

# British Rowing ClubHub Portal



**Basic set-up guide for clubs**

**November 2018**

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## Introduction

ClubHub is a new set of products and services from British Rowing, designed to provide contemporary support to affiliated clubs in the areas they need it most.

At the heart of this is the ClubHub Portal - an online club member management system specially designed to reduce the overheads and effort involved in administering club membership, and all the processes and financial transactions that go with it.

This guide covers **basic set-up of the ClubHub Portal**, which allows clubs to keep their profile up to date, including information that appears on the British Rowing online Club Finder, set up and delegate access to the British Rowing Online Entry System (BROE2) and access services such as EA Boat Registration.

Note that British Rowing requires all affiliated clubs to complete at least the basic set-up.

A further guide with additional support from British Rowing is available to take clubs through **enhanced set-up**. This lets clubs use the full suite of services available through the ClubHub Portal, including the ability to manage members online, take online payments, access financial and membership reports, and much more.

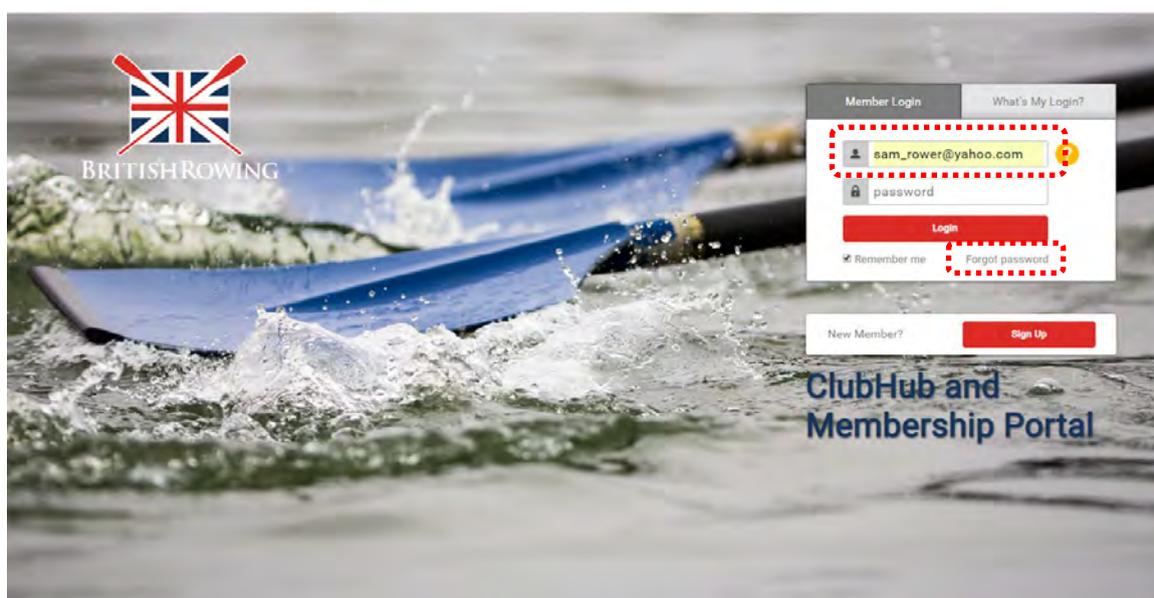
For both processes, we recommend that you use a laptop or desktop PC, rather than a tablet or mobile phone, when using the ClubHub Portal.

## Stage 1: Creating or logging in to your ClubHub account

### Step 1.1 Go to the ClubHub homepage

To start your club set-up, go to the ClubHub Portal homepage here:

<https://britishrowing.azolve.com/>



The username for your old British Rowing online account will give you access to the ClubHub Portal, but for security reasons you will need to reset your password.

To do this, enter your username and click 'Forgot Password'. An email will be sent to the email address we have on file for your account. This will contain a link which lets you set a new password.

