League Secretary’s FAQs

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How do I see my League's members?

Once you have logged in, in the League Area click the League Profile tile from either your Home page or from the Menu.
This will display your League’s profile. Click League Members at the top of League Profile

League Profile – Basic Details

The members of your League that have already been linked will be displayed by default in a contact card layout and the circular statistics are shown summarised by Membership.

League Profile – League Members
How do I search for a specific League member?

Click on the League Profile tile and click League Members at the top of the League Profile page. This will display all linked League members laid out in a contact card style. To search for a specific member use the Search feature at the top right of this page. Enter the text you want to find and hit Enter key or click the Search button. The cards in the lower part of the screen will reduce to display only those that meet your search criteria.

League Profile – League Members

A sample search for John returns 4 results

League Profile – League Members – Search Results

To display all members again click on the All Members circle or clear the content in the Search box and hit Enter key or click the Search button.
Can I see my League members' membership status?

Within the League Members area the contact cards display across the bottom the membership status of that member. For example No Membership, Active Membership, etc.

Member Card

You can also group your members using the groups below the statistic circles on screen. For example clicking on Summary by Renewal Status will change the circle values to break down your member count by membership status and change the sequence of the members.

League Profile – League Members
You can see the All Members maintains the total member count but the statistic circles have changed titles and values.

League Profile – League Members – Grouped by Renewal Status

You can also sort your contact cards by Licence Status using the Sort order box at the top right of the page. This sorts the members in alphabetic status order.
Can I see my members as a list instead of contact cards?

Between the sort order field and the Add New Member button at the top of the page is a Switch View button, this switches the members between contact card and list views.

League Profile – League Members

This is the list view of members showing Name, Email Address and Roles.

League Profile – League Members – List View
Can I renew my League members’ membership?

Within the League Members area from either the contact card or member profile you can buy membership for or renew membership for a League member. There are 3 ways to do this.

Method 1
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Renew

Method 2
From the Member Profile click Go To Membership

Method 3
From the list view, locate the member to be renewed, click the menu button at far right of the row and choose Renew
Whichever of these three methods chosen will result in you being presented with the Membership(s)/Licence(s) that are available. Click ‘Add’ on the Membership tab.

You can review any benefits associated with the membership and the fee. Click on the Membership card that you wish to pay for. Click Save and Continue if you are renewing more than one member at a time, otherwise click the Checkout button to be directed to the Checkout to make payment.

League Membership Selection

Save and Continue will place the Membership Renewal into the League Administrator’s Cart and show this on the League Member’s Card

Member Card
If you use Checkout instead you are redirected directly to your Checkout ready to make the payment.

Proceed with the normal payment process.
Can I bulk renew my League members?

In the League Members area at the top left of the page the default display is for Membership, click this button to see additional options, one of which is Bulk Renew.

League Profile – League Members
Choose this option and the member contact cards will change to a Bulk Renewal display. It lists the members name, email address, membership and a renewal column. You can use the Select All or Deselect All to quickly choose all available members for a bulk renewal process - this may be helpful where you are bulk renewing the majority of members and only want to manually deselect one or two from the list and is quicker than clicking the tick box for a long list of members.

If a member is valid for inclusion in the bulk renewal process a tick box is shown in the Renewal column.

Note that you can only use the bulk renewal for renewals. If a member has not held membership previously you cannot include them in a bulk renewal batch and a message is displayed against those members indicating this. The reason for this is that the first membership bought for a member needs to select the appropriate membership category - bulk renewal works on the assumption that the renewing membership will be the same membership category/licence as the previous year.

If you get the following message appear against a member, it means that their membership is not yet due for renewal or their membership level status may have changed since their last renewal, i.e. they are now too old to hold a junior membership. In this instance, you will need to renew them individually.
When a member has been selected to be included in a Bulk renewal the tick box changes from grey to green.

League Profile – League Members – Bulk Renew – Member Valid Selected

Once you have selected all the members that you want to include in this bulk renewal, at the top right of the page you will see a Renew button that includes the count of the number of records that will be included in this bulk renewal batch. Click the Renew button to complete the bulk renewal.

