ClubHub Enhancements

You may have noticed some changes recently in ClubHub. We would like to highlight the product enhancements from JustGo which adds more automation, innovation, and ways to engage members, so you can make use of all the new features included to make managing your club and membership even easier!

Event Management

Club admins can organise smoother, fully booked events and course with seamless ticket management, waitlists and customisable event forms, including:

Multi-ticket discount feature lets you offer a discount when a member books multiple tickets for the same event.

New column added to CSV attendees reports to support the tracking of additional information (such as participant age).

Course ID/Event ID is now visible on the Event/Course Display, allowing members to see Event IDs when booking their spot.

Booking form can now be edited post payment which was previously only allowed before the payment was completed, for example, this allows attendees to submit their preferences and pay early while retaining the ability to update a few days before the event date.

Event contacts reminder emails can be used to communicate automatically with event contacts such as a course trainer, event coordinator etc.

Restrictions on waitlist to evaluate purchase rules when someone is added to a waitlist or transferred into a waitlist. This enables only candidates who qualify for the event to register on the waitlist.

Field Management

Form and Field Data the 'Club Members' Club Essential report pulls in data captured from both the member's profile and the membership journey*. For example, if a club uses a form to capture more information from a member, the report will include this information.

*data captured during the membership journey is only available to JustGo Pro clubs - *please note British Rowing provides the JustGo Essential, not Pro, package as standard to Affiliated Clubs.*

Member picker tool for linking members to forms helps administrators select members on a Club Credential form and Booking form. It can be used to name a coach when entering a member on to an event or submitting an incident reporting form through club credentials where the member can be linked to the submission.

Age-based conditional form fields to adjust whether a member can view certain form fields depending on age. For example, questions such as sexuality might not be appropriate for under 16s and as such not presented.

Email Management

Event contacts reminder email can be used to communicate automatically with event contacts such as a course trainer, event coordinator etc.

Email and Communications

Improvement on email and communications segment for powerful new targeting abilities. Admins can now access various tiers and will be able to target more members, following their hierarchy and access rights.

Upgraded Report Module

New Reporting Interface:

- Navigate report categories quicker using search, create favourites and recent reports
- Have reports emailed to you when complete, saving you time waiting for them
- Pin frequently used categories
- Tag and filter reports with keywords

New Report Creation Tool: Clubs are now able to publish their own reports within ClubHub.

- Gain in-depth insights to datasets such as profiles, memberships, credentials, event participation, payments and more.
- Use segment filtering to refine your datasets for a more detailed understanding of your data.
- Set parameters on your segments, allowing you more flexibility of your segments during report runtime.
- Save in-progress reports in draft and preview before publishing.

Coming Soon: Interactive dashboards!

JustGo is currently working on updating the reporting module, and interactive dashboards are being introduced in an update later this year. The first release will include dashboards for membership and finance, offering key metrics for tracking uptake, breakdowns and trend analysis. We will keep you informed on these updates.

Additional Support

You can find user guides and videos in the **Help Centre** in your 'My Club' area.

British Rowing subscribes to the Essentials package for clubs; you may notice some extra features referenced in these user guides and videos which are only available to clubs on the JustGo Pro package.

We hope that you will find these developments helpful and that they will continue to make your club management easier than before!