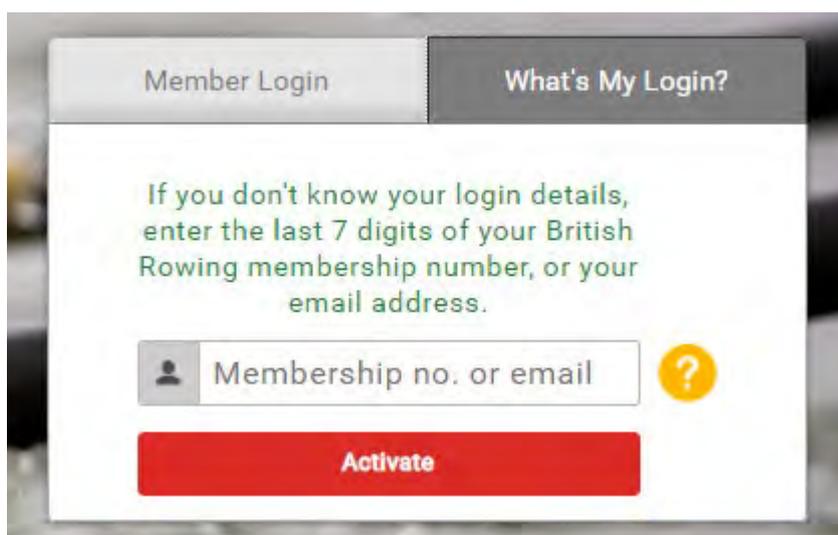
Your username will have been included in most recent emails from British Rowing, so if you can't remember it, check these.

If you still don't know your username, on the following page we will take you through the process for this.

## Stage 1: Creating or logging in to your ClubHub account

### Step 1.2 If you don't know your username and password

If you think you have an online account already (for example, if you currently have British Rowing membership, or if you've had it in the past) click the 'What's My Login' tab on the homepage.



The screenshot shows a web interface with two tabs: 'Member Login' and 'What's My Login?'. The 'What's My Login?' tab is active. Below the tabs, there is a text prompt: 'If you don't know your login details, enter the last 7 digits of your British Rowing membership number, or your email address.' Below this text is a text input field with a person icon on the left and a yellow question mark icon on the right. The placeholder text in the field is 'Membership no. or email'. Below the input field is a red button labeled 'Activate'.

Enter either your email address or the last seven digits of your membership number and click 'Activate'. An email will be sent to you with further instructions.

Note that you can find your membership number on your British Rowing membership card, and in welcome and/or renewal emails that are sent to you from British Rowing.

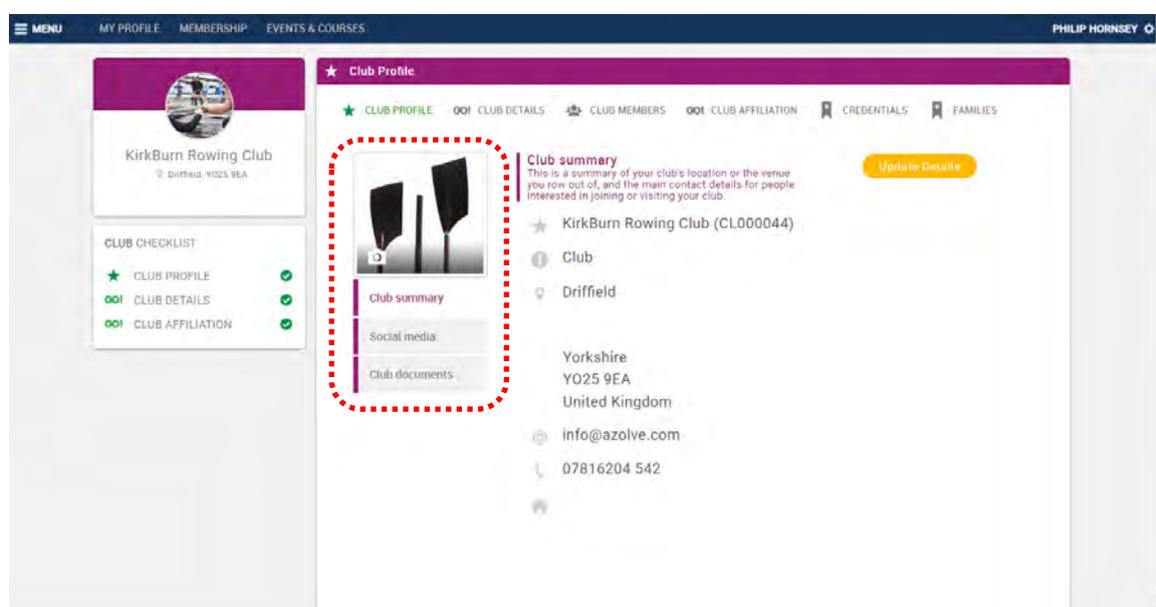
If this process doesn't work, please get in touch with the British Rowing membership services team at [membership@britishrowing.org](mailto:membership@britishrowing.org)

## Stage 2: Setting up or updating your club profile

### Step 2.1 Review and update your club profile

You have now logged in to ClubHub Portal with your existing British Rowing account, or created a new one.

