ADMINISTRATOR PRIVILEGES

There are 4 levels administration rights in Hello Club:
- Member
- Viewer
- Event Manager
- Administrator.

Members can only see and edit their account profile.

Viewers can view and download data.

Event managers can set up and manage events.

Administrators have full access including changing financial settings.

MEMBERSHIP CARDS

As an **administrator,** you can download a membership card for a member. The membership card displays a QR code that links to the information stored in their membership profile. The member can access their membership profile and barcode via their Hello Club account.
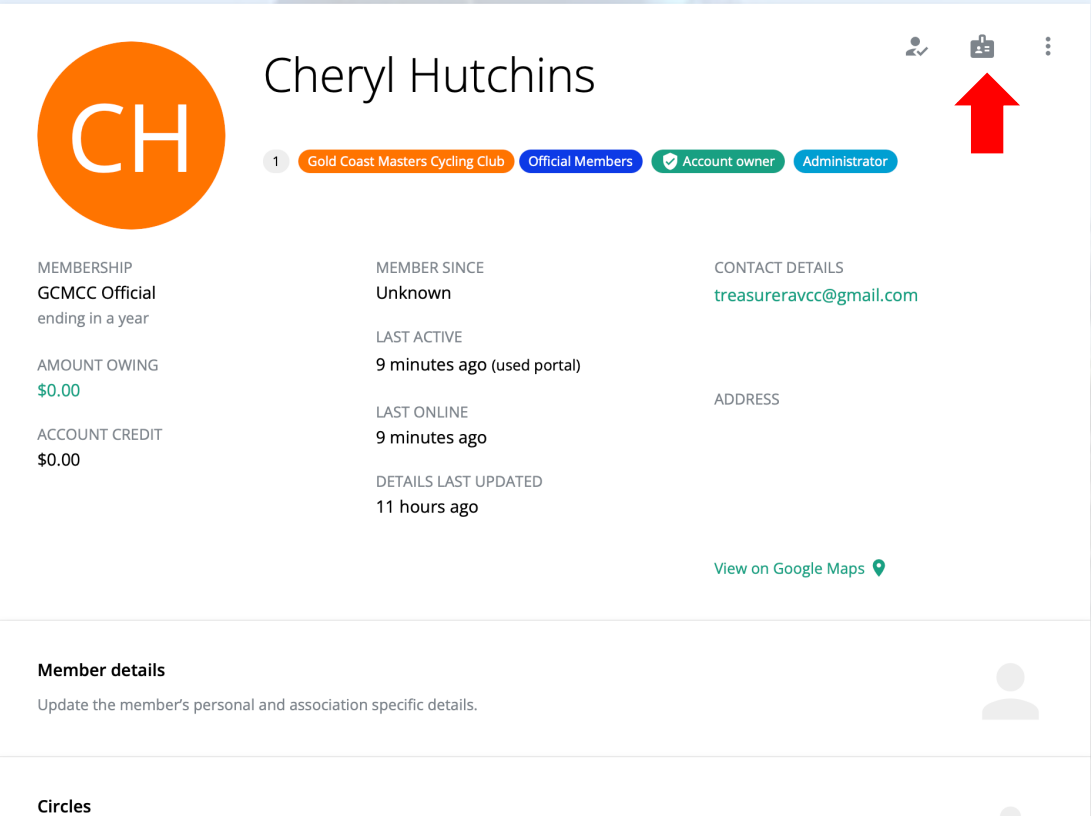
From the administration menu, select <People>.	ADMIN
	Association
	People
	Events
	Bookings
	Membership types
	Coupon types
	Resources
	Activities
	Areas
	Finance
	Reports
	Logs
	Integrations
	Settings

A list of members will be displayed. Filters eg. Club group, can be applied to make member selection easier.

	Name ▲	Membership	Coupons	Last active	Credit	Owing
CH	**Cheryl Hutchins** 1 Gold Coast Masters Cycling Club ...	GCMCC Official ending in a year		8 minutes ago	$0.00	$0.00

