

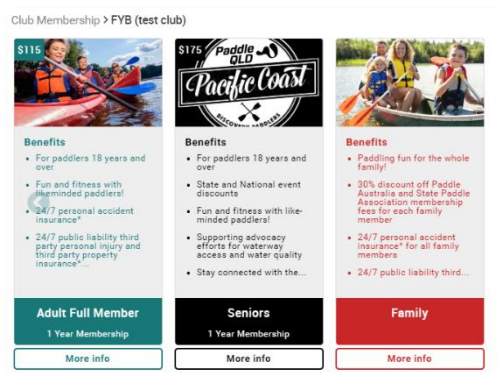
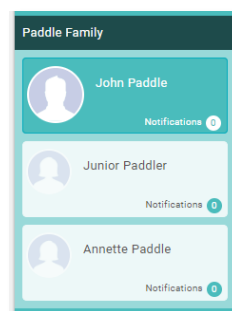
MEMBER SUPPORT GUIDE – FAMILY MEMBERSHIP

This guide has been designed for members wanting to take out Membership for themselves and their family members. This guide will walk you through the process of adding existing profiles to your family, adding new members to your family and purchasing membership for all who require it. If you have any questions or require assistance please contact us at membership@paddle.org.au

If your family members are NOT already linked to your account jump to the bottom of page 2 to create/link profiles, then return to this page to select Membership

1. FAMILY MEMBERS

After logging into your account, you will be able to see who is linked to your profile. When on your “Profile” page, under your profile image you will see your family name (Likely your surname) and tile for each of the profiles linked to your account.

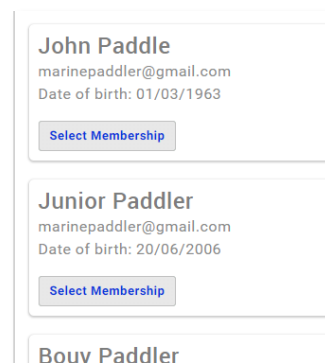


2. MEMBERSHIP

head to the “Membership” area by clicking on the word Membership at the top of the page. You will then be able to select your Club, add a new Club if required, or click on the RENEW button. Each of these will take you to the Membership Offerings at your chosen Club. **NOTE If you have a current membership and selected your Club Tile rather than “RENEW”, you will then need to click the “ADD” tile.**

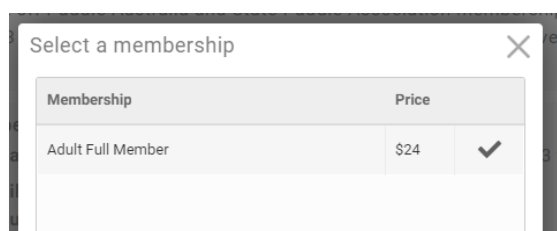
3. FAMILY OPTION

Click on the Family Membership Tile. In doing so the page will load with all of your linked family members beneath the tile (you may need to scroll down). **If you cannot see the Family membership option, check first to see that it is not off the screen as you can scroll across. Failing this, contact your Club as it means they have not turned this option on.**



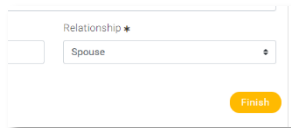
4. SELECT MEMBERSHIP

Click on “Select Membership” under each of the family members names. You will be presented with a pop-up of available Memberships for that profile. Any Rules that the Club has set up, such as age restrictions, will determine which Memberships you can see for each Member. To select a Membership, click on the Tick to the right. In doing so, the pop up will close.