If you have used our old Club Management system, it's likely that your account will have the right level of permissions to edit and update your club's details, and you will see a page like the one below with your club's information.



If you don't see this, please go to the start of Step 3 (Being approved as a club administrator).

On this first page you will see an image with three tabs below. Use these three tabs to update your club image (usually a club logo), a basic summary of your club, including its address, email address and website, add any social media accounts your club has, and upload any club documents you may wish to store.

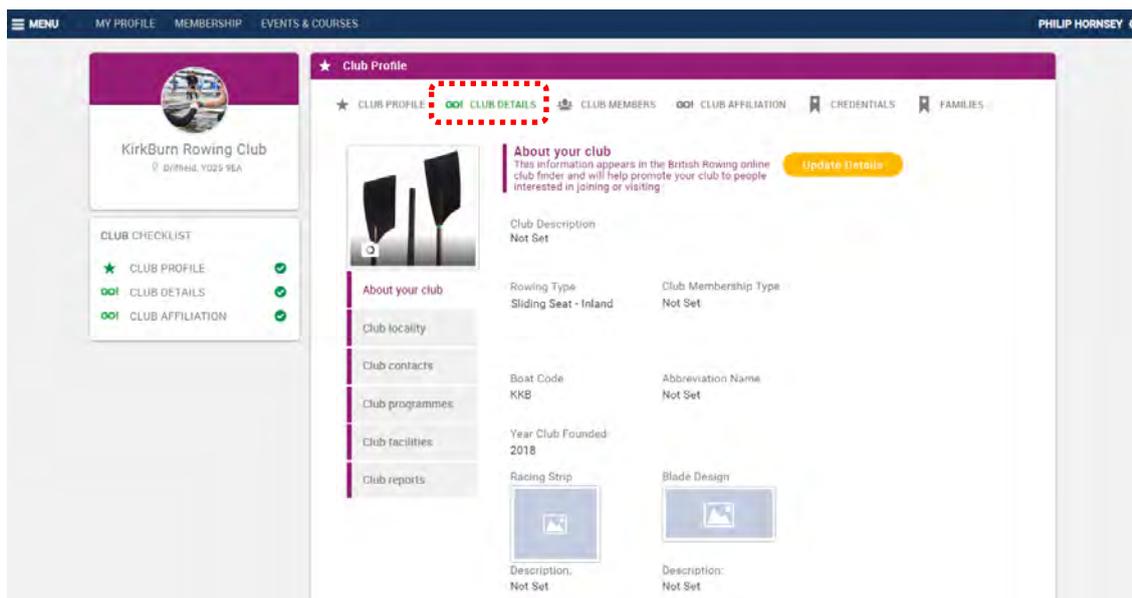
To edit or update anything in this section, click the yellow 'Update details' button.

Make the relevant changes, then click the yellow 'Save' button.

## Stage 2: Setting up or updating your club profile (continued)

### Step 2.2 Review and update your club details

The next step is to click on the 'Club Details' link, towards the top of the page. Here you have the ability to add more detailed information on your club, or to update what already appears.



Start with the 'About your club' tab, which includes information on your club that appears on the British Rowing online Club Finder.

To change any details, click the yellow 'Update details' button, and edit the required areas.

