Creating and Using Family Profiles in JustGo

Why Use Family Groups?

When family members are added to a 'Family Group', members can enter members of the family into events, amend profile details and pay for memberships. This makes it easy to adults to manage and pay for their family members events, courses and memberships.

Please note that you cannot access the Surfing Learning Centre to complete online courses and upload credentials through a family profile. You MUST be logged in to the persons profile who is completing the course.

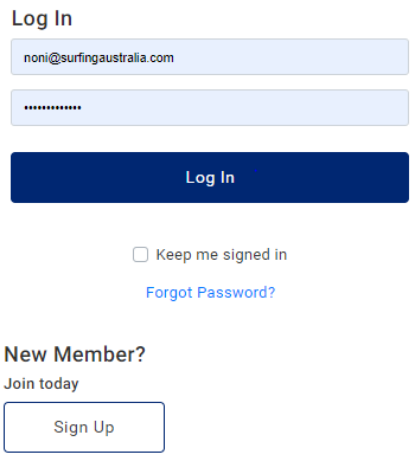
Logging in to JustGo

Go to the Surfing Australia website: www.surfingaustralia.com

Click on the person icon on the top right.

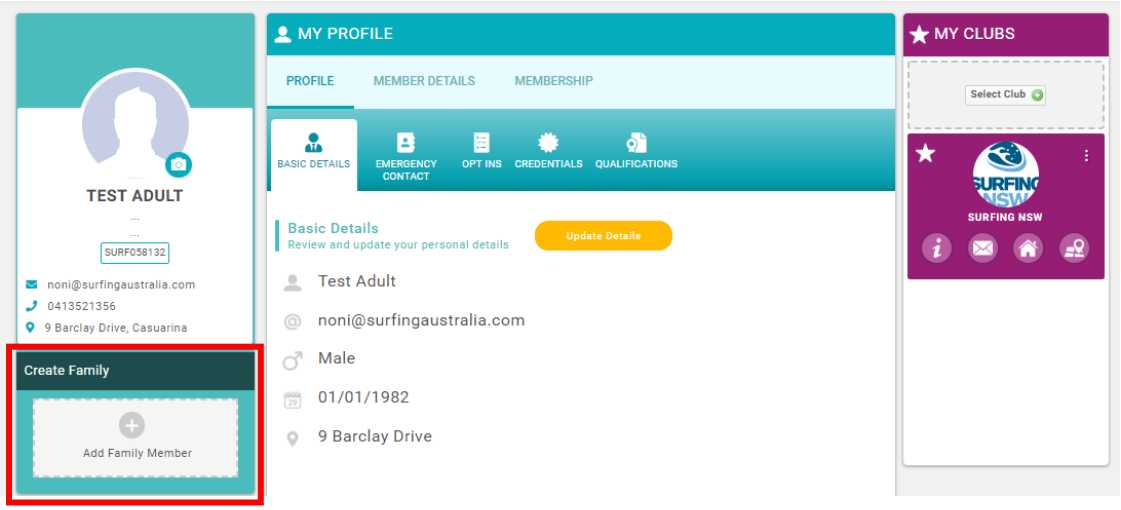
If you don't have a JustGo account, click 'Sign Up' and enter your basic details.

If you do have an account, log in to go to your JustGo profile.

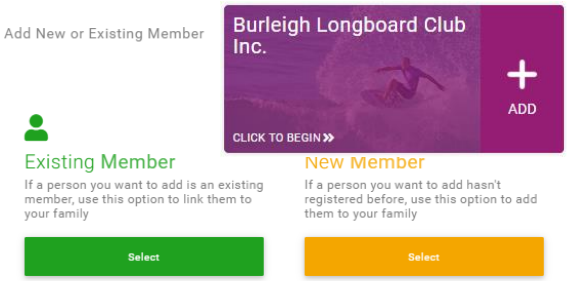


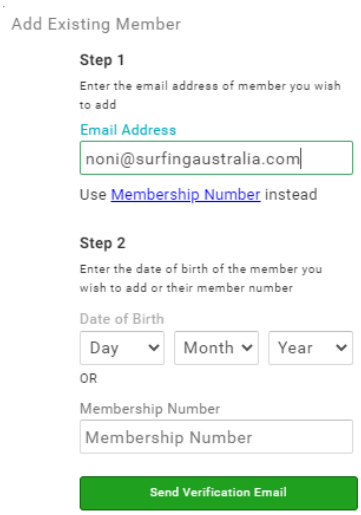
Adding a Family Member to your Family Group

Once you are in your profile, you will see the option to 'Create Family' in the left hand menu. To create a family, click 'Add Family Member'

