



BCA club membership system – User guide for Club administrators

October 2024 – Version 2

<https://britishcaving.justgo.com/>

This guide is intended to help club administrators use the BCA membership system, introduced in September 2024.

If your club is not able to engage with the new system at this time please continue to send spreadsheet updates to the membership administrator (membership@british-caving.org.uk).

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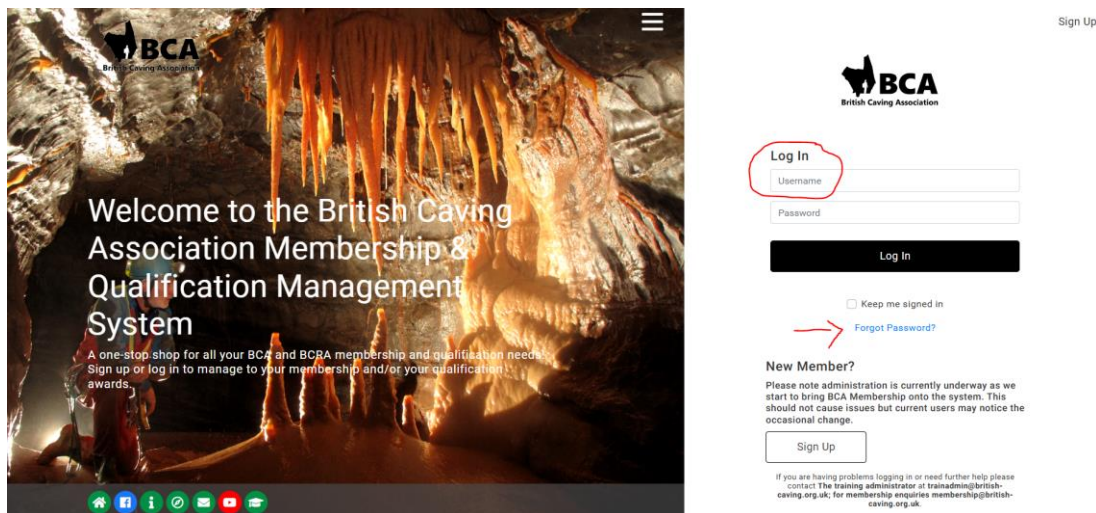
1. Logging in:

Clubs do not have their own login on the new system, instead individuals are given admin rights to view and edit club information.

To log in to your personal account: Open the new system page by clicking the link, or copying and pasting this link to your browser:

<https://britishcaving.justgo.com/>

Type your email address into the 'log in' box – you will need to use the email address you have used for your personal BCA membership. Then click 'forgot password' This will trigger an email that will allow you to set a password and access your account. If the email doesn't arrive please check your spam folder, as password reset emails are often directed there.



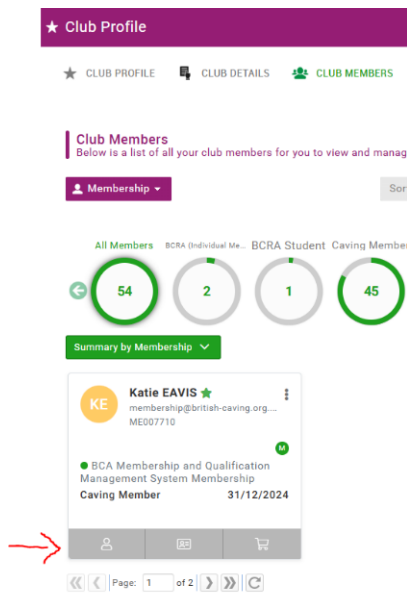
If you were listed on the 2024 renewal paperwork your club sent BCA you should already have 'club administrator' rights – which will allow you to alter your club's profile and see the list of members.

2. Club Administrator rights

Clubs can have multiple club administrators, and an individual can be a club administrator for more than one club. As club administrator you will be able to see extra pages – if you click 'Menu' in the top left corner you will see your own personal 'member area' plus a club area for the club(s) you administrate 'my club'.

