

TITLE PAGE – NOTE BRANDING TBC, OPTION FOR STATES TO MANAGE LOCALLY

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Purpose

This guide has been designed for Clubs who will be managing 100% of their Memberships online.

JustGo is the National Membership and Events Portal for Surfing Australia, State Associations and their Boardrider Clubs and Surf Schools.

The following guide has been developed by Surfing Australia to assist Clubs with the setup of events.

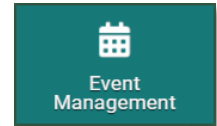
Support

Need further support on this area or any other area in JustGo? Contact your local JustGo support person:

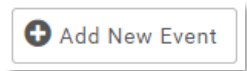
Location	Phone Number	Email
Surfing Western Australia	+61 8 9448 0004	info@surfingwa.com.au
Surfing New South Wales	(02) 9093 6035	info@surfingnsw.com.au
Surfing Victoria	+61 3 5261 2907	info@surfingvic.com
Surfing Queensland	(07) 5520 1165	info@surfingqueensland.com.au
Surfing South Australia	02 6671 0000	info@surfingaustralia.com
Surfing Tasmania	02 6671 0000	info@surfingaustralia.com

Events Set-Up

In GoM you will need to set up an Event and then you will need to set-up **“Tickets”**. The event is what individuals will see and your Tickets are what individuals will purchase. You have the ability to set up multiple tickets for your events (i.e Junior/Senior or Mens’/Womens’), restrict who can purchase the tickets and determine when a discount or surcharge should be applied to the ticket price based on a number of factors including the age of the member, the date of the purchase, memberships held by the member or fields on the member’s profile.



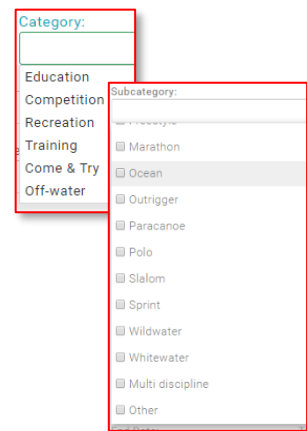
To create a new event, from the Menu, locate and click on the **“Event Management”** tile. If you do not have any events set-up you will see the green help screen.



At the top of the screen on the left-hand side you will see the **“Add New Event”** button. Click on this to create a new event. This will open a form to create a new event.

Event Name and Type

Give your event a Name. This is the name that be seen by all members. You will then need to select a **“Category”** and then your selection in this area will then determine the list available under **“Subcategory”**. Make the relevant selections for your Event.



Event Location

Enter the name of your Event Location (i.e Burleigh Heads Boardriders Club Round) and then enter in the address details of the location. You will see a map to the right-hand side of the screen.

Event Location Name:

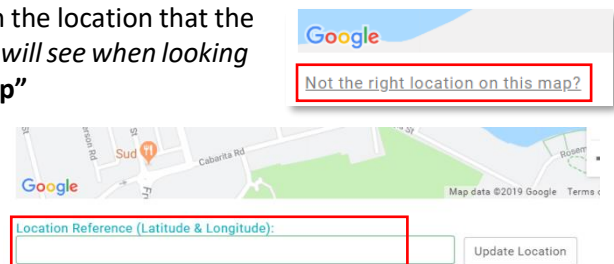
Address1:

Address2:

Town: State:

Postcode: Country:

If, after entering your event address, you are not happy with the location that the **“Pin”** is dropping for your event (*note: this is what Members will see when looking at the event*), click on the **“Not the right location on this map”** hyperlink directly under the map to enter in the Latitude & Longitude of your event.

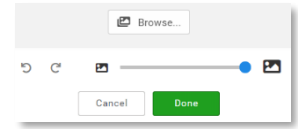


Event Date And Time

Using the date and time pickers, select the start and end date and times for your event. Times are listed in 24hour format.

Event Details

To upload an image for your event, click on the small camera icon over the image area, click on the **“Browse”** button and select an image from your device to upload. Click **“Done”** when you have finished making your selection and the image will be saved.

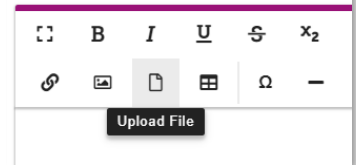


Event Details:

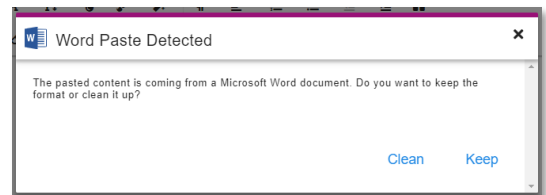


Under **“Event Details”** you can enter detailed information about the event. You have the ability to enter images into this text area as well as hyperlinks, documents and tables. Use the icons located under the bold, italic and underline symbols. You have full html formatting available and can change the font, font colour and background colour and other formatting options you would expect to see in a Word Document.

