

Club Organiser User Guide

Last Published : February 2018

Why not download this User Guide to your desktop once you've signed up? That way, you'll be able to open and refer back to it at the same time as moving between the pages of Club Organiser as you use the software – it will save you from having to keep closing and opening web pages.

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1. Getting Started

Welcome and thank you for looking at Club Organiser.

When you sign up for your month's free trial you will be given a Super User username and password. By going to the Login page (<http://www.cluborganiser.co.uk/login.php>) you can use those details to sign in to Club Organiser.

This User Guide is set up to show firstly, the options available to Authorised Club Personnel when logged in and secondly, what Club Members will see when they Login.

Please note that as new features are added to Club Organiser, some of the menu options shown may change.

1.1 Symbols used in the guide

Throughout this guide you will see various symbols. These signify two things – the user level able to see the various options, and whether your club type allows these options.

For user level you will see the following symbols if it is applicable:

[M] Member – all club members/parents of members who can access their own member details to check/change any personal and/or medical details, enter eligible fixtures, buy merchandise as applicable and where appropriate

[U] User – coaches/volunteers/committee members who have been given permission to access and use club administrative procedures e.g. bulk email or print off training registers and can also see individual member details, but cannot make any changes to them – purely to use for contact/team purposes.

[A] Admin – usually senior members of the committee or company (e.g. Chairperson/Secretary) who have access to 90% of the system = 'User status' + the ability to register 'Users', add 'Members' and make manual credits/debits adjustments to members accounts as well as amend a members' level of access/validity of membership

[S] Super User – Company or Club Treasurer and/or Secretary – has access to the entire system = 'Admin Status' + access and ability to make use of the banking services such as uploading electronic bank statements, reconciling members accounts and monetary refunds. Can also add/change the club Logo

For Club Type you will see the following symbols if it is applicable:

[☉] All Clubs

[☿] Dance

[◆] Sailing

[★] Swimming

[♣] Other

2. 'HOME'

When you sign into Club Organiser you will be presented with your Club's dashboard (if you are a Super User, Admin or User) or, as a member, the Member's dashboard.

Your 'Club' Dashboard includes...

Club Calendar – click on the coloured date(s) to see the details for a Fixture or Club Event. (In addition, the entry/purchase expiry date will be displayed on member's pages.)

Club Membership Details – figures of total membership, and broken down into Active, Inactive (holding for the remainder of their membership year as paid for), and Deleted Members.

User Details – this shows the last time you were logged in to use the system.

Club Invoice Details – An at-a-glance summary of the next Monthly Payment/Invoice details for your club, payable to Club Organiser.

Monthly Costs – a breakdown of any extra charges incurred by your club during the month which will be included in the next invoice. Also shows a cumulative email quota bar which changes colour as you get nearer to your free monthly total allowance.

Your 'Member' Dashboard includes

Club Calendar - click on the coloured date(s) to see the details for a Fixture or Club Event. The entry/purchase expiry date is also displayed.

User Details – this shows the last time you were logged in to use the system.

Membership Details – Details of your current fees, statement balance and view of the last payment made to your account. If you have a balance owing, you will also see a 'pay now' button. (Provided your club have set up an online payment option)

3. The 'Super User' / 'Admin' / 'Users' Menu includes...

3.1 List Super Users/Admins/Users

[🔍] [S] [A] [U]

Displays a list of all your Club-authorized users of the system, at or below the admin level of the person signed in to Club Organiser.

By clicking on the User Name, you have the ability to change the user's name, email address and admin level. You can also delete the user from the system. N.B. Please bear in mind you should have at least one Super User set up for your club, otherwise you will not be able to access some of the functionality of the system, or create other Super Users.

3.2 Create Authorised Users

[🔍] [S] [A] [U]

Allows you to create other users, at or below the admin level of the user signed in to Club Organiser. Just add Name, Username, Email Address, Password and Privilege Level

3.3 Email Users

[🔍] [S] [A]

This Email template (with your club logo) is used to bulk email club-authorized users only.

3.4 Reset Admin Passwords

[🔍] [S] [A]

Instructions on how to reset the password of club-authorized users if required.

3.5 Login Report

[🔍] [S] [A]

Select this and an excel spreadsheet will be produced/downloaded showing the last date that all members etc. logged in.

3.6 Create Member Login

[🔍] [S] [A]

If you chose to add members without sending them their login details, then this page allows you to create them retrospectively.

