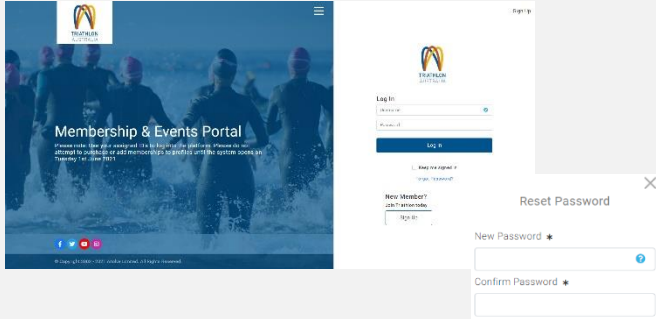
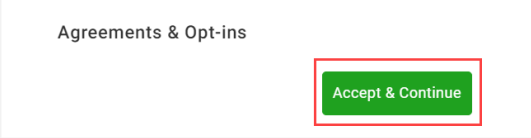
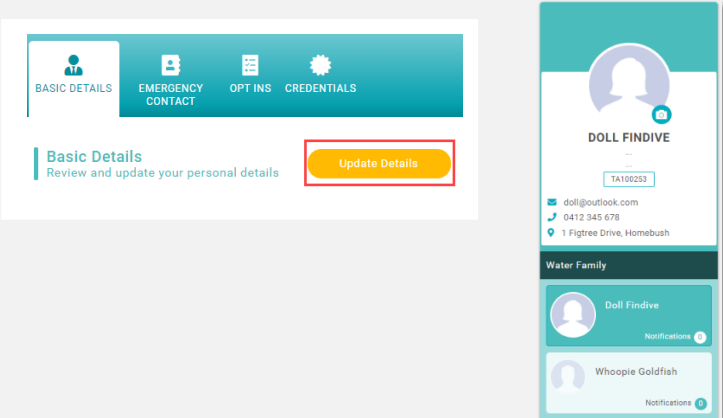


2021/2022 TRIATHLON AUSTRALIA MEMBERSHIP

GUIDE TO RENEWING: FAMILY

RENEWING YOUR FAMILY MEMBERSHIP IN GOMEMBERSHIP

| STEP | | |
|----------|---|---|
| 1 | <p>Login to GoMembership Visit https://triathlonaustralia.justgo.com to access Triathlon Australia member portal.</p> <p>If you are a renewing member, click Log In and enter the username emailed to you in your reminder email on the login screen and click the 'Forgot password?' link to reset your password and login into your account.</p> <p>If you are a new member, select "sign up", complete all mandatory fields and click "Sign up".</p> |  |
| 2 | <p>Agreements & Opt-ins Read through and agree to the Triathlon Australia waivers that will show.</p> |  |
| 3 | <p>Check your details You will then be taken to your profile screen. These details have been imported from your profile in Active. If your details are incorrect or you would like to change them, please select Update Details to make these changes. Remember to click save once complete.</p> <p>It is important to check that all of your family profiles have already been linked together. To do this, check for any names that appear under your profile image area. You can add new members by clicking on "add family member" under your profile image when you first log in and following the prompts.</p> <p>Contact your Club or Triathlon Australia for help with connecting any members not already there.</p> |  |

4 If you are a **renewing member**, click on the **MEMBERSHIP** button in the top header. You will see a “**RENEW**” button. Click this and proceed to step 6.

If you do not have the renew notification because your membership has expired, you can click on the club tile at the bottom of the screen. You will be then shown the club membership offerings. Click on the relevant membership tile to make your selection.

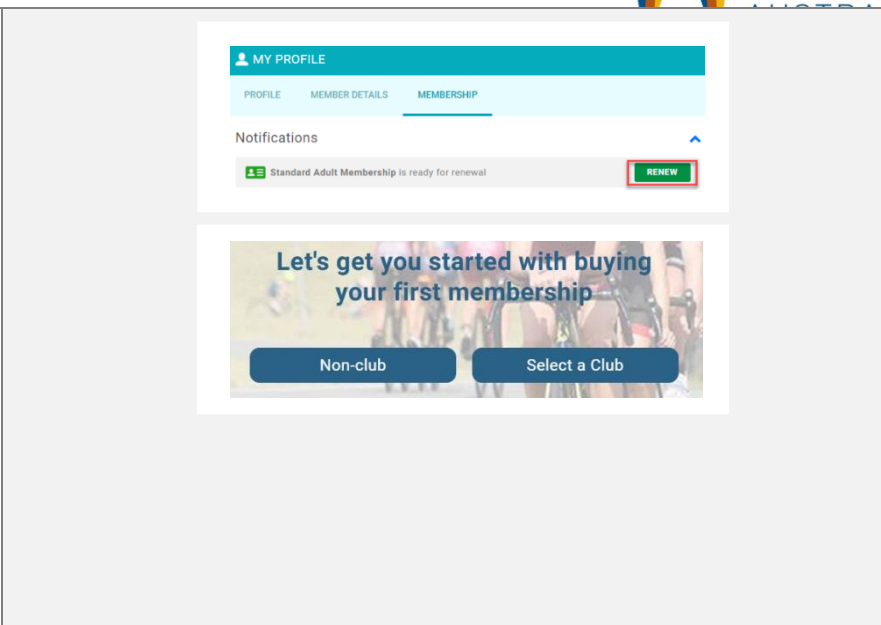
**If you are adding a new club this year, see the footnote at the end of this guide.*

If you are a **new member**, a pop-up will appear on the screen to help you get started with your membership purchase.

