

Guide to JustGo

for members, clubs and zones

In this guide . . .

2025
Edition

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How to reset a password in JustGo for members

It is so hard to remember so many different usernames and passwords. Chances are there that you might not remember your login details for the JustGo database system to access your Pony Club profile.

Simply click on **Forgot Password** to reset your password.



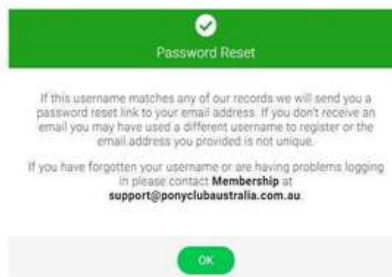
The screenshot shows the Pony Club Australia logo at the top. Below it is a 'Log In' section with a text input field containing the email 'nathaliaschwab@justgo.com', a password input field, and a green 'Log In' button. Below the button is a checkbox for 'Keep me signed in' and a link for 'Forgot Password?' with a left-pointing arrow.

The system will send you the **Reset Password** link and will also highlight your username.

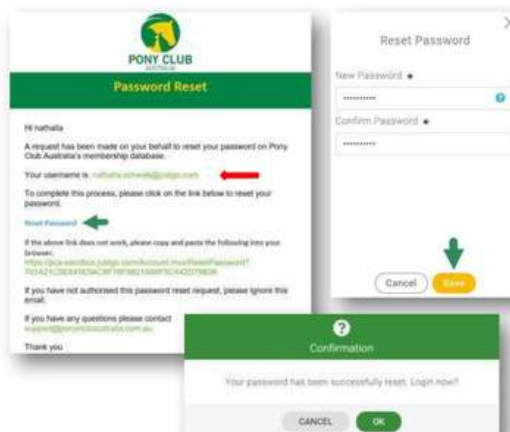
This email will come from the support@ponyaustralia.com.au email address and will be sent to the email address mentioned in your profile. Please check your junk and spam folders for the password reset email.

Click on the **Reset Password** link and create your new password and **Save** it. In the confirmation pop-up window, click **OK**.

You will be redirected to the login screen, now just type in your username and password and **Log In**.



The screenshot shows a green header with a checkmark and the text 'Password Reset'. Below this, it states: 'If this username matches any of our records we will send you a password reset link to your email address. If you don't receive an email you may have used a different username to register or the email address you provided is not unique.' It then says: 'If you have forgotten your username or are having problems logging in please contact **Membership** at support@ponyclubaustralia.com.au.' At the bottom is a green 'OK' button.



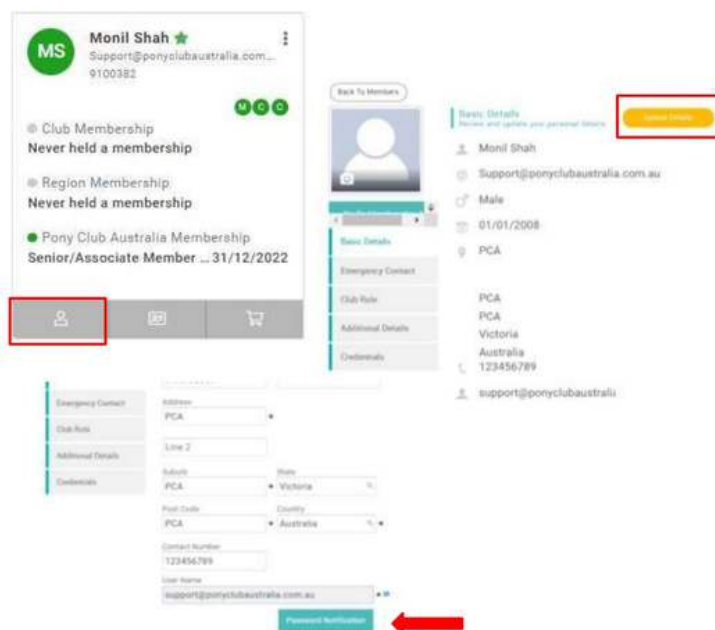
This block contains two screenshots. The top one is an email titled 'Password Reset' from Pony Club Australia. It says: 'Hi Nathalia, A request has been made on your behalf to reset your password on Pony Club Australia's membership database. Your username is: nathaliaschwab@justgo.com (highlighted with a red arrow). To complete this process, please click on the link below to reset your password.' It includes a 'Reset Password' link (highlighted with a green arrow) and a 'Need Help?' link. The bottom screenshot is a 'Confirmation' pop-up window that says: 'Your password has been successfully reset. Login now!' with 'CANCEL' and 'OK' buttons.