Click on the member's name and the member's profile will open. Click on the badge icon to download the membership card.
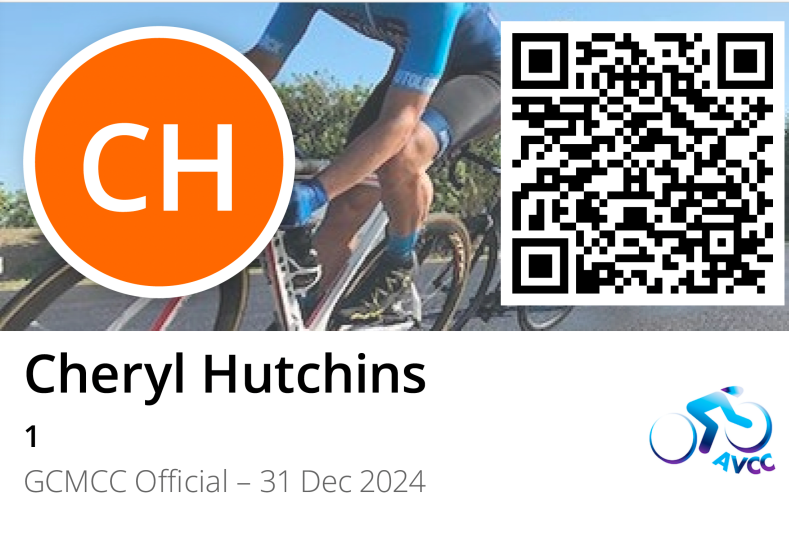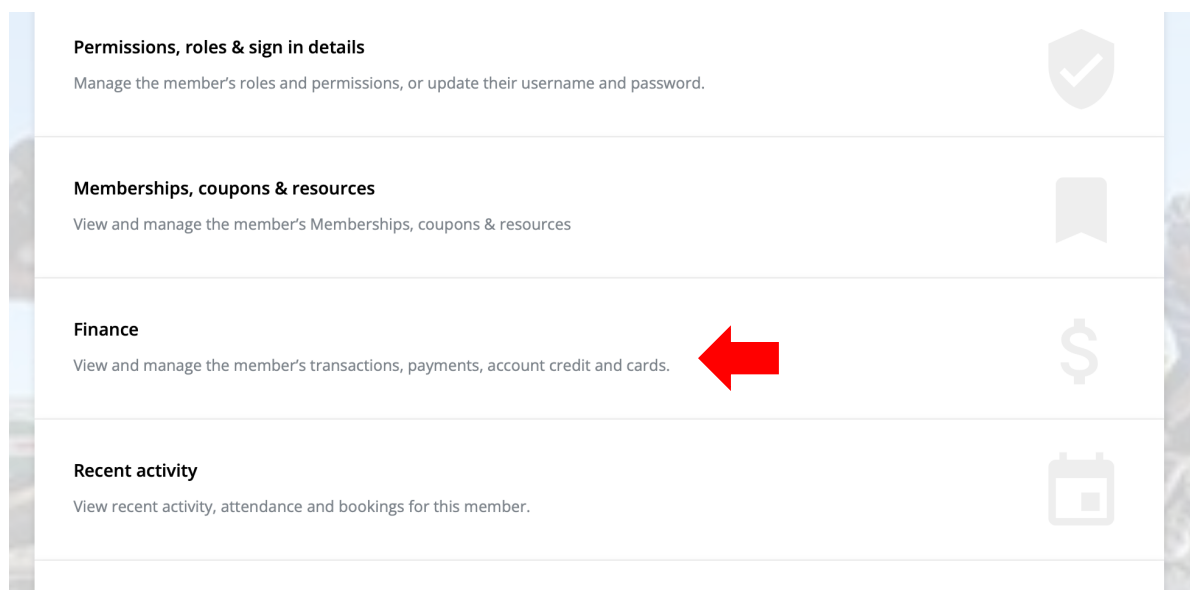
REFUND A MEMBERSHIP FEE

Only administrators can refund membership fees. Please contact the AVCC Treasurer to request a refund for a membership. Refunds can be processed directly to the member's credit card by the AVCC Treasurer using the Stripe Dashboard. As the AVCC and clubs absorbed credit card transaction fees, the fees are deducted by Stripe / Hello Club when a refund is processed. Alternatively, the AVCC can issue a refund directly to the member's bank account by EFT.

Refunded memberships will be marked as "refunded" in Hello Club by the AVCC Treasurer. All memberships for which a refund has been issued should be "STOPPED" (rather than "REMOVED") in Hello Club to ensure the financial details are not deleted.

Select the member's profile as described previously.

Select the <Finance> menu item.

