



JustGo How-to User Guide

JustGo How-to User Guide

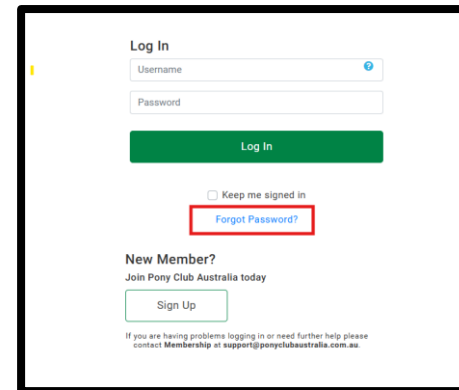
- [How to reset password in JustGo \(members\)](#)
- [How can Clubs/Zones reset password in JustGo \(admins\).](#)
- [How to renew/purchase a membership \(members\)](#)
- [How to check your membership is active \(members\)](#)
- [How to approve new club members \(admins\)](#)
- [How to request a transfer \(members\)](#)
- [How to approve transfer requests \(admins\)](#)
- [How to update club roles \(admins\)](#)
- [How to add credentials \(members\)](#)
- [How to create a family in JustGo \(members\).](#)
- [How to search for members outside your club or zone \(admins\).](#)
- [How to hide and unhide members \(admins\).](#)
- [How to add life members \(admins\)](#)

How to reset password in JustGo for members

If you cannot remember your JustGo password, you can reset it directly from the login screen.

Steps:

- Open the JustGo login page.
- Select Forgot Password.
- Enter the email address linked to your profile.
- Check your email inbox for a password reset email from support@ponyaustralia.com.au. If the email is not in your inbox, check your junk or spam folders.
- Select the Reset Password link in the email.
- Create a new password and select Save.
- In the confirmation pop-up window, select OK.
- Return to the login page and log in using your username and new password.



Log In

Username

Password

Log In

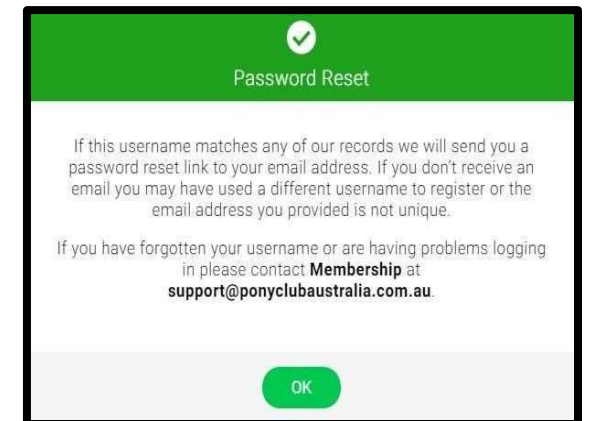
Keep me signed in

Forgot Password?

New Member?
Join Pony Club Australia today

Sign Up

If you are having problems logging in or need further help please contact Membership at support@ponyclubaustralia.com.au



✓

Password Reset

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.

If you have forgotten your username or are having problems logging in please contact **Membership** at support@ponyclubaustralia.com.au.

OK



PONY CLUB
AUSTRALIA

Password Reset

Hi nathalia

A request has been made on your behalf to reset your password on Pony Club Australia's membership database.

Your username is: nathalia.schwab@justgo.com

To complete this process, please click on the link below to reset your password.

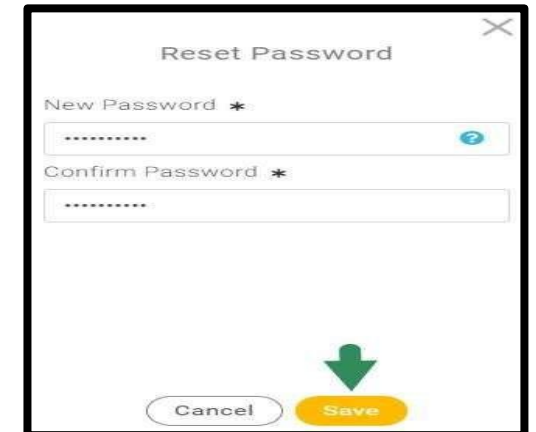
[Reset Password](#)

If the above link does not work, please copy and paste the following into your browser:
<https://pca-handbox.justgo.com/Account.mvc/ResetPassword?701A21C9E541E9AC5F16F9821A88F9C442D79E36>

If you have not authorised this password reset request, please ignore this email.

If you have any questions please contact support@ponyclubaustralia.com.au.

Thank you



Reset Password

New Password *

Confirm Password *

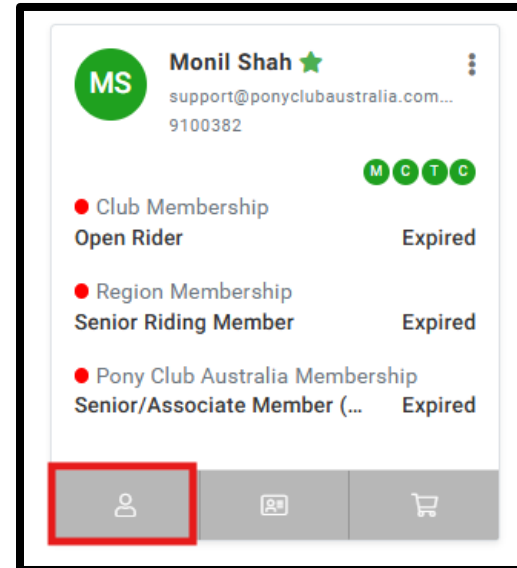
Cancel Save

How can Clubs/Zones reset password in JustGo for members

Club and Zone Administrators can send password reset links to members.

Steps:

- Open the Club Members tile.
- Search for the member.
- Select the Profile icon.
- Select Update Details.
- Select Password Notification.
- Ask the member to check their inbox, junk, or spam folder for the password reset email.

