

BADMINTON ENGLAND

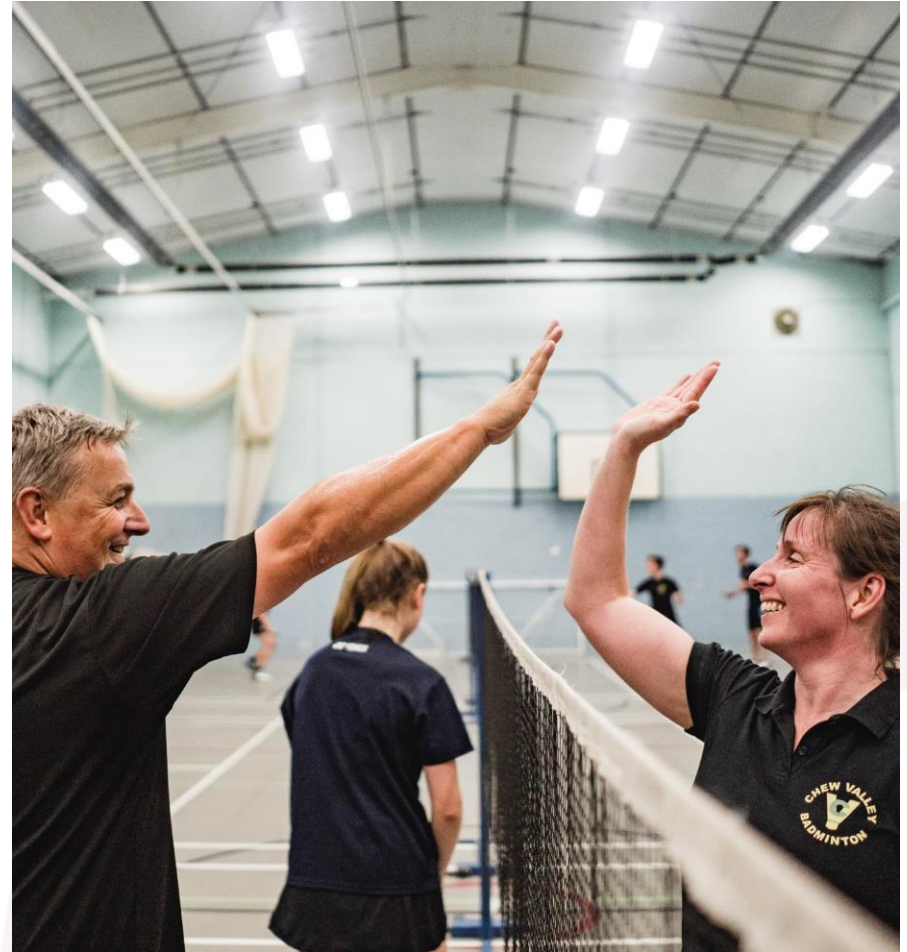


MEMBERSHIP
PLATFORM
USER GUIDE

Club Administration

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- 2** Navigating the Club Profile
- 3** At a Glance the Club Profile
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NAVIGATING THE CLUB PROFILE

SORTING BY MEMBERSHIP TYPE


You can click on each circle to sort by membership type.

SWITCHING BETWEEN CLUBS

If you administer for more than one club, please click here to switch between the two.