Select <+ CREATE TRANSACTION>.
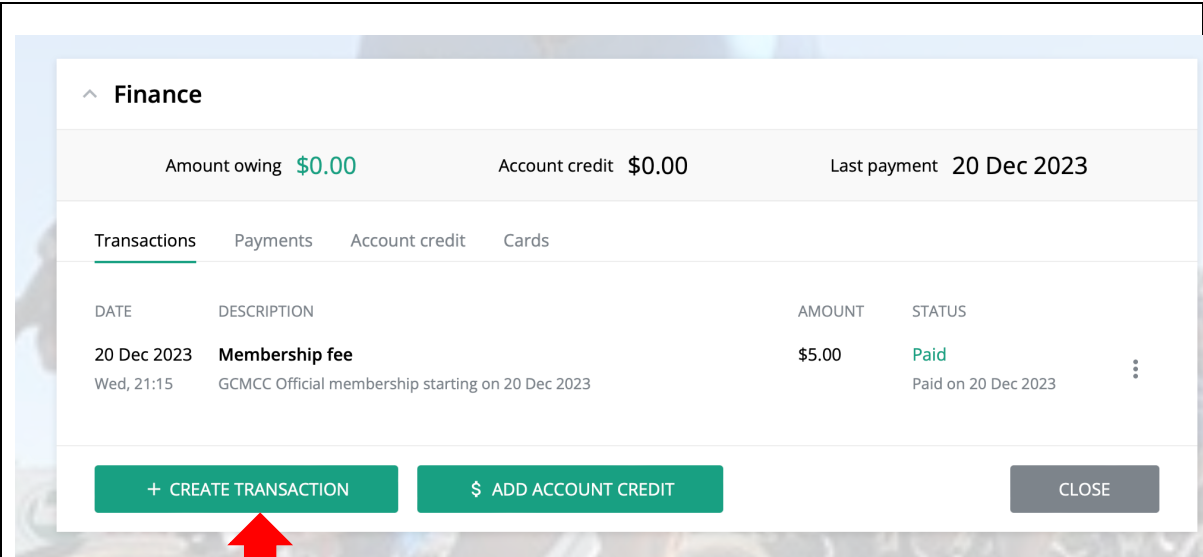
Check the box for <Refund Money>.

Select <Membership Fee> from the Dropdown list.

Add details to explain why the refund was processed.

Select <Credit Card> from the Dropdown list.

Add the amount refunded.

Select <SAVE>.

Hello Club will record the transaction so the finances will be reconciled correctly but at this stage will not physically process a refund via Stripe. The refund needs to be processed manually via the Stripe Dashboard.

Create transaction

○ Collect money   ● Refund money

REFUND MONEY FOR

Membership fee ▾

DETAILS

PAYING MEMBER USING

Credit card ▾

AMOUNT

$

PAYMENT DATE

26 Dec 2023 📅

PAYMENT REFERENCE (optional)

OPTIONS

☑ Send an email to notify the member

CANCEL   SAVE

Select the member's profile as described previously.

Select the <Memberships, coupons & resources> menu item.

Permissions, roles & sign in details

Manage the member's roles and permissions, or update their username and password.

Memberships, coupons & resources

View and manage the member's Memberships, coupons & resources

Finance

View and manage the member's transactions, payments, account credit and cards.

Recent activity

View recent activity, attendance and bookings for this member.

Select the membership that is to be cancelled.

Memberships, coupons & resources

Memberships   Coupons   Resources

STATUS	TYPE	ACTIVITIES	START DATE	END DATE	
Current	GCMCC Official	Cycling	20 Dec 2023	31 Dec 2024	⋮

+ ADD MEMBERSHIP   CLOSE

Click on the context menu (3 dots on the right-hand side) to open the options.

Select <STOP> from the Dropdown list. Do not select <REMOVE>.

Memberships, coupons & resources

Memberships Coupons Resources

STATUS	TYPE	ACTIVITIES	START DATE	END DATE	
Current	**GCMCC Official**	**Cycling**	**20 Dec 2023**	**31 Dec 2024**	⋮

Edit

Renew

Pause

Stop

Download badge

View audit log

Remove

+ ADD MEMBERSHIP

Finance

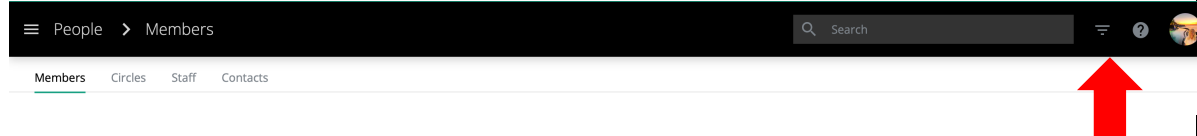View and manage the member's transactions, payments, account credit and cards.

Recent activity

EXPORTING MEMBER DETAILS FOR A CLUB

Administrators and views can export membership details. From the administration menu, select <People> as described above.

