



## Club Portal User Guide

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Contact Us: [Clubs@britishcanoeing.org.uk](mailto:Clubs@britishcanoeing.org.uk)

<b>The Club Portal</b>	<b>3</b>
Club Guide	3
<b>1.0 Accessing the Portal</b>	<b>4</b>
1.1 Creating an account	4
1.2 Current or Lapsed Members	4
1.3 Can't access your account?	5
1.4 Find Your Club	5
1.5 My Club	5
<b>2.0 Club Profile</b>	<b>6</b>
2.1 Updating your Club Profile	6
2.2 How are my club details used?	7
2.3 Managing multiple clubs	7
2.4 Additional Details	8
<b>3.0 Managing Members</b>	<b>9</b>
3.1 Adding Members	9
3.2 Bulk Import for Club Associate members	10
3.3 Approving Members	11
3.4 Removing Members	11
3.5 Telling a Member their Username	12
<b>4.0 Updating Committee Roles</b>	<b>13</b>
4.1 Adding Roles	13
4.2 Removing Roles	14
<b>5.0 Club Affiliation</b>	<b>15</b>
<b>6.0 Club Reports</b>	<b>17</b>
6.1 Downloading Reports	17
6.2 Members Report	17
6.3 Coach Validation Report	18
<b>7.0 The Clubhouse</b>	<b>18</b>

## The Club Portal

British Canoeing has moved to a new membership database called GoMembership, which provides an improved online experience and range of services to our 60000+ individual members.

GoMembership also holds information on all affiliated clubs and has been designed to help you with your club administration. The portal can also hold information on your club members and be used as your own database, whilst helping clubs to remain GDPR compliant.

We believe everyone should have access to the latest news, events, and information in the paddling community. By uploading the details of your members, they can choose whether they wish to receive communications from British Canoeing and stay informed. This also helps give accurate information on how many people are involved in paddlesports, which will improve our reporting and help to raise the profile of the sport.

## Club Guide

This guide is intended to help you get the most out of the system.

As a club administrator you have more access than an individual member to allow you to manage your club and members. You have a range of features available to you including amending your club details, uploading members, and running reports.

## 1.0 Accessing the Portal

The portal is managed through your own personal account. This allows clubs to choose who they give access to and lets multiple people manage the club without the need to share passwords.

If you are a past or current British Canoeing member please go to section 1.2, if you have never been a member please see 1.1.

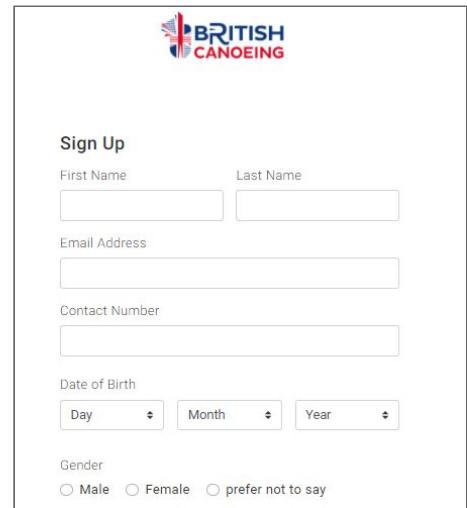
### 1.1 Creating an account

If you do not already have an account or a membership you can create one by going to <https://britishcanoeing.azolve.com/> and clicking 'Sign Up'

Fill in your details, click continue, and your account will be created. If you already have a club administrator you can now ask them to add you to the club and give you the appropriate role.

If you do not have an administrator set up please contact the membership team.

If you have done a qualification or been a committee member in the past we may already have a record for you.