League Profile – League Members – Bulk Renew – Members Selected

The appropriate members will be updated and a Cart Updated message is displayed where you can confirm whether you want to proceed to the Checkout or you want to carry on making further updates so that you can make a single Checkout transaction once you have completed all changes required.
Can I add a new member to my League?

In the League Members area at the top right of the page is an Add New Member button, click this button to open a new member record.

League Profile – League Members

The mandatory fields are marked by asterisks.

New League Member

Complete all the details as appropriate to the new member. By default the user name field will be populated with the email address entered at the top of the form. The email address does not have to be unique, however it is recommended to use a valid email address for the member. This is the email address that will be sent all notifications from the GoMembership system in terms of alerts about
membership expiry, payment confirmations and any communication emails sent out by the Governing Body to the members. If an incorrect email address or general email address is entered here the member will not be updated with information in relation to their own membership. This is particularly important to bear in mind if a League administrator uses their own email address for multiple members of their League as this would mean the League Administrator will receive every email intended for their League members.

The user name field must be unique and on entering a user name it will be checked against the system database to ensure it is unique, a member record cannot be saved without a user name. In current version the League administrator needs to initiate the email to be sent to the new League member to advise them of their login details. To do this click Update Details on the member record.
The system will automatically generate a membership number, as well as email the member advising them of their user name and give them a password reset link that will allow them to set their own password. From this point the member can self-administer their own Profile and make their own payments.

A member record created by or updated by a League administrator will allow Basic Details, Emergency Contact, League Role and Additional Details to be updated by the League administrator. The assignment of League Role is by default ticked as a Member, if the new member has additional roles within the League you can tick those roles too.
Can other BTBA members locate and join my League?

If a member of another League, or a direct member of the BTBA wants to associate themselves with your League they can search for it and add it to their profile using League Finder from their My Profile tile.

League Finder

If an approval process is in place you will see this in the Summary By League Member Status grouping. By clicking on that circle you will be presented with the member card(s) that are Pending Approval and need you to action.

League Profile – League Members – Grouped by League Member Status
From the contact card, locate the member to be approved/rejected, click the menu at the top right of the contact card (displayed as 3 small circles) and choose the appropriate action (Approve or Reject).

If you approve they will be linked to your League as a member.

By becoming a League member they agree to you as the League administrator having access to their member record (with the exception of their Equality data).
Will my League members receive renewal notifications?

GoMembership schedules renewal notifications based on the schedule advised by the BTBA.

How do I remove a member from my League?

In the League Members area on the member record, whether on the contact card view or on the list view, clicking the menu button will give you the option to “Remove from League”. This will unlink the chosen member from your League. They will still have a member record in the system, it is not deleted, simply unlinked. There are two ways to do this.

Method 1
From the contact card, locate the member to be renewed, click the menu at the top right of the contact card (displayed as 3 small circles) and choose Remove from League.

Method 2
From the list view, locate the member to be removed, click the menu button at far right of the row and choose Remove from League.

You are expected to provide a reason for removing this member from your League.
Can I edit my League members' profiles?

In the League Members area if you click on a member record you are presented with that member's profile. You can update this member's record as appropriate using the Update Details button to make the fields editable.

League Member Profile

Mandatory fields are marked with an asterisk and are the same mandatory fields if you are creating a new member.

League Member Profile- Edit Mode
Ensure you click Save to save any changes made.

You have no access to a League member’s Equality information, this is restricted so that only the member themselves can provide and view that detail.

**Why are some League members not available for bulk renewal?**

A member cannot be included in bulk renewal if they have never held a membership previously or if they have previously held membership but the conditions of the membership have changed. For example if a Junior member has now exceeded the age for Junior membership and now needs to be assigned a Standard membership category this will need to be done individually to ensure the correct membership is assigned.

**Can I import new members instead of manually creating them?**

Yes, you can import new members using a specific spreadsheet format. Click on the Data Import tile. You can download a template spreadsheet from the information panel on the right hand side. The Data Import will only work if you follow the instructions in this information panel and use the correct structure in the template.

The file will be validated when added to the upload file container to eliminate incorrect data being added to the GoMembership database.

A separate FAQ gives further information on Data Import.

**Can I upload member renewals?**

No, renewals are either updated individually or by using bulk renewal - there is no import option for renewing members.