3.7 Resend Password Email

[🔍] [S] [A]

If a member has forgotten their password, you can send it to them using this page, or they can click on the 'forgot password' button themselves at login.

3.8 Reactivate Member

[🔍] [S] [A]

If you've deleted a member by mistake, or they return later in the same membership year, you can reactivate their member listing here.

3.9 Sent Email List

[🔍] [S] [A] [U]

A record of all the emails sent by you in the last 3 months with option to view each one

3.10 Process Yearly ASA & Club Fees

[★] [S] [A]

Enables you to deduct the Annual Swim England and Club Fees from all members' statements in one go. (Quick and effective at the beginning of the year once your annual renewal is done)

3.11 Bulk SMS

[📍] [S] [A]

SMS Template and option to choose recipient section(s) (SMS to individuals are created from 'Member List') *

3.12 Bulk Email

[📍] [S] [A] [U]

Email Template (with Club logo) and option to select recipient section(s) (Emails to individuals are created from 'Member List')

3.13 DBS Report

[📍] [S] [A]

Click to download an Excel Spreadsheet showing all DBS checked members, their DBS number and their DBS expiry dates

3.14 Qualification Report

[📍] [S] [A] [U]

Click to download an excel spreadsheet showing all Qualifications held by 'staff' and the qualification expiry date if applicable

3.15 Expiry Report

[📍] [S] [A] [U]

Produces a spreadsheet detailing all member's membership expiry dates.

3.16 Category Report

[📍] [S] [A] [U]

An Excel spreadsheet showing the number of members in each membership category.

3.17 Club Message Report

[📍] [S] [A] [U]

Click to download an excel spreadsheet showing a full list of who has acknowledged a particular Club Message and the date they did.

3.18 Starter / Leaver Report

[📍] [S] [A]

Create an Excel spreadsheet (.XLS) file containing a list of all starters or leavers for the chosen month and year.

3.19 Club Parameters

[📍] [S]

A record of all your Club's Official Details for PayPal/Stripe/Bank as set up by you

* Additional Charges apply for SMS messaging – please see 'Pricing' page

[3.20 Annual Club Fees](#)

[🕒] [S] [A]

Screen to show your Club's current annual membership fees

[3.21 Annual Swim England Fees](#)

[★] [S] [A]

Updated each January to show annual fees and categories as set by Swim England

[3.22 Venues](#)

[🕒] [S] [A]

A screen to add the details for venues that your club train or compete at for use during fixture booking and fixture upload

[3.23 Logo Change](#)

[🕒] [S]

Use this page to change your club logo for use within Club Organiser (emails etc.)

[3.24 Create a Club Message](#)

[🕒] [S]

Set up an 'important/official' Club Message to appear 'over' the login page for members to see when they next log in. They can only proceed to access their member account once they've acknowledged receipt of the message

[3.25 Email Templates](#)

[🕒] [S]

This is where you will find any email templates currently available for your use. Choose one, personalize it how you want to, name it and click Amend Email Template for it to be saved for your future use.

[3.26 Screen Wording](#)

[🕒] [S]

This is where you will find any screen wording templates available for your use. It enables you to add a screen message e.g. to your home page, so that all members will see the message whenever they look at the screen and can be amended/updated any time you like.

4. The 'Sections' Menu includes...

4.1 Section List [\[🏠\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

Shows a list of all the sections (departments) within your club that you have set up

4.2 Add Section [\[🏠\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

This page is where you add new sections (e.g. competitive swimming, volunteers, masters, committee members)

4.3 Attendance Sheets (Live) [\[★\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

This page is where you can LIVE 'tick' attendance at a given session, on poolside using your hand held device. In order to make full use of this facility you must already have set up Training Sessions within your sections.

4.4 Attendance Report [\[★\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

This page is where you can produce a post week by week report (for up to two months) of section attendance, showing the number of sessions each swimmer has attended during the given time frame.

4.5 Attendance Report by Month [\[★\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

This page is where you can produce a post-month report of section attendance, showing the number of sessions each swimmer has attended during the given time frame.