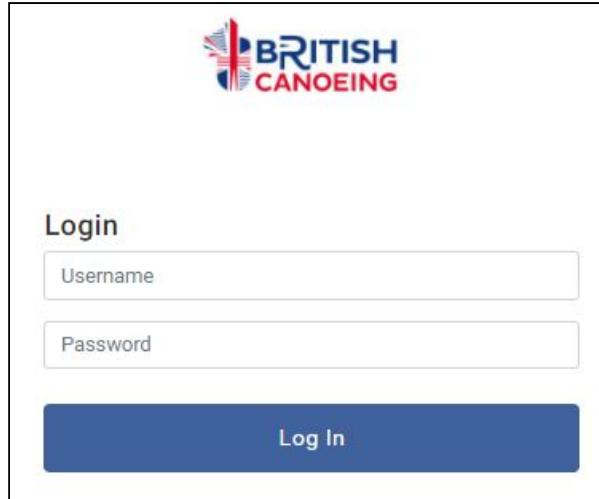


### 1.2 Current or Lapsed Members

If you are a current member your username will either be your membership number or the username you set yourself when you signed up.

If your membership has lapsed you should still be able to access your account using your previous membership number.

If you do not know or have forgotten your password, type in your membership number and click 'Forgot Password'. This will send you an email containing a password reset link.



## 1.3 Can't access your account?

If you are unable to create an account, no longer have access to the email, or any other problems, please contact [clubs@britishcanoeing.org.uk](mailto:clubs@britishcanoeing.org.uk)

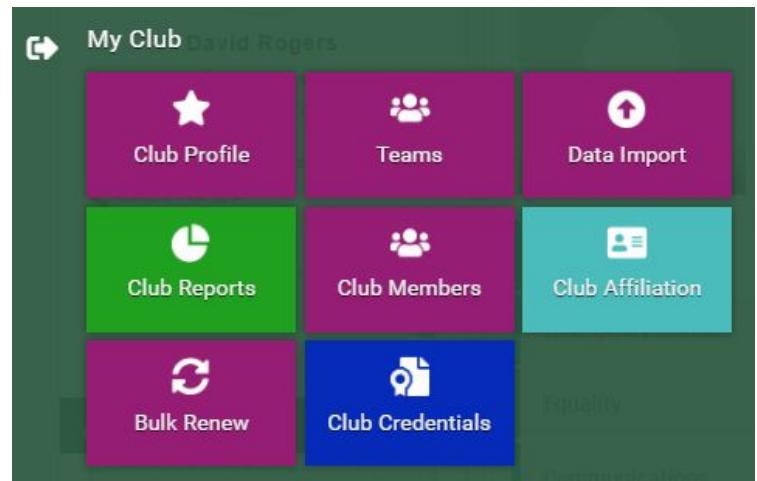
## 1.4 Find Your Club

You can link yourself to the club by selecting your club on the right hand side of your profile.

## 1.5 My Club

Once you have created an account and been given access you will now see the 'My Club' section in the main menu. You can access it by opening the main menu in the top left and then clicking on the Club Profile tile.

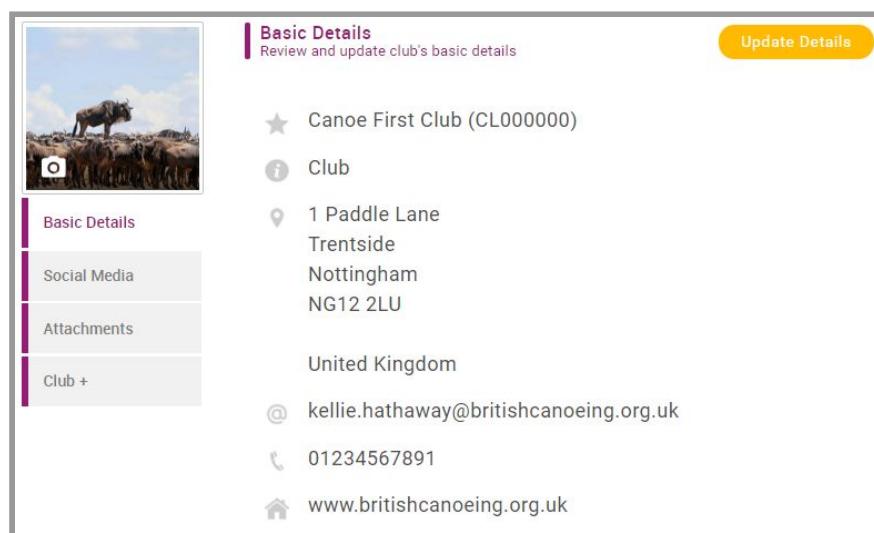
From here you can manage your club.