SEARCHING MEMBERS

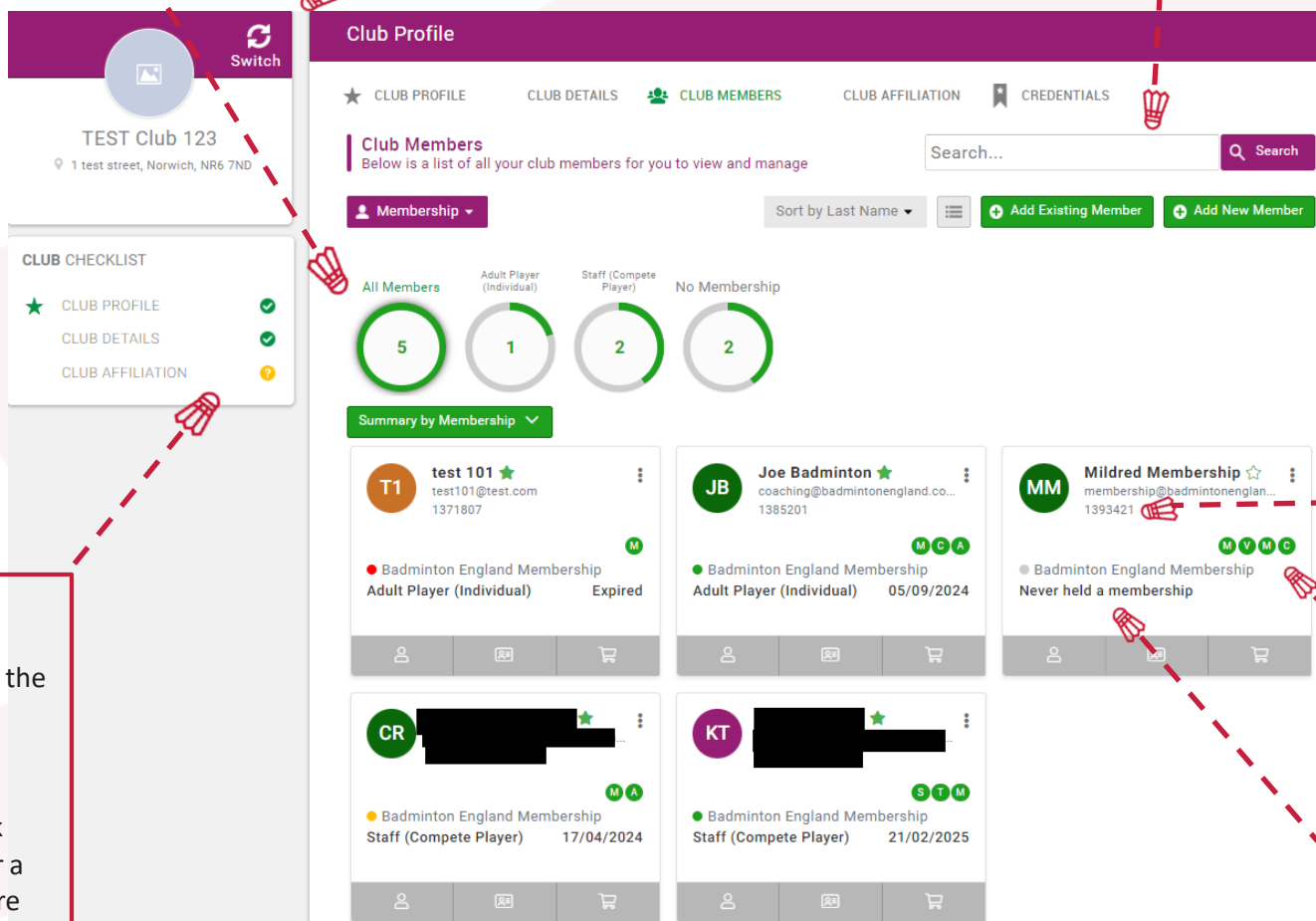
You can search a member quickly by typing their name into the search bar and pressing 'Search'.


TIP
It is usually more effective to search by just the first or second name.

MEMBERSHIP NUMBER

CLUB ROLES HELD BY THE PLAYER

THE PLAYERS MEMBERSHIP STATUS



The screenshot shows the 'Club Profile' page for 'TEST Club 123'. On the left is a 'CLUB CHECKLIST' with items: 'CLUB PROFILE' (checked), 'CLUB DETAILS' (checked), and 'CLUB AFFILIATION' (pending). The main area shows 'Club Members' with a search bar and buttons for 'Add Existing Member' and 'Add New Member'. Below are four membership type statistics: All Members (5), Adult Player (Individual) (1), Staff (Compete Player) (2), and No Membership (2). A 'Summary by Membership' section lists members: 'test 101' (expired membership), 'Joe Badminton' (membership until 05/09/2024), 'Mildred Membership' (never held a membership), and two other staff members with pending memberships.

>Menu
>Club Profile

Club Profile

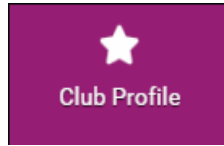
YOUR CLUB CHECKLIST

This is a summary of all the actions to complete for your club.

It will show a green tick if they are up to date or a question mark if they are still pending and require an action from you.

AT A GLANCE THE CLUB PROFILE

>Menu
>Club Profile



Club Profile

TEST Club 123
1 test street, Norwich, NR6 7ND

CLUB CHECKLIST

- ★ CLUB PROFILE
- CLUB DETAILS
- CLUB AFFILIATION

Club Members

Below is a list of all your club members for you to view and manage

Membership Search...

Sort by Last Name Add Existing Member Add New Member

Summary by Membership

All Members	Adult Player (Individual)	Staff (Compete Player)	No Membership
5	1	2	2

Member ID	Name	Role	Membership Status	Expiry Date	Roles
T1	test 101	Adult Player (Individual)	Expired		M A
JB	Joe Badminton	Adult Player (Individual)	Active	05/09/2024	M C A
MM	Mildred Membership	Never held a membership	Never held a membership		M V M C
CR	[Redacted]	Staff (Compete Player)	Active	17/04/2024	M A
KT	[Redacted]	Staff (Compete Player)	Active	21/02/2025	S T M

This relates to the membership being expired.

This relates to the membership being near it's expiry.

CLUB ROLES

The green 'A' means that the member is an Administrator for the club.

GREEN STAR

If this is selected, this is their primary club.

NEVER HELD A MEMBERSHIP

This simply means they have not held an active membership yet or had one purchased for them.

DATE OF CURRENT MEMBERSHIP EXPIRY

CLUB DETAILS

CLUB PROFILE

Here you can update the details of your Club.