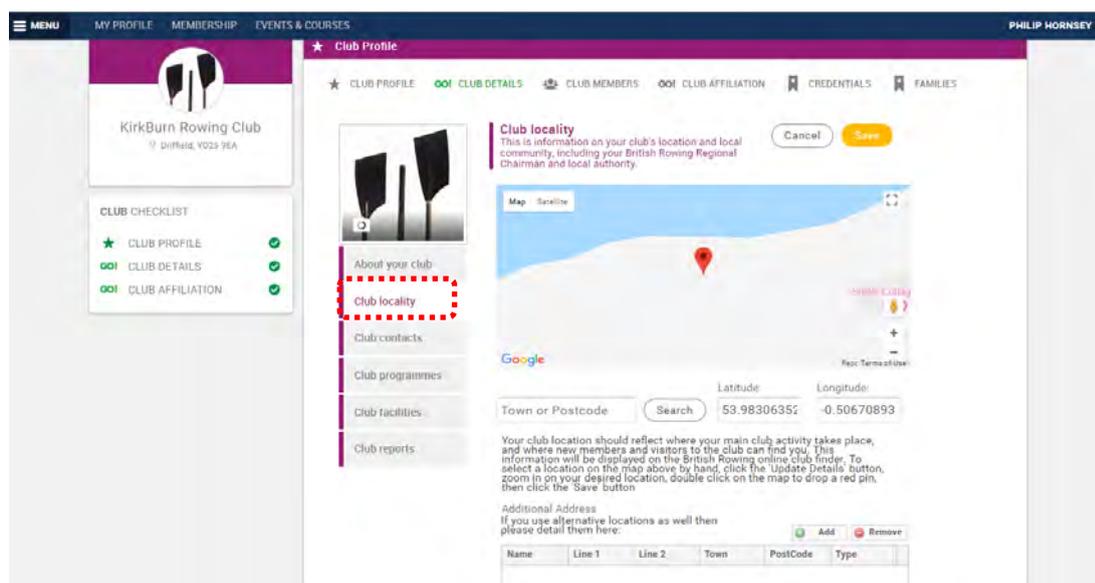
Next to some of the boxes you will see a blue icon. If you hover your mouse over these, you will see further explanations and helpful information.

Note that not all of the information on this tab can be updated by your club admin. Changes to your boat code, abbreviation, racing strip and blade design can only be made by contacting British Rowing at [clubs@britishrowing.com](mailto:clubs@britishrowing.com)

## Stage 2: Setting up or updating your club profile (continued)

### Step 2.3 Review or update your club locality info

Next, click on the next grey tab down, marked 'Club locality'. On this page you can update where your club is based, add a secondary location, record which waterway you're on, and record who your Local Authority is. Some of this information will be included on the British Rowing online Club Finder.



If you want to change where your club is based, first click the yellow 'Update Details' button, then move the map to the location required, then double-click to drop or move the red pin that denotes its location. Remember then to click the yellow 'Save' button.

Your British Rowing Region, Sub-Region and Regional Chairman is managed and updated by British Rowing.

## Stage 2: Setting up or updating your club profile (continued)

### Step 2.4 Review or update your club contacts

Next, click on the grey tab marked 'Club contacts'. On this page you can update where post to the club should be addressed to (which British Rowing requires to be able to send you your annual British Rowing Almanack) as well as key club contacts.

The screenshot shows the 'Club Profile' page for 'KirkBurn Rowing Club'. The 'Club contacts' tab is highlighted with a red dashed box. The page includes a 'Club checklist' on the left, a 'Club contacts' section with a warning message, and a form for postal address and key club contacts.

**Club Profile**

★ CLUB PROFILE | **📄 CLUB DETAILS** | 👤 CLUB MEMBERS | 📄 CLUB AFFILIATION | 📄 CREDENTIALS | 📄 FAMILIES

**Club contacts**  
Occasionally British Rowing will need to get in touch with your club to help or update you on important matters, including our monthly email club newsletter. We'll keep other correspondence to a minimum, but please keep these contacts up to date. They will not be published externally.

Cancel Save

**Address to send any club correspondence via post**

Name of Individual or Club Role:

Address Line 1:

Address Line 2:

Town:

County:

Postcode:

Country:

**Summary of key club contacts**  
These club roles are pulled through from the individuals' member profile from your club. You can set these roles through the 'Club Members' link above.