## 2.0 Club Profile

Your Club Profile is where you update your club details, including address and contact information.

### 2.1 Updating your Club Profile



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

**Update Details**

Basic Details

Social Media

Attachments

Club +

Canoe First Club (CL000000)

Club

1 Paddle Lane  
Trentside  
Nottingham  
NG12 2LU

United Kingdom

kellie.hathaway@britishcanoeing.org.uk

01234567891

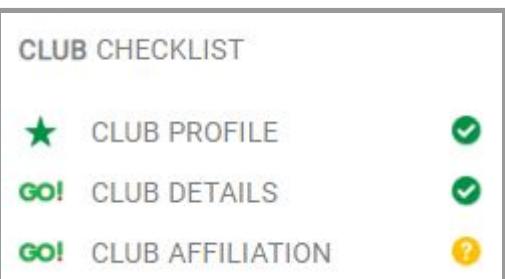
www.britishcanoeing.org.uk

Click update details to make any changes and make sure you click 'Save'.

When you click on the Club Profile, the club checklist appears on the left-hand side of the screen. This shows where information has not been fully completed.

A green tick indicates the section is complete, and a yellow question mark indicates where fields need completing.

Club Affiliation will display a yellow question mark if your club affiliation has expired and needs renewing.



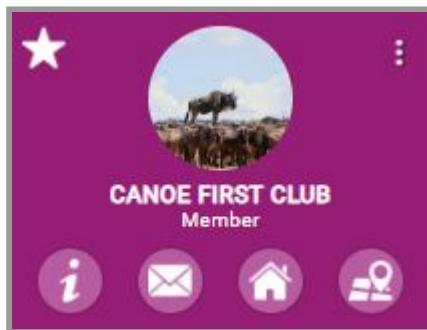
**CLUB CHECKLIST**

★ CLUB PROFILE	✓
GO! CLUB DETAILS	✓
GO! CLUB AFFILIATION	?

## 2.2 How are my club details used?

By providing your club's address, email address and website in your club profile, club members can access it from their own profile page. If your club has an address listed any prospective members will find it when they look for a local club on the Canoe Near You Map.

British Canoeing will use the contact information to send out relevant club information.



The 4 icons at the bottom of the club card are hyperlinks and can be used by club members to view club information, contact you, and check the club location.

## 2.3 Managing multiple clubs

We realise members can be responsible for more than one club, and the portal is set up to make that easy for you.



If you have a role within more than one club you will see a 'Switch' button in the club profile, or on the right hand side in other areas.

Once you click on the button you will see your clubs and you can choose which club you wish to manage. Make sure to check which club you are in when making changes.



## 2.4 Additional Details

The Club Details tab allows you to update information and input a club description.

**Club Profile**

CLUB PROFILE   **GO! CLUB DETAILS**   MEMBERSHIP   CLUB AFFILIATION   CREDENTIALS   FAMILIES



**Club Description**  
Club Description **Save**

Please enter a short description of your club, e.g. who your members are, what kind of trips or sessions you do etc. This will be displayed on the British Canoe website so can be viewed by new and potential members:

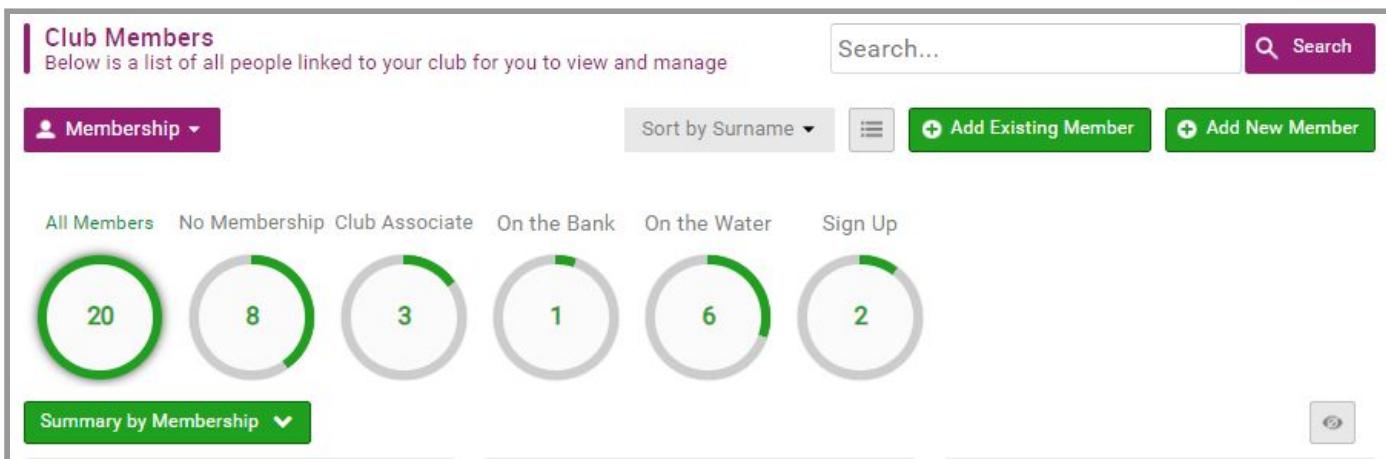
**Additional Details**  
**Qualifications**  
**Club Reports**  
**Club Description**

We are an amazing club and think everyone should join us!

## 3.0 Managing Members

You can use the membership screen for an at a glance view of members and their categories. They can be viewed by name or licence status. Click on any of the circles to view members in one of these categories.

Members can appear in multiple categories so do not worry if the totals do not add up correctly.



### 3.1 Adding Members

If you need to add new members to your club there are 3 options

1. If they have individual membership with British Canoeing they can select your club from within their membership area
2. If they have a current or lapsed British Canoeing membership or have completed Personal Awards (e.g. Start Awards) or courses they will have a record already. If this is the case, you can use the **"Add Existing Member"** process using their membership number, email address, or date of birth.
3. If they are a brand new member you can create a record for them with their basic information, using the **"Add New Member"**

The screenshot shows the 'Add member' form. At the top is the British Canoeing logo. Below it is the heading 'Add member'. There are three input fields: 'First Name' (with a placeholder box), 'Last Name' (with a placeholder box), and 'Email Address' (with a placeholder box). To the right of the form, a text box provides instructions: 'By default the username will be created using the member email address. When registering multiple members that share an email you will need to input a different username.'

### 3.2 Bulk Import for Club Associate members

If you need to put a group of your club members, who are not On The Water or On The Bank members, onto the portal, there is a function that allows you to upload them in bulk.

Click on the Data Import tile in the main menu.



You will see instructions for importing data and the template that must be used.

**1 Download Template File** [Help & FAQs](#)

Download and complete the latest template file, please remember to ensure any dates are completed in a format of dd/mm/yyyy. Do not alter or edit this template format otherwise your import will fail.

Ensure you provide all mandatory data indicated by asterisks.

[Download File](#)

**2 Upload File** [Help & FAQs](#)

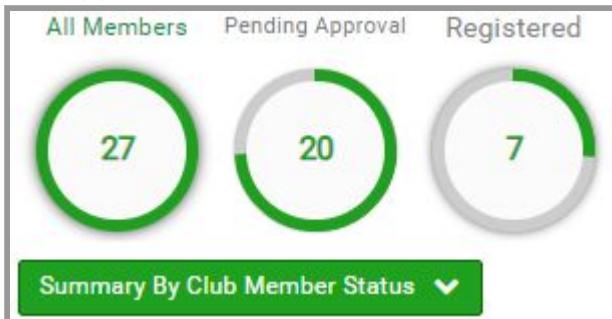
Upload your file by clicking into the area below or drag and drop your file. Once done hit the import button to complete.