How can Clubs/Zones reset passwords in JustGo for members?

Even Clubs and Zones can generate the password reset link on behalf of members.

- Click on the Club Members tile.
- Search for the member
- Click on the human icon
- Click on update details
- And Password Notification

Again, please ask members to check their junk and spam folders for the password reset email, if they cannot find the email in their inbox.

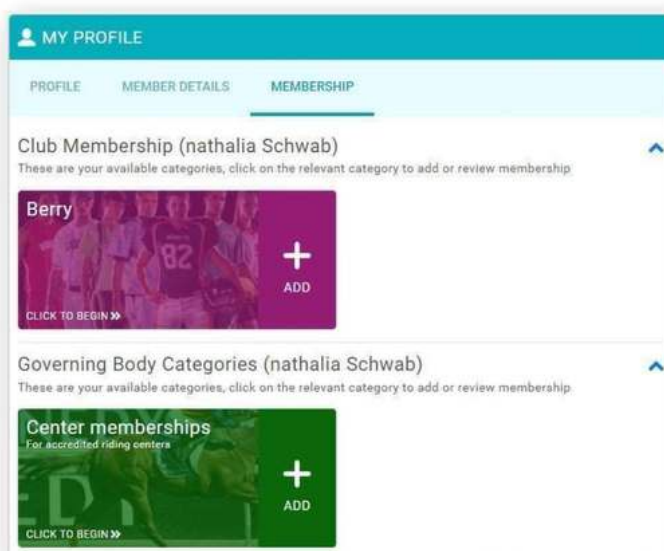


How do I renew a membership?

Click on My Profile and head to **MEMBERSHIP**.

If you are part of a club, click on your **Club Membership**.

If you are part of a riding center, click on **Center Memberships**.

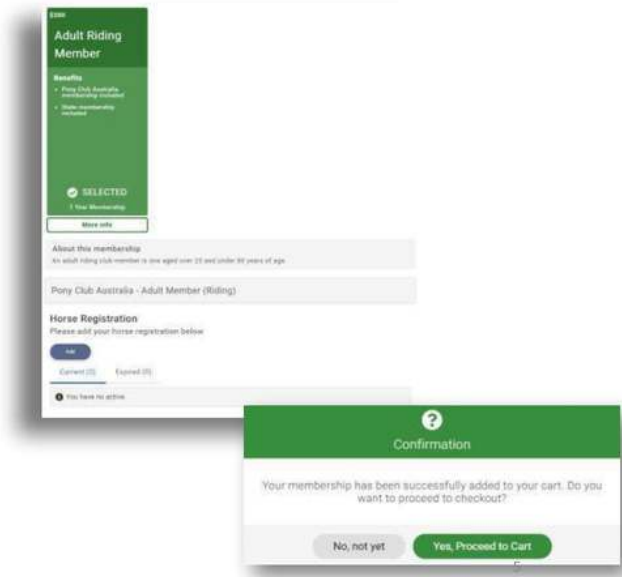


How do I purchase a membership?



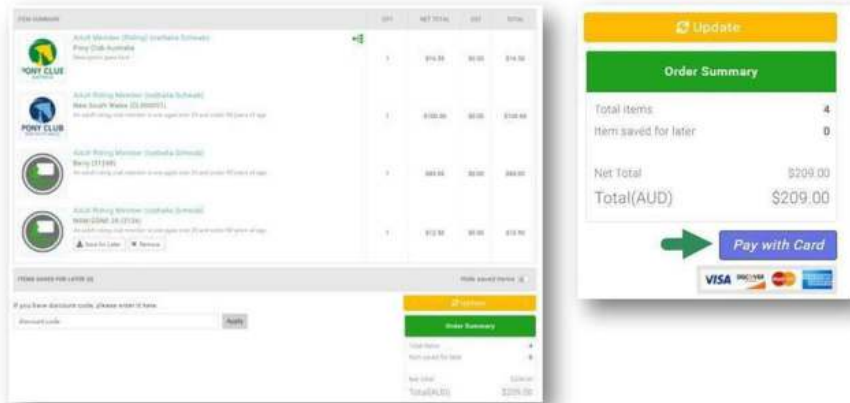
Select the **membership type**; only relevant memberships will be available for purchase. For example, junior riders will only see Junior Riding Membership and not Adult Riding Membership.