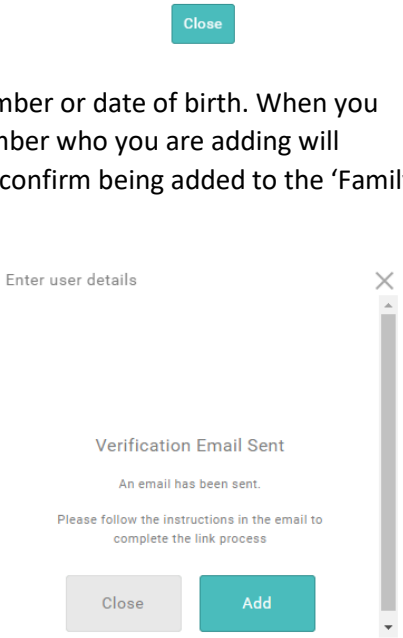


You can add an Existing Member or a New Member.

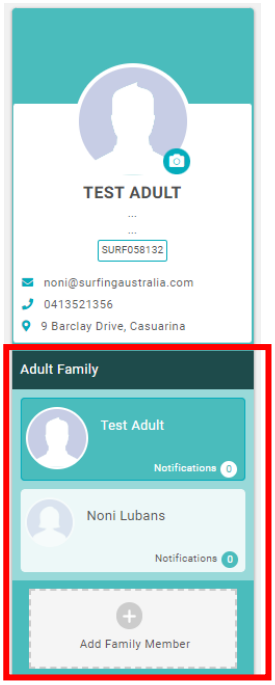




To add an existing member, you need their email and membership number or date of birth. When you click 'Send verification', the member who you are adding will receive an email asking them to confirm being added to the 'Family Group'.



You can also click 'Add' to add another person.



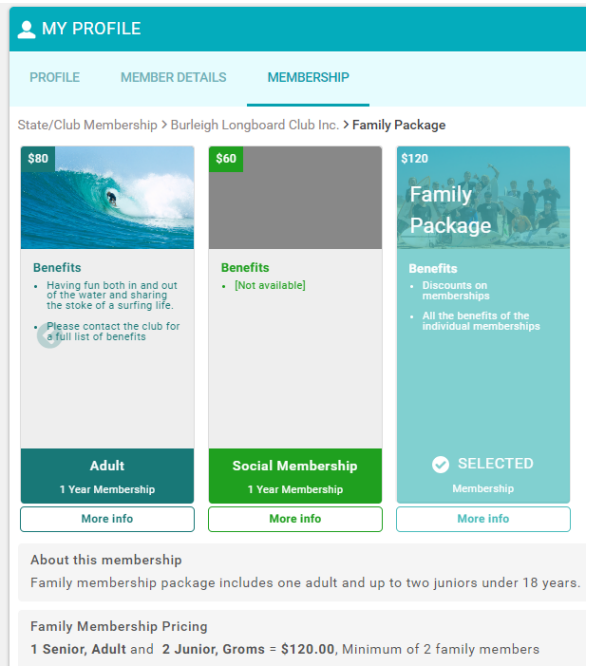
The 'Family Group' name will default to ***Surname Family.***

You can add and remove family members in the left hand column.

When you click on the members name, you can see their profile information, including which clubs they have and you can purchase memberships.

Family Membership Packages

In the 'Membership' section of the JustGo profile, click on the state or club membership you wish to purchase.