Drag file here or click to upload

[Cancel](#) [Import](#)

1. Download the file and input your members details. There are a number of mandatory fields that are used to help avoid the creation of duplicate records. These are: Name, email address, D.O.B, and username
2. Make sure each username is unique. I would recommend starting with 'Clubname1', 'Clubname2' etc. These can be changed later
3. The spreadsheet template also has a number of other fields. The more that are included the more complete the records are
4. Once the import is completed, the members will appear in the member area as Club Associates
5. They will receive an email inviting them to sign in to their account and update any communication preferences

### 3.3 Approving Members



When members add themselves you will need to approve them. If you click on 'Summary By Club Member Status' and then click the circle for 'Pending Approval' you will see a list of the people who have asked to join.

You can now approve or reject these members. Approved members will also have a solid star next to their name.



### 3.4 Removing Members

Your club profile will show every member of your club including those who have lapsed or possibly left your club.

You can remove them from your club from the Membership screen.



Find the member that you wish to remove.

Click on the 3 dots and select 'Remove from Club'

You will need to specify a reason and then click Submit. This reason does not go to the member.

### 3.5 Telling a Member their Username

Once a member's account has been created, the username will either be the email address used to create their account or a membership number.

If a member of your club does not know their username, they can either use the 'What's my Username' on the Login page or you can check it for them by clicking into their record. You can change members usernames

If a club member does not know their username they can retrieve it using the 'What's My Username?' section.

their password.

You can do this by going into their record from the Membership screen.

You will need to click on Update Details and you will see their username at the bottom of the screen.

The blue 'Password Notification' button will send the member an email containing their username and a link from which they will be able to reset

## 4.0 Updating Committee Roles

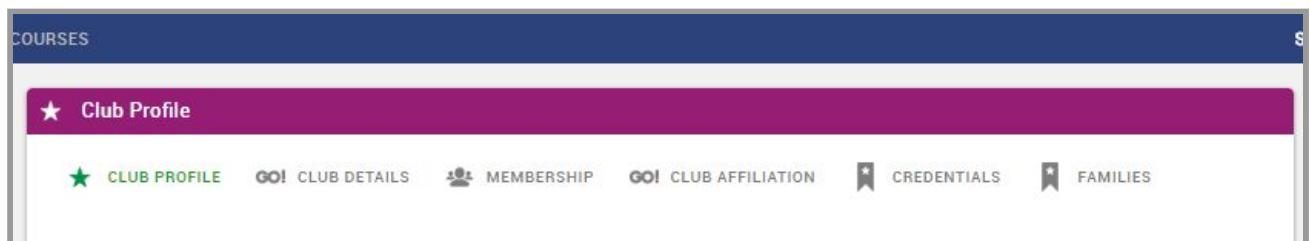
Any time there is a change of club officers you can update the club record and make sure the club officers are correct. You can also control who has access to the 'My Club' section.

