

Club Secretary Guide to Online Renewals



How do I renew my members?



The **EASY** way to renew your membership

Archery GB is here to help you get ready for the online renewal season.

To **improve our service** to our clubs and members, last year Archery GB invested in a **new online membership system**. This facilitates a **much quicker and improved membership process**, allowing Archery GB to offer additional support to clubs and members.

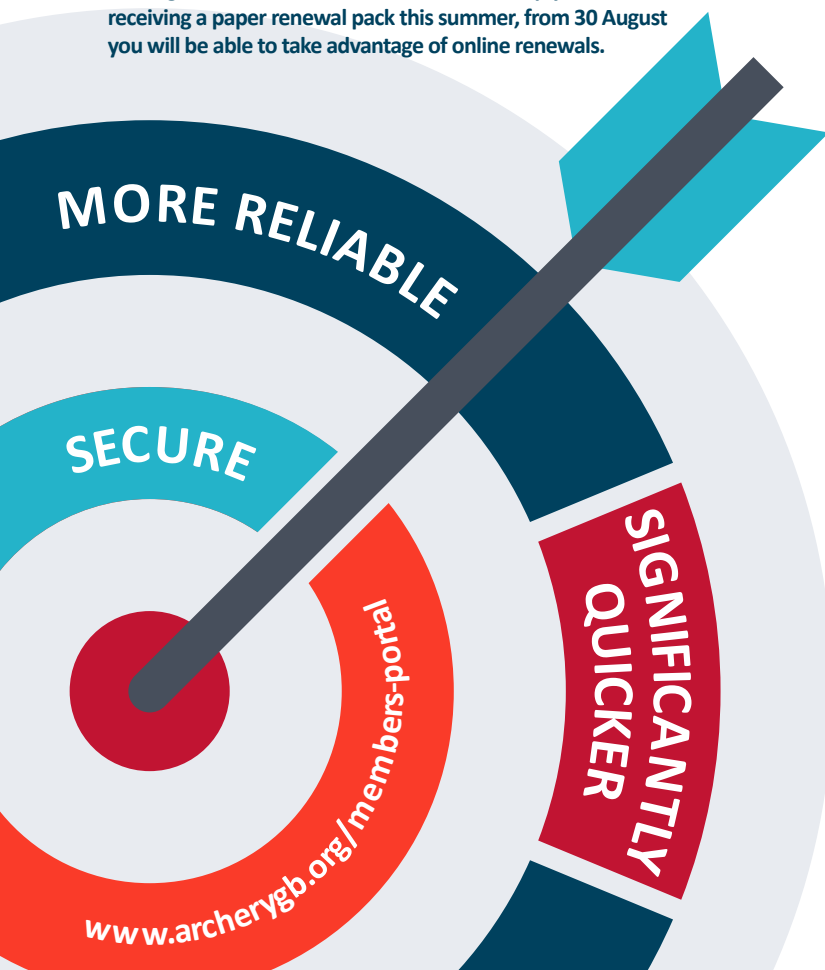
www.archerygb.org



The Benefits of the online membership system

- Membership fee is calculated for you which minimises the risk of over and under payments
- Data becomes more reliable, reducing instances of duplicate records
- As soon as payment is received, members receive electronic membership cards (e-cards)
- The e-card can be:
 - Printed from the email - hardcopy
 - Downloaded to a mobile phone or other device
- The whole process is significantly quicker for you and your members
- It helps clubs comply with GDPR (personal details can no longer be lost in the post) and our database is fully compliant with GDPR
- Secretaries can nominate up to two additional committee members to have administration access to share the workload
- **New in 2018: Your club's Public Liability and Employers Liability Insurance documents are available online and can be downloaded**

We would now like to phase out the use of paper forms, which will no longer be used for the 2018/19 membership year. Instead of receiving a paper renewal pack this summer, from 30 August you will be able to take advantage of online renewals.



First Step

From 30 August, when you see the 'Renew' button appear on members records, you can then start renewing members for 2018/19. It would be really helpful if all your club members login to their online record, to check and complete all their personal details including date of birth and email address before you renew them.

Club Members will still require the Club Secretary to renew their club memberships for them as they cannot do this themselves.

How Archery GB uses personal details is covered in the Privacy Notice which is available at www.archerygb.org

How do members login?