Event Details:

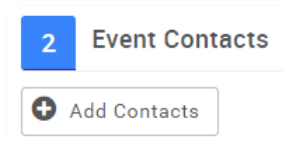


You can also copy and paste information into the area provided. If you are selecting to copy from a Word Document, you will see a dialogue box allowing you to select to keep the formatting from the Word Document or to paste it in as plain text. This will allow you to build the information area in a Word Document and copy it across to the event creator and maintain any formatting. Selecting **“Keep”** retains the formatting you set up in Word so is usually the preferable option. Selecting **“Clean”** will still bring in any images and numbering etc, only your font type and colours will be reset.



Event Contacts

Add contacts to your event so Members know who to contact regarding the event. To add an event, click on the **“Add Contacts”** button.



You will then be able to free type in details for a contact or you can search for an existing member in your Club. To do this, type in the name of the member and you will see all matching member records appear in a list. Select the relevant member. Upon doing so, you will see that all of the fields on the form will be populated with the details of that member.

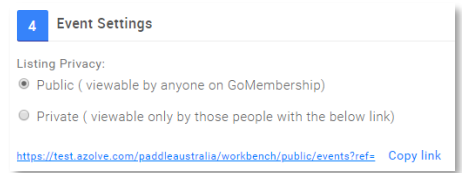
Be sure to amend the mobile and email address of the member if the details that are on their profile are private and there are generic **“Club”** contact details members should be using if they need to contact someone about this event (i.e. If the member has their personal email address on their profile but also uses a Club email). When you have finished making changes, click on **“Done”**.



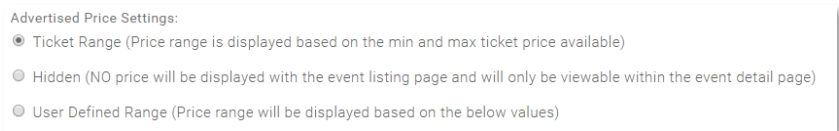
You can add more contacts, but only the one that is listed as “Primary” will be displayed as part of the event. To change the primary contact, click on **the Edit pencil** next to their name and tick or untick the “**Primary Contact**” box at the bottom of the pop-up.

Event Settings

You have the ability to make your events private or public. A private event means that it can only be seen by people who have been given the direct link to the event. A public event means that it can be seen by anyone searching for events. Even if your event is public, you still have the ability to determine who can purchase a ticket to the event as listed in the Event Tickets Section (below).

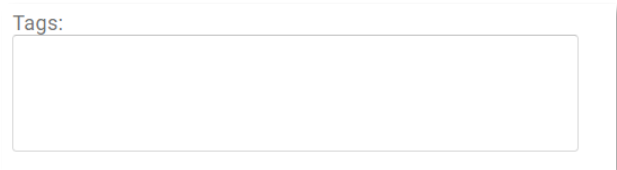


You can also set the display price for your events. You can set this to be the price range as determined by the tickets that you set up, you can hide the price, or you can set a defined price range. Click on the relevant line to make your choice. If you select **User Defined Range**, you will also need to enter in the ticket price range.



Event Tags

Tags are searchable terms. When an individual is looking for an event, they will likely search for a Club Name, or the type of event i.e Shortboard. Enter as many tags as you deem necessary into the Tags area to assist individuals in locating your event.



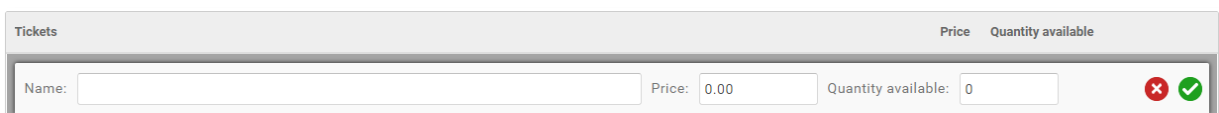
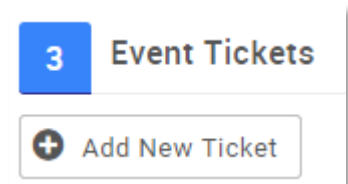
Event Fixtures

Event fixtures is just a list of the Events that are on for the duration of your Event and the times that they are on. This is good for Events that have multiple races and categories. You can enter in each of the events by name, date and time. This is then a display on the event information. Alternatively you can just enter this information into the **Event Details** area.

Event Tickets

Adding Tickets

Adding tickets to your event is what enables individuals to sign up to and pay for the event online. To add a new ticket, click on the “**Add New Ticket**” button under “**3. Event Tickets**”. An editible line will then appear where you will be able to note the name of the ticket, the price and the quantity of tickets available. When you are finished entering these details, click on the green tick box.



After you have repeated this step for all tickets you will see a list of your tickets. To edit the name, price or quantity available, click on the edit pencil to the far right, make the changes then click on the green tick icon.