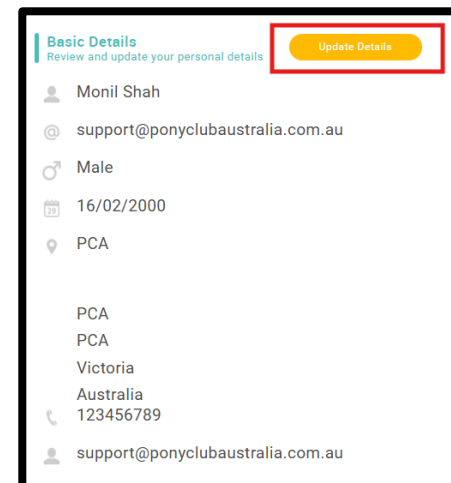


MS **Monil Shah** ★
support@ponyclubaustralia.com...
9100382

M C T C

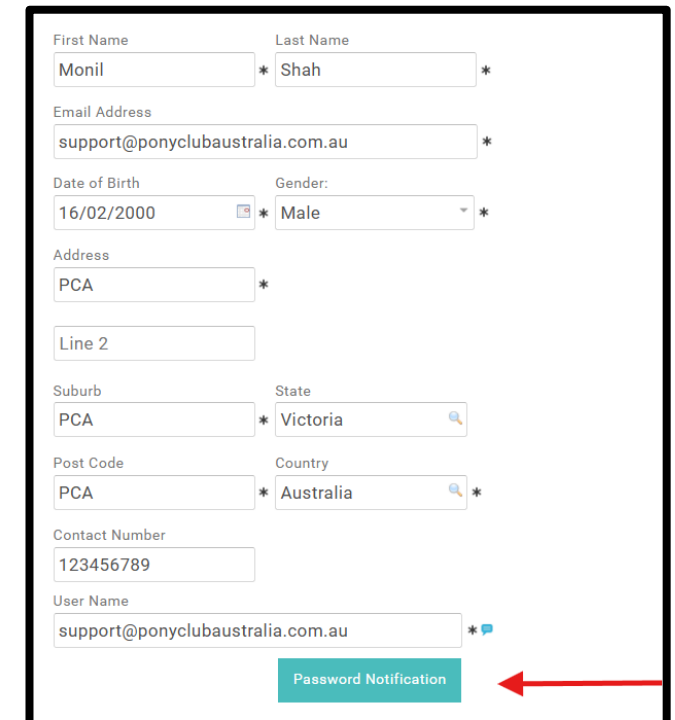
- Club Membership
Open Rider Expired
- Region Membership
Senior Riding Member Expired
- Pony Club Australia Membership
Senior/Associate Member (...) Expired

Profile icon (highlighted in red)



Basic Details
Review and update your personal details [Update Details](#) (highlighted in red)

- Monil Shah
- support@ponyclubaustralia.com.au
- Male
- 16/02/2000
- PCA
- PCA
- PCA
- Victoria
- Australia
- 123456789
- support@ponyclubaustralia.com.au



First Name: Monil * Last Name: Shah *

Email Address: support@ponyclubaustralia.com.au *

Date of Birth: 16/02/2000 * Gender: Male *

Address: PCA *
Line 2:

Suburb: PCA * State: Victoria *

Post Code: PCA * Country: Australia *

Contact Number: 123456789

User Name: support@ponyclubaustralia.com.au *

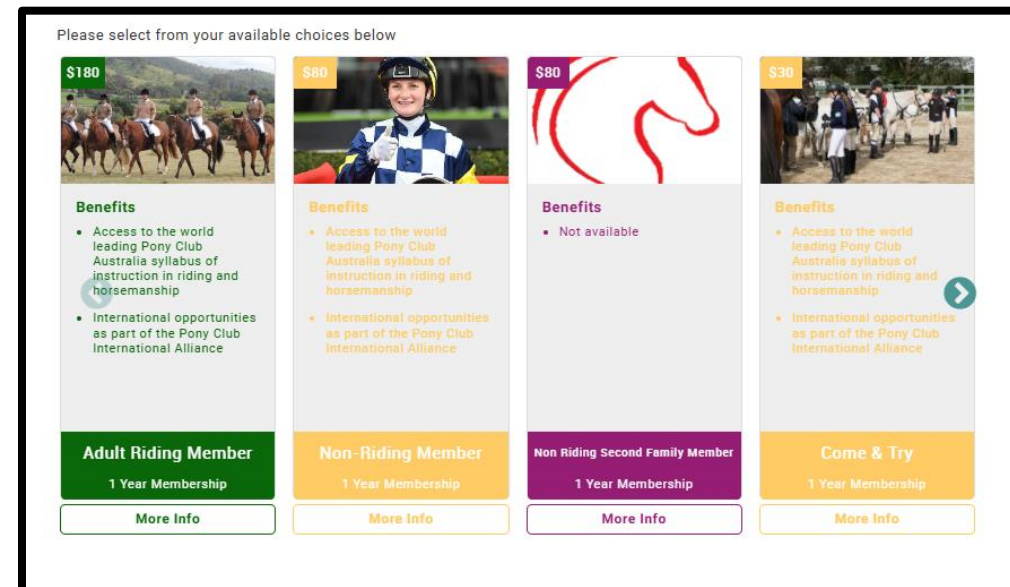
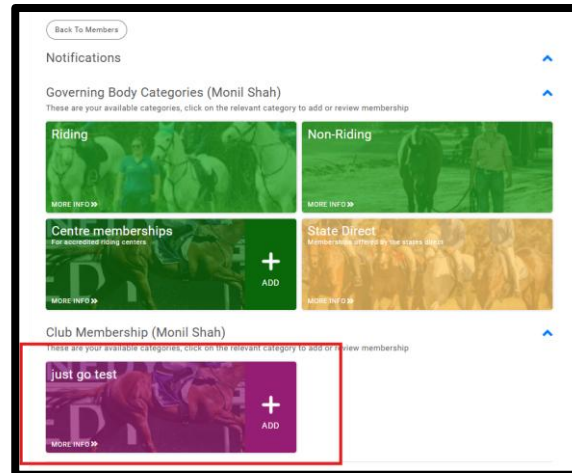
[Password Notification](#) (highlighted in red with arrow)

How to renew/purchase a membership

Members can renew or purchase memberships through their JustGo profile.

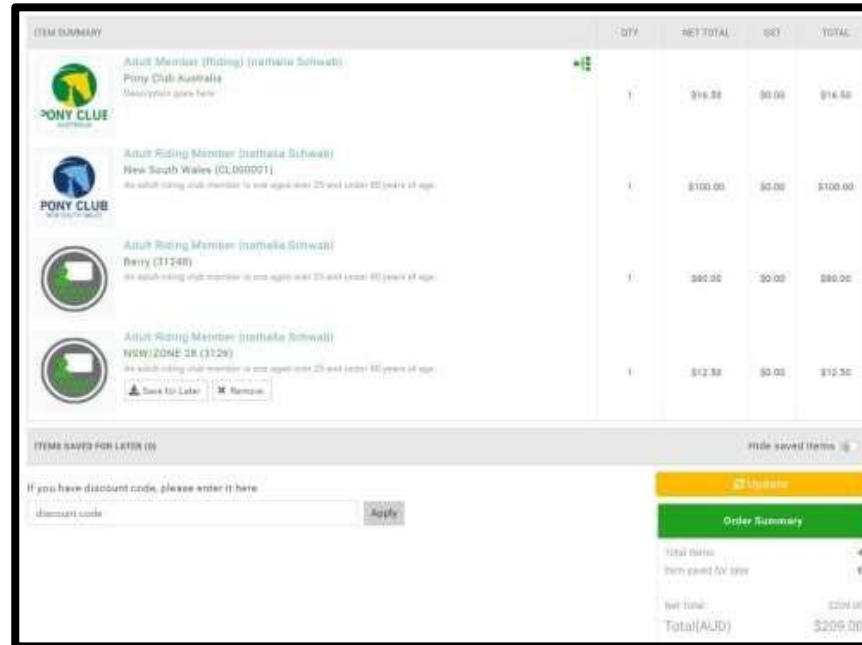
Steps:





- Open My Profile.
- Navigate to Membership.
- Select the relevant membership area:
 - Club Membership for club memberships (in purple box).
 - Centre Memberships for riding centre memberships.
- Click on Add, Renew or Upgrade your Membership.
- Select the appropriate membership type.
 - Only memberships relevant to the member will be available. For example, Junior riding membership to juniors and Adult riding membership to adults.
- Complete all required information.
- Select Finish.



How to renew/purchase a membership

- In the confirmation pop-up window, select Proceed to Cart.
- Review the payment summary.
 - The summary will show the amounts allocated to PCA, the State, the Zone, and the Club.
- Select Pay with Card to complete the purchase.

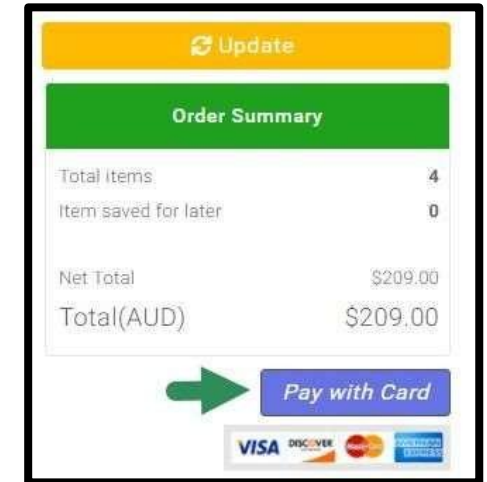


ITEM SUMMARY	QTY	NET TOTAL	TAX	TOTAL
 Adult Member (Riding) (mathela Schwarz) Pony Club Australia <small>Description goes here</small>	1	\$16.50	\$0.00	\$16.50
 Adult Riding Member (mathela Schwarz) New South Wales (CL090001) <small>An adult riding club member is one aged over 20 and under 60 years of age.</small>	1	\$100.00	\$0.00	\$100.00
 Adult Riding Member (mathela Schwarz) Berry (31240) <small>An adult riding club member is one aged over 20 and under 60 years of age.</small>	1	\$80.00	\$0.00	\$80.00
 Adult Riding Member (mathela Schwarz) NSW/ZONE SR (3129) <small>An adult riding club member is one aged over 20 and under 60 years of age.</small>	1	\$12.50	\$0.00	\$12.50

ITEMS SAVED FOR LATER (0) [Hide saved items](#)

If you have discount code, please enter it here
Discount code

Total items 4
Item saved for later 0
Net Total \$209.00
Total(AUD) \$209.00



Order Summary

Total Items 4
Item saved for later 0

Net Total \$209.00
Total(AUD) \$209.00

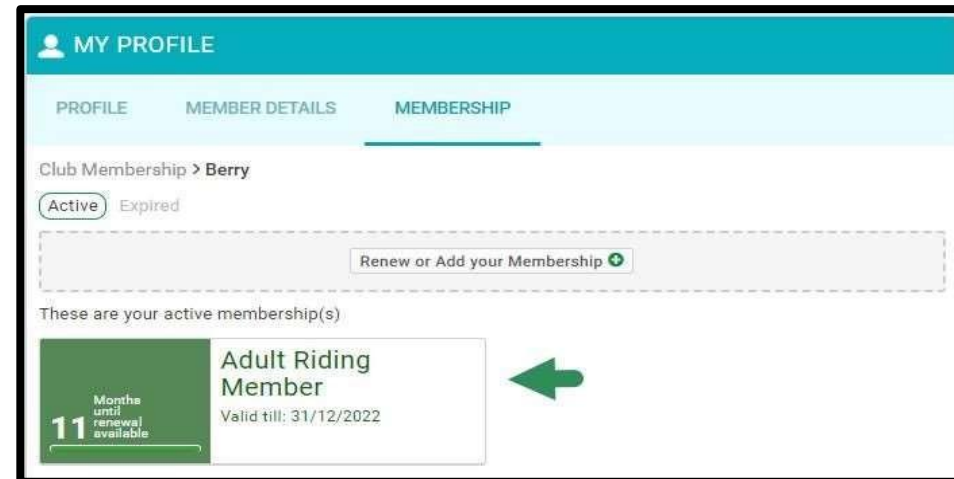
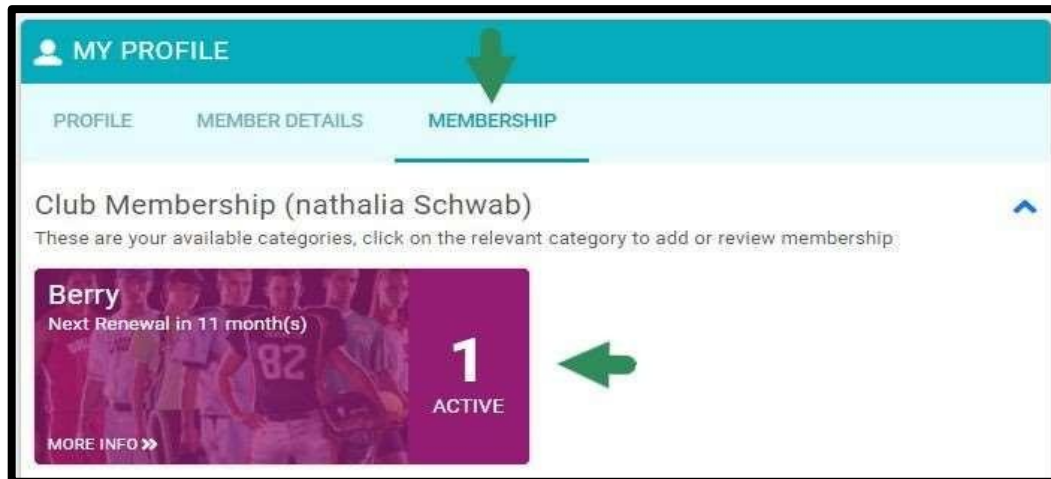
VISA DISCOVER AMERICAN EXPRESS

How to check if my membership is active

Members can check whether their membership is active through the Membership section.