The login page is

www.archerygb.org/members-portal

- If any member struggles to login, but they know they have used the previous members online portal, please select the option **Recover Account From Previous System**.
- If they have forgotten or wish to set themselves a new password, please select the option **Forgotten Password**.
- If they need any other assistance in logging in, please could they email membership@archerygb.org and confirm their membership number in the email.

Next Steps

Compliance and online Disclosure

To comply with legislation and the requirements of our insurance we still require clubs to complete a disclosure as part of the annual renewal process. To make life easier for club secretaries, this year the disclosure will be online. You will need to do this as the first step in the process before you start to renew/enter your members. **Please choose Attributes> Add Attribute> Club Disclosure 2018.**

First complete the online disclosure and then complete the membership renewals. If the members' details and preferences are all complete and correct, you will be able to click renew, confirm their membership type, County and Club, and add to the basket.

The Archery GB membership fees for 2018/19 were agreed at the April 2018 AGM:

Membership Type	Full Fee	Pro-rata fee*
Club Member - Senior (aged 25 and over)	£46.00	£23.00
Seniors members aged 18 to 24 (inc) - all categories	£12.00	£6.00
Juniors (under 18s) - all categories	£12.00	£6.00
Archers with disabilities - all categories	£12.00	£6.00

*New members joining through a club can join at the pro-rata fee if they join after April 1, and have either never been an Archery GB member before, or have had a break in their membership of Archery GB for 18 months or more.

The fees can also be found at www.archerygb.org/shoot-compete/shoot/become-a-member/

Pro-Rata members

You will be able to keep adding 2017/18 pro-rata memberships for any new members joining your club during August or September. Please remember to select the pro-rata membership type, and check the amount is correct when it calculates the fees (£5.50 or £22). If they also wish to join for the full 2018/19 year, this can be done at a later date, as a separate transaction once their pro-rata membership is active.



Your Step-by-Step Guide to renewing members online

SAVED REPORTS

All year round, on your club page on the Membership System, under **Saved Reports** there is a **Club Members Report** listing all your members' details.

CLUB MEMBERS REPORT

To help you with renewals, you could download this list to use as a checklist: click **Saved Reports** in the top right of the screen and download the **Club Members Report**.

To Renew existing members

- check their details and click the **Renew** button next to their name.

RENEW

To add a new member – click on **Add New Athlete**.

ADD NEW ATHLETE

To add a lapsed member or a member who is switching club – Contact Archery GB to confirm their personal details on membership@archerygb.org

When you are entering a new member, if the Membership System detects that they are already on the system, an advisory message should pop up for you. Under these circumstances, please contact Archery GB on membership@archerygb.org and we can help.

How to Pay

Once all the members you need are in your basket, select one of the options available:

- 1 Pay online by using **stripe** the card payment option.
- 2 If you prefer to pay by bank transfer or cheque, then click the **Payment Advice** option. **Please make a note of the Payment Advice reference number.**
 - a. Pay by bank transfer. Use the reference from the Payment Advice as your bank transfer reference. Archery GB Bank Account Number: 19823045 and Sort Code: 54-10-36
 - b. Pay by cheque. Write the reference from the Payment Advice on the back of your cheque and post to Archery GB

When payment is received and reconciled by Archery GB, all the members listed in your Payment Advice will be renewed and should receive their e-cards (because you will have entered their email addresses). Plastic printed cards will start arriving to members' home addresses from October and take around 21 days to be produced from the day your payment is reconciled. Members can use either their e-cards or plastic membership cards as proof of membership as both are equally valid.

As the system produces e-cards which are immediate proof of membership, there are no 2018/19 receipts being produced. If any member needs proof of membership before receiving their e-card or plastic card, please issue them with a club headed letter they can take to any early tournament:

Archery GB's suggestion of the club headed letter would be:

To whom it may concern,

This is to confirm that (insert name and membership number) has renewed their membership for the 2018/19 year through (insert name of club). Please accept this letter as proof of membership until the club can complete online renewal for them.

Support Videos

To help you, we have produced some handy support videos which are available to view on our You Tube channel: www.youtube.com/user/archerygbchannel

Thank you

We know that changing to a new system can cause some concern and we thank you for your support. We are confident that using an online system will bring significant benefits to us all in the future.

www.archerygb.org

 Archery GB  @archerygb  archerygbofficial