Chairman	Club Captain
No Role Defined	No Role Defined

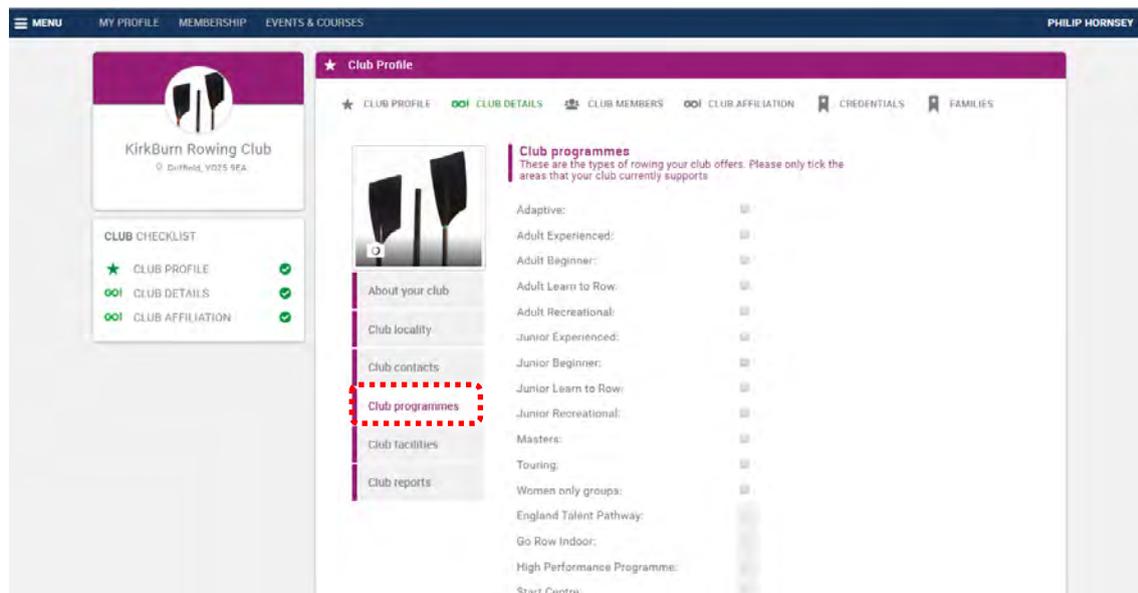
It's really important to keep your club contacts up to date, as all important updates or correspondence from British Rowing will be either posted or emailed to the relevant persons named here.

Note that you can't change your club contacts on this page – that is done through a separate process via the 'Club Members' link at the top of this page. That process is detailed in Stage 3, starting on page.

## Stage 2: Setting up or updating your club profile (continued)

### Step 2.5 Review or update your club programmes

Next, click on the grey tab marked 'Club programmes'. On this page you can update the types of rowing your club offers.



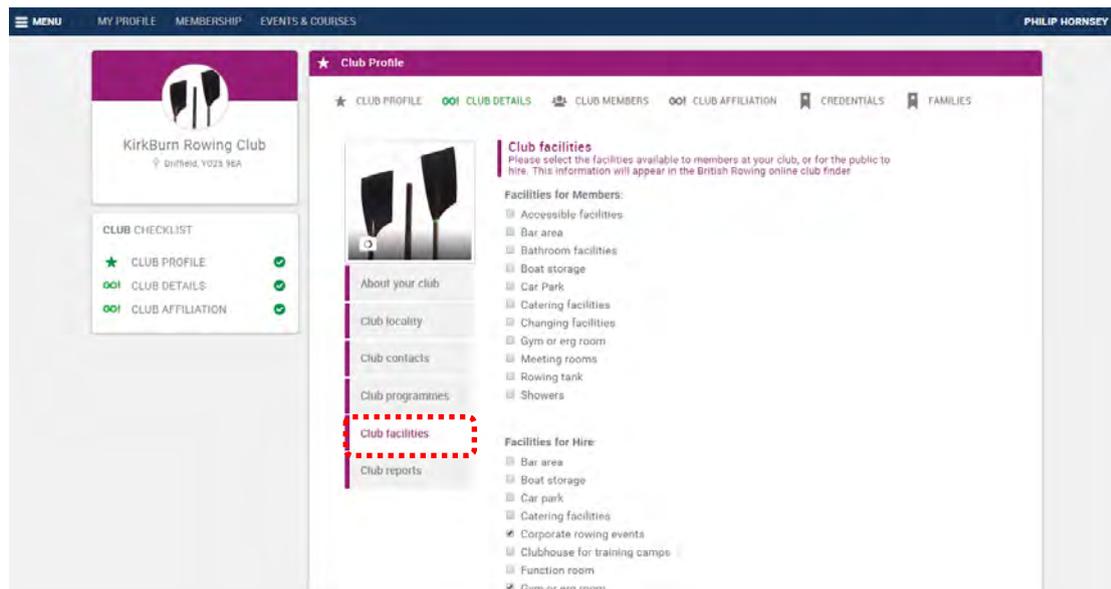
Again, this information is used in the British Rowing online Club Finder, so please keep it up to date,

Note that there are some programmes at the bottom of this list that only British Rowing can update - such as whether you're a Start Centre or part of our High Performance Programme.

