family Membership**” button located at the top of the screen.



Your Club discount may differ to the one being offered by other Clubs. Your Club’s actual configuration and price or discount to be applied will display under “**Family Membership Pricing**” for the member when they click on the Family Membership Tile.

Under Price and Combination Setup you will see that you can setup your family membership using either Age or Type.

Age refers to the age of the member. You will define what you deem to be an adult, then you will define how many adults and how many children (min and max) form a Family for the purposes of receiving a discount off your Club Membership Fees. This is typically the easiest way to set up a family membership



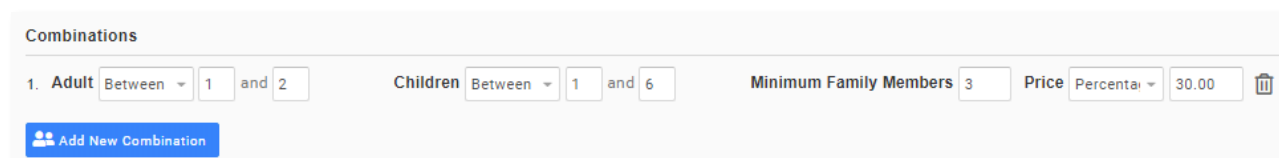
Type refers to specific memberships whereby you will define each of the possible combinations of a family using each of the Memberships you deem eligible.

When you select **Age** over **Type** to define your Family Membership, you can also nominate the Price to be charged for any additional memberships purchased outside of your definition of a family. If you select Type, then all additional memberships purchased will be charged at full price.

If you select **Age**, you will need to enter the age that you deem someone to be an adult, for example 18. You will then select the Memberships that are valid for Family Membership.

If you have any short-term memberships for example, a family member purchasing one of these might not be eligible for a discount, so you will not tick those types. Equally, where you have a Volunteer membership and the max number of adults is two (2) you may want to leave this one blank as it will include the Volunteer purchasing adult in their maximum count.

Next you will need to note the possible Combinations of a family and the value or discount. If your definition is as simple as “Up to 2 Adults and Up to 6 Children, with a minimum of three members one of whom must be an adult and one of whom must be a child” then you will see that this is already set as noted with “Between 1 and 2 Adults” and “1 and 6 Children”. However, if you permit only 4 children, then you can change this maximum.



Equally if your adult numbers differ, you can also change those. You can also set the minimum number of family members required for the Family Membership discount or pricing to take effect. This is currently set as 3 and as the settings note the minimum number of both Adults and Children is 1, it means that at least one of the minimum 3 family members must be an Adult and at least one must be a Child.

You then need to note the fixed price or discount percentage to be applied to the family membership. It is important to note that each of the members will still be allocated one of the available membership options already set up.

A list of all members within a family will appear under the membership tile if the family grouping has been preloaded in JustGo and they will select the relevant Membership for each of the individuals per the images here. Only the Memberships that are relevant to the selected family member will be available for selection in the popup. Or a family can be created by the member at this point by selecting to add a new or existing member profile to the family.

If you change the drop-down next to “**Price**” to Fixed Price, you will need to enter the total amount to be charged for all members added in as part of the Family Membership Journey. Remember that this is only the Club portion of the fees, and if you have a State membership linked to your club membership, this will display in the Cart.

If you provide a Percentage discount on the Club fees rather than offering a fixed price, you will select Percentage and enter the discount percentage in the area provided, to be applied to the Club Fees. Any discounts will be shown in the cart after completing the full membership purchase.

If your Club is registered for GST you will need to tick “**Yes**” under the “Do you need to charge tax for this membership?” question.

You will then select the price to be charged for any additional Adults and Children. “Additional” refers to any other memberships being purchased where the maximum number set up in your combination has already been reached. You can set it so they are charged **Full Price**, **Free of Charge**, or you can set a **Specific Price**.

In the Display Price Settings, you will select if the price displays on the Membership Tile or is hidden. If you chose to show a price, you can set this to be either a price range or a Specific Price. This will display on the top left side of the membership image.

Under “**Settings**” you will have the ability to set the Family Membership tile to display first in the list of Membership Options or last. It is recommended that this option is set to last to enable members to view the details for all the other memberships offered at your club including the detailed “About” information and the benefits specific to that membership.