4.6 Diary Entries by Section [\[★\]](#) [\[⌘\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

This page is where a coach can make the same, single entry/comment to multiple members' diary pages (all of whom are in the same section) simultaneously e.g. "Good effort from everyone at today's event, well done all"

5. The 'Learn to Swim' (LTS) Menu includes...

5.1 Class List [\[★\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

Shows a list of all the swim classes you have added. For convenience, you can also add or delete a class from this page and also take a look at the class fees as applicable

5.2 Add a Class [\[★\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

This page is where you add/set up your learn to swim class(es), including fees and payment details. Ensure you click the 'Add Class' button at the bottom of the page before moving. Once saved, the class(es) will appear in the 'Class List'

5.3 Member List [\[★\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

As Learn To Swim (LTS) is a section within CO, only pupils/members who are assigned to the LTS Section once their details are added to Club Organiser, will appear on this list. A variety of icons allows you to check and/or amend a members' details, or perform functions on the members' account if needs be.

5.4 Member List by Class

[★] [S] [A] [U]

Use this page if you want to search for or access details of pupils for a particular Learn to Swim class

5.5 Attendance Sheets (Live)

[★] [S] [A] [U]

Once your class(es) are set up, and pupils/members are assigned to LTS, this is where you'll be able to call up a live class register sheet for use on poolside on your hand held device. (Subject to WIFI connection) If you prefer to print out a register page and tick names etc. off manually, see 5.6 Attendance Registers (Manual)

5.6 Attendance Registers (Manual)

[★] [S] [A] [U]

Once your class(es) are set up, and pupils/members are assigned to LTS, this is where you'll be able to produce a class register sheet in Excel format in advance of the scheduled class time, that you can print out and use to tick off pupils' attendance manually

5.7 Attendance Registers (Manual) – All Classes

[★] [S] [A] [U]

To produce an attendance register/spreadsheet showing ALL swimmers in ALL classes for a maximum of up to 15 weeks as selected

5.8 Attendance Report

[★] [S] [A] [U]

Select a particular class and the week of the attendance you wish to check, and an attendance report (showing outcomes) will be produced for download in Excel Format

5.9 Attendance Report – All Classes

[★] [S] [A] [U]

To produce an attendance report/spreadsheet showing ALL swimmers in ALL classes (on tabs) for a maximum of up to 15 weeks as selected

5.10 Diary Entries (by Class)

[★] [S] [A] [U]

This page is where a 'Swim Teacher/Coach' (with the appropriate authority clearance) can make the same, single entry/comment to multiple pupils' diary pages (all of whom are in the same section) simultaneously e.g. "Well done and thank you for being ready on time today and good behavior throughout class!" Once saved, it will appear on the Diary page of every pupil / member in that class

5.11 Bulk SMS

[★] [S] [A] [U]

SMS Template and option to choose a specific class to send a bulk SMS to (Individual SMS created from Member List) *

* Additional Charges apply for SMS messaging – please see 'Pricing' page

5.12 Bulk Email

[★] [S] [A] [U]

Email Template (with School/Club logo) and option to choose a specific class to send a bulk email to (Individual Emails created from Member List)

5.13 Info Sheets

[★] [S] [A] [U]

Choose a specific class that you wish to see all the members' info displayed for. A spreadsheet will be produced for download in Excel Format, containing all the details for all pupils within that class, including their account balance.

5.14 Class Spreadsheet

[★] [S] [A] [U]

Click to produce a spreadsheet showing ALL CURRENT attendees in ALL CURRENT classes (with tabs per pool location)

5.15 DIY Swimming Pathways

[★] [S] [A] [U]

This feature enables you to customise and create your own swimming lesson pathways, including outcomes, which will then appear on your class reports/spreadsheets.

6. The 'Members' Menu includes...

6.1 Member List

[🔍] [S] [A] [U]

This list shows all your club members with icons for actions. Member list details can only be changed by Super Users/Admin level club officials

Key to Actions:

- 🏠 - Address Details
- 👤 - ASA Details
- 📞 - Contact Details
- 🚑 - Emergency Contact Details
- 🏥 - Medical Details
- 🏦 - Bank Details
- 📄 - Training
- 📁 - Produce Documents
- 🕒 - Times
- 📄 - Statement
- ✉️ - Email Member
- 🏆 - Qualifications

Click on the member number, or any of the action icons, for each member to edit their relevant details. Once updated you will be brought back to this page.