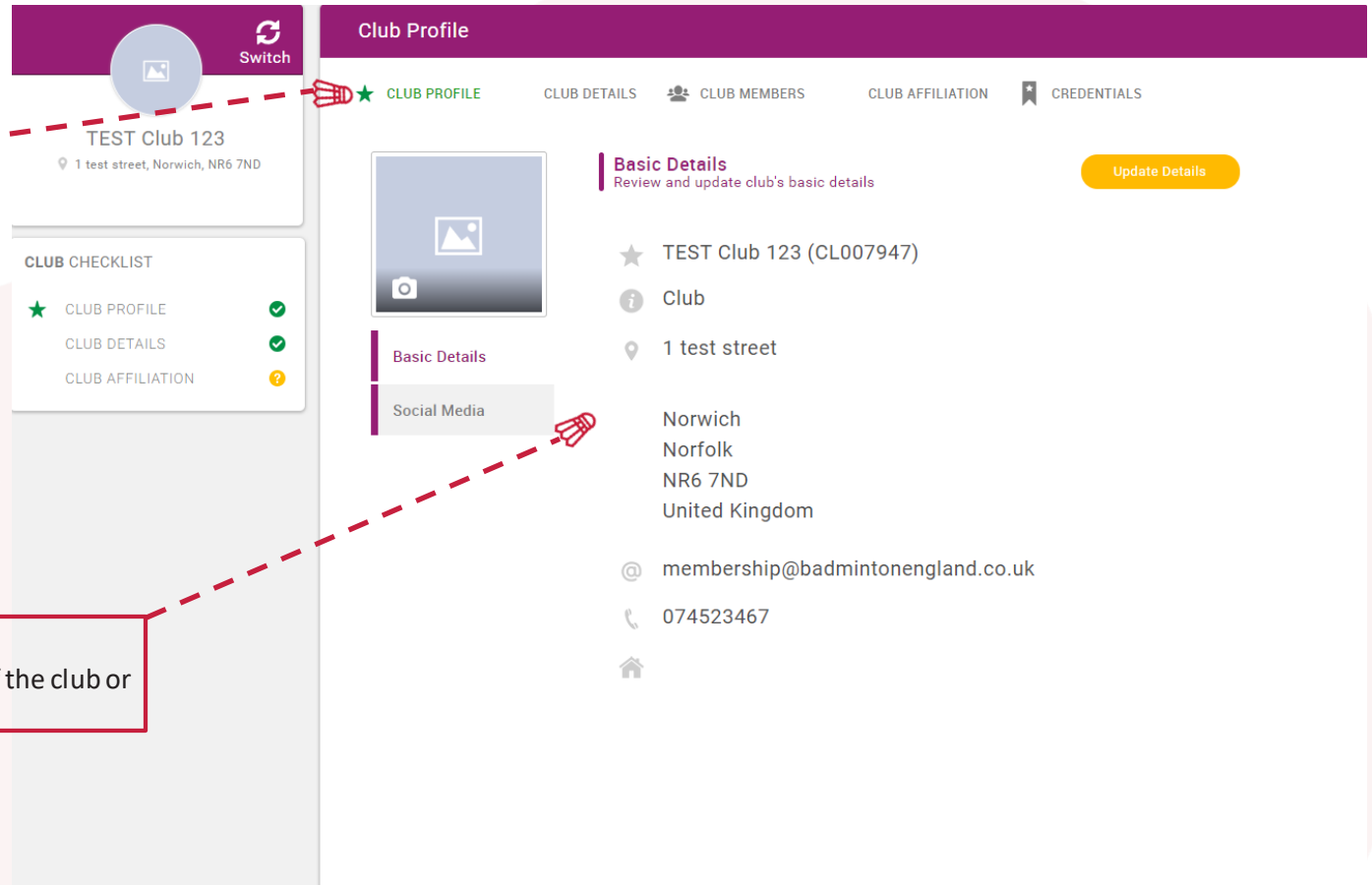


TIP

The club address and main contact will show on the Badminton England Club Finder as soon as a club is affiliated.

Updating Information

You can update the playing venue of the club or the name of the club for example.



The screenshot shows the 'Club Profile' page for 'TEST Club 123'. The page is divided into several sections:

- Header:** 'Club Profile' with navigation tabs for 'CLUB PROFILE', 'CLUB DETAILS', 'CLUB MEMBERS', 'CLUB AFFILIATION', and 'CREDENTIALS'. A 'Switch' button is visible next to the club's profile picture.
- Club Information:** 'TEST Club 123' with the address '1 test street, Norwich, NR6 7ND'.
- Club Checklist:** A table showing the status of various sections:

Section	Status
CLUB PROFILE	✓
CLUB DETAILS	✓
CLUB AFFILIATION	?
- Basic Details:** A section for updating club details, with an 'Update Details' button. It includes:
 - Star icon: TEST Club 123 (CL007947)
 - Info icon: Club
 - Location pin: 1 test street
 - Address: Norwich, Norfolk, NR6 7ND, United Kingdom
 - Contact: membership@badmintonengland.co.uk
 - Phone: 074523467
- Social Media:** A section for updating social media links.