### **IMPORTANT**

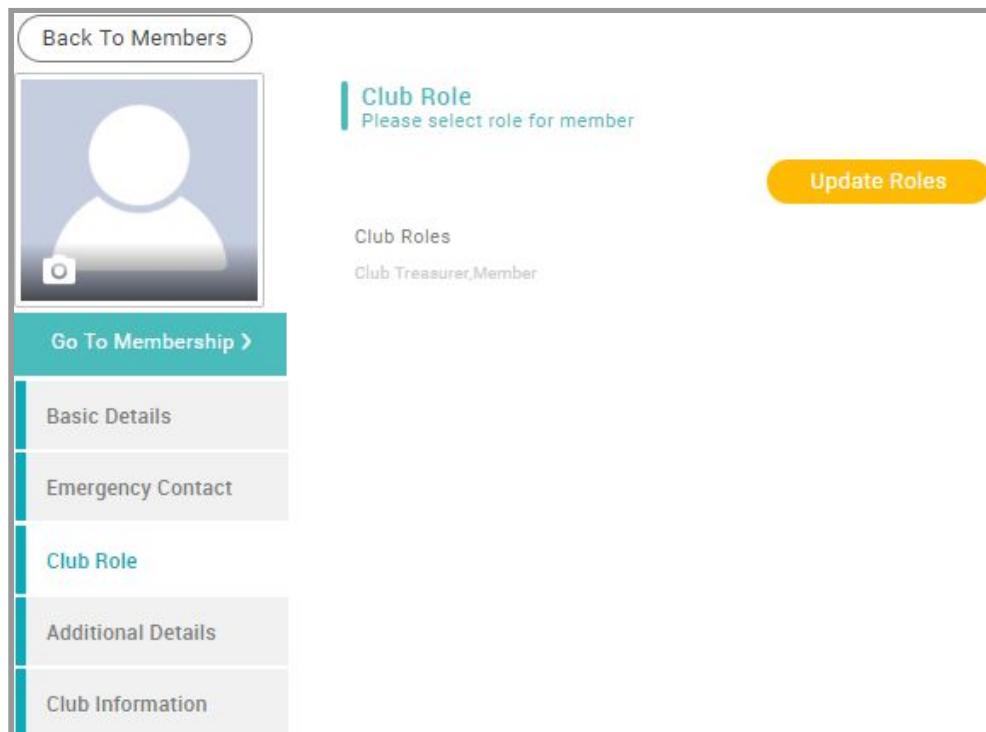
**The 'Online Administrator' role gives full access to your club, members, and their personal information. Please ensure this access is only given to those that need it.**

### 4.1 Adding Roles

1. Click on Club Profile and go to the Membership screen.



2. Find the member you wish to add the role to



3. Click on Club Role and then Update Roles
4. Select the roles you wish to give to the member, and click 'Save' once done.

## 4.2 Removing Roles

If you need to remove a role from someone you follow the steps above but un-tick the role on their record

## 5.0 Club Affiliation

Clubs need to renew their affiliation annually, and you can now complete this online, saving time and removing the need for paper forms.

1. Click on Club Affiliation. There you will see your current affiliation, when it expires, and have the option to add another

Club Profile

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

2. Click on 'Add' to renew your affiliation
3. You will see the 3 affiliation categories, and to select one click anywhere on the box.



£165

**Benefits**

- British Canoeing family – be part of an organisation that represents your interests, fights your corner and is there for you when you need help and advice
- Promotion – you can use the British Canoeing logo to promote your club and have access British Canoeing promotional campaigns...

[Read more](#)

**Senior Club + Youth**



£135

**Benefits**

- British Canoeing family – be part of an organisation that represents your interests, fights your corner and is there for you when you need help and advice
- Promotion – you can use the British Canoeing logo to promote your club and have access British Canoeing promotional campaigns...

[Read more](#)

**Senior Club**



£100

**Benefits**

- British Canoeing family – be part of an organisation that represents your interests, fights your corner and is there for you when you need help and advice
- Promotion – you can use the British Canoeing logo to promote your club and have access British Canoeing promotional campaigns...

[Read more](#)

**Junior Club**

4. Once you select a category, scroll down and you will be asked for more details. These will be the same as the questions on the paper affiliation form
5. The table of members needs to be completed and this will automatically calculate your per capita charges.

Age	British Canoeing Members		Non - British Canoeing Members	
	Males	Females	Males	Females
13 and Under	0	0	0	0
14 - 18	0	0	0	0
19 - 25	0	0	0	0
26 - 45	5	15	12	10
46+	0	0	0	0
Total:	5	15	12	10

6. If you need to purchase your club waterways licences add the number required

**Club Officials:**

Chairperson

Welfare Officer 1

Treasurer

Welfare Officer 2

Secretary

7. Fill in the details for the key members of your committee
8. Select whether you will be using the British Canoeing Liability Insurance
9. Please confirm your club disciplines and activities
10. You'll need to tick the 2 declaration tick boxes and then select Check Out.
11. Your affiliation fee is calculated for you and you will have the option to pay by card or direct debit. **If you wish to pay by another method** please fill in the form, click 'Checkout', and contact [Clubs@britishcanoeing.org.uk](mailto:Clubs@britishcanoeing.org.uk) with a screenshot of your basket and we can provide you with an invoice or BACS details
12. Once payment is made you can print a receipt and your Affiliation Pack will be sent out in the post

## 6.0 Club Reports

As a club administrator you can run a number of reports on members either in a **Basic** (PDF) or **Extended** (Excel) format.