Steps:

- Open My Profile.
- Navigate to Membership.
- Select the active membership.
- Review the membership details to check the Membership type and expiry date.

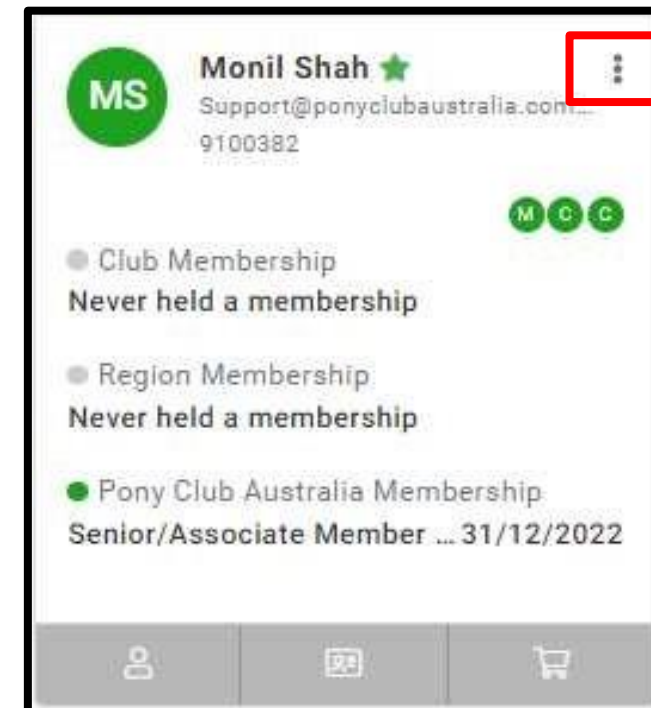
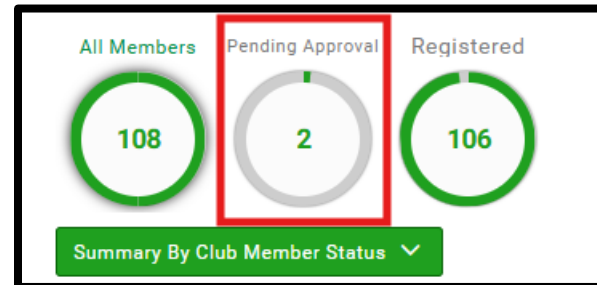
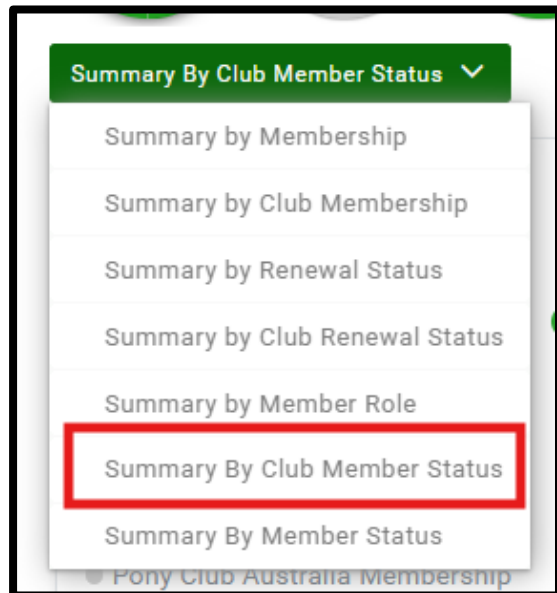


How to approve new club members

New club members must be approved before they can purchase club memberships.

Steps:

- Open the Club Members tile.
- Change the green drop-down menu to Summary by Club Members Status.
- Select the Pending Approval filter. If the filter is not visible, there are no pending approvals.
- Select the three dots next to the member's name.
- Select Approve.



How to requests a transfer

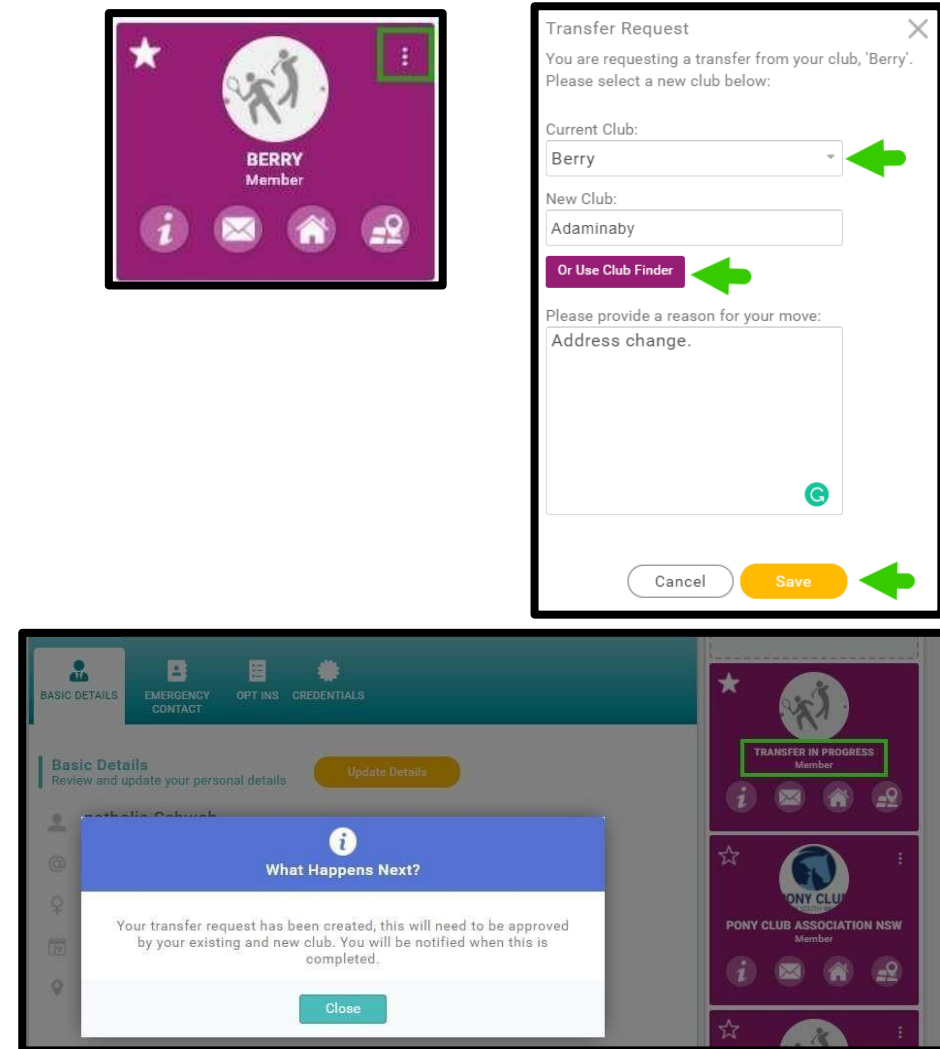
Members can request a transfer from one club to another through their profile.