After completing all the required information, click on **Finish**, and in the pop-up, **Yes, Proceed to Cart**.

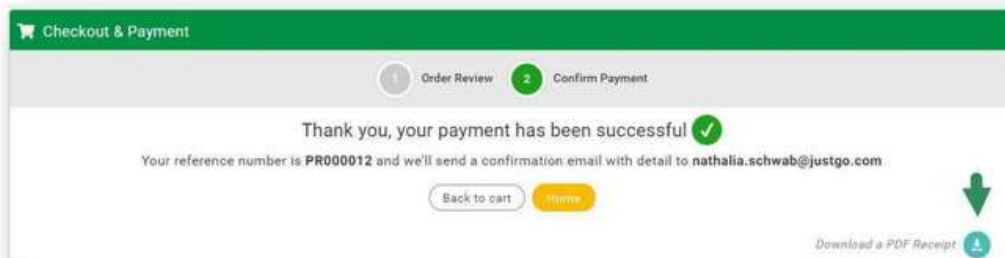


In the cart, you can see the summary of the amount going to PCA, the State, the State Zone and your club.

After checking everything, click on **Pay with Card**, and purchase your membership.

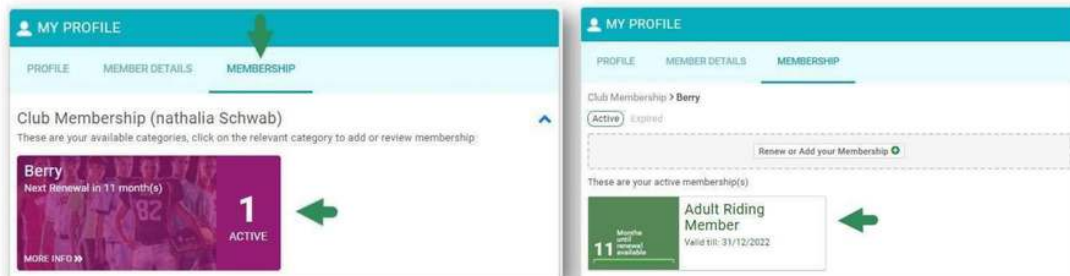


After the purchase, you will see a message confirming your payment. To download the receipt, click on the download button in your right corner.



How do I check if my membership is active?

You can check if your membership is active by heading to **MEMBERSHIP**, where you can find your membership type and expiry date by clicking on the **ACTIVE** membership.



How can two members use the same email address for their JustGo membership profiles

Members can share the same email address in the JustGo system by creating a “Family”.

Through the Family setup, even new members can use the same email address as the existing members when signing up.

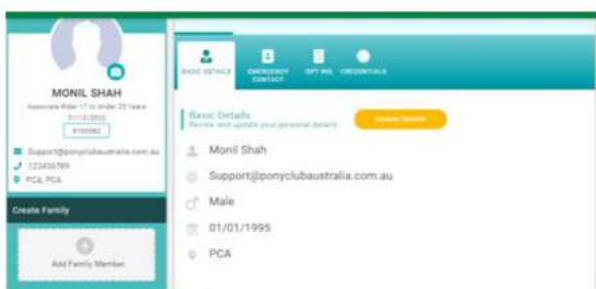
For example, a parent has used their email address in their kid’s profile and now wants to create their own profile in the system with the same email address. If they use the sign-up option, the system will prompt that the email address is in use but by creating a “Family” in the system, it becomes possible.

Creating a Family in the system not only enables new members to use existing members’ information (email address, phone number, address etc) but also gives members access to all other member’s profiles in the family through their login.

For example, Sarah has created a family in the system and has added her two kids to her family. Now, Sarah can access both her kid’s profile, pay their memberships, register them for events and other manage other details all through her profile.

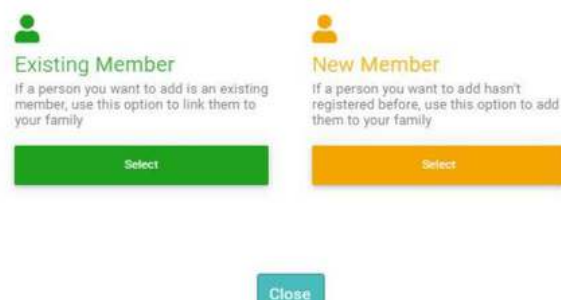
How to create a family in the system:

1st Step – Click on My Profile > Scroll down to “Create Family” > Add Family Member



2nd Step – Select “Existing Member” – If a profile for a member already exists in the system.