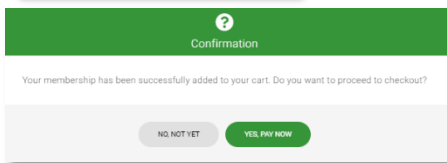


5. FINALISE SELECTION

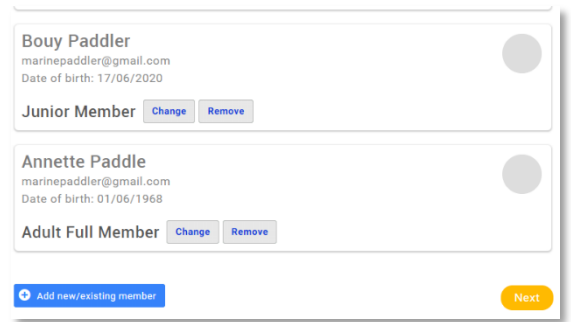
After making a selection for all Members, click on the “Next” button at the bottom of the page. You will then be taken to a page to complete any additional information on each of the members. Emergency contacts, additional purchases and any additional information the club requires from you.



Relationship *
Spouse
Finish



Confirmation
Your membership has been successfully added to your cart. Do you want to proceed to checkout?
NO, NOT YET YES, PAY NOW



Bouy Paddler
marinepaddler@gmail.com
Date of birth: 17/06/2020
Junior Member Change Remove

Annette Paddle
marinepaddler@gmail.com
Date of birth: 01/06/1968
Adult Full Member Change Remove

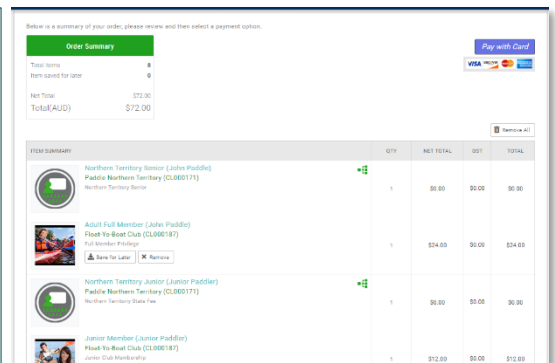
Add new/existing member Next

6. ADDITIONAL DETAILS

After completing this information, click on “Finish” at the bottom of the page. You will then receive a pop-up that asks if you want to proceed to Checkout. Click on “Yes, Pay Now”.

7. CHECKOUT

When in the Checkout, you will see the details for each of your family members and the Membership that you selected (as well as the automatically assigned PA & State membership). To finalise your membership, click on “Pay with Card” You will then receive a pop-up to enter in your credit card details. When complete, click on the “Pay” button at the bottom. Upon payment you will be taken to a successful payment screen. From the right-hand side of the screen you can select to download your invoice. Your invoice will also be emailed to you.



Order Summary

Total Items: 4
Items saved for later: 0
Net Total: \$72.00
Total(AUD): \$72.00

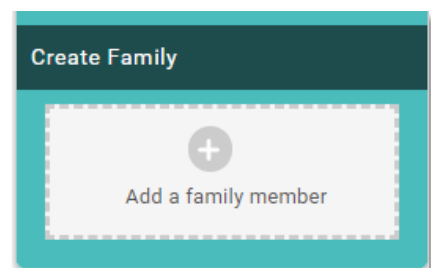
Items Summary

Item	QTY	NET TOTAL	GST	TOTAL
Northern Territory Senior (John Paddler) Paddle Northern Territory (CL060171) Northern Territory Senior	1	\$0.00	\$0.00	\$0.00
Adult Full Member (John Paddler) Paddle Northern Territory (CL060171) Full Member Photographic	1	\$54.00	\$0.00	\$54.00
Northern Territory Junior (Annette Paddler) Paddle Northern Territory (CL060171) Northern Territory State Fee	1	\$0.00	\$0.00	\$0.00
Junior Member (Annette Paddler) Paddle Northern Territory (CL060171) Junior Club Membership	1	\$12.00	\$0.00	\$12.00

ADDING MEMBERS TO YOUR FAMILY

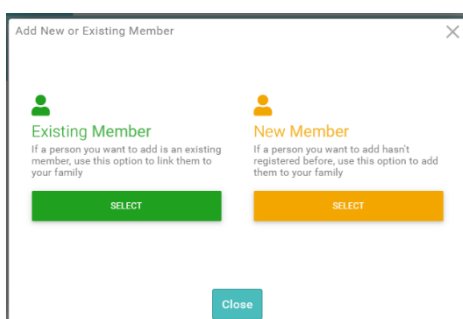
i. ADD MEMBERS

If you need to add members to your family, when logged into your account and on the “Profile” page, click on “Add a Family Member” which is located under your profile image.