Steps:

- Open My Profile.
- Locate the current club on the right side of the page.
- Select the three dots next to the club's name.
- Select Transfer (Note: Only complete this process for the club, not for the Zone or State).
- Confirm the current club displayed is correct.
- Select Club Finder to locate the new club or search for the club.
- Enter the reason for the transfer request.
- Select Save.

Important information:

- Both clubs must approve the transfer request.
- Members will receive an email notification once the transfer is approved.

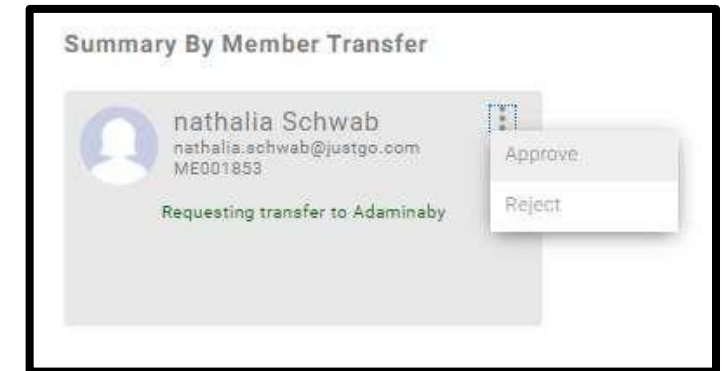
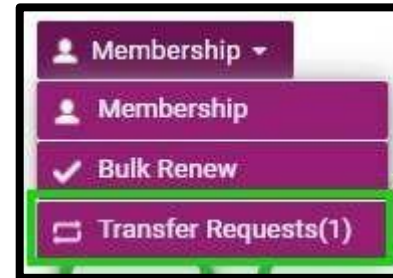


How to approve transfer requests

Club Administrators can approve or reject transfer requests through the Club Members area.

Steps:

- Open the Club Members tile.
- Open the Membership drop-down menu.
- Select Transfer Requests.
- Locate the transfer request.
- Select the three dots next to the request.
- Select either - Approve, or Reject.



Important Information:

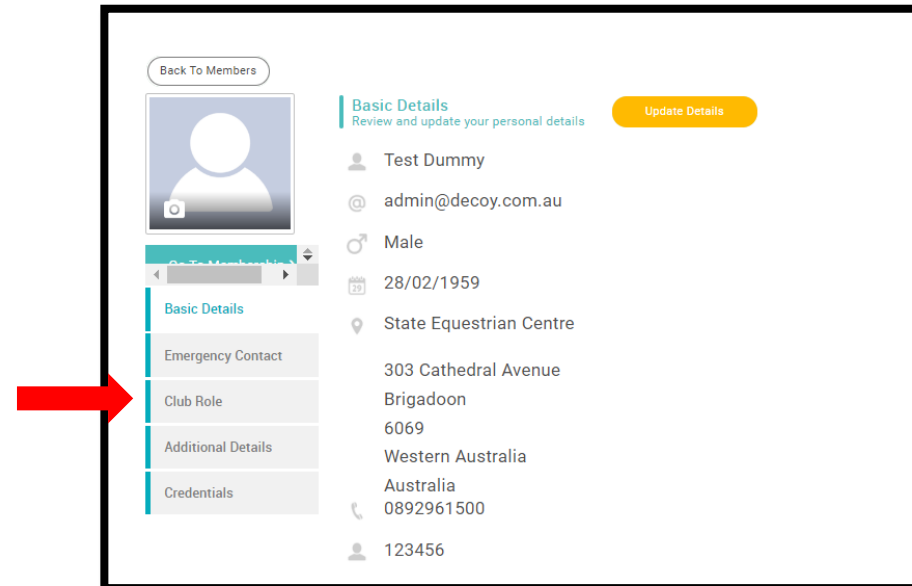
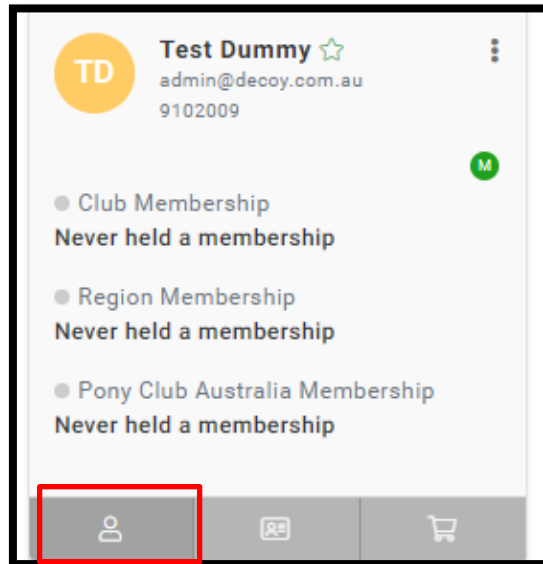
- The transfer request must be approved by the outgoing club before it becomes available for the new (incoming) club.
- The options are not greyed out. It is the font used in the system.

How to update roles/admin access in the system

Club Administrators can update committee roles and administrator access for members.

Steps:

- Open the Club Members tile.
- Search for the member profile.
- Select the Profile icon.
- Select Club Roles.
- Select Update Roles. Tick the appropriate role checkboxes.
- Select Save.