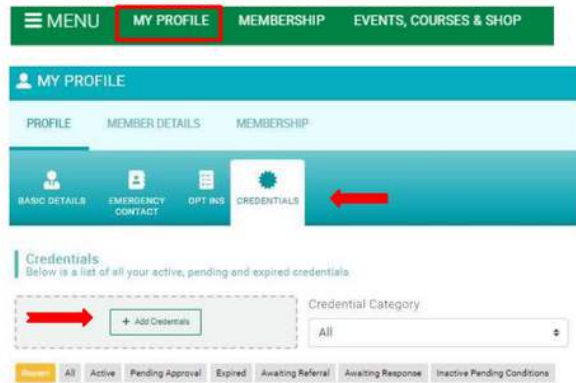
Select “New Member” – If the member is new to Pony Club and doesn’t have any membership profile



How to add credentials



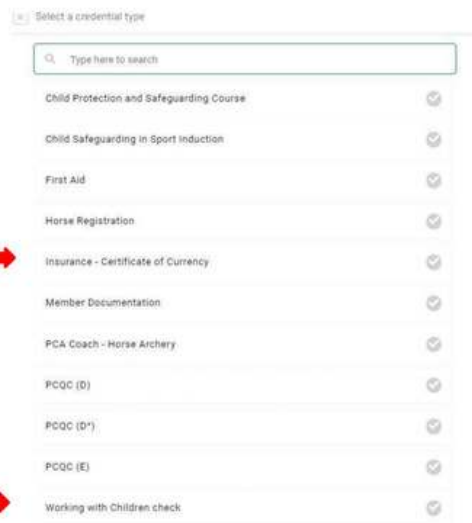
1. Click on "My Profile"
2. Click on "Credentials" and then "Add Credentials"



Members can add multiple credentials to their profile such as **Working with Children Check, Insurance – Certificate of Currency** etc.

All the credentials will be approved by Pony Club Australia.

Please contact Support@ponyclubaustralia.com.au for any questions or concerns



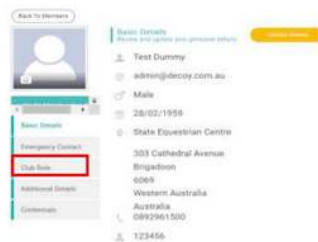
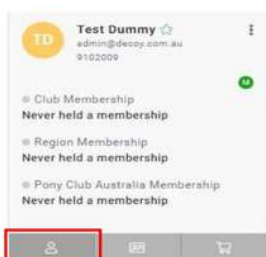
How to update club roles

Click on the **Club Members** tile and search for the member.

Click on Profile and click on "Club Roles" Click on "Update Roles"

By clicking on "Club Administrator checkbox", the member will have club admin access. To revoke a member's club admin access simply untick Club Administrator's checkbox.

Same logic applies for the Zones.

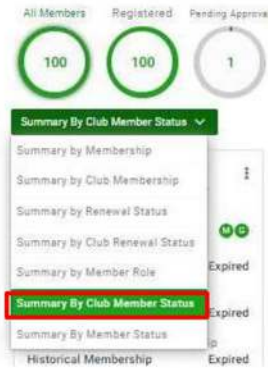


How to approve new club members

All the new club members require club approval before they can purchase any club memberships. Existing club members are allowed to purchase memberships directly.

All the new members can be approved through the **CLUB MEMBERS** tile.

In the Club Members tile, change the green drop-down to Summary by Club Members Status.



Then click on the **Pending Approval** filter (If you don't have a Pending Approval filter then there are no pending members for your club)

Click on three dots (next to the member name) and Approve



How to approve transfer requests

Club Transfers can also be approved from Club Members Tile.

Clicking on the purple dropdown and select Transfer Requests

Then click on the three dots next to the member's name and Approve/Decline.