Ticket Settings

To start building out the rules on the tickets, such as when they're available, who they're available to and when discounts and surcharges should be applied, click on the settings cog to the right of the ticket.

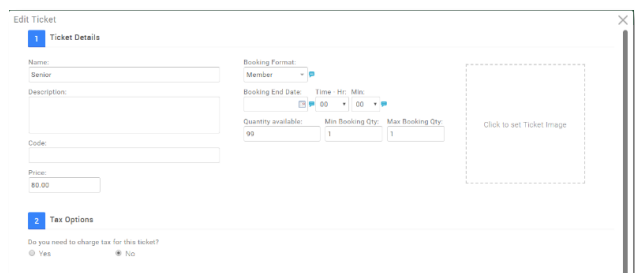
Tickets	Price	Quantity available	
Senior	\$80.00	99	  
Junior	\$50.00	99	  
Concession	\$65.00	99	  

This will open a new window to "Edit Ticket".

In this area for each of your tickets you can enter a description for the ticket, if it is an individual event booking ticket or a team entry ticket, the date and time for ticket purchases to close, the minimum and maximum number of tickets that can be purchased by an individual, restrict who can purchase the tickets, determine when discounts and surcharges will apply and also add in any forms to be completed as part of the ticket purchase.

Booking Format

Setting your ticket to Member format will allow individuals to purchase tickets to the event. Team Format will allow Club administrators who have access to Teams within their Club to enter teams into your event.



Booking End Date, Quantity And Min/Max Purchase

You must enter a booking end date for your tickets. This determines the date and time that the tickets stop being available for purchase/selection.

Your Quantity Available field will populate automatically with the number entered into the basic set up however it can be amended here if need be.

You can also determine the minimum and maximum number of tickets that can be purchased by individuals. If you leave it as the default then it will be 1 ticket min and max.

Description

The description you enter can be seen by the individual making the ticket selection. This is a good opportunity to note who this ticket is applicable for. I.e. ***Senior members over the age of 18 who hold current Club Membership***

Price

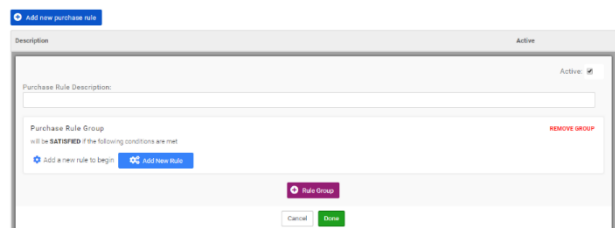
The Price will be automatically populated based on the information you entered into the basic set-up, however it can be changed here. This is the **"Base"** price of this ticket.

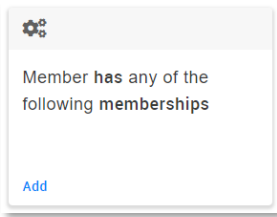
GST

If your Club is GST registered then you will need to click on the "Yes" button under Tax Options and enter your Clubs ABN. The system is set to include the 10% in the total amount.

Restrictions

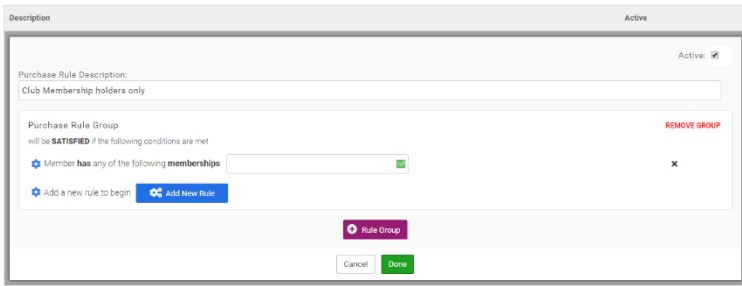
By using the restrictions rules in the same manner as with the Memberships section of JustGo, you are able to determine who can or cannot see the tickets you set up. Refer to the Restrictions, Discounts and Surcharges Club Guide for detailed information on these rules.





A common rule would be to restrict the purchase of tickets to Members who hold current membership with the Club, Only. To do this, click on the **“Add New Purchase Rule”** button. Enter in a Description. This can only be seen by Club Administrators. Then click on the **“Add New Rule”** button. This will open up a pop up where you will be able to select a Rule from different categories. To understand these categories and their functions better, refer to the **Purchase Rules and Restrictions Guide**. For this rule, we will select from the Membership Rules and click **“Add”** on the **“Member Has any of the Following Memberships”** tile.

