



# AFFILIATION AND MEMBERSHIP

## GUIDE

*Helpful information to support your Club transition into  
the 2018 -2019 swimming season.*

**WELCOME**

**TO THE 2018-2019 Swimming Season!**

# Introduction

The Affiliation and Membership Guide has been designed to support your club's transition into the 2018-19 swimming season.

## PRE-SEASON STEP BY STEP GUIDE

1. Completing your affiliation application form
2. Completing your Club's Renewal
  - Club Fees 2018-19
  - Discount Packages
  - Club Terms and Conditions/Disclaimer
  - Update member accounts/lapsing
  - Open online registrations
  - Generate membership transaction
  - Send renewal email
3. Updating your members

## ADDITIONAL INFORMATION FOR DURNING THE SEASON

1. MyLANE and ClubLANE
2. How to join a new member
3. How to send an Individual payment Email
4. How a member can pay for their membership
5. How to set up and reset member login details
6. How to request and approve member transfers
7. How to change/upgrade a membership category
8. Duplicate Membership Accounts
9. Membership fee refunds

## Step 1. Completing your Affiliation Application Form

The checklist below is to assist clubs with what supporting documentation is required to be uploaded to the Application Form. To ensure your application is processed quickly, please ensure the following documents are attached with your application, if not already on file with SSA.

- Recent AGM Minutes
- Financials/ Treasures Report
- Annual Report
- Presidents report/coaches report
- All committee members have current checks & training
- Current Constitution
- Current Pool Depth Template

- [Complete online Affiliation form – Jotform link to the 2018-2019 Club Affiliation Application](https://form.jotform.co/swimmingsaevents/201819-register-your-application)  
<https://form.jotform.co/swimmingsaevents/201819-register-your-application>

- TO ENABLE CONTINUE FORMS LATER – *Register your Application*

Once you have registered your application a link will be emailed taking you to the next step in the process. By clicking the link you will be able to revisit your application at any time.

\*A reminder that any documents uploaded will not save until you click next at the bottom of each page.

### Club Affiliation Payment

- Finalise payment of the Affiliation fee, this can be done online by credit card as part of the online application. The Affiliation invoice from SSA has been posted to your club if you have not received the invoice please email [admin@sa.swimming.org.au](mailto:admin@sa.swimming.org.au)

## Step 2. Completing your Club's Renewal

Once you have your confirmation email from SwimmingSA that your club has successfully affiliated you will be able to action the next steps *(you will not be able to do the following steps until your club is affiliated and been 'turned on' for 2018-19 season by swimmingSA)*

- Set up your Club Fees for 2018-19

[Setup-edit-membership-fees-in-ClubLANE](#)

- Create Discount Packages that will apply when families register together

[Membership-discounts](#)

- Set your Club Terms & Conditions Link/Disclaimers

[Club-disclaimer-online](#)

- Updating your members accounts - lapse any members no longer active with your Club. [How-to-lapse-a-member-s-account](#)

If you receive the following error **The Member pays for other members, they cannot be lapsed** You will need to unlink parent and swimmer [How-to-unlink-family-members-in-ClubLANE](#)

- Open Online registrations for all members

[Turn-registrations-on-off-for-joining-renewing-members](#)

- Generate a membership transaction for payment by members at the start of the 2018-19 season

[Generate-a-renewal-transaction](#)

- Send an automated renewal email to all your members which will prompt them to make payment online

[Renewal-email-to-my-members](#)

# PRE-SEASON



## Step 3. Updating your Club's Details in ClubLANE

Ensure the information on the club's details tab in ClubLANE is updated and correct

- Contact details
- Postal Address
- Delivery Address
- Committee List
- Bank Details (please notify SSA if bank details have been changed, this will need to be approved at State level)



## 1. MyLANE and ClubLANE

**MyLANE** is a personalised portal for members to view their membership details, race results, to track times against PB's and QT's as well as goal times. Swimmers are also able to enter meets online, see upcoming meets and renew their membership each season.

