



Stripe Connect Setup

User Guide For JustGo

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Why do I need to complete the payment setup?

In order to collect payments from members, a bank account is required to be linked to JustGo. The payments are processed by Stripe which is why a Stripe Express account will need to be created.

Stripe Express provides

- Greater account visibility
- Streamlined set-up process
- Quicker response to account issues reducing payment pausing
- Reduces potential error within the Stripe dashboard

How is Stripe Express different to the existing Stripe Account?

It streamlines many of the processes from your old account and helps to reduce issues such as

- Direct refunds
- Account verification
- Restriction resolution time

How do I set-up an Stripe Express account?



The payment setup wizard will guide you through creating a new stripe account. A Stripe account needs to be linked to in JustGo to enable your members to pay for their membership.

Payments are split at the checkout so you will receive your portion of the Membership Fee direct to your nominated bank account.

The President, Treasurer or Secretary should complete this process.

IT IS RECOMMENDED THAT YOU ADD MULTIPLE USERS TO THE STRIPE ACCOUNT. THIS WAY IF THE COMMITTEE OR NOMINATED AUTHORISED PERSON AT YOUR ORGANISATION LEAVES OR CHANGES, THERE IS STILL SOMEONE WHO CAN ACCESS/UPDATE THE ACCOUNT.

What If My Organisation Already Has Stripe Account



A new Stripe Express account will still need to be created through JustGo. Once created, new payments received will be diverted to the new stripe express account.

The email you used for the existing Stripe account can also be used for the stripe express but ensure the phone number you used to verify the old account is accessible.

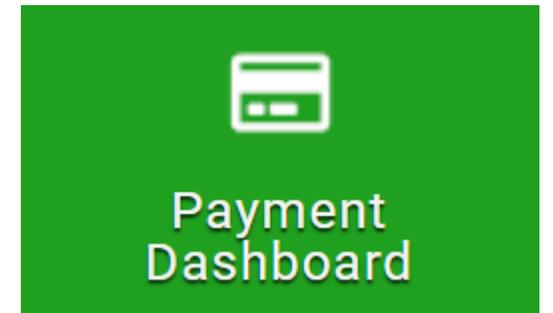
What do I need to create a Stripe Express account?

The following is required to create a Stripe Express account

- Ensure the correct and most relevant person in the organisation is creating the account
- Personal Identification such as Drivers License or Passport
- Organisation's registered details such as legal name and VAT registration number (if available)

How Do I get Started?

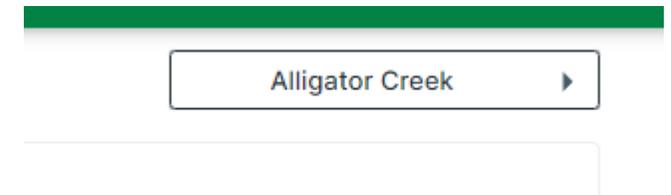
To start, please navigate to the Menu and click on Payment Dashboard tile



How Do I get Started?



Once in the dashboard, please ensure you are listed as the administrator of the organisation. If you are a zone administrator, you will not be able to progress if trying to complete on behalf of the club.



How Do I get Started?

Click on Get Started to commence the process.



Secure Online Payment

With our integrated and secure online payment portal your members can make online payments 24/7. It's easier to collect payment through



Get Started

If you need to revisit the documents needed for Stripe express, the video above Get Started outlines the requirements

Creating a Stripe Express Account



The first step is to enter an email address.

Get paid by JustGo
Fill out a few details so you can start getting paid.

Email

We'll email you with important updates.

[Continue →](#)

The email you used for the existing Stripe account can also be used for the Stripe Express but ensure the phone number you used to verify the old account is accessible.

Creating a Stripe Express Account

The next step is to enter the organisation details.

We recommend choosing the Individual/Sole Trader. It relates to individual organisations as well and not just sole traders.

Tell us about your business

Type of business

Company	↕
Company	
Partnership	
Trust	
Individual / Sole Trader	
Not-for-profit (NFP)	

Continue →

Please chose Not for Profit only if the organisation is a registered charity and evidence is available.

Creating a Stripe Express Account



Next steps are regarding the primary person managing the organisation's finances. This could be the president, treasurer or any relevant person in the organisation.

Verification documents will need to be uploaded such as Driving License or Passport with matching information.

Verify your personal details

Stripe collects this information to verify your identity and keep your account safe.

Your legal name

Email address

Date of birth

The screenshot shows a Stripe Express account verification form. It has a title "Verify your personal details" and a sub-header explaining that Stripe collects this information for identity verification and account safety. The form contains four input fields: "Your legal name" (two stacked text boxes), "Email address" (one text box), and "Date of birth" (one text box with a placeholder "MM / DD / YYYY").

Creating a Stripe Express Account



Please enter your organisation's website address. If one is not available, social media links are also accepted such as Facebook page or groups (public groups only)

Professional details

Tell us a few details about how you earn money with JustGo.

Your website

Continue →

Creating a Stripe Express Account



Next enter the bank details where the payments collected through JustGo and processed through Stripe will end up in; such as the organisation's bank account.

The next screen allows you to review the information you have entered.

Finishing the set up



Once the Stripe account has successfully been created, you will be diverted to the payment dashboard.

If additional information are required, the Active check will change to Restricted

Finance Summary ✓ Active Payments Enabled Payouts Enabled [Update Payment Profile](#) Portsea Pony Club ▶

OVERVIEW

BALANCES

PROFILE

Summary	Total balance	Available to payout	Available soon	In transit to bank
	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

[View Stripe Dashboard](#)

Thank You

For any questions contact support@justgo.com