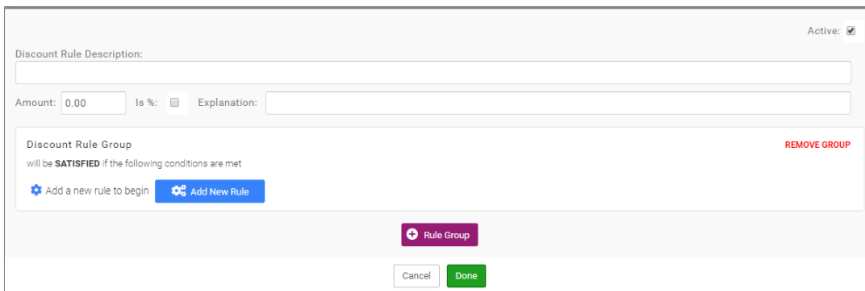
This will then place the rule in the Purchase Rule Group. You will then be able to select from a list of the Memberships that are set up at your Club. If you simply want to restrict the purchase to someone who holds ANY membership at your Club, Click on the **“Any Club Membership”** tick box from the available selection. Alternatively you can select specific memberships. Click on the **“Done”** button when you have finished adding your restrictions.



If you want to add multiple rules to the purchase restrictions, they will need to be grouped together. For example, if you want the purchase to be restricted to individuals who hold current membership AND are over the age of 18, you will need to continue to add the rules within the one group by clicking on the **“Add New Rule”** button and creating the rule within the one **“Group”**. If the rules are listed separately when you lookj at the ticket, it means that they are applied in an **“Or”** fashion – in that the individual must meet one OR the other to be eligible to purchase.

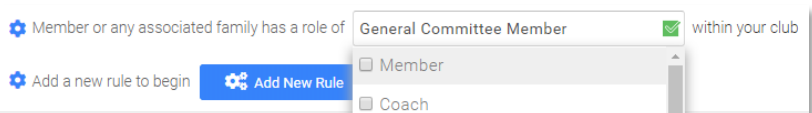
Discounts

The discount rules are applied in the same manner as the purchasing restrictions are applied. The only additional step with discounts is to note the amount of the discount. Click on **“Discounts”** under **3. Ticket Restrictions, Discounts & Surcharges**. Then click on the **“Add New Discount Rule”** Give your discount a description (this can only be seen by the club), an explanation (this can be seen by the individual making the purchase) and then enter the amount of the discount. This can be either a percentage discount of a dollar value.



The amount entered is the discount that will be applied. Not the total amount that the ticket will be reduced to. To make your amount a percentage, for example 50%, enter in **50** into the amount field, then click on the tick box next to **“Is %”**. You will then need to click on the **“Add New Rule”** button to select the rule to add.

If for example you want to add a discount to Individuals who are also committee members with your Club, scroll down to Club & Member Role Rules and click on the **“Add”** button under **“Member has a specific Role with your Club”** tile. You will then be taken back to the Discount Rule Description page where you will see that **“Member”** has already been selected. You can click on this dropdown box to see and select any Roles within your Club. As long as you have updated your Committee members with the **“General Committee Member”** tag, selecting this option from the role field will apply a discount to the ticket purchase.



Surcharges

Surcharges are applied in the same manner as the discounts. Click on “Surcharges” under under **3. Ticket Restrictions, Discounts & Surcharges**. Then click on the “**Add New Surcharge Rule**”. Follow the steps above listed on how to add a discount.

One of the most common surcharges is the Non-Member fee. You can set a rule on the tickets to apply a surcharge to individuals who do not hold current Membership with your Club and/or with the State body.

To apply this discount, select “**Discounts**” then click on “**Add new discount rule**”. Give your rule a description i.e Non Member Fee and then also an explanation. These can be the same. The text entered into the Explanation field will be seen by the individual,

whereas the description will only be seen by the Club.

If the surcharge amount is a dollar value, enter this amount into the “Amount” field. If it is a percentage to be applied on top of the ticket fee, enter the amount then click on the tick box next to “Is %”.

Click on “Add New Rule” and from the available options, click on “**Member does not have any of the following memberships**”. You will then see an empty field. Click on this field and select if you want to apply the surcharge based on if someone has no Club Membership or State Membership. Click “**Done**” when finished. Repeat these steps with all of the tickets you need to set up and all of the Purchase Restrictions, Discounts and Surcharges that need to be applied.

Forms

The last set-up option on the tickets is the ability to add a form. Similar to Field Management, Event Forms gives you the ability to ask a series of questions and capture data from your participants. You can select only one form per ticket but you can select different forms to attach across your tickets. Forms need to already be set up prior to setting up your tickets and the process is detailed in Step 3 from page 8.

Event Preview

You can preview what your event will look like at any time by clicking on the “Preview Button” to the top right of the Event Set-up page at any time. You will see a screen similar to the below which will show your event location, available tickets and any other details that have been added about the event.