★ Club Reports TEST Club 123 ▾

Report Summary

Club Reports | Select a category from the below list to see the reports available for download. Reports can be downloaded in either Excel or PDF

Standard Reports Customer Reports

Categories

JustGo Documents	1
Members	3
Teams	1



Information
Make sure you switch to the appropriate club or league here first.


CLUB REPORTS

Here you can see a full breakdown of the members and their respective memberships in the club.

This is in the form of a downloadable Excel document and accessible by selecting:
Menu > Club Reports > Standard Reports > Club Members.

My Club

★ Club Profile	Teams	Club Benefits
League Management	Data Import	Club Reports
Club Members	Club Affiliation	Bulk Renew
Club Credentials	JustGo Subscription	Credentials






Switch


TEST Club 123

1 test street, Norwich, NR6 7ND

CLUB CHECKLIST

- ★ CLUB PROFILE 
- CLUB DETAILS 
- CLUB AFFILIATION 


Club Profile

★ CLUB PROFILE CLUB DETAILS CLUB MEMBERS **CLUB AFFILIATION**  CREDENTIALS

Categories > Club

Please select from your available choices below

£90



Club 0-20 Members


Benefits

- Liability Insurance (public, professional indemnity, employers' liability - £10m)
- Management and corporate liability - £5m
- Abuse cover - £2.5m
- JustGo club management tool - Club management in place
- Newsletters - Monthly...

Read more

Club Affiliation 0-20 members

£120



Club 21-49 Members


Benefits

- Protect your players and club with liability insurance
- Get listed on Club Finder
- Use our club toolkits on Hive Learning
- Access to a dedicated Relationship Manager
- Attend club development clinics...

Read more

Club Affiliation 21-49 members

£140




Club 50+ Members

Benefits

- Protect your players and club with liability insurance
- Get listed on Club Finder
- Use our club tool kits on Hive Learning
- Access to dedicated Relationship Manager
- Attend club development clinics...

Read more

Club Affiliation 50+ members



1 Select Club Affiliation.

2 Select the affiliation that matches the total number of people in your club (including volunteers/admins etc).



3 Once you have selected the club affiliation, the Club Affiliation Health Check will pop up for you to fill out.

Information

Both the club and the playing members need affiliating to be fully covered by insurance.

> See our [FAQ user guide](#) for more information on insurance queries.

Club Affiliation Health Check

★ CLUB PROFILE CLUB DETAILS  CLUB MEMBERS **CLUB AFFILIATION**  CREDENTIALS

TEST Club 123
📍 1 test street, Norwich, NR6 7ND

CLUB CHECKLIST

- ★ CLUB PROFILE ✓
- CLUB DETAILS ✓
- CLUB AFFILIATION ?

Categories > Club > Club Affiliation 21-49 members

£90

Club 0-20 Members

Benefits

- Liability Insurance (public, professional indemnity, employers' liability) - £10m
- Management and corporate liability - £5m
- Abuse cover - £2.5m
- JustGo club management tool - Club management in place
- Newsletters - Monthly...

Read more

Club Affiliation 0-20 members

£120

Club Affiliation 21-49 members

Benefits

- Protect your players and club with liability insurance
- Get listed on Club Finder
- Use our club toolkits on Hive Learning
- Access to a dedicated Relationship Manager
- Attend club development clinics...

Read more

SELECTED

£140

Club 50+ Members

Benefits

- Protect your players and club with liability insurance
- Get listed on Club Finder
- Use our club tool kits on Hive Learning
- Access to dedicated Relationship Manager
- Attend club development clinics...

Read more

Club Affiliation 50+ members


2023/2024 Club Affiliation Health Check

Badminton England are committed to supporting our clubs to become safe, welcoming, and inclusive. To do this, we need to understand the current landscape of what our clubs already have in place, and what we need to create to increase our level of support in key areas. As part of your 2023/24 affiliation process, we are asking clubs to complete a mandatory health check which will provide this data for us. There is no expectation that your club should have the below in place, so please answer the questions honestly.

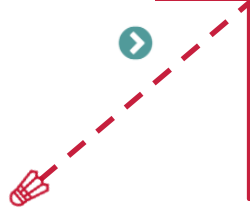
Please select the option that best describes your club? *

- We are a junior club only (only U18s make up our membership)
- We are an adult club only (no U18s make up our membership)
- We are an adult club that welcomes juniors to join our club nights/play in our teams
- We are a club with separate junior and adult sections