PREV NEXT 1 2 1 - 20 / 35

Surname: Search

No	Name	DOB	Section	Active?	Email?	Actions
1	Lucy Member	2000/02/26	**Multiple Sections**	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
2	Samantha Best	2003/02/01	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
3	Tom Bailey	2005/12/10	Water Polo	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
4	Steven Holmes	2000/04/15	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
5	Wesley Johnson	1998/03/12	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
6	Tommy Smith	1999/02/16	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
7	Mary Bradley	2004/05/02	Learn to Swim	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
8	Sonny Templar	2001/05/17	Water Polo	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
9	Charlotte Young	2003/09/16	Syncho	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
10	Joseph Rowe	2002/05/20	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
11	Pam Escot	1956/12/01	Disability Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
12	Steven Escot	1976/09/17	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
15	Paul Brazier	1965/05/16	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
16	Caryn Rogers	1971/04/29	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
20	Steve Rogers	1974/02/15	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
21	Robert Rowntree	1997/04/19	Water Polo	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
22	Helen Smith	1999/03/28	Syncho	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
23	Stephanie McManus	2004/12/12	Syncho	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
25	Robin Smith	1996/12/12	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆
26	Brian Rogers	2003/02/01	Competitive Swimming	Y	Y	🏠 👤 📞 🚑 🏥 📄 🕒 📄 ✉️ 🏆

40 Members (35 Active, 0 Inactive, 5 Deleted)

An example of a mock club member list

6.2 Member List by Section

[🔍] [S] [A] [U]

Gives you the choice to view all members of a chosen section on screen.

6.3 Add Member

[🔍] [S] [A]

This is where you add all the details from your club's completed membership form manually onto the system for a single member (If you have multiple members, it's easier and quicker to do them via a Member Upload spreadsheet) [⌘] Dance Schools can also add Teachers on this page.

6.9 Upload Times – Hy-Tek or SportsSystem

[★] [S] [A]

Upload your members' achieved times from a HYTEK Meet Manager (.hy3) or SportsSystem (.sd3) results file. These are often supplied by gala organisers, after the event, and contain your swimmer's results.

6.10 Delete Times

[★] [S] [A]

If you've uploaded Fixture/Meet PBs that you subsequently find are incorrect, use this function to delete all the times in one go rather than having to amend each member individually.

6.11 Upload Club Records

[★] [S] [A]

We have provided a template here to enable you to upload your clubs' records into Club Organiser.

6.12 Update Club Records

[★] [S] [A]

Find the club record that's been broken and then enter the new details and update the files.

6.13 Download Club Records

[★] [S] [A]

This is where you can produce a spreadsheet (with age tabs) showing the current club records according to the course type and sex of participants.

6.14 PB Ranking Report

[★] [S] [A]

Create an Excel spreadsheet that will show the PBs for all strokes in time order stored in your club files within Club Organiser.

6.15 Swim England Report

[★] [S] [A]

Create an Excel spreadsheet file that contains all the Swim England details for members in all sections. (An easy way to view SE Categories and Numbers for all members on one page)

7. The 'Documents' Menu includes...

7.1 Document List

[🔍] [S] [A] [U]

This page displays your Club Documents that you've uploaded, and the sections they are relevant to. Other Club-Authorised Users can check it before adding a new document of their own to avoid duplication.

7.2 Add Document

[🔍] [S] [A] [U]

Use this page for uploading your own Club Documents for use within the Club Organiser system, choosing which section(s) they relate to. Great for mailmerge – makes mailing fees letters a doddle! You can also choose whether to allow the document to be viewed/printed by members or not.

7.3 Info Sheets

[★] [◆] [⊕] [S] [A] [U]

Are Excel spreadsheets produced by selecting a section or sections and the sheet will show all info currently held by your Club for all the members within the section(s) you've selected. You can then delete/move columns as necessary to produce a printable sheet to suit your needs and save it accordingly on your device. (Altering the columns post-download does not affect the program, and the next time you choose Info Sheets from Documents, all the details will be there again).

7.4 Attendance Registers (Manual)

[🔍] [S] [A] [U]

Produce a register sheet for a section – up to 25 weeks (columns) possible per sheet. Contains all important contact info for coaches to use in an emergency, including medical colour coding. Coaches can save to their own device as a docx, mark attendance and keep as a record, or print it off, mark attendance on poolside and keep as a record.