To Access MyLANE <https://mylane.swimming.org.au/login.php>

Parent log in details – used when paying membership fees at the start of the season

**Username:**

**Password:**

Swimmer login – Used to enter events/meets online

**Username:**

**Password:**

**ClubLANE** is the Club Administrators portal, which allows club committee members to manage their clubs. Most requests and questions directed to your club can be answered using the [SAL Online Support Page](#)

Alternatively, you can e-mail [admin@sa.swimming.org.au](mailto:admin@sa.swimming.org.au) for further help.

## 2. How a New Member Joins your Club

There are two ways for new members to join your club

1. Let the member know to click on the **'join now'** button from the SSA website <https://sa.swimming.org.au/> and register their details online. This process will automatically link family members when they use the 'Add a Family Member' to add all family members into the system.
2. Club registrars can use ClubLANE to 'Add a new member' [Add New Member](#) which requires manual entry of the members details and manual linking of family groups.

## 3. How to send an Individual Payment Email

Clubs can send individual payment emails to members using ClubLANE throughout the season if necessary.

From the paying members **'personal profile'** in ClubLANE under the **'Subscriptions box'** click **'send payment email'**. The following screen will allow you to confirm the membership fee breakdown and total amount owed. If fee amount is correct tick **'request payment email'** and click **'send'**.

If the fee breakdown and amount is incorrect please contact SSA Membership Officer for assistance [tanya.matic@sa.swimming.org.au](mailto:tanya.matic@sa.swimming.org.au)

### 4. How a Member can pay for their Membership

There are two ways for members to pay for their membership

1. Option to make the payment of membership fees online by using credit card, through the paying member's MyLANE account.

**'Click here to pay now'** follow the prompts and enter **'card details'**

This process is often easier especially if the members is having difficulties receiving the payment e-mail. Payments can be made using credit card/debit card.

SSA encourages and recommends members to make payment online through MyLANE.

2. Option to accept payment manually in ClubLANE [Manual Payment - ClubLANE](#)

### 5. How to Setup and Reset Member Login Details

[How to set up and edit usernames and passwords in ClubLANE](#)

Instruct the members to use the 'Forgot Password' function in MyLANE to rest their own details.

If the members is unable to reset their own details, then the club registrar will be able to edit the username and password manually [Edit-member-Login](#)



### 6. How to Request and Approve a Member Transfers

Anytime a member wants to move from one club to another in Australia, they will need to transfer in the ClubLANE system.

1. Transfers are requested are requested in the system by the new club from the 'Home' page of ClubLANE [How-to-request-a-member-transfer](#) . The registrar will need the member's surname and membership number, if does not have these details please contact the SSA Membership Officer [tanya.matic@sa.swimming.org.au](mailto:tanya.matic@sa.swimming.org.au)
2. Any transfers requested will show as pending until the current club approves transfer request. [How- to-approve-a-member-transfer](#)

### 7. How to Change/Upgrade a Membership Category

If a member decides they would like to upgrade their membership during the season. They only need to pay the difference between the new category and the amount already paid.

The Club registrar will need to edit the subscription category in ClubLANE by selecting 'Edit' within the subscription box on the members personal profile [How-to-upgrade-a-membership-category](#)

### 8. Duplicate Membership Accounts

Duplicate member accounts can NOT be merged in ClubLANE.

If you come across duplicate accounts in your database, please lapse the additional account and change the login details to ensure the incorrect accounts does not continue to be used by the member. If you experience difficulties with a duplicate record, please contact the SSA membership Officer [tanya.matic@sa.swimming.org.au](mailto:tanya.matic@sa.swimming.org.au)

## 9. Membership Fee Refunds

State and National fees are NOT refundable

Clubs may choose to refund to refund their own component of membership fees to their members.

In the event a member experiences a technical error while performing a membership transaction, resulting in the member having duplicate fees debited, the member can claim reimbursement/reversal of the additional transaction.

Proof of fees being debited more than once must be provided to claim reimbursement.