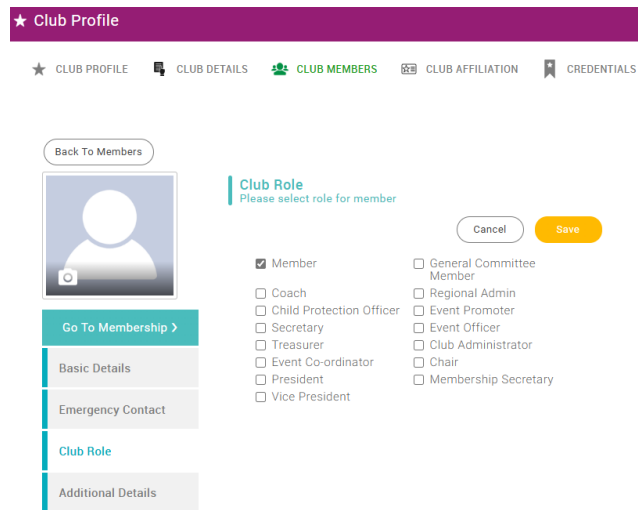
BCA needs to be careful who it allows to see your clubs profile, which includes full details of the club membership. As the system was set-up we only added the person from the 2024 renewal form.

If your club needs BCA to add club administrator rights for a named individual we will need the person who already has club admin rights to request this. If this is not possible please contact the membership administrator.



Clubs can add their own club administrators, using the new system. BCA recommends that each club agreed and minute at a club meeting who shall be given club administrator rights each year.

To add a club admin the current club administrator needs to login to the system and navigate to the 'club members' page. Find the club member they want to add admin rights for and click to see that member's profile:



Then click 'club role' – 'update roles' and add a tick for 'club administrator' and save.

3. Club Profile:

Use club profile to check and edit the club details. To make any changes to your club details click 'Update details'. You can also add social media links, and upload documents such club constitutions, maps of hut locations, or cave or mines you control access too.

Please note: any address added here will be visible on the map of caving clubs that cavers wishing to join a club can see. If your club doesn't not wish to be visible on the map don't enter a postcode on this page!

4. Club Members:

This page provides a list of club members. It will also tell you if their membership is currently up to date and what type of membership they hold.

Updating Member's details: As a club administrator you will be able to update their details, should they move house etc. Although with the new membership system they will also be able to log in individually and manage their own profile.

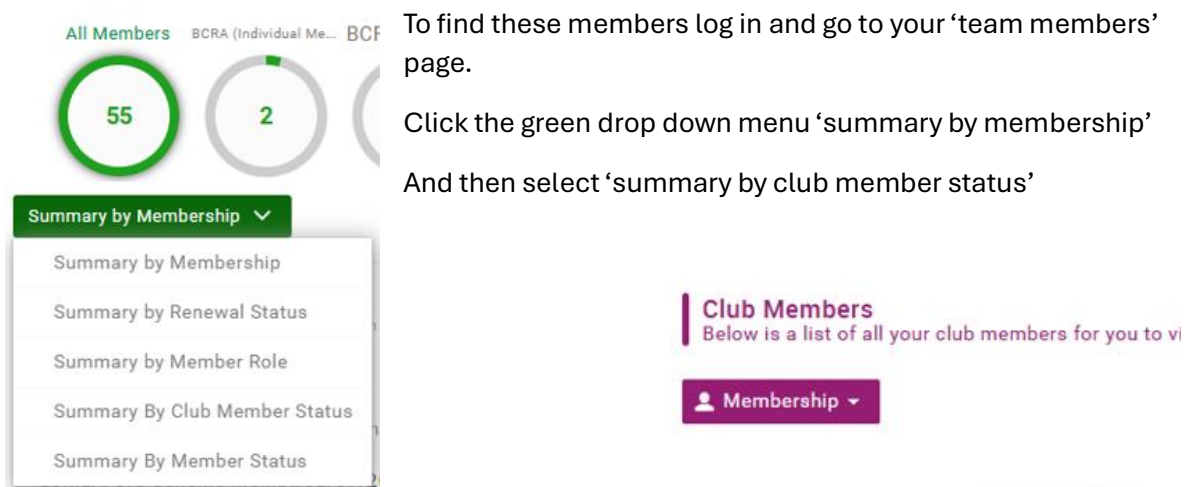
Click on the icons below each person to see their profiles, and what memberships they hold.

In each member's profile you will be able to update their details as necessary.

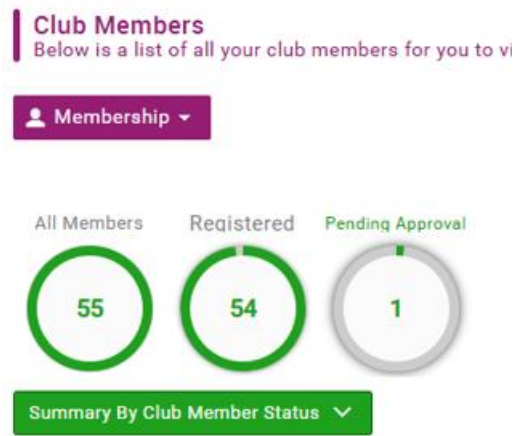
You will able to search for members by name, or filter them by membership type.