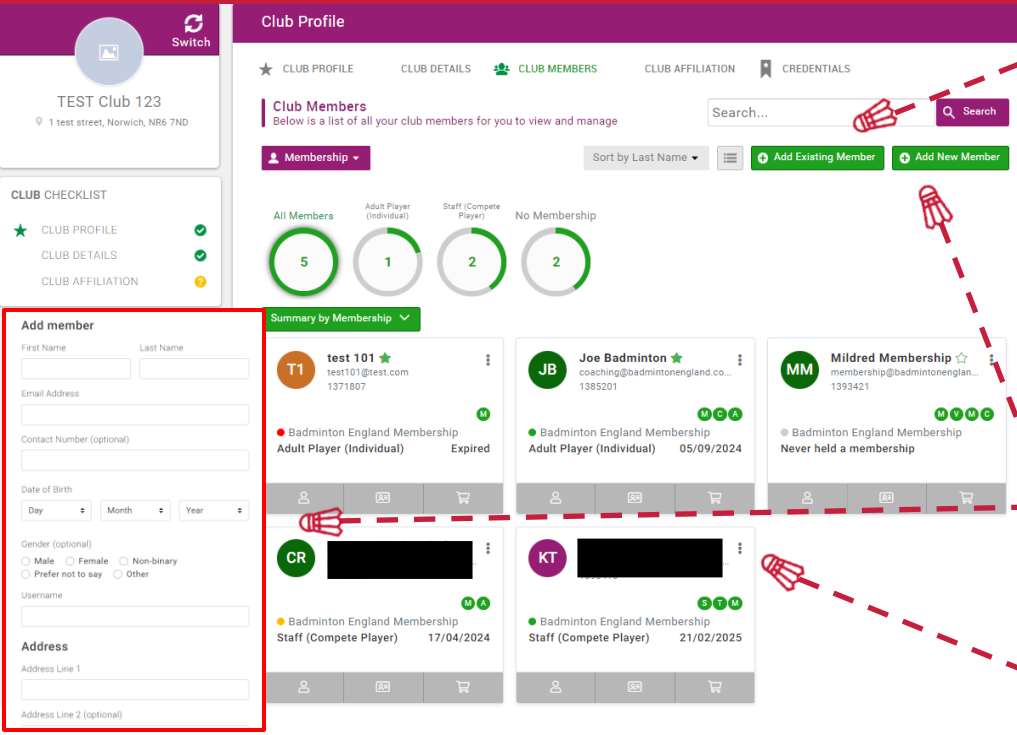
Does your club have an up to date constitution (reviewed within the last 2 years)? *



If you haven't already filled out the Club Affiliation Health Check, when you click the affiliation bracket that matches your club it will pop up for you to fill out. This is a mandatory health check which will provide important data for us, and this helps us to better help you with your club. Please answer the questions as honestly as possible.



ADDING AND REMOVING MEMBERS



Club Profile

TEST Club 123
1 test street, Norwich, NR6 7ND

CLUB PROFILE | CLUB DETAILS | **CLUB MEMBERS** | CLUB AFFILIATION | CREDENTIALS

Club Members
Below is a list of all your club members for you to view and manage

Search...

Membership

Sort by Last Name

Summary by Membership

- All Members: 5
- Adult Player (Individual): 1
- Staff (Compete Player): 2
- No Membership: 2

Add member

First Name: Last Name:

Email Address:

Contact Number (optional):

Date of Birth: Day Month Year

Gender (optional): Male Female Non-binary Prefer not to say Other

Username:

Address:

Address Line 1:

Address Line 2 (optional):

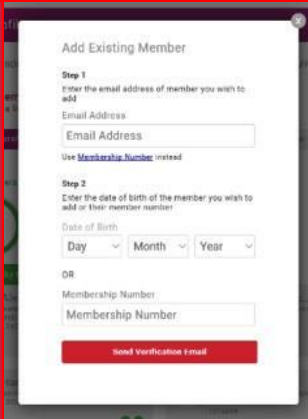
Members list:

- T1** test 101 test101@test.com 1371807
- JB** Joe Badminton coaching@badmintonengland.co... 1385201
- MM** Mildred Membership membership@badmintonenglan... 1393421
- CR**
- KT**

ADD EXISTING
Choose this option if an individual already has a membership profile on JustGo – for example, if they are currently with another club or have previously been a member.

You will need their email address and either date of birth or membership number. A verification email will be sent to the player to confirm they want to join the club.

ADD NEW
Choose this option if they are completely new to Badminton England and do not have an account with us.



Add Existing Member

Step 1
Enter the email address of member you wish to add

Email Address:

Use Membership Number instead

Step 2
Enter the date of birth of the member you wish to add or their membership number

Date of Birth: Day Month Year


OR

Membership Number:


Membership Number:

REMOVING MEMBERS
Click on the three dots to the right of their name and click Remove.


TIP
If you are not sure if an individual exists in the system already or not, you can search for the Member by inputting their details under 'Add Existing Member' to see if a record exists. You will be presented with an error message if they are not on the system.



TIP
Filling in the email address for new members auto-fills the username on that account. If you have family members sharing an email address, please update the username after adding each user so the username is unique to the individual.