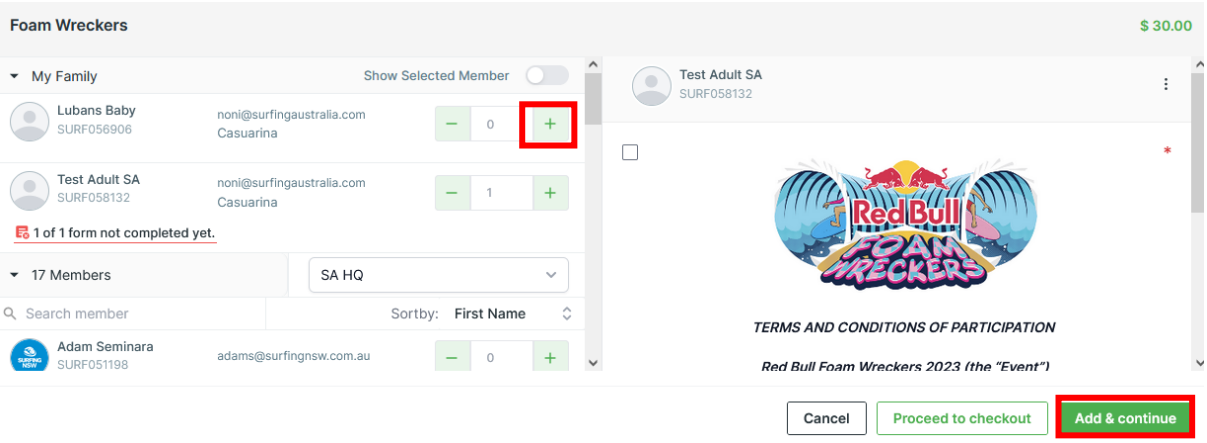


If the club has a Family Package option, you will see it here. When you click on it, you can see the details of the family package below, and add family members to the package here.

Booking an Event for a Family Member

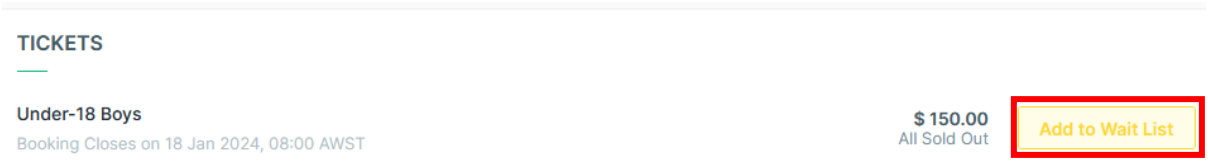
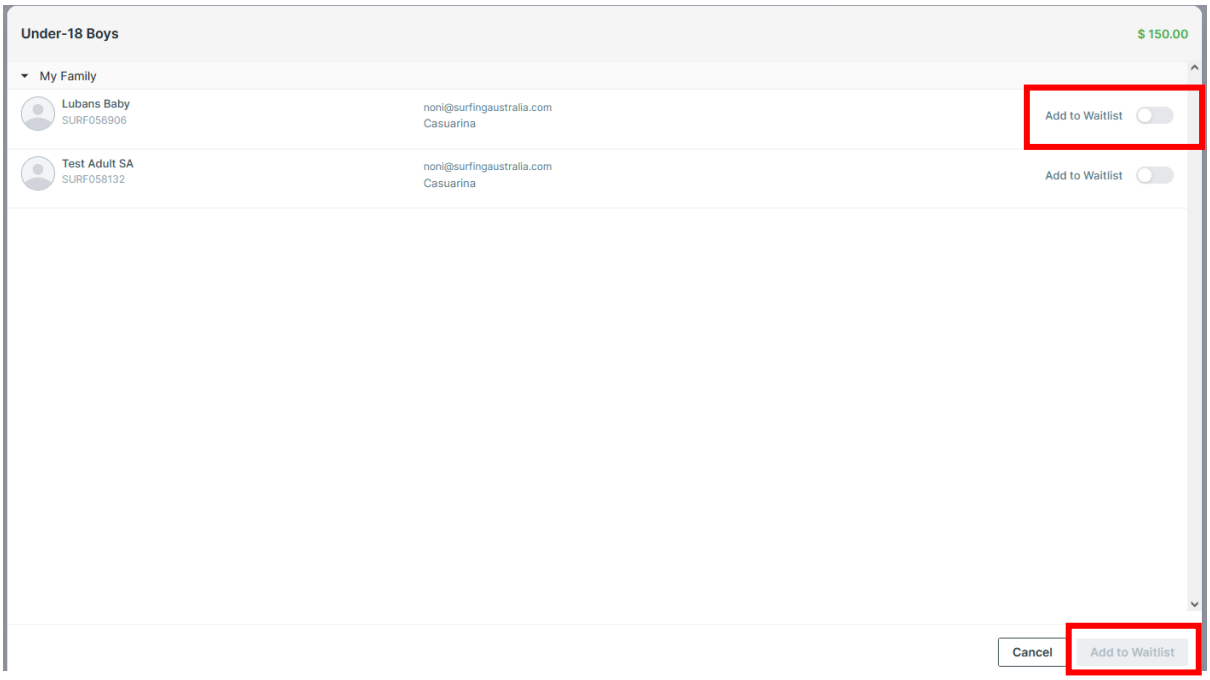
Select 'Events and Courses' from the top menu and locate the event. When you click on the ADD button beside a ticket it will bring up the list of Family Members (and Club Members if you are a club administrator).

Click the '+' (plus) button beside yourself the person entering the event, then continue.



Adding a Family Member to an Event Waitlist

If there are no tickets available, there will be an option to click ADD TO WAITLIST.



Select the person to add to waitlist then click the ADD TO WAITLIST button.