Please note: with the move to the new membership system everyone will have a new membership number. You can download a list of these in the 'club reports' area.

Approving Club Members: Members will be able to search for clubs and click to request to join them. If a member asks to join your club you will get an email notifying you and they will show on your club members list as 'pending approval'.



Then select members who are 'pending approval'
 If this person is already a member of your club you can click to approve them.
 If they are not a member you can reject them.



Click on the 3 dots at the top right of their tile to select approve or reject.
 However if you click to view their details you will be able to see their email address. Your club could then contact them regarding joining the club and potentially point them to your joining procedures.
 Please note: When you add a new member yourself you will still need to click to approve them as a club member. This is a consequence of having club approval turned on – so a member can't just add themselves to your club membership without the club approving it.

Add Existing Member: When a caver who is already a BCA member joins your club you can add them using this button. To add them you will need their email address plus either their date of birth of ME number (which is their new membership number). BCA recommends you start asking members joining your club for date of birth, and ME number if they are already a member to make things easier. However if you don't have this information you can send a list the membership administrator, who can search by name and add them to your club list.

Add Existing Member ✕

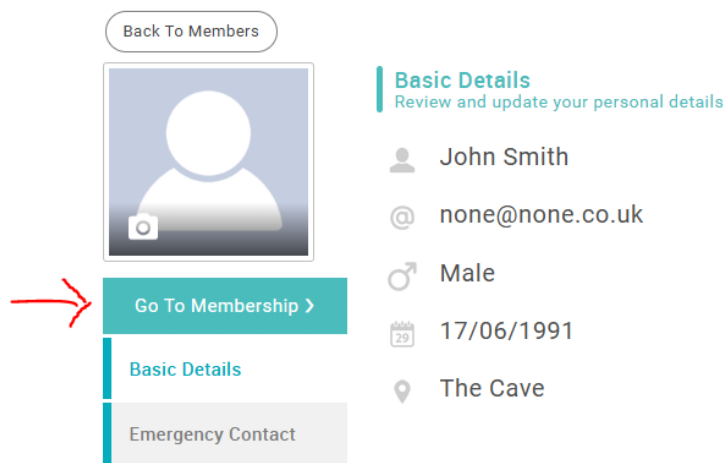
Step 1
 Enter the email address of member you wish to add
 Email Address

 Use [Membership Number](#) instead

Step 2
 Enter the date of birth of the member you wish to add or their member number
 Date of Birth
 Day Month Year
 OR
 Membership Number

[Send Verification Email](#)

Add New Member: On this page you can use the ‘add new member’ button to add members who are new to the BCA membership system. This is a two stage process. First you will need to set up an account for them. Click ‘add new member’ and enter their details and click continue. If you haven’t got all their details please put ‘prefer not to say’ for gender. If you only have a year of birth please use the correct year of birth and the 1st January for date. If you have no DOB details at all enter 01/01/1905 unless they are under 18 – if so then enter 01/01/2010.



The second stage is adding their BCA membership. Click ‘edit member’. Their profile page will appear, and can click the green box ‘Go To Membership’ and select the BCA membership you wish to add. Please note the memberships available will depend on the date of birth you have entered e.g. if the date of birth entered indicates they are over 18 years old you will not be able to purchase under 18 membership of BCA for them.

You can add multiple memberships to your cart and check them out all once. To pay by BACS click ‘request invoice’. See payments sections for more details.

When you purchase a membership for a new member they will automatically be emailed their membership card, as long as you have entered an email address for them.

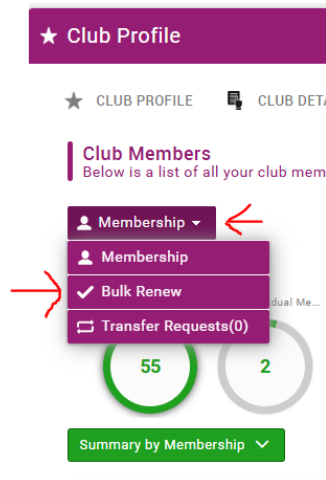
Part-year discounts* will be automatically applied based on the dates new members are added to the system. E.g. If you add a new member in October the system will apply October membership fees, and the invoice will reflect that. If your member joined in August and you need to pay more for them please email me to let me know you will be paying a different amount to the invoice amount, or to request a new invoice if needed.