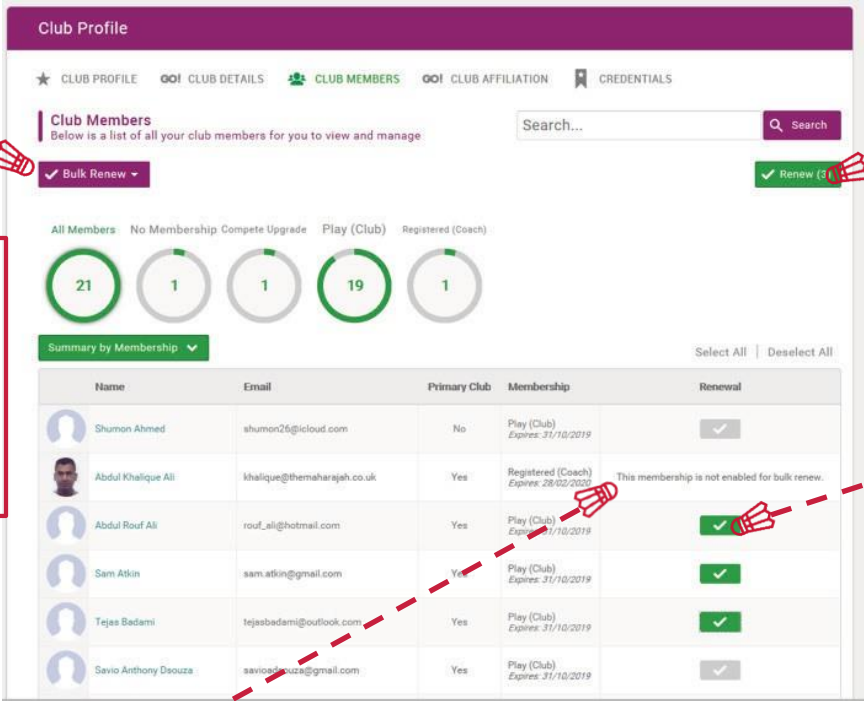
HAVING TROUBLE ADDING A MEMBER?
If you cannot find them or believe their details might be out of date please contact our membership services to help add them to the club. You can email on membership@badmintonengland.co.uk or call 01908 268 400, listen to the options and select 'Membership'.



BULK RENEW

1 Change the drop down from 'Membership' to 'Bulk Renew'.

! You can only use the Bulk Renew if the member has already held a membership before, for a new club you will have to register them all individually first.



Club Profile

★ CLUB PROFILE ○○ CLUB DETAILS ○○ CLUB MEMBERS ○○ CLUB AFFILIATION ○ CREDENTIALS







Club Members
Below is a list of all your club members for you to view and manage

Search... Search

✓ Bulk Renew ▾ ✓ Renew (31)

All Members: 21 | No Membership: 1 | Compete Upgrade: 1 | Play (Club): 19 | Registered (Coach): 1

Summary by Membership ▾ Select All | Deselect All

Name	Email	Primary Club	Membership	Renewal
 Shumon Ahmed	shumon26@icloud.com	No	Play (Club) Expires: 31/10/2019	<input type="checkbox"/>
 Abdul Khalique Ali	khalique@themaharajah.co.uk	Yes	Registered (Coach) Expires: 28/02/2020	This membership is not enabled for bulk renew.
 Abdul Rouf Ali	rouf_ali@hotmail.com	Yes	Play (Club) Expires: 31/10/2019	<input checked="" type="checkbox"/>
 Sam Atkin	sam.atkin@gmail.com	Yes	Play (Club) Expires: 31/10/2019	<input checked="" type="checkbox"/>
 Tejas Badami	tejasbadami@outlook.com	Yes	Play (Club) Expires: 31/10/2019	<input checked="" type="checkbox"/>
 Savio Anthony Douza	savioadouza@gmail.com	Yes	Play (Club) Expires: 31/10/2019	<input type="checkbox"/>

3 Click 'Renew' which will take you through to the checkout stage.
The button should show you how many members are selected.