Booking Type	Booking Deadline	Price
Senior Team	Sat, 7th Sep	\$80.00
Junior	Sun, 8th Sep	\$0.00
Concession	Sun, 8th Sep	\$55.00

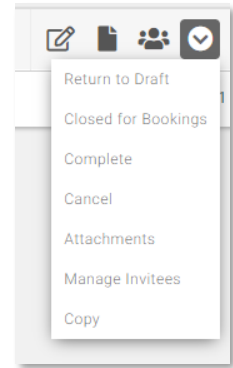
Save Event

When you are satisfied with the set-up of your event and tickets, click on the green “**Save**” button. You will then be presented with a confirmation screen where you can opt to “**Return to Summary**” meaning return to the list of events for your club, “**Add Another**”, being the option to add another event or “**Continue Editing**” which will return you to the editing screen for the event, though it will now be saved in your list of events. Make the relevant selection

Publish Event

Events will remain in Draft status until you chose to publish them. This means that no one can see or purchase tickets to an event until it is published.

When looking at your list of events, click on the arrow down icon to the far right of the event and select **“Publish”**. You will be able to see the current status under the **“Status”** header.

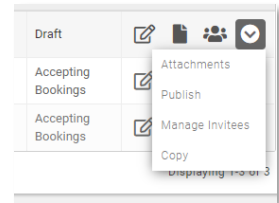


Closing Your Event

When your event is over, you can close it. To do this, clicking on the same icon as above, select **“Complete”**.

Copy Events

To save time, you can copy events rather than creating new ones from scratch each time. This is beneficial with regards to the Tickets specifically as the tickets and their rules and settings will be copied across when you copy an event. **It is IMPORTANT to change the ticket settings for each event**, specifically the dates the tickets are available to and any date rules that you have applied to the tickets.



To copy an event, click on the arrow down icon to the far right of the event you want to copy and select **“Copy”**.

This will take you straight into the edit page for the event and the name of the event will be prepopulated with the name of the Event that has been copied with a leading **“Copy of”**