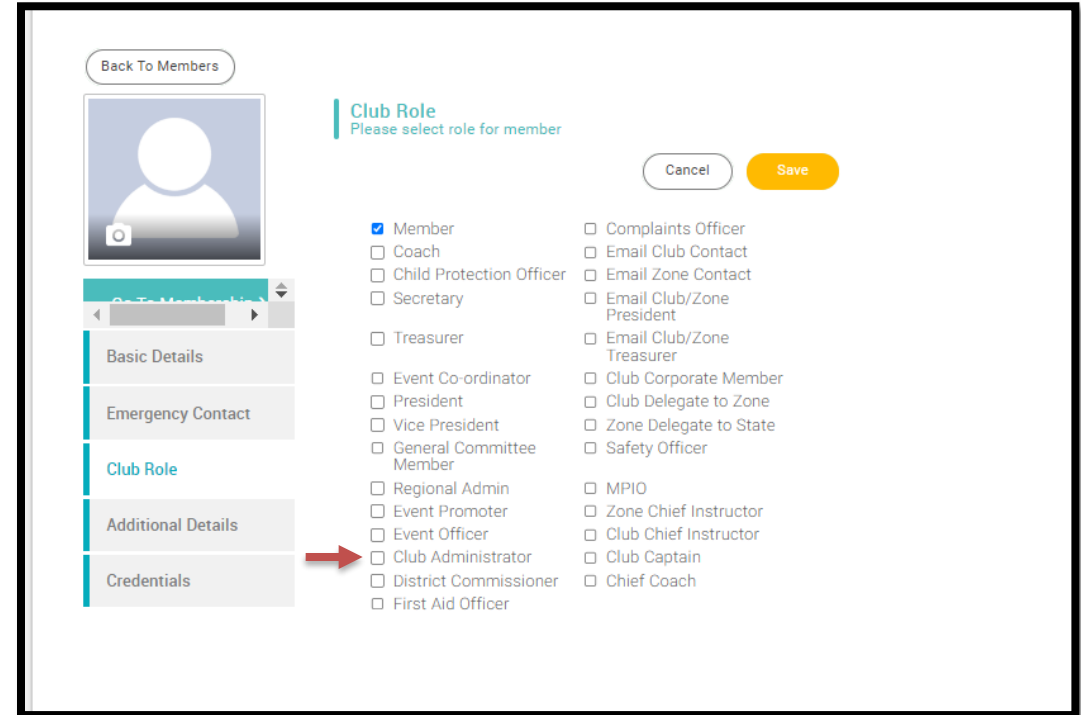
How to update roles/admin access in the system?

Administrator Access:

- Tick the Club Administrator checkbox to grant administrator access.
- Untick the Club Administrator checkbox to remove administrator access.

Important Information:

- Committee roles such as President, Treasurer, and Secretary can be assigned through the same process.
- The Club Administrator role is the only role that grants system administrator access.
- If a committee member requires admin access, both their committee role and the Club Administrator role must be selected.



Back To Members

Club Role
Please select role for member

Cancel Save

<input checked="" type="checkbox"/> Member	<input type="checkbox"/> Complaints Officer
<input type="checkbox"/> Coach	<input type="checkbox"/> Email Club Contact
<input type="checkbox"/> Child Protection Officer	<input type="checkbox"/> Email Zone Contact
<input type="checkbox"/> Secretary	<input type="checkbox"/> Email Club/Zone President
<input type="checkbox"/> Treasurer	<input type="checkbox"/> Email Club/Zone Treasurer
<input type="checkbox"/> Event Co-ordinator	<input type="checkbox"/> Club Corporate Member
<input type="checkbox"/> President	<input type="checkbox"/> Club Delegate to Zone
<input type="checkbox"/> Vice President	<input type="checkbox"/> Zone Delegate to State
<input type="checkbox"/> General Committee Member	<input type="checkbox"/> Safety Officer
<input type="checkbox"/> Regional Admin	<input type="checkbox"/> MPIO
<input type="checkbox"/> Event Promoter	<input type="checkbox"/> Zone Chief Instructor
<input type="checkbox"/> Event Officer	<input type="checkbox"/> Club Chief Instructor
<input type="checkbox"/> Club Administrator	<input type="checkbox"/> Club Captain
<input type="checkbox"/> District Commissioner	<input type="checkbox"/> Chief Coach
<input type="checkbox"/> First Aid Officer	

How to add credentials

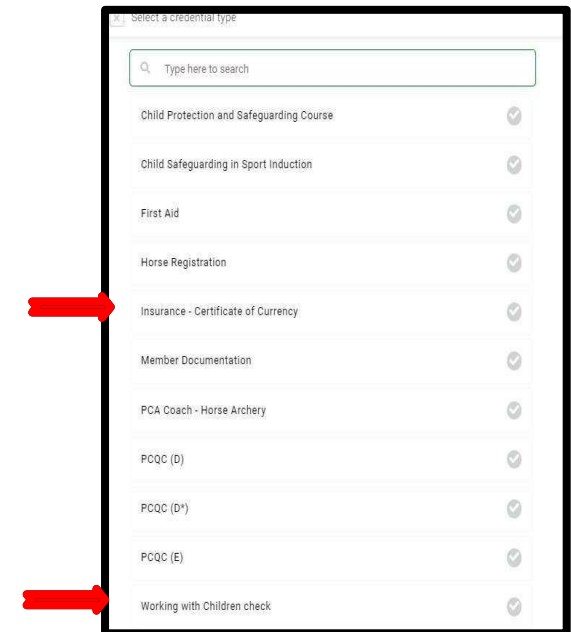
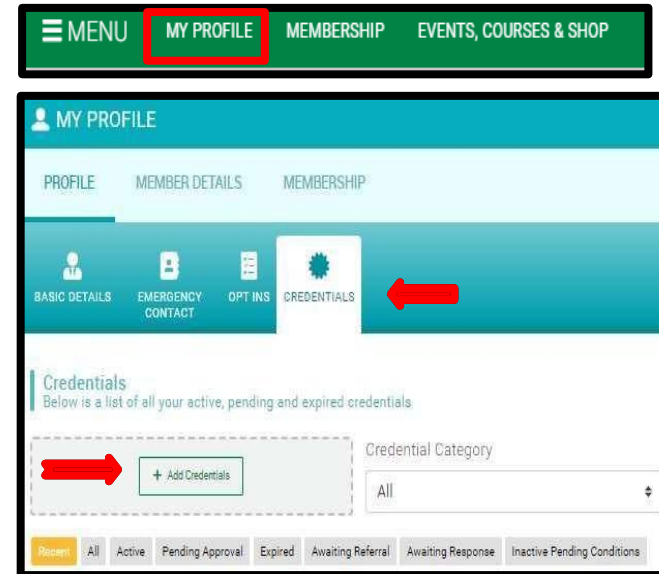
Members can upload credentials and supporting documents to their profile.

Steps:

- Open My Profile.
- Select Credentials.
- Select Add Credentials.
- Choose the credential type.
- Upload the required information and documents.
- Select Save.

Examples of Credentials:

Members can upload credentials such as Working with Children Checks, Insurance Certificates of Currency, Horse Registrations, etc.



How to create a family in JustGo



The Family feature allows multiple members to share the same email address and manage profiles through one login.