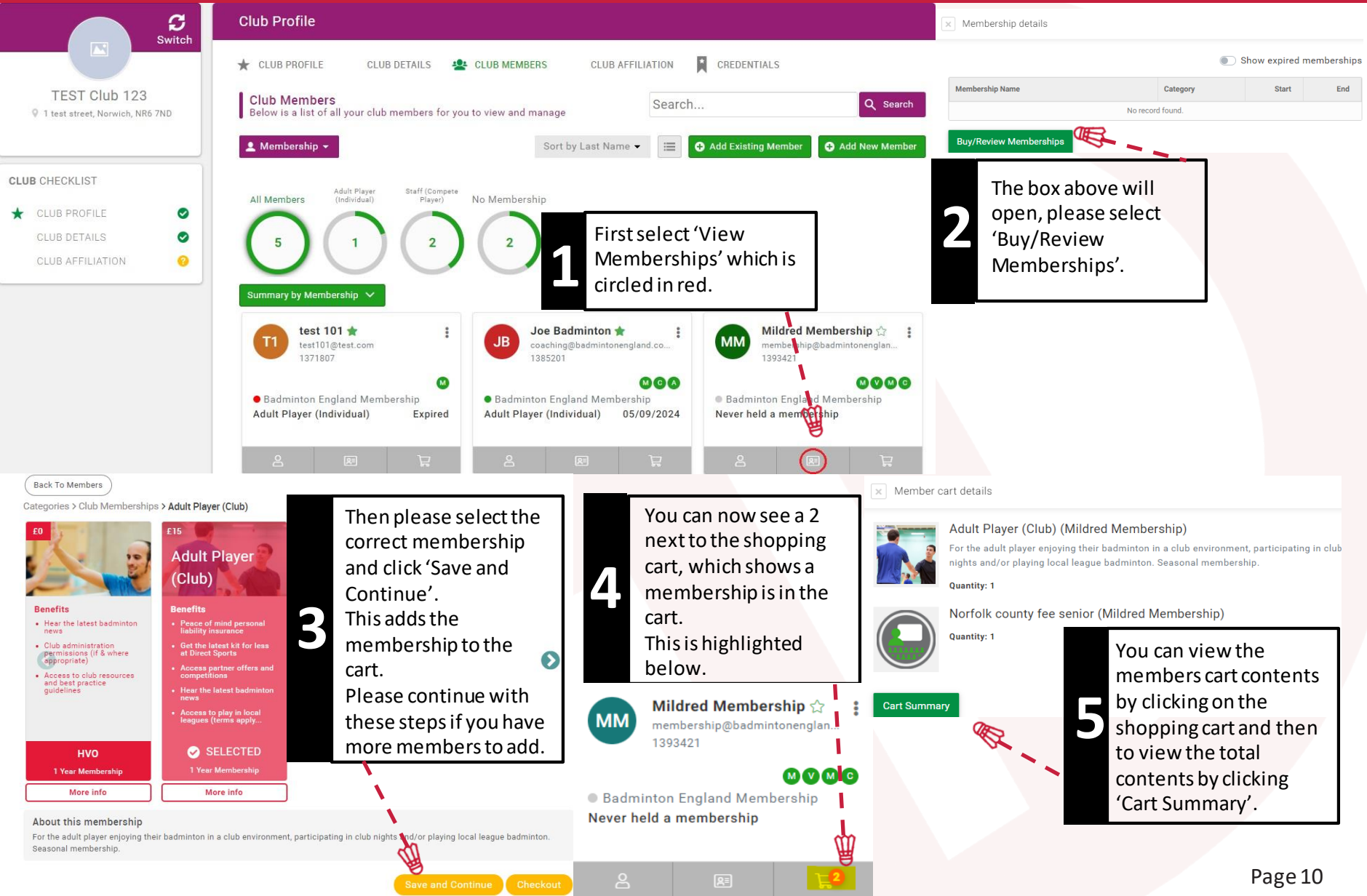
2 Select all members you would like to renew under this product.

! Please note that it might show more than one line per member as it shows all current and past products for that member within a year.

TIP: If there is a message like this either:

- The member should either be renewing directly with us e.g. if they are a Compete or Coach member
- They are not currently members so will need to purchase (not renew) a membership
- Their membership category has changed so they need to be renewed manually (e.g. Racket Pack to Junior Membership).

RENEWING/ADDING MEMBERSHIPS MANUALLY



1 First select 'View Memberships' which is circled in red.

2 The box above will open, please select 'Buy/Review Memberships'.

3 Then please select the correct membership and click 'Save and Continue'. This adds the membership to the cart. Please continue with these steps if you have more members to add.

4 You can now see a 2 next to the shopping cart, which shows a membership is in the cart. This is highlighted below.

5 You can view the members cart contents by clicking on the shopping cart and then to view the total contents by clicking 'Cart Summary'.

Membership details

Membership Name	Category	Start	End
No record found.			

Summary by Membership

- All Members: 5
- Adult Player (Individual): 1
- Staff (Compete Player): 2
- No Membership: 2

Members List:

- test 101** (T1): test101@test.com, 1371807. Badminton England Membership Adult Player (Individual). Expired.
- Joe Badminton** (JB): coaching@badmintonengland.co..., 1385201. Badminton England Membership Adult Player (Individual). 05/09/2024.
- Mildred Membership** (MM): membership@badmintonenglan..., 1393421. Badminton England Membership. Never held a membership.

Member cart details

- Adult Player (Club) (Mildred Membership): For the adult player enjoying their badminton in a club environment, participating in club nights and/or playing local league badminton. Seasonal membership. Quantity: 1.
- Norfolk county fee senior (Mildred Membership): Quantity: 1.