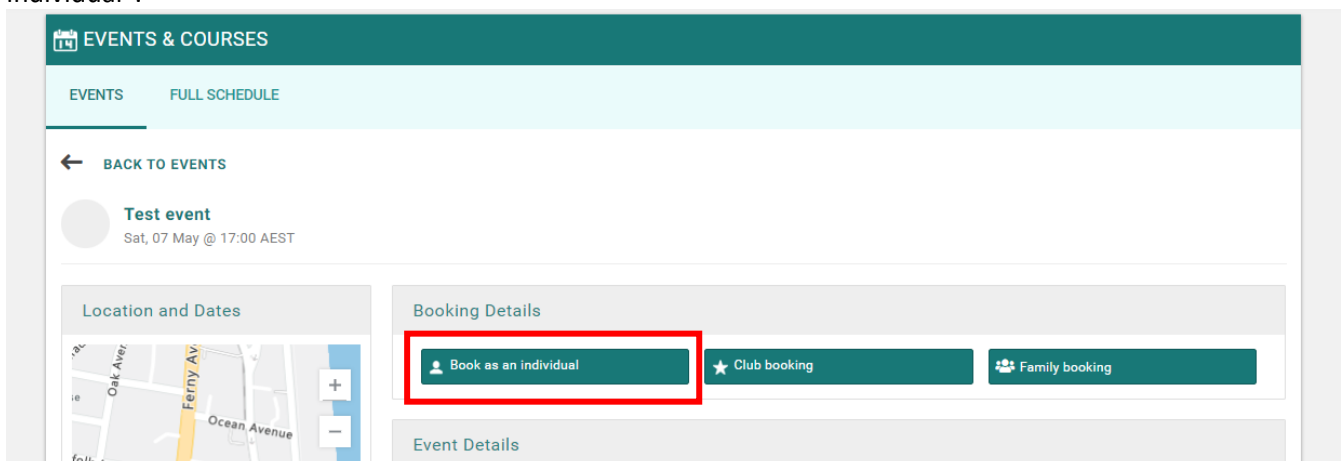
Event Settings

Notify Me

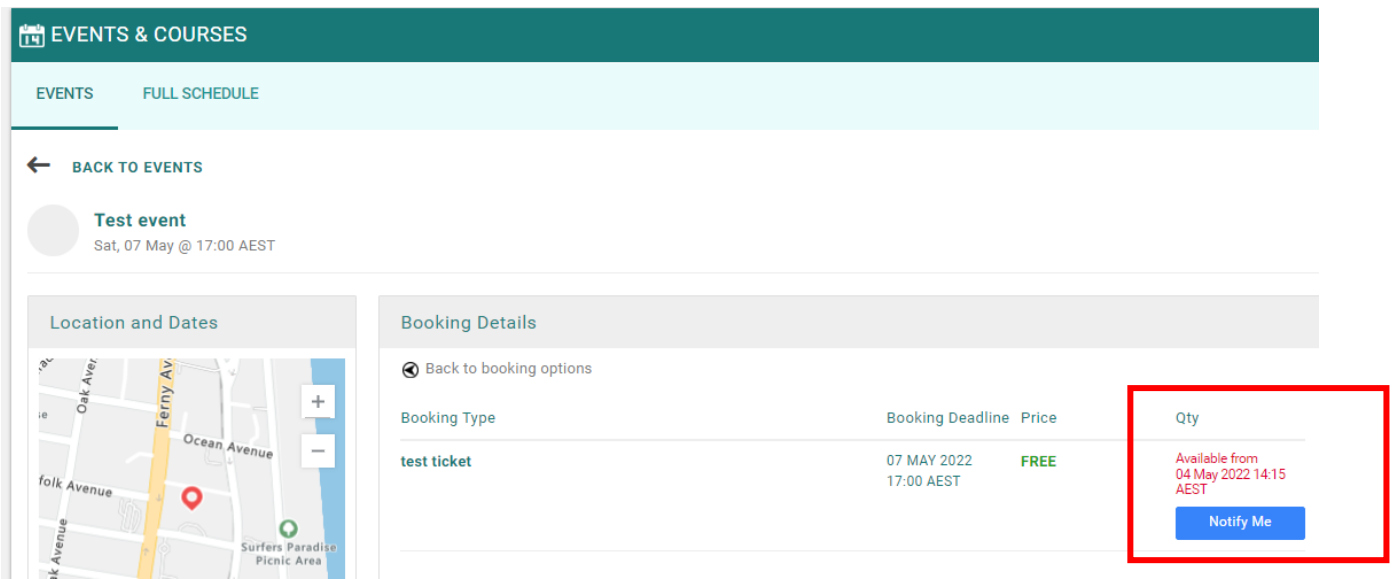
In Event Settings, you can click this box to enable people to register their interest in the event and receive a notification when tickets become available for purchase.



When the event is live but tickets are not yet available, a member can go to the event and click **“Book as an individual”**.



The event will say when the tickets will become available, and members can select “Notify Me”. If they are logged in to JustGo the system will automatically recognise the members email.



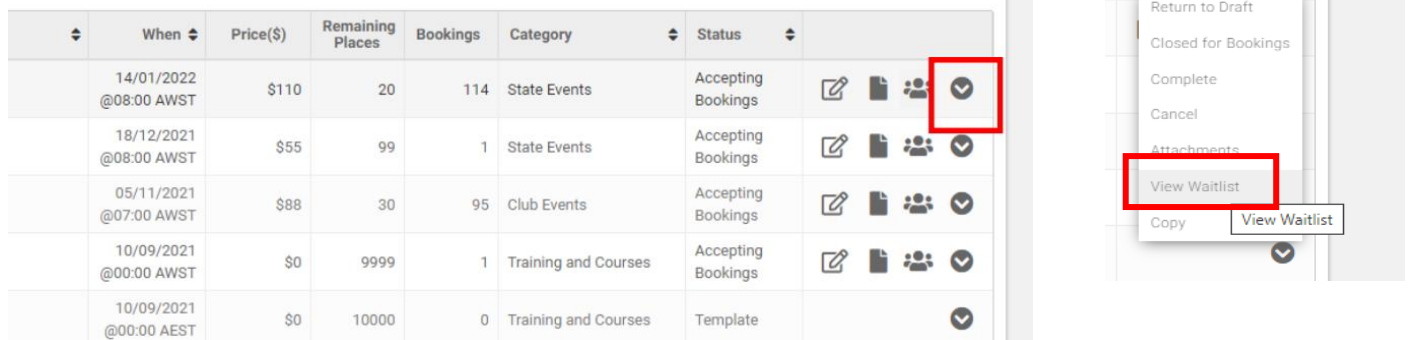
When the tickets become available an email will be sent to the member with a link to the event inviting them to purchase a ticket.

Waitlist Function

Tick this box if you want to set up a waitlist for your event. This keeps a record of people who wish to enter the event if the event sells out. See ‘Managing Members’ section of this guide to view how to use the Waitlist.



To access the waitlist of an event go to event management and click on the drop down arrow of the event you wish to view the waitlist and click on “View Waitlist”.



You will be taken to a page with everyone who is on the waitlist under the specific division they want to enter.

Cancel a waitlist spot

If you want to cancel a spot on the waitlist, tick the arrow next to the name on the person and click on “Cancel Waitlist”.

Adding someone to the waitlist

If you would like to add someone to the waitlist click on “Add Member” above the division they would fall into and search their name. You will only be able to view a member who has added your state to their clubs.

Reserving a spot for a member on the waitlist













Next to the members name there is a reserve button that turns blue once you have successfully reserved a spot for that member.

