



for members, clubs and zones



In this guide . . .

- How members can reset their password
- How clubs or zones can reset members' passwords
- How to renew a membership
- How to purchase a membership
- How to download your membership receipt
- How to check your membership is active
- How two family members can use the same email address
- How to add credentials to your profile
- How to approve new club members
- How to approve club transfers
- How to update club roles
- How to search for a member outside your club or zone
- How to hide and unhide members
- Life members
- Membership renewal checklist

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 dick on Forgot Password to reset your password.





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

This email will come from the <u>support@ponyaustralia.com.au</u> 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.



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.

		000		A many change	
Club Membersh	in			Distance and called a to	or personal littlets
ever held a mem	hership			# Monil Shah	
erer nen a men	wereinip.			A ANNOUNCED	
Region Member	ship		Ø	 Supportigip 	onyclubaustralia.com.au
ever held a mem	bership			of Male	
			1 1 1 10	- 01/01/200	
Pony Club Austr	alia Memberst	nîp.	These Details		
enior/Associate	Member 31/	12/2022		9 PGA	
			Emergency Contact		
			(Sub Pade	PCA	
2		70	and a second second	PCA	
		101264	Addressed Condens	A Revenue of A	
				Victoria	
_			Ordernals	Australia	
			Ordersals	Australia 123456789	
Transmis Carlan			Onternals	Australia L. 123456789	onyclubaustralia
Energines Carbait	Hitten PCA		Overenin	Australia 123456789 ± support@p	onyclubeusthelis
Derigning Dariast Dations	ettene PCA		Overandes	Australia L 123456789	onyclubaustralia
Energines Currant Datubas Additional Details	entres PCA Line 2	•	Onternals	Australia Australia 123456789	onyclubauathalia
Designing Currant Databas Additional Distals	PCA PCA Line 7 Mark	•	Definensis	Australia L 123456789	ovyclubaustralis
Energing Contait Dat-Insi Additional Datable Contempts	entree PCA Low 2 Monte PCA	• • • • • • • • • • • • • • • • • • • •	Ordinesis	Australia € 123456789 ₫ support⊚p	onyclubaustralis
Designing Curture Data Inter Additional Denaits Contentiate	Attaus PCA Line 2 PCA PCA PCA	• • Value toory	Dottorialy	Autralia 123456789	onyclubaustralis
Energines Curran Charlons Addressed Datable Contempts	Hilling PCA	• • Vectors Donry • Australia	Deduceda	Autralia 123456789	onyclubaustralis
Energence Contact Charlows Andrewed Darath Contensity	Holeson PCA Low 2 Mole PCA Construction PCA Construction	• • Veloca Comp • Autorio	Datasada B	Autralia 123456781	oryclobaustralia
Energinery Dorton Dashina Akhinad Darah Casimita	Annua PCA Line 2 Adam PCA PCA PCA PCA Canase Norther 122446/199	• • Vetera Donry • Australia	Contransity The Second	Autitalia L 123456781	ovyclubaustralis

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.

	Order Review 2 Confirm Payment	
	Thank you, your payment has been successful	
Your reference number	r is PR000012 and we'll send a confirmation email with detail to na	thalia.schwab@justgo.com
	(Back to cart)	1
		Dependent a PDF Recent

JustGo.com

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.

A MY PROFILE	A MY PROFILE
PROFILE MEMBER OETAILS MEMBERSHIP	PROFILE MEMBERDETALLS MEMBERSHIP
Club Membership (nathalia Schwab) These are your available categories, click on the relevant category to add or review membership	Club Membership 3 Berry Active Express Renew or Add your Membership 0
Berry Next Renewal in 11 month(e)	These are your active membership(s)
	Adult Riding Member Valid tile 31/12/2022

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

Existing Member
If a person you want to add is an existing your family
Setect
New Member
If a person you want to add hasn't registered before, use this option to add hasn't registered before, use this option to add hasn't registered before, use this option to add hasn't registered before.

How to add credentials





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.

Please <u>contact</u> <u>Support@ponyclubaustralia.com</u> <u>.au</u> for any questions or concerns

Q. Type here to search	
Child Protection and Safeguarding Course	0
Child Safeguarding in Sport Induction	¢
First Aid	¢
Horse Registration	¢
Insurance - Certificate of Currency	0
Member Documentation	¢
PCA Coach - Horse Archery	0
PCQC (D)	¢
PCQC (D*)	¢
PCQC (E)	¢
Working with Children check	6

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)

Report Paramete	ers	×
Output Format:	EXCEL	^
First Name:	All	
Surname:	All	
Email Address:	All	
MID:	All	
State:	٨	•
	Ok Cancel	

How to hide and unhide members

Members now can be hidden from the club/zone dashboard. This feature Test Dummy 🟠 i TΠ admin@decoy.com.au helps the administrators to keep the 9102009 data clean and create a view of Lapsed current members. Remove from Club Club Membersh Never held a men To hide members: Club members tile > Transfer Search the member > click on the Region Member Hide three dots next to the member name > Never held a men Hide Pony Club Australia Membership Never held a membership And to unhide members, simply follow the same steps again. Click on the three dots next to the member's name and select "Unhide" CLUB PROFILE CLUB AFFILIATION CREDENTIALS FAMILIES CLUB DETAILS 2 CLUB MEMBERS **Club Members** Search list of all your club members for you to view and manage Sort by Last Name 🔹 🔠 😝 Add Existing Member Add Net No Membership Senior bers

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 <u>Support@ponyclubaustralia.com.au</u>

All the best!!