Email Management – System Triggered Emails

has pre-defined emails that are triggered by system events such as membership purchases, renewal notifications and when someone registers for an event. You State body has pre-loaded generic text for these emails as well as a generic template however each Club can **customise** both the **content** and **template** to be specific to your Club.



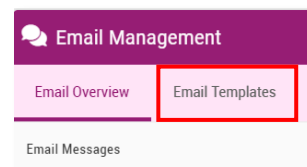
The emails will only send for your Club if they are set to **'Active'**. Your Club's Email Management profile has been set with the core default emails set to 'Active' and for Clubs that are offering online payments, it is recommended that you leave these settings in place and focus on customising the content and template.

From the menu, locate and click on the **"Email Management"** Tile which is under the Club+ section. You will then see a list of all the system triggered emails already set-up for your Club.

Before we look at editing the text / content within each individual email, we will first look at setting up the template that all of your system triggered emails will come from.

Email Template

From the menu bar at the top of the Email Management screen, select **"Email Templates"**. Here you will see a generic email template provided to you which can be copied for editing, or you can create your own template. Click on the **edit pencil** to access the generic template that has been loaded for your Club. You can update Club details and customise this template to include your own Club logo and Club colours etc.



The **"Organisation Name"** and **"Organisation Email"** details are extremely important as the details written in "Organisation Name" will be used to populate **#merge fields** in the email content and "Organisation Email" is the default email address all system triggered emails will be sent from (and replies received to). Change this as required and then press **"Save"**.

General	Header	Title	Footer
Name:	SA TEST COPY v2 *		
Description:	SA Test Example		
Organisation Name:	GMBase *		
Organisation Email:	admin@azolve.com		
Organisation Website:	https://test.azolve.com/Baseli		

To update the logo, click on **"Header"** and then Upload Logo. You can also enter a link such as your website to the logo so that when it is clicked on, it will link the user out to that website.



General	Header	Title	Footer
Top logo 			

To change the colour of the blue heading band or the text within it, click on **"Body"** then click on the cog next to Background colour and Text colour. You can select from set colour options or manually key in the Hex code for your logo colour.

General	Header	Body	Footer
Heading <input type="checkbox"/> Disable heading?			
Text size:	35px *	Text color (hex): #fff *	Background color (hex): #21374d *

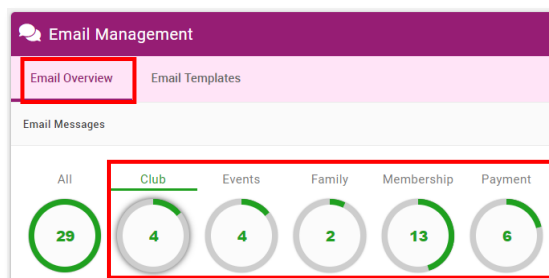
Surfing Australia and your State body have pre-loaded a default message for the **Footer** text which you can also update by clicking on **Footer** and overwriting the text however it is important to note that the core sentiment of the message is required under Australian Privacy Law.

Once you have finished making changes to the template click **Save** to exit.

Email Send from Address And Cc'ing Club On An Email

As outlined above, all system triggered emails will send from the email address that is entered into the **"Organisation Email"** field on the club **Email Template**. You can override this for a specific email type if required.

From the menu bar at the top of the Email Management screen, select **"Email Overview"** then you will see infographic circles that you can click on to access the topic specific emails. The emails marked with the green tab are the emails that are set to active.



To edit the send email address of an individual system triggered email, click on the **edit pencil**, key the desired email address into the **From** field under **Content Edit**. If you wish to CC (copy) the Club on a specific email, enter in the email address in the **CC** field.

The screenshot shows the 'Content Edit' screen. It has two input fields: 'From:' with a placeholder 'Type here to override your default from address' and 'CC:'. Both fields are highlighted with a red border.

Email Content / Wording

To edit the content / wording of each email, scroll to the bottom of the screen and overwrite any of the text you wish to alter.

To add key fields from the GoM database to your emails, use the **#** icon to add **#merge fields** from a limited pre-set list. You can do this for the email Subject line as well.

The screenshot shows the 'Message Body*' editor. It has a rich text toolbar at the top. The body text includes: 'Dear #FirstName,', 'Thank you for taking out membership with #CustomerName.', and 'Confirmation of your membership details are as follows:'.