A	B	C	D	E	F	G	H	I	J	K	L
Section:		Competitive Swimming - All Lanes									
Week Commencing:		Sunday 13th March 2016									
		Mon	Mon	Mon	Mon	Date of Birth	Age	School Yr	Emergency Tel.		
Surname	Forename	14/3	21/3	28/3	4/4						
Best	Samantha					01/02/2003	13	8	07718115976		
Brazier	Paul					16/05/1965	50	N/A	07958 565721		
Escot	Steven					17/09/1976	39	N/A	07958565721		
Holmes	Steven					15/04/2000	15	11	07958565721		
Johnson	Wesley					12/03/1998	18	13	07958565721		
Member	Lucy					26/02/2000	16	11	07958565721		
Rogers	Brian					01/02/2003	13	8	07777 999999		
Rogers	Caryn					29/04/1971	44	N/A	07777 999999		
Rogers	Steve					15/02/1974	42	N/A	07777 999999		
Rowe	Joseph					20/05/2002	13	9	07958565721		
Smith	Robin					12/12/1996	19	N/A	07718236236		
Smith	Tommy					16/02/1999	17	12	07958565721		
Epilepsy / Seizures											
Diabetes (All Types)											
Asthma											
Chronic Fatigue / Fainting											
Hearing Difficulty											
Allergies											
Needs Special Consideration											
Other											

A mock example of section register sheet for 4 weeks

7.5 Member Documents

[🔍] [S] [A]

Choose a Section, member, document and term (if applicable) to email a saved club document direct to a member together with a template cover note. If the document was previously saved as a mailmerge document then the member's details will be used to personalise the document. (e.g. annual membership renewal forms)

Choose a Section, document and term (if applicable) to email a saved club document direct to all active members of a complete section (who have said yes to receiving emails) together with a template cover note. If the document was previously saved as a mailmerge document then the members' details will be used to personalise the document. (e.g. annual membership renewal forms)

8. The 'Accounts' Menu Includes...

8.1 Bank Statement Upload [\[🔍\]](#) [\[S\]](#)

Upload your club's bank statement electronically in either Quickbooks or Excel formats using the layout rules and instructions given on this page. Any entries that fail to reconcile will be saved to Reconciliation (Man) for your (the treasurer's) attention.

8.2 Delete Bank Statement [\[🔍\]](#) [\[S\]](#)

Use this screen to delete bank statements that have been uploaded incorrectly.

8.3 Reconciliation (Automatic) [\[🔍\]](#) [\[S\]](#)

Shows a list of any outstanding bank statement entries to be processed

8.4 Reconciliation (Manual) [\[🔍\]](#) [\[S\]](#)

Gives details of statement entries requiring manual reconciliation and instructions on how to do so.

8.5 Reconciliation Errors [\[🔍\]](#) [\[S\]](#)

This page gives a detailed list of the errors created by bank statement entries that require manual reconciliation to help you reconcile them manually.

8.6 Members Statements [\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

You can check an individual member's statement here. This is also the screen to use if you wish to make a manual adjustment to their statement – both credits and debits facilitated (you can also click through to an individual member's statement by using the Bank Icon on the Member's List)

Home / Member Statement

Below is the chosen member's club statement. Only the current year's entries are shown. To show previous years (where available) click on either the year, or the arrow to the right of the line to show/hide the relevant details.

[Account Adjust \(Credit\)](#) [Account Adjust \(Debit\)](#) [Recalculate Balance](#) [Edit Statement](#)

Bank Statement for Robbin Smith (25)

2016

Date	Description	Payment Method	Cheque No.	Money In	Money Out
2016/02/01	Monthly Competitive Swimming Fee				-25.00
2016/02/15	Section Fees - Monthly - Credit	BACS		25.00	
2016/03/01	Monthly Competitive Swimming Fee				-25.00
2016/03/15	Section Fees - Monthly - Credit	BACS		25.00	

Current Balance is £0.00

A mock example of a member's statement

8.7 Banking Report [\[🔍\]](#) [\[S\]](#)

Really helpful for your Club Treasurer - As banking transactions are added to Club Organiser they are automatically allocated to the member's section. This page allows you to create a spreadsheet for a given month/year that will show what credit payments have been allocated to each section within your club, giving you a clear idea of which section(s) generate sufficient income

8.8 Overdue Account Report [\[🔍\]](#) [\[S\]](#)

Click on 'Produce Unpaid Report' to create an Excel spreadsheet (.XLS) file containing the overdue members' accounts for all sections. (Great for secretaries to know who to chase for payments!)

8.9 Account Balance Report [\[🔍\]](#) [\[S\]](#)

Create a spreadsheet for a given month/year that will show what account balance payments have been made.

8.10 Check Mandate Status [\[🔍\]](#) [\[S\]](#)

View a list of DD mandates that have recently been created.