7 Tickets | 0 Selected Cancel waitlist Send Email Export WaitList (CSV) Transfer Add Member

	MID	Name	Email	Date	Status	Source	Reserve
<input checked="" type="checkbox"/>	SURF025015	Ocean Lancaster	seanandmel@comcen.com.au	09/10/2021	Cancelled	Waitlist	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SURF044600	Murray Bamberry	fbamberr@bigpond.net.au	11/10/2021	Waiting	Waitlist	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SURF035239	charlie lamberger	bergerjase@gmail.com	11/10/2021	Cancelled	Invite	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SURF048255	Ronan Ball	ameeball@gmail.com	19/10/2021	Completed	Invite	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SURF052811	Thomas James	melissaj@independenceulladulla.com.au	23/10/2021	Waiting	Waitlist	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SURF019341	Felix Byrnes	jyebyrnes@hotmail.com	26/10/2021	Waiting	Invite	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SURF052948	ethan Rule	Tamra.rule@allens.com.au	31/10/2021	Waiting	Waitlist	<input type="checkbox"/>

Making the spot available for the member to purchase

Exit the waitlist section and click on the edit icon of the event.

ngs	Category	Status	
114	State Events	Accepting Bookings	   
1	State Events	Accepting Bookings	   
95	Club Events	Accepting Bookings	   

Go to the Tickets area of the event and click on the cog icon.

Tickets	Price	Quantity available	
Under 14 Bodyboard	\$88.00	5	  
Under 16 Bodyboard	\$88.00	4	  
Under 18 Bodyboard	\$88.00	4	  

Make the quantity of tickets equal to the number of reserved members for that division. No other members will have access to purchase a ticket, only the reserved members for that specific division will have access.

Booking Format: Member

Timezone: Australia/Perth (UTC+8:00)

Booking Start Date: 15/11/2021 08:00

Booking End Date: 07/01/2022 17:00

Quantity available: Min Booking Qty: Max Booking Qty:

Prevent Multiple Booking:

Is Active:



Exporting the Attendees on the Waitlist for an event

Click on “view waitlist” using the drop down button to the far right of the event name.

Details can be viewed here or you can click “export waitlist” to get the information in excel.

The screenshot shows the 'Event Management' interface for 'Surfing NSW'. The 'Events Overview' section is active, and the 'Waitlist' for 'Under 12 Boys' is displayed. The waitlist shows 8 tickets and 0 selected. Action buttons include 'Cancel waitlist', 'Send Email', 'Export WaitList (CSV)' (highlighted with a red box), 'Transfer', and 'Add Member'. The table below has columns for MID, Name, Email, Date, Status, Source, and Reserve.

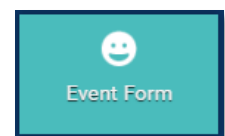
Event Forms

Event Forms enables you to set-up a series of questions or data capture fields that participants can answer as part of purchasing a ticket to an event. Only one Form can be attached to a ticket, so if you want to ask only slightly varying questions across multiple tickets, you will need to create multiple forms to cater for all of the questions. i.e. If you have a Senior and a Junior ticket and you want to ask all participants for their Emergency Contact details but only want to ask the Juniors which age group they will compete in, you will set up one form for the Seniors which only captures the Emergency Contact information and another for the Juniors which captures the Emergency Contact information as well as the Age Group.

All forms created by State can be viewed by all other Administrators in the system. While you can see the fields (questions etc) within the forms, you cannot view any members answers that are not registered to your events. This means that you can use forms that have already been set-up if they suit your needs, however **please do not edit or remove any forms that you have not set-up yourself**. You can copy forms if there is one that is setup that mostly meets your needs. This will allow you to keep the fields you want and remove the ones you do not, and then saving it under a different name for easy identification.

Creating a Form

To create a new form, from the Menu, locate and click on the “Event Form” tile. You will then be presented with a screen that shows you a list of forms that have already been created. As noted above, you can copy any of these forms and save them as your own, but you should not delete or amend any of them.



Adding a Form

Click on the “+” next to “Form Designer” to create a new Form.

FORM DESIGNER +				Search scheme...
Id	Name	Description	Actions	
1079	Slalom Age Championships Event Entry Form - V6	2020 PA Canoe Slalom Age National Championships		
1078	Slalom Age Championships Event Entry Form - V5	2020 PA Canoe Slalom Age National Championships		
1076	Slalom Age Championships Event Entry Form - V4	2020 PA Canoe Slalom Age National Championships		
1075	Slalom Age Championships Event Entry Form - V3	2020 PA Canoe Slalom Age National Championships		

Form Name

Next to “Name” and “Description” there is an edit pencil icon. Click on these to update the Name and Description of the Form and when complete, click on the Green Tick to save your changes.

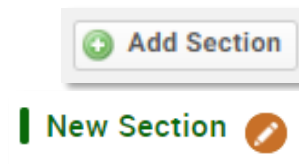
The screenshot shows a form creation/editing screen with the following fields:

- Name: New survey scheme
- Description: New survey description
- Author: NGB Admin
- Created: 27 November, 2019



Form Section

To create “Fields” within the Form, you first need to create a “Section”. Think of a Section as a header or grouping. After you click the Button, you will see “New Section” with an edit pencil. Click on this icon to name your Section i.e “**Medical Information**”



Form Question

Next you will see “Add Question” click on this to begin to create your form fields/questions. When you have done this, you will see a field to type in your question.