Benefits of Creating a Family - creating a Family profile allows members to:

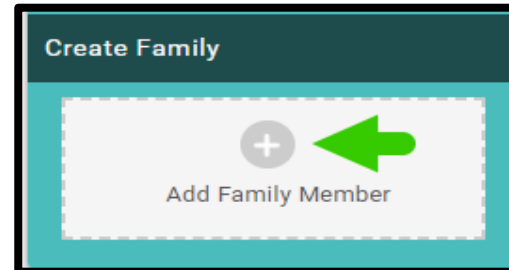
- Use the same email address for multiple profiles
- Manage memberships for family members
- Register family members for events
- Update profile information in one place
- Access linked family profiles from a single login

How to create a family in JustGo

Creating a Family

Step 1 – Open the Family Section:

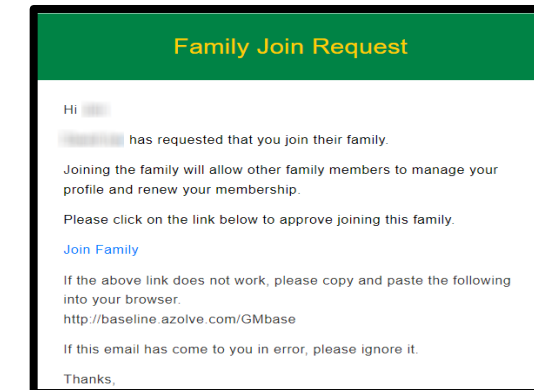
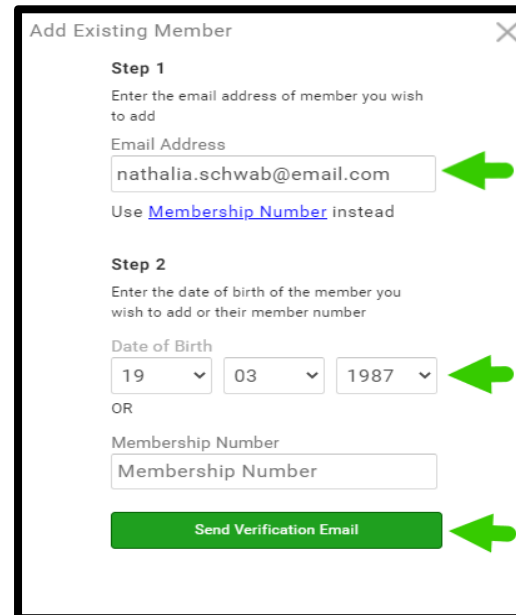
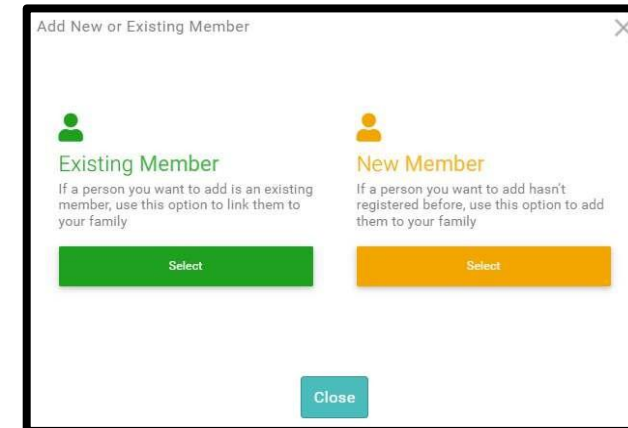
- Open My Profile.
- Scroll to Create Family.
- Select Add Family Member.



Step 2 – Add a Family Member:

Select one of the following options -

- Existing Member – If the member already has a profile in the system.
- New Member – If the member is new to Pony Club and does not yet have a profile.

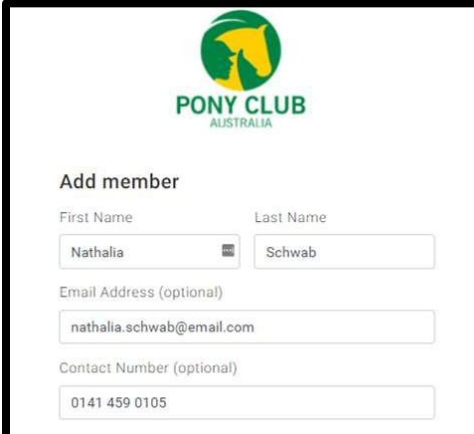


How to create a family in JustGo

Step 3 – Complete the Required Information:

- Enter the required member details.
- Save the information.

Repeat the process for additional family members if required.



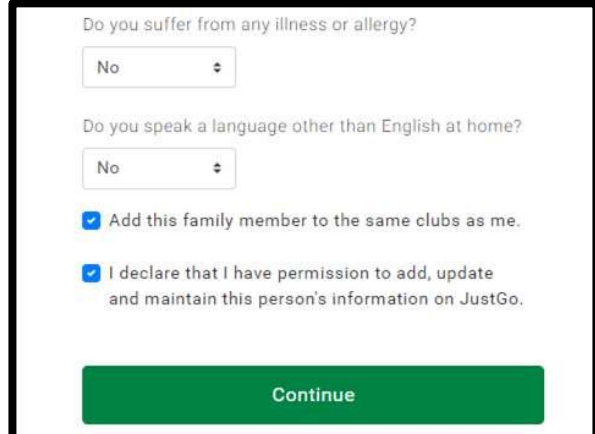
PONY CLUB AUSTRALIA

Add member

First Name: Last Name:

Email Address (optional):

Contact Number (optional):



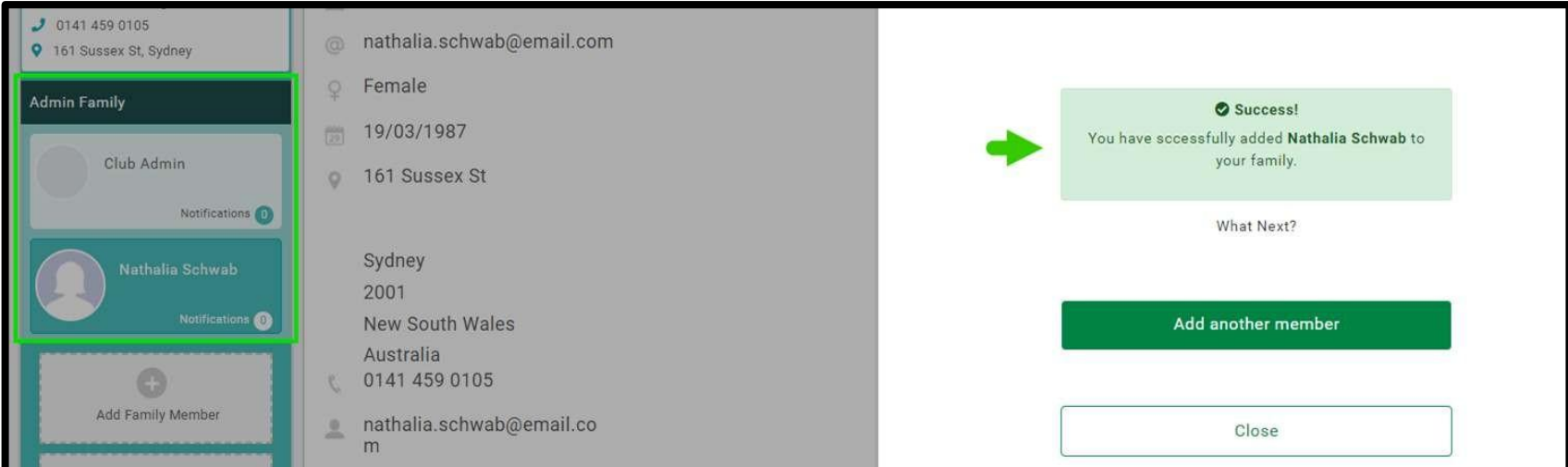
Do you suffer from any illness or allergy?