*part-year discounts only apply to new members, or those returning to BCA after a gap of at least a year. Those who were a member in the previous year count as a late renewal and are expected to pay full price whenever in the year they re-join. From 2025 the system will automatically apply this rule, however for the remainder of 2024 everyone will be allowed the discount as we can’t add the rule to the system without a full year’s membership data.

As with the previous membership system BCA expects to be notified of new members **at least** every quarter, so no-one should be a member of your club for longer than 3 months before adding them with BCA. If you make sure to update your membership near the end of each quarter the fees shown on the system, and the invoice, will be correct.

Bulk Renewal (from the start of December): On this page if you click on the purple ‘Membership’ tile and select the drop down option ‘Bulk Renew’. You will then be able to select

all the members who BCA membership your club wishes to renew, and add them to your cart. You can also find 'bulk renew' in the drop-down menu when you click 'menu' at the top left.



Note: You can only 'bulk renew' for members who want the same type of membership they had in the previous year.

If they wish to change (e.g. from a student to a caving member, or a non-caving member to a caving member) you will need to find their tile on the 'club members' page. Then click on 'view memberships'. From here you can 'buy/ review membership' and can select the type they want to change too. Make sure you don't also tick them on your 'bulk renew' list!

You can then also their changed membership to your cart and check it out along with any bulk renew members.

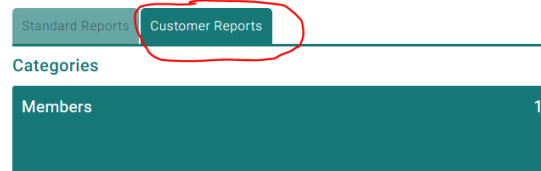
5. Club Affiliation:

From the start of December you will be able to use this page to renew your club's membership of BCA. If you have a club hut, or control access to a cave or mine please upload the relevant documents at renewal time. Although BCA will keep a record of these documents off-system for now also.

6. Club Reports:

Using this page you can download a list of your club membership – it will give address details and membership details for all club members. The most useful report for clubs can be found by clicking 'customer reports' and downloading the members list. This report contains all club members and details of their current BCA membership. Please note: There is another 'club members' report in the standard reports, but this report is not limited to BCA memberships, so may contain other information for members who also have BCRA membership or are members of the training scheme.

Club Reports | Select a category from the below list to see the reports available for download.



All members will have a new membership number with the new system – download your club members report to get a list of these new membership numbers. Please note: BCA is not currently using the 'Primary club' feature. It does not tell you which club the member joined BCA through, just which club they were first linked with on the system. In future this may change but BCA will update if and when it does.

7. Data Import:

Can be used if your club has a large number of new members to add at one time. From this page a template can be downloaded and then uploaded, once completed, that allows

clubs to add multiple new members at once. Please note this will set up accounts for multiple new members, but a club admin will still need to go through and add BCA membership for each of these new members.

Realistically for the scale of most UK caving clubs data upload will not be needed – for a small number of new members it will be quicker to add them via the ‘add new member’ button.

8. How to Pay: (for new members or 2025 renewal)

Once you have added new members, or completed your renewal for 2025 go to the cart. You can pay by card if you choose, however BCA are encouraging our clubs to continue to pay by internet banking if they are able. To pay by internet banking please click the ‘request invoice’ button. An invoice will automatically be emailed to you, which will give you bank details for a transfer.

You can add 2024 members at any time, until the start of December. If you add new members from December they will be 2025 members and get December 2024 free.

The system will allow you to renew your club affiliation and renew membership of the club members for 2025 from the start of December 2024.

The BCA bank account has not changed. You can continue to pay into the account your currently pay.

9. JustGo Subscription:

Contains details of JustGo packages available to clubs to help them manage their memberships.

10. Club Details, Team Profiles, Families, Club Credentials and Credentials:

Not currently used by BCA membership.

12. Prospective Club Members

For now prospective members will not be managed on the new system. Please continue to email lists of prospective members to the membership administrator.

Prospective members can do up to 4 trips with a paid up BCA member club before they need to join BCA. Clubs need to record names, addresses, dates of underground trips and location of trips and email these to the membership administrator at the end of each year (or more regularly if they wish).