## Stage 2: Setting up or updating your club profile (continued)

### Step 2.6 Review or update your club facilities

Next, click on the grey tab marked 'Club facilities'. On this page you can tick the types of facilities that can be found in your club.



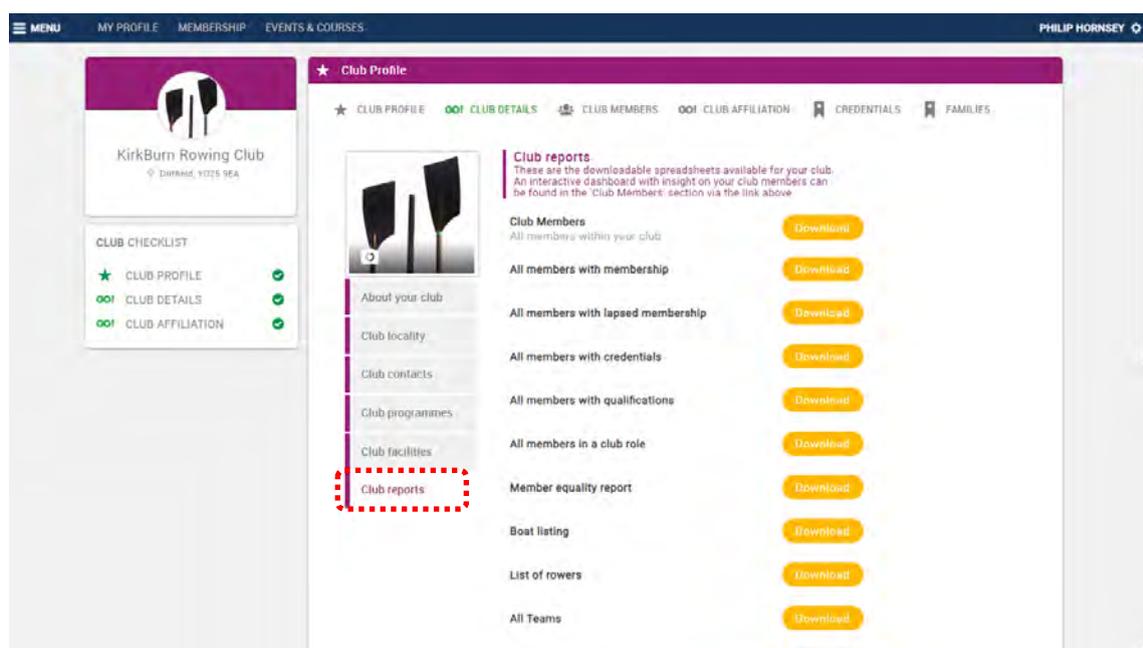
There are two parts to this page. The first is a list of the facilities that are available to club members, and the second is a list of facilities that are available for the public to hire.

Again, this information will appear in the British Rowing online Club Finder.

## Stage 2: Setting up or updating your club profile (continued)

### Step 2.7 Club reports

The last tab in this section is 'Club Reports'. Once you're managing your club members through ClubHub, you'll be able to visit this section of the portal to download real-time reports and get insight into your club's activity