8.11 Delete Failed DD Mandate [\[🔍\]](#) [\[S\]](#)

This is where a SuperUser can delete a failed Direct Debit Mandate

8.12 Cancel Active Mandate [\[🔍\]](#) [\[S\]](#)

If a member leaves, cancel their active DD Mandate here.

8.13 Create Ad-hoc DD Payment [\[🔍\]](#) [\[S\]](#)

Create an Ad-hoc DD payment to be added to a members' account balance (e.g. merchandise purchase)

8.14 Cancel Direct Debit Payment [\[🔍\]](#) [\[S\]](#)

If DD payment has been raised but not yet taken from members' account, you can cancel the payment instruction here.

8.15 Direct Debit Report [\[🔍\]](#) [\[S\]](#)

Club SuperUsers can download a report showing the current status of all Direct Debit Mandates and their payments

8.16 Outstanding Direct Debit Report [\[🔍\]](#) [\[S\]](#)

Club SuperUsers can see a report of those members who have not yet set up a Direct Debit Mandate

8.17 Club Event Refund [\[🔍\]](#) [\[S\]](#) [\[A\]](#)

Arrange a refund for an event payment taken within the last 60 days through PayPal and/or Stripe.

8.18 Club Event Report [\[🔍\]](#) [\[S\]](#) [\[A\]](#)

Choose an event, a squad member, or both, then click 'Display Report' and a list of PayPal/Stripe event payments will be displayed

8.19 Fixture/Gala Refund [\[★\]](#) [\[S\]](#) [\[A\]](#)

Arrange a refund for a swimmer's fixture/gala who's payments were made within the last 60 days through PayPal and/or Stripe

8.20 Fixture/Gala Report [\[★\]](#) [\[S\]](#) [\[A\]](#)

Display a report of all payments received for a specified fixture/gala or squad member

8.21 Race Refund

[◆] [S] [A]

Arrange a refund for a member's race who's payments were made within the last 60 days through PayPal and/or Stripe

8.22 Race Report

[◆] [S] [A]

Display a report of all payments received for a specified race or member

8.23 Merchandise Report

[◎] [S] [A]

Display a report of all PayPal and Credit Card merchandise payments received

9. The 'Extras' Menu Includes...

9.1 Add Club Event

[🕒] [S] [A]

Use this page to add a new Club Event (e.g. quiz night/social presentation) and members will be able to purchase tickets through Club Organiser, using PayPal or Stripe

9.2 Club Event List

[🕒] [S] [A]

This page shows a list of all events created for your club. You can also view an attendee list, add event costs and add an attendee list.

9.3 Add Fixture / Gala

[★] [S] [A]

Use this page to add a new Fixture / Gala and members will be able to pay to enter those fixtures/galas through Club Organiser, using PayPal or Stripe

9.4 Fixture / Gala List

[★] [S] [A]

This page shows a list of the fixtures/galas that have been added by your club. You can add/update fixtures/galas from here.

9.5 Add Merchandise

[🕒] [S] [A]

Use this screen to add new merchandise items that members will be able to purchase from their logins, paying through Club Organiser, using PayPal or Stripe

9.6 Merchandise List

[🕒] [S] [A]

This screen allows you to view and update merchandise that your club currently has for sale. As well as a direct link to 'Add Merchandise'.

9.7 Add Race

[◆] [S] [A]

Use this page to add a new sailing Race and members will be able to pay to enter those fixtures through Club Organiser, using PayPal or Stripe

9.8 Race List

[◆] [S] [A]

This page shows a list of the races that have been added by your club. You can add/update races

9.9 Add Team

[★] [◆] [⊕] [S] [A] [U]

Use this screen to select team members and create a team using specific criteria

9.10 Team List

[★] [◆] [⊕] [S] [A] [U]

This is where all team eligibility lists which have already been set up are stored and can be viewed, emailed, updated and deleted.

[9.11 User Guide](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

Shows this User Guide!

[9.12 FAQs](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

An ever-increasing list of Frequently Asked Questions and their answers.

[9.13 Direct Debit Guide](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

Shows a Direct Debit Guide that can be printed off, or downloaded for use

[9.14 Payments Help Guide](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

Shows instructions on how to set up your Club Organiser system to accept transactions made via PayPal or Stripe

[9.15 GDPR Explained](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

A document giving outline information about the General Data Protection Regulation which comes into force 15th May 2018 and applies to ALL organisations who collect and process people's personal data. VERY IMPORTANT for all clubs to read and take necessary action.