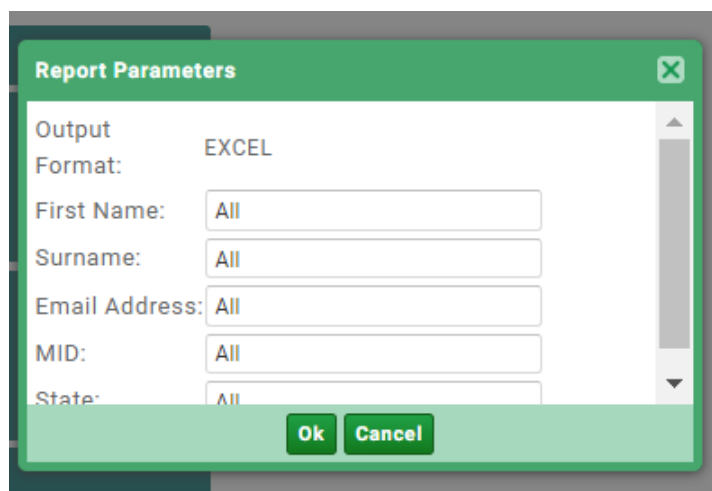


How to search for member outside a Club or Zone

Administrators now can search for members outside their club/zone using Member Search report.

This report can be located under Club Reports > Customer Report > Members > Member Search Report.

To get accurate results from the member search report, two correct parameters will be required. For example, First Name and Surname or First Name and Member ID (MID)

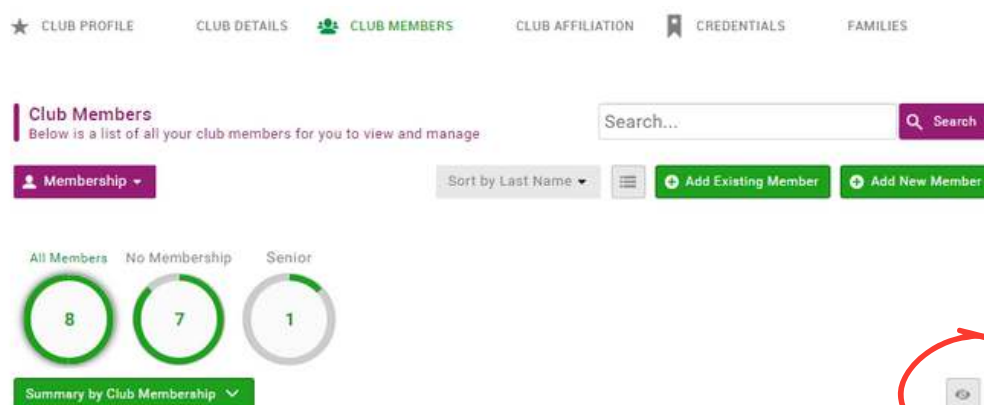
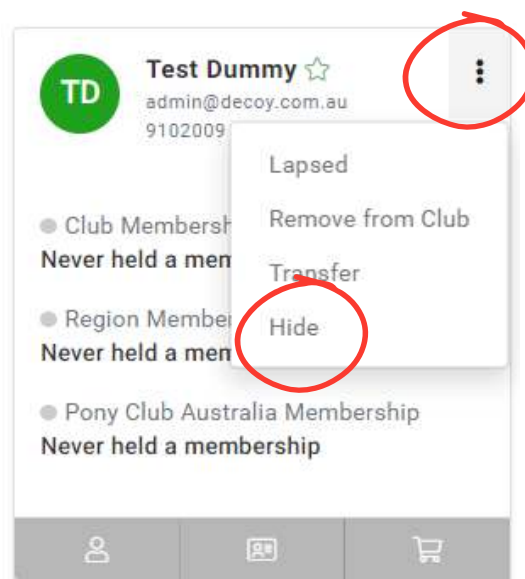


How to hide and unhide members

Members now can be hidden from the club/zone dashboard. This feature helps the administrators to keep the data clean and create a view of current members.

To hide members: Club members tile > Search the member > click on the three dots next to the member name > Hide

And to unhide members, simply follow the same steps again. Click on the three dots next to the member's name and select "Unhide"



Membership Renewal Checklist

- PCA has created a Membership Renewal Checklist that all Clubs and Zones can use to set up their membership for the next year. The list covers all the important topics that need to be updated or reviewed while setting up 2023 memberships.
- The list can be downloaded through the below link

[Membership Renewal Checklist 2025](#)

If you require any help with the membership setup, please contact Support@ponyclubaustralia.com.au

All the best!!