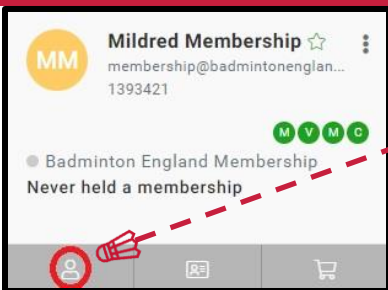
Membership Selection:

- £0** Adult Player (Club) (Mildred Membership): Benefits include hearing the latest badminton news, club administration permissions, and access to club resources. HVO 1 Year Membership. More info.
- £15** Adult Player (Club) (Mildred Membership): Benefits include peace of mind personal liability insurance, latest kit, partner offers, and latest badminton news. **SELECTED** 1 Year Membership. More info.

About this membership: For the adult player enjoying their badminton in a club environment, participating in club nights and/or playing local league badminton. Seasonal membership.

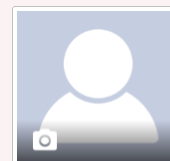
Buttons: Save and Continue, Checkout, Cart Summary

UPDATING MEMBER DETAILS



1 Click the 'View Profile' button to go to the members profile, this is circled.

2 You can update a Members details here.



Go To Membership >

Basic Details

Basic Details
Review and update your personal details

Cancel Save

First Name: Mildred *
Last Name: Membership *

Email Address: membership@badmintonengland.co.uk *

Date of Birth: 01/01/1961
Gender: Female *

TEST Club 123
1 test street, Norwich, NR6 7ND

Switch

CLUB CHECKLIST

- ★ CLUB PROFILE
- CLUB DETAILS
- CLUB AFFILIATION

Club Profile

★ CLUB PROFILE CLUB DETAILS CLUB MEMBERS CLUB AFFILIATION CREDENTIALS

Back To Members

Basic Details
Review and update your personal details

Update Details

Mildred Membership

membership@badmintonengland.co.uk

Female

01/01/1961

Badminton

Milton Keynes MK9 8LA United Kingdom

01908 268400

Go To Membership >


Basic Details

Emergency Contact

Club Role

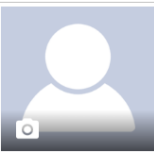
Additional Details

3 Make sure to click 'Save' once you're finished updating the members details. Then select 'Back To Members' to go back to the main club members list.

TIP  If you have any issues, please view our [help page](#) or contact our Membership Team. You can email on membership@badmintonengland.co.uk or call 01908 268 400, listen to the options and select 'Membership'.

CLUB ADMINISTRATORS

Back To Members



Club Role
Please select role for member

Cancel Save

- Main Contact
- Match Secretary
- Other
- President
- Publicity Officer
- Registration Secretary
- Secretary
- Team Manager
- Tournament Secretary
- Treasurer
- Veterans' Co-ordinator
- Volunteer / HVO
- Volunteer Co-ordinator
- Young Officials Co-ordinator

- Member
- Junior Co-ordinator
- HVO
- Development Officer
- Development Co-ordinator
- Coaching Secretary
- Coaching Co-ordinator
- Club Welfare Officer
- Chairman
- Administrator
- Head Coach
- Club Captain
- Club Mark Administrator
- League Manager



Basic Details

Social Media

Basic Details

Review and update club's basic details

Cancel

Save

Club Name: TEST Club 123

Club Type: Club

Address: 1 test street

Line 2:

Town: Norwich

County: Norfolk

Postcode: NR6 7ND

Country: United Kingdom

Email address: membership@badmintonengland.co.uk

UPDATING CLUB DETAILS

If the administrator is changing you can update the main contact email under Club Profile > Club Details > Basic Details.

UPDATING MEMBER ROLES

Above shows the roles that are selected for the member.

★ Club Profile

Back To Members



Club Role
Please select role for member

Update Roles

Club Roles
Member/Administrator

Go To Membership >

Basic Details

Emergency Contact

Club Role

NEED TO ASSIGN NEW ADMINISTRATORS?

If you need to change or add / remove administrator access to another member, you must send in written confirmation in the form of an email to our membership department. This must come from someone who currently holds administration rights. Please contact membership@badmintonengland.co.uk

UPDATING MEMBER ROLES

You can assign roles to members under Club Members > Club Role > Update Roles.

1

Go to the New Club form by clicking on this [link](#).

You can also find this on the main BE site by going to Membership > Club Affiliation > New Club.

New Club Form

It's great to see that your club is interested in Badminton England membership. Please fill out a few details about your club below which will be used to set up an account for you in our membership system. Our membership team will then be in touch with next steps.

* Required

1. Forename *

Enter your answer

2. Surname *

Enter your answer

3. Email Address *

Enter your answer

4. Contact Number *

Enter your answer

5. Gender *

Enter your answer

6. Date of Birth *

Please input date (dd/MM/yyyy)

2

Fill in the form based on the club details and main contact and select submit.

This will send the form to the membership team who will come back by the end of the week with more information around the benefits and costs associated with affiliating. They will also supply the local county fee cost and the contact details for the Relationship Manager for your area.

3

When you're happy to go ahead the membership team will set up your account and link it to a club profile. We can also help with any questions around next steps and processes.



- membership@badmintonengland.co.uk
 - Call 01908 268 400, listen to the options and select 'Membership'.
-