### 6.1 Downloading Reports

Click on 'Club Reports' in the main menu. Club reports are split into two sections, Standard Reports and Customer Reports.

They can be downloaded by clicking the icons on the right in Excel or PDF format.

A screenshot of a software interface. At the top, there are two buttons: 'Standard Reports' (highlighted in green) and 'Customer Reports'. Below this, the word 'Members' is displayed. A green horizontal bar contains a 'Back to Report Categories' button with a circular arrow icon. Below this bar, a teal section is titled 'Club Members' and contains a 'Club Members' button. At the bottom right of this teal section are two icons: a white 'X' inside a blue square and a white document with a blue border. At the very bottom right of the entire screenshot is a small purple button labeled 'Club Standard'.

### 6.2 Members Report

The Members report will list:

- Membership number
- Names
- Contact details
- Membership category
- Status
- Expiry Date

Example Report:

	A	C	D	E	F	G	H	I	J
1	 BRITISH CANOEING								
2									
3	MID	Firstname	Surname	DOB	Gender	Contact Number	Emergency Contact	Email Address	Address
4	529121	Jane	Test	01/01/1960	Female		Relation: Number: Email:	david.rogers@britishcanoeing.org.uk	denjdensdn sfbsnsfn
5	529123	Jess	Test	01/01/2010			Relation: Number: Email:	david.rogers@britishcanoeing.org.uk	
6	529122	Jimmy	Test	01/01/2005			Relation: Number: Email:	david.rogers@britishcanoeing.org.uk	
7	529120	John	Test	01/01/1955	Male	01234567	David Rogers Relation: Parent Number: 0000000000000000 Email:	david.rogers@britishcanoeing.org.uk	British Canoeing NG12 2LU
8	000081	tt	ww	01/01/1978	Male	123	Relation: Number: Email:	tt.ww@ww.com	Azolve Limited1 1 Glasgow HG1 1BL
9									
10									

### 6.3 Coach Validation Report

This report is a quick way to view any qualifications, CPD, safeguarding, and first aid that has been uploaded to your members profiles.

This will show all members in your Club Portal that hold any qualifications.

If there are blank spaces it means they have not uploaded evidence of this to their membership account.

By downloading the 'My Club Members with Coach Validation' report, you will get a list of:

- Qualifications
- First Aid
- Safeguarding
- Continuous Professional Development (CPD)
- BC Membership Status

### 7.0 The Clubhouse

The Clubhouse is a new site specific for club officials that aims to bring all the information you need together in one place. It will also give you the ability to communicate with other affiliated clubs and RDT's, host Zoom meetings, and find out the latest news and updates.

You can access it here: [www.clubhouse.britishcanoeing.org.uk](http://www.clubhouse.britishcanoeing.org.uk)

The first time you wish to access the Clubhouse you will need to register using your membership number and email address at <https://clubhouse.britishcanoeing.org.uk/register>

This will check you are assigned the appropriate committee role in the Club Portal, and that the club affiliation is up to date.

Once done you will be able to access the Clubhouse.

Anyone in your club with one of the following roles will have access to the Clubhouse. The Clubhouse updates overnight, but if you make a role change and wish for it to take effect immediately, please contact us.

If you have any problems accessing it please do not hesitate to contact [clubs@britishcanoeing.org.uk](mailto:clubs@britishcanoeing.org.uk)

You will gain access to the Clubhouse if you have one of the following roles:

- Club Chair
- Club Coaching Officer
- Club Secretary
- Club Treasurer
- Club Volunteer Coordinator
- Club Welfare Officer
- Event Safety Officer
- ShePaddles Champion
- Clear Access Campaigner
- COVID Officer
- Club Official