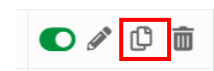
Creating New System Triggered Emails

You can edit the contents of system triggered emails for based on the same trigger criteria as an existing email. For example, you can personalise the contents of the email sent to members you sign up as a club administrator.

You can review how an email is triggered and the contents in detail by selecting the View icon and reviewing the Description and Contents of the email.

The screenshot shows the 'Actions' menu with icons for View, Edit, and Copy. The 'View' icon is highlighted with a red border. To the right, the 'General' tab is shown with fields for 'Name' (Club Join Invitation (Member)) and 'Description' (This email is sent to a member when a club admin has added them to their club.). The 'Description' field is highlighted with a red border.

Once you know the email you wish to edit, select the Copy icon on the email you wish to edit, located to the far right of the relevant email.

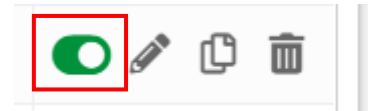


Rename the copied email to a relevant name in the **Name** field (e.g. in this example On Purchase – Club New Joiner) then customise the content as per instructions above. Ensure that you select the Email Template you have designed to display the correct Headers and Footers.

The screenshot shows the 'Email Template' selection screen. It has a dropdown menu for 'Email Template' (SA TEST COPY v2) and a 'Category' dropdown (SA TEST COPY v2). There is also an 'Edit Templates' button.

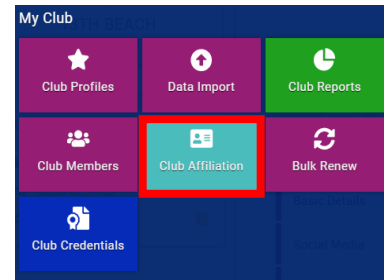
Activating / Deactivating System Triggered Emails

The emails marked with a **green tab** are the **active** system triggered emails. It is recommended that for Clubs who offer online payments that the **default settings** are not changed.



Affiliation

Affiliation is a simple process for Clubs in JustGo. You access Affiliation through the Affiliation tile under My Club.



From here, you will select Boardrider Club category, which will take you to the affiliation options.

These affiliation options each have different benefits and are managed by your State. You can select your desired option, then select






For more information on which affiliation is best suited to your club's needs, contact your local State branch.

Once you have selected the correct affiliation, click through to Checkout and Proceed to Cart.

Categories > Boardrider Club

VIC Gold Tier	VIC Silver Tier	VIC Bronze Tier
<p>\$1500</p> <p>Benefits</p> <ul style="list-style-type: none"> All the benefits of Silver One additional registration for Foundation Judging Course Provide insurance for 1 prize money event and event operations manual <p>1 Year Membership</p> <p>More info</p>	<p>\$1500</p> <p>Benefits</p> <ul style="list-style-type: none"> All the benefits of Bronze Foundation Judging Course – 1 X Registration Talent ID and Development Framework resources provided Provide insurance for 1 event (no prize money) and event operations manual <p>1 Year Membership</p> <p>More info</p>	<p>\$500</p> <p>Benefits</p> <ul style="list-style-type: none"> Public liability insurance \$20 Million, professional indemnity insurance \$5 million. Resources and support for ensuring your club is Child Safe Resources to assist with your clubs operations 25% Discount of Boardrider Rising Starts... <p>1 Year Membership</p> <p>More info</p>

Upon Checkout, you will see a breakdown of your affiliation costs and benefits between Surfing Australia and you respective State body. This is displayed because your affiliation payment is split to cover the respective costs associated with servicing our surfing community. For more information on this, please contact your local State branch or Surfing Australia directly.

ITEM SUMMARY		QTY	NET TOTAL	TAX	TOTAL
<div></div> <div><div>SA Silver Tier (Alexandra Headland Malibu Club Inc.)</div><div>Azolve Gomembership</div><div>To support our boardrider clubs to enable them to lead and develop their members, strengthening the foundation of the surfing pathway.</div></div>	<div></div> <div>1</div>	\$454.55	\$45.45	\$500.00	
<div></div> <div><div>QLD Silver Tier (Alexandra Headland Malibu Club Inc.)</div><div>Azolve Gomembership</div><div>To support our boardrider clubs to enable them to lead and develop their members, strengthening the foundation of the surfing pathway.</div></div>	<div><div><div> Save for Later</div><div> Remove</div></div></div> <div>1</div>	\$454.55	\$45.45	\$500.00	