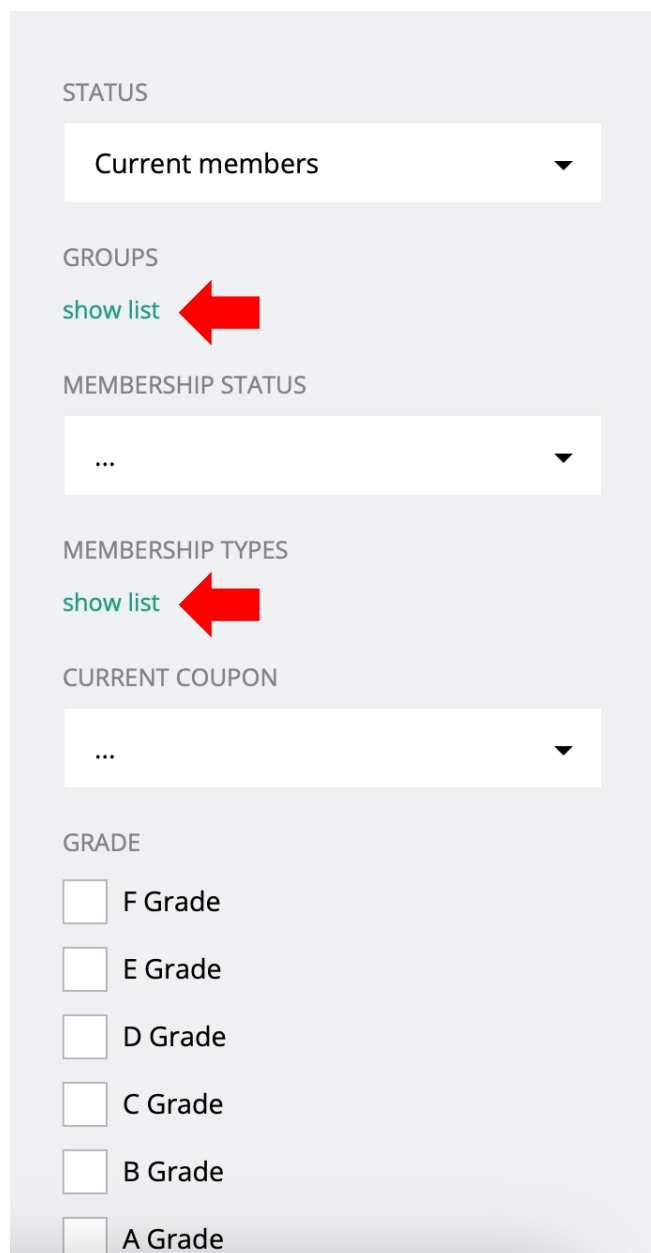Select the Filter.

A menu will open.

Ensure Current members is showing in Status.

Under Groups, click on <Show List> to show the list of clubs.

Under Membership Types, click on <Show List> to show the specific types of memberships for each club, eg. racing or official.

STATUS

Current members ▼

GROUPS

show list

MEMBERSHIP STATUS

... ▼

MEMBERSHIP TYPES

show list

CURRENT COUPON

... ▼

GRADE

☐ F Grade

☐ E Grade

☐ D Grade

☐ C Grade

☐ B Grade

☐ A Grade

Select the group of members that you wish to export from either the Group or Membership Type lists. A list of people appears dependent upon the filter applied.	GROUPS ☐ 80 and Over 80 ☐ Adelaide Masters Cycling Club ☐ Capital Region Masters Cycling Club ☑ Gold Coast Masters Cycling Club ☐ Official Members ☐ Racing Members ☐ Southern Vales Cycling Club ☐ West Coast Masters Cycling Council hide list MEMBERSHIP STATUS [... ▼] MEMBERSHIP TYPES ☐ AMCC Official ☐ AMCC Racing (Life) ☐ AMCC Racing (Marshal) ☐ AMCC Racing (Non-Marshal) ☐ CRMCC Official ☐ CRMCC Racing ☐ GCMCC Official ☐ GCMCC Racing ☐ SVCC Official

Select all members in the filtered list by selecting the checkbox at the top of the list. Then select export.

7 members
Viewing current members

	Name ▲		Membership	Coupons	Last active
☐	DB	Masters Cycling Club ...	GCMCC Racing ending in a year		2 days ago
☐	GC	Masters Cycling Club ...	GCMCC Racing ending in a year		2 days ago
☐	TC	Masters Cycling Club ...	GCMCC Racing ending in a year		13 hours ago
☐	RH	Masters Cycling Club ...	GCMCC Racing ending in a year		2 days ago
☐	🖼️	Masters Cycling Club ...	GCMCC Official ending in a year		21 minutes ago
☐	DJ	Masters Cycling Club ...	GCMCC Racing ending in a year		2 days ago
☐	PP	1018 Gold Coast Masters Cycling Club ...	GCMCC Racing ending in a year		2 days ago

7 members
Viewing current members

7 members selected | 👥 GROUP | 👥 UNGROUP | ✉ EMAIL | ⬇ EXPORT | 🗔 ARCHIVE |

➖	Name ▲	Membership	Coupons	Last active

A .csv file will be downloaded. The AVCC is negotiating access to the API with Hello Club.

SETTLEMENTS

The AVCC will be processing settlements manually to the club's bank account on a monthly basis. Please ensure that your banking details are kept up to date with the AVCC.