You also have the ability to make the field/question mandatory meaning that a member cannot complete an event registration without first completing this information. Next you will select the Question Type. This is what determines how an individual can answer a question.

You have a few options which are set out below:

- Single Line Text
 - Gives the user a small single line field to free type their answer in.
 - **Example question: Please enter any known medical conditions**
- Multi Line Text
 - Gives the user a larger multi line field to free type their answer in.
 - **Example question: Please provide a short brief of your surfing experience**
- Boolean
 - This is a tick box. When made mandatory this is a good way to set Terms and Conditions in the process as the individual cannot proceed without ticking the box
 - **Example question: I have read and agree to the Event Terms as located on the Clubs website.**
- Yes/No
 - Gives the user the ability to select from “Yes” or “No” check box with both options displayed on screen.
 - **Example question: Have you entered this event previously**
- Date
 - Gives the user a calendar to pick a date
 - **Example question: Please select the date of your last attended event**
- Radio List
 - The club prepopulates the available answers for selection. The individual will see all of these options on screen and be able to select **one** of them
 - **Example question: Please select which one of the below best describes your swimming ability**
- Checkbox List
 - The club prepopulates the available answers for selection. The individual will see all of these options on screen and be able to select any number/all of them
 - **Example question: *Club types in all possible event categories* Please select which event categories you are entering from the below list (tick all that apply)**

- Combobox
 - Similar to the Radio List, the club prepopulates the available answers for selection. The individual will see a drop-down box which will contain all of these options and they will be able to select one of them
 - **Example question: *Club types in all possible event volunteer roles* Please select from the below options which capacity you will be able to support our Club for this event**

- Lookup
 - The Club has the ability to choose a field in the system that the member will be able to use as a look up to answer a particular question
 - **Example question: *Club selects CLUB field as the lookup field* Please select which club you currently hold Membership with.**

With the **Combobox**, **Checkbox List** and **Radio List**, you will have one line to enter in all answer options. To separate these answers, you will need to use the **Vertical Line** Key. You do not need to use spaces. This key is normally found above the “ENTER” key on your keyboard. Use the SHIFT key + VERTICAL LINE key to separate the answer options.

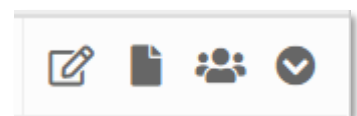


After adding all questions and sections you want on your form, select the save button. This form will now be available for selection on the Event Tickets.

Managing Members

Checking Event Entrants

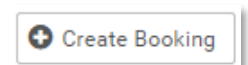
To check who has enrolled on an event, from the event list, click on the small “people” icon to the right of the relevant event. You will then see a list of individuals who have been entered onto the event. Where an individual has purchased different tickets to the event, they will appear on a separate line.



Reference	Ticket	Booking Date	Booked By	Entity Id	Name	Email Address	Qty	Status	
CB000382	Ticket B	27/11/2019	NGB Admin	ME000009	NGB Admin	samantha.denmeade@pad...	1	Booked	
CB000381	Ticket A	27/11/2019	NGB Admin	ME000009	NGB Admin	samantha.denmeade@pad...	1	Booked	

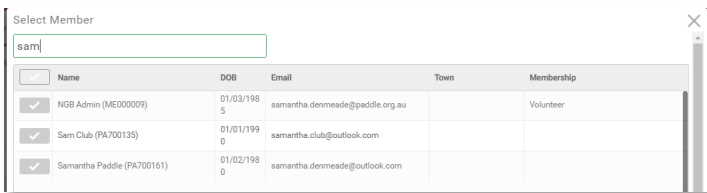
Adding Event Entrants

To add Members to the event on their behalf, click on the “Create Booking” button at the top of the screen.

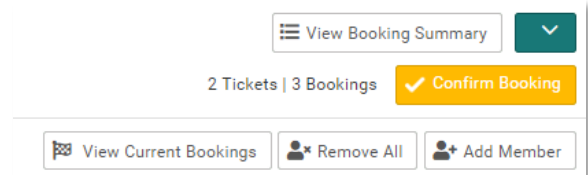


The number of tickets you have will determine the look of the next page. Where you have more than one available, you will see each of them and to the right of each ticket name, you will see “Add member”. You will then be presented with a pop up box.

Type a name (first or last) into the search box and hit the enter key. All matching records will appear in list form. Click on the tick box to the left to add the relevant member/s to the event. When you have finished making all selections, click on the “Done” button at the bottom of the pop-up.



After you click “Done” you will see a list of the member names under each of the tickets you selected for them. To finalise the order, click on “Confirm Booking”. You will then receive a pop up prompting you to go to the check out. Proceed to finalise the payment (where there is a monetary figure). This will then secure the bookings.



Exporting Attendees List

While in the Managing Members area, there is an “Export Attendees” button. This will export a csv. File with all of your attendees and their ticket details.