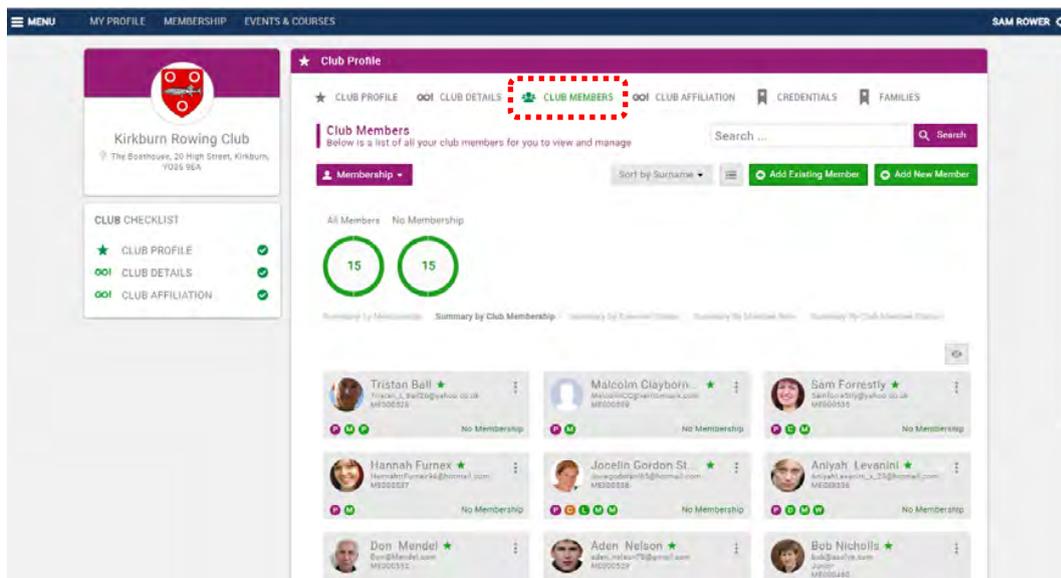


This step completes stage 2 of the set-up process.

## Stage 3: Assigning your club roles

### Step 3.1 Review and update your club roles

The next step is to click on the 'Club Members' link, towards the top of the page.



This is the homepage for managing club members. On this page you may already see a number of members visible on this page. If so, these will have been copied across from our old club management system.

We'd like you to ensure your Chairman, Club Captain, Club Welfare Officer, Treasurer, Club Secretary, Entries Secretary and Club Rowing Safety Adviser are listed on this page (or the equivalent roles at your club that may go under different names).

Identifying an individual in these roles helps British Rowing to keep them up to date on the latest relevant information, and means that when one of the individuals gets in touch with British Rowing, we know we're talking to the correct person with the appropriate levels of responsibilities at your club.

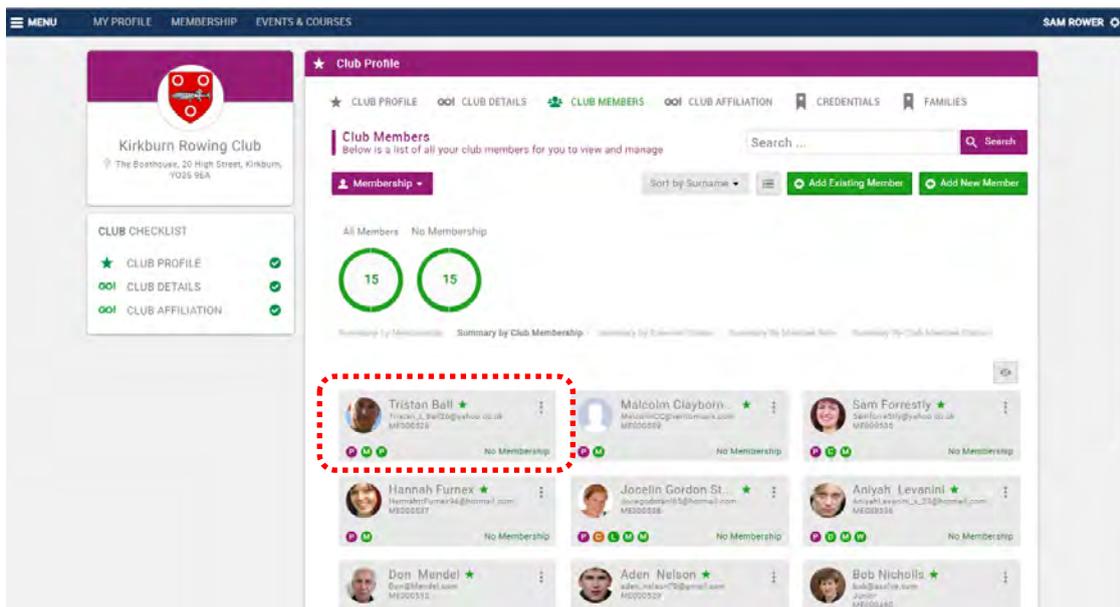
There are two ways you can update these roles, which are detailed in the following pages. If the club member you want to assign one of the above roles to is listed on this page, you can edit their details now. Or, if the club member in the above roles is not listed, you can add them manually, then assign them the relevant role.

## Stage 3: Assigning your club roles (continued)

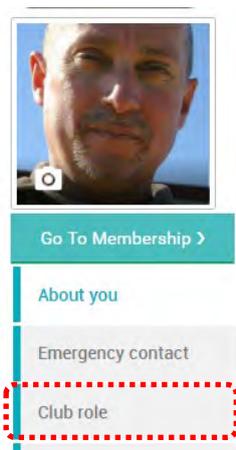
### Step 3.2 Editing a member's details to update their role

In this example we're going to assign the role of Club Rowing Safety Adviser to a member that's already listed on this page.