[9.16 Hints, Tips & Shortcuts](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

An ongoing list of advice to help you get the best out of Club Organiser in the quickest amount of time possible. Some shortcuts don't occur naturally to users, so we're being really helpful and pointing them out!

[9.17 Video Tutorials](#)

[\[🔍\]](#) [\[S\]](#) [\[A\]](#) [\[U\]](#)

As it says – video tutorials available to view via YouTube in case you're a audio visual learner rather than a reader! New ones are being added on an ongoing basis, so if you want to suggest one, go ahead.

10. The 'Member' Menu includes...

10.1 Personal Details

[👁] [M]

This screen allows a member to amend and save their own personal details at any time.

10.2 Emergency Contact 1

[👁] [M]

This screen allows a member to add/amend and save the emergency contact details for their first contact at any time.

10.3 Emergency Contact 2

[👁] [M]

This screen allows a member to add/amend and save the emergency contact details for their second contact at any time.

10.4 Medical

[👁] [M]

This screen allows a member to add/amend and save their medical details at any time. (This is of utmost importance for members with serious medical conditions that club officials / coaches need to be aware of during training/competing. Eg. Epilepsy / Diabetes / Hearing Difficulties / Asmtha. According to the level of medical condition, a colour code will appear 'highlighting' the member's name on the registration sheet for coaches to be subtly aware.) This is now a legal requirement for many sport governing bodies for health and safety awareness.

10.5 Personal Bests

[★] [M]

This screen allows a member to view a list of all their latest PB's both Long Course and Short Course also showing when and where they were achieved. This page gets automatically updated whenever a post meet time sheet is uploaded.

10.6 Change Password

[👁] [M]

This is where a member can change their password.

10.7 Diary

[★] [🔒] [M]

This is where a member can write down short and long term goals as well as comments regarding their personal achievements. 'Coaches' who are granted authority by the Club may also add comments and give feedback etc. to the member on this page.

11. The 'Document' Menu includes...

11.1 *Print Documents*

[🔍] [M]

All club documents that have been uploaded into Club Organiser and marked as 'Member to View' will be shown in a list on this page. Members are able to select, view and print a document if they so wish.

12. The 'Payments' Menu includes...

12.1 Account Balance Payment

[🎯] [M]

This is where a member can choose to pay any outstanding fees shown on their account statement, providing their Club has set up payment services through PayPal or Stripe. Any payments made are automatically allocated to the members' relevant section within CO, adding instantly to the balance that the Treasurer will be able to see on the Club or Section Report if he/she chooses to do so.

12.2 Club Event Payment

[🎯] [M]

This is where a member can choose to pay for any Club Events that are available to book as added by the Club Super User / Admin personnel. Providing their Club has set up payment services through either PayPal or Stripe. As soon as payment is made, their name and payment are added to the Club Event Report that is visible to the Club Super User/Admin personnel to keep track of who's paid for an event.

12.3 Fixture Payment

[★] [M]

This is where a member can choose to pay for any Fixtures (galas) that they are eligible to partake in. Providing their Club has set up payment services through either PayPal or Stripe. As soon as payment is made, they receive an email confirming their fixture booking, as does the competition secretary of the club.

12.4 Merchandise Payment

[🎯] [M]

This is where a member can choose to pay for any merchandise items that are available to them through their club, as added by the Club Super User, providing their Club has set up payment services through either PayPal or Stripe.

12.5 Race Payment

[◆] [M]

This is where a member can choose to pay for any Races that they are eligible to partake in. Providing their Club has set up payment services through either PayPal or Stripe. As soon as payment is made, they receive an email confirming their race booking, as does the competition secretary of the club.

12.6 Direct Debit Mandate Setup

[🎯] [M]

This is where a member can set up their Direct Debit Mandate by following the on screen instructions. (Your club must have pre-arranged for Direct Debit payments to be activated by Club Organiser for you to use this feature)

13. The 'General' Menu includes...

13.1 *Account Statement*

[📍] [M]

This is where a member can view all transactions shown on their account statement.

13.2 *Club Event List*

[📍] [M]

This is where a member can view all Club Events they are eligible to attend.

13.3 *Fixture List*

[★] [M]

This is where a member can view all Fixtures (galas) they are eligible to attend.

13.4 *Race List*

[◆] [M]

This is where a member can view all Races they are eligible to attend.