Create Family

Add a family member



Add New or Existing Member

Existing Member
If a person you want to add is an existing member, use this option to link them to your family

New Member
If a person you want to add hasn't registered before, use this option to add them to your family

SELECT SELECT

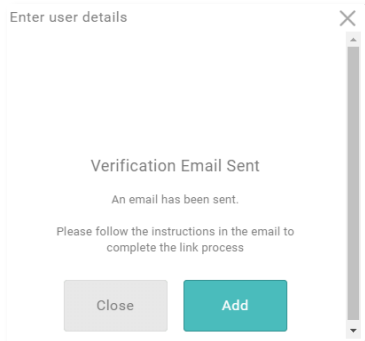
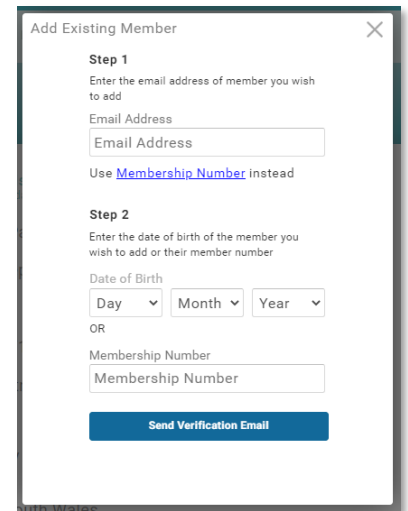
Close

ii. NEW VS EXISTING

You will be presented with a pop-up to add an Existing Member or a New Member. Existing means a profile that already exists in the system (has held membership in the last 3 years). New refers to a brand-new profile that you will create.

iii. EXISTING

To link an existing profile to your account, you will need access to the email address that is attached to the account. After clicking on the “Select” button under the “Existing Member” option, you will be presented with a pop up as shown. Enter in the email address and the DOB of the profile you want to link and click on “Send Verification Email”. This will send an email to the address on the account of the member you are adding. The email will contain a link that simply needs to be clicked to link. After this is done, you will see the profile on your account.

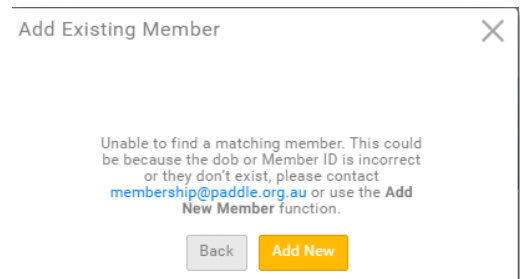


iv. CONFIRMATION

If you entered details matching a profile in the database you will receive the pop-up shown. Click “Add” to add more accounts or Click “Close” to return to your profile.

v. INCORRECT DETAILS

If the details you entered do not match a profile on record you will receive a message advising you as such. You can contact your Club or Paddle Australia at membership@paddle.org.au for assistance on linking members.



Add this family member to the same clubs as me.

By clicking on Sign Up you agree to GoMembership's [Terms and Conditions to Use](#)

To learn more how GoMembership protects your personal data please GoMembership's [Privacy Policy](#)

Sign Up

vi. NEW

To create a new profile, click on the “Select” button under the “New Member” option, you will be presented with a pop up to the side to create a new profile. You will see that certain fields such as mobile, email address and physical address are pre-populated with the details from your own account. After entering their details, click on the “Add this family Member to the same clubs as me” option to link them to your Club, then click the “Sign Up” button at the bottom

vii. CONFIRMATION

You will receive a confirmation pop-up upon successful creation of a new profile. This profile will now appear under your family area in your profile.

On the pop-up you can select “Add another profile” to create additional members or you can click on “close” to be taken to your profile.