To do this click on the relevant member's tile.



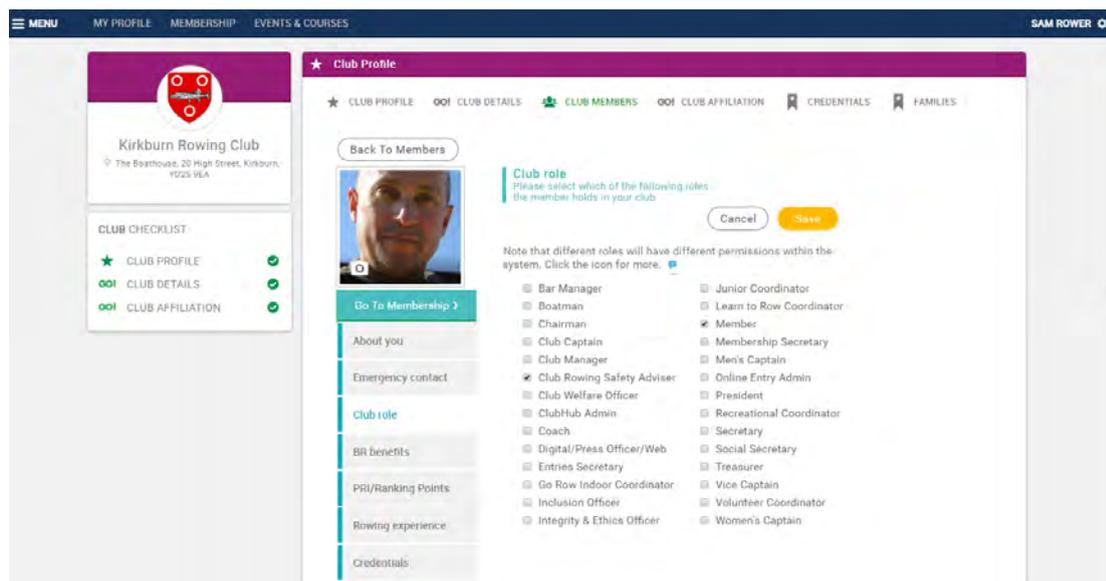
This will display their profile page. On this page, click the 'Club Role' tab.



## Stage 3: Assigning your club roles (continued)

### Step 3.2 Editing a member's details to update their role (continued)

The page will now display the role that the club member currently has, and a list of other club roles available. To update this, click the yellow 'Update' button.



A list of club roles in alphabetical order will be displayed. Tick the role (or roles) you want this member to have. In this case select the Club Rowing Safety Adviser tick-box, then click the yellow 'Save' button.

You'll see on this page there are lots of different roles listed, and if you want to record who does what in your club, this is the place to do it.

You'll also see a blue icon above the roles. If you hover your mouse over this, you can see which roles have what level of access and permissions to the ClubHub system, and what this means in practice.

Remember to click 'Save' when done.

## Stage 3: Assigning your club roles (continued)

### Step 3.3 Adding a new member and assigning them a role

If you want to assign someone a role who is not listed on this page, you can add them as a new member.

To do this, click the 'Add new member' button. A form will display. Fill in the details and click continue. You will now see the new member's details on this page.

To assign them the relevant role, please follow step 3.2 - Editing a member's details to update their role.

The screenshot displays the 'Club Profile' page for 'Kirkburn Rowing Club'. The page includes a navigation menu at the top with options like 'MENU', 'MY PROFILE', 'MEMBERSHIP', and 'EVENTS & COURSES'. The main content area shows the club's name, address, and a 'Club Checklist' on the left. The central section is titled 'Club Members' and features a search bar, a 'Sort by Surname' dropdown, and two buttons: 'Add Existing Member' and 'Add New Member'. The 'Add New Member' button is highlighted with a red dashed box. Below the buttons, there are two circular progress indicators showing '15' for 'All Members' and '15' for 'No Membership'. A list of members is shown below, including Tristan Bail, Malcolm Clayborn, Sam Forresterly, Hannah Furnex, Jocelin Gordon St..., Aniyah Levanini, Don Mendel, Aden Nelson, and Bob Nicholls.

This step completes stage 3 of the process, and the basic set-up for clubs.

## Document History

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