Do you speak a language other than English at home?

Add this family member to the same clubs as me.

I declare that I have permission to add, update and maintain this person's information on JustGo.

Continue



Admin Family

0141 459 0105
161 Sussex St, Sydney

Club Admin
Notifications 0

Nathalia Schwab
Notifications 0

+
Add Family Member

nathalia.schwab@email.com
Female
19/03/1987
161 Sussex St
Sydney 2001
New South Wales
Australia
0141 459 0105
nathalia.schwab@email.com

Success!
You have successfully added **Nathalia Schwab** to your family.

What Next?

Add another member

Close

How to search for members outside your Club or Zone

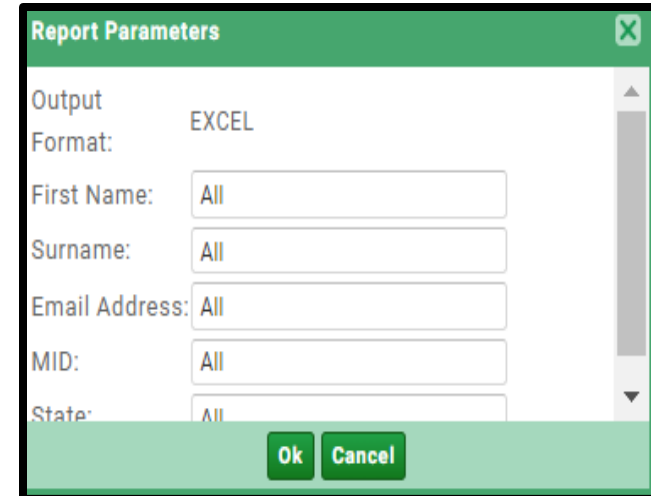
Administrators can search for members outside their own club or zone using the Member Search Report.

Steps:

- Open Club Reports.
- Navigate to Customer Report > Members > Member Search Report.
- Enter at least two search parameters for accurate results.

Recommended Search Combinations

- Use combinations such as: First Name and Surname or First Name and Member ID (MID)



The screenshot shows a 'Report Parameters' dialog box with a green header and a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Output**: A label followed by the text 'EXCEL'.
- Format**: A label followed by the text 'EXCEL'.
- First Name**: A text input field containing the text 'All'.
- Surname**: A text input field containing the text 'All'.
- Email Address**: A text input field containing the text 'All'.
- MID**: A text input field containing the text 'All'.
- State**: A text input field containing the text 'All'.
- At the bottom right, there are two buttons: 'Ok' and 'Cancel'.

How to hide and unhide members

Administrators can hide inactive or unnecessary profiles from the dashboard to maintain a cleaner member view.

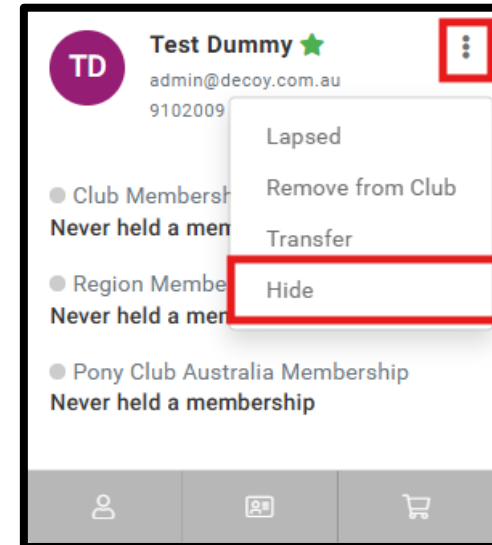
Hiding a Member:

- Open the Club Members tile.
- Search for the member.
- Select the three dots next to the member's name.
- Select Hide.

Unhiding a Member:

- Open the Club Members tile.
- Search for the member.
- Select the three dots next to the member's name.
- Select Unhide.

Important information - Click on the "eye" icon to view all the hidden members



How to add life members



Life members must be marked as **Life Members** in the system for them to see and purchase life memberships (riding and non-riding).

Steps:

- Click on the Club Members tile and search for the member.
- Click on the “Profile” icon and select Additional details.
- Under Additional details, click on Pony Club Australia and then on Admin only.
- Select Life Members and change the dropdown to Yes.
- Click on Save.

A screenshot of a web application interface for editing a member's profile. At the top left is a "Back To Members" button. Below it is a profile card for "West Plantagenet Pony Club" with a camera icon. To the right are two membership status boxes: "Pony Club Australia" and ".Pony Club WA Direct Membership". The main heading is "Pony Club Australia Profile". Below this are three tabs: "MAILING ADDRESS", "EQUALITY", and "ADMIN ONLY". The "ADMIN ONLY" tab is active. Under the "ADMIN ONLY" tab, there is a "Life member?" label and a dropdown menu currently set to "Yes". A yellow "Save" button is located at the bottom right. On the left side, there is a vertical navigation menu with options: "Basic Details", "Emergency Contact", "Club Role", "Additional Details" (highlighted in blue), and "Credentials".

JustGo resources



A range of resources for the JustGo database system is available on the Pony Club Australia website. These resources can be accessed via the link below under the Club Tools section:

Link: <https://ponyclubaustralia.com.au/resource-hub/club-support/>

Available resources include user guides, checklists, and webinars designed to support administrators in using the system effectively. Existing materials are regularly updated, and new resources are developed as needed to help admins confidently navigate and make the most of the various JustGo features.

Thank you!

Contact support@ponyclubaustralia.com.au for any questions.