



ClubHub Update - New Members Tile

To improve navigation and clarity, JustGo has introduced a new **Members** tile, which replaces the previous **Club Members** and **Bulk Renew** tiles in ClubHub. The Club Member section has been removed from the club profile and is accessible only via the **Members** tile in the (≡) MENU.

The core functionality remains the same, but we'd like to highlight the new features, navigation and layout updates that change how you view and access member data.

If you are a Club Admin, [sign into ClubHub](#), click on the (≡) MENU button and scroll down to the 'My Club' section. Click on the **Members** tile. *As a reminder, there is no shared club login. Access to your club and member's details is restricted to those in the Secretary, Membership Secretary, Treasurer, and ClubHub Admin roles.*

What are the changes?

Members

- The previous member view has been replaced with a **list layout**.
- There are new **filter** and **view** options available to help you find and manage member information more easily.
- Clicking a member's name opens their profile, where club admins can view or purchase memberships, update contact details, and manage club roles.
- **Bulk Renew** and **Transfer Requests** can be found under the **settings icon** (⚙️)
- The previous 'Add Existing Member' can be found under Add Member.

Summer Sculling BC				
Search				
Members	Family	Governing Body Membership(s)	Club	
New Member Tile Test 1270059	+	No Active Membership	Summer Sculling BC	Refresh 1-20 12/27 Bulk Renew Transfer
James Sampson 1269771	+	Row Expires on 20 Dec 2026	British Rowing Staff Club +1 More	Member
Test Correct 1269167	+	No Active Membership	Summer Sculling BC	Member
Test McTest 1269168	+	No Active Membership	Summer Sculling BC	Member



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Pending Approval

Club Admins can click the three-dot menu at the end of a member's details to manage members. When the **Pending Approval** toggle is enabled, the additional actions outlined below become available.

Members

Select a view ▾

Filters

Basic Details >

Additional Details >

Memberships >

Organisations >

Roles >

Status >

Pending Approval ☐

☰ Search

Refresh 1-12 of 12 ⚙

<input type="checkbox"/> Members	Family	Governing Body Membership(s)	Club	Club Role(s)
New Member Tile Test 1270059	+	No Active Membership	Summer Sculling BC	<div>Member</div> <div>⋮</div>
British Rowing Staff Club 2592725	+	No Active Membership Expires on 28 Dec 2024	British Rowing Staff Club 2592725	
Test Correct 1269167	+	No Active Membership	Summer Sculling BC	
Test McTest 1269166	+	No Active Membership	Summer Sculling BC	

View Details

Remove From Club

✓ Approve Request

✗ Reject Request



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Club Roles

Club roles can be amended via your Members tile.

To add or remove a club role from an individual, click on their name in the Members list and their profile will appear. Select 'Club Role' from the menu, as outlined in the screenshot below.

Back To Members



About you
This is a summary of your personal and contact details

Update Details

New Member Tile Test

123456@gmail.czm

Female

21/12/2010

6 Lower Mall

London
W6 9DJ
United Kingdom

Go To Membership >

About you

Emergency contact

Club role

Club Membership


BR benefits

PRI/Ranking Points

Click 'Update Roles' to select from a list available that the member holds in your club. To add or remove any individual role(s), tick or un-tick the role and save.

Club role
Please select which of the following roles the member holds in your club

Update Roles

Note that different roles will have different permissions within the system. Click the icon for more. 

Club Roles

Member



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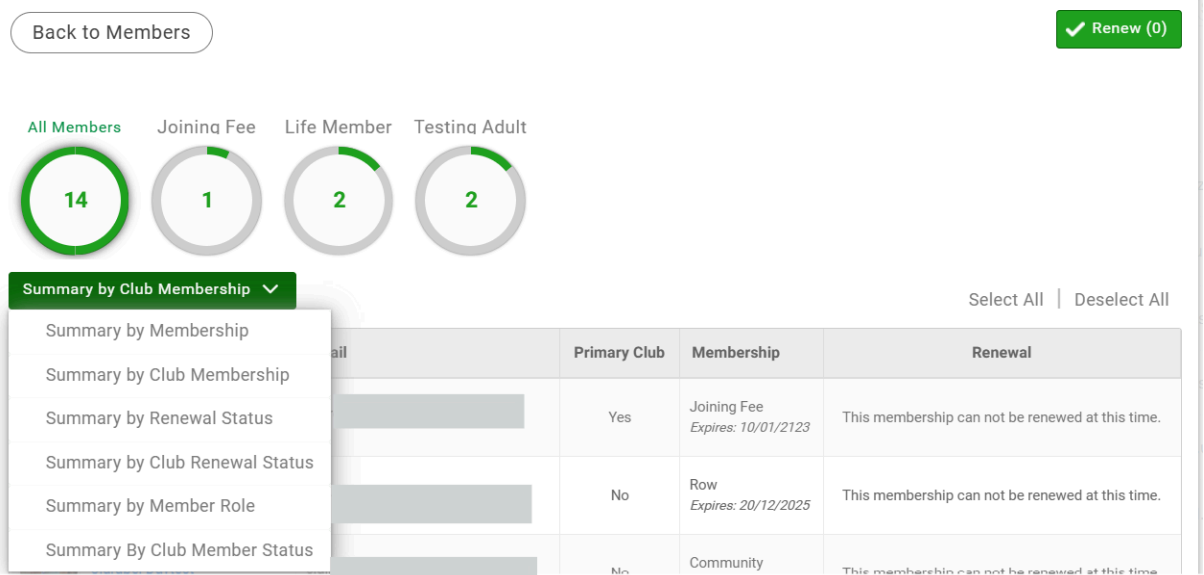
Sort by Member Details

Club Admins can now **Sort By Member** details, such as First/Last Name or Member ID, and select order, or switch display preferences between:

- o Date of Birth ↔ Age
- o Email ↔ Contact Number

<input type="checkbox"/> Members		Club Role(s)	Date of Birth		Email	
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The Radials have been placed under the **Bulk Renew** tab to simplify the renewal process. You can now filter by Membership, Renewal Status, Role, or Club Member Status that will help to view and manage renewals more efficiently at a glance.



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Filters and Views

Create Custom View: You can now create and save custom views to quickly access filtered data. To create a custom view, apply your desired filters (e.g. Memberships, Roles or Status), then click the 'Save the View' button at the bottom of the screen. Enter a name for your view and save it. Once saved, use the 'Select a View' option to access your saved filters anytime.

Filters: Clubs can use filters based on key Member Information to access data views and filter members. You can use Status to filter members based on membership status for example. An export can be downloaded for full summaries.

- o Primary Clubs are set by default, the first club.
 - Sort by Primary Club does not appear as a filter option.
- o Pending, Registered, Lapsed, Remove from Club, Return to Pending, or Hide statuses do **not** appear as filter options.
- o **Action Required** is a manual **Status** applied to members with expired or inactive memberships. This indicates that action is needed such as renewing the membership or updating the member's status. Please note that this status must be reviewed and updated manually as appropriate.

Dynamic Member Numbers: The member count in the top-right is dynamic and will update based on applied filters.

Additional Support

Don't forget 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 this improvement makes your experience with the system smoother and more efficient.

Last updated: 7 October 2025



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