IF JOINING A CLUB
 Choose **SELECT A CLUB**

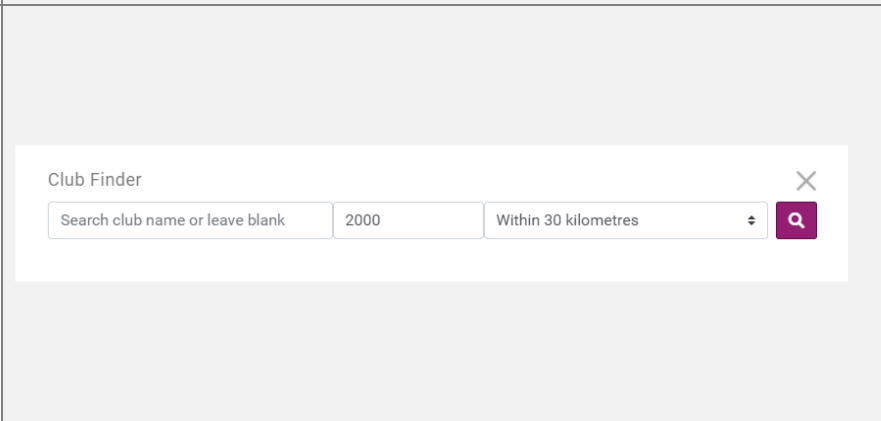
IF NOT JOINING A CLUB
 Choose **NON-CLUB** and proceed to Step 5.

What is Non-Club? This is joining Triathlon Australia without joining a club.



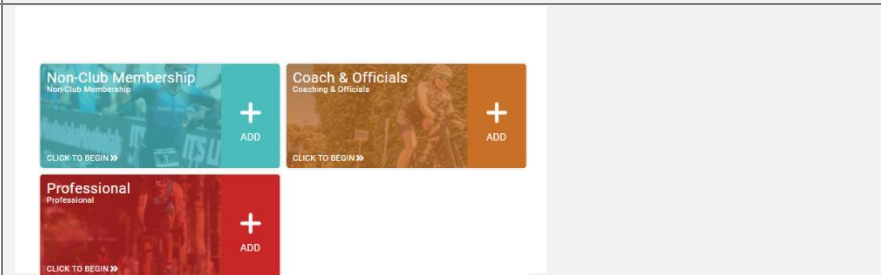
5 **IF JOINING A CLUB**
 The Club Finder will pop-up on the next page. Type in the name of your club or search for one using the postcode or suburb function. This field will be prepopulated with the postcode from your profile.

Click **Select Club**. It will be added to your profile page clubs list. Proceed to step 8.



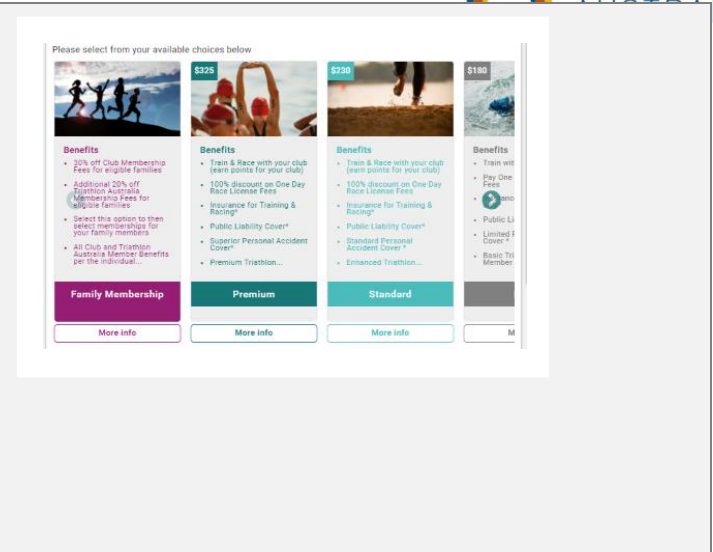
6 **IF NOT JOINING A CLUB**
 If you are choosing Non-Club, please select the **+ ADD** button on the **Non-Club Membership** tile.

Once you have made your selection, complete any information required, including Emergency Contact details. Click finish once you are done. You will receive a pop-up asking if you want to proceed to cart.

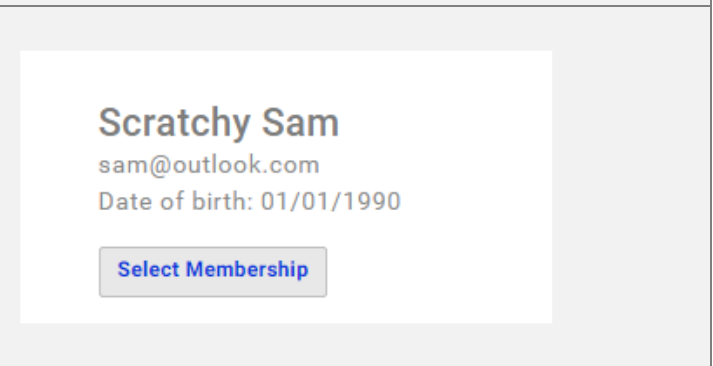


7 The available membership categories will be displayed. **If your club has turned on the family membership journey**, you will see a **“Family Membership”** option alongside the membership offerings. Click on this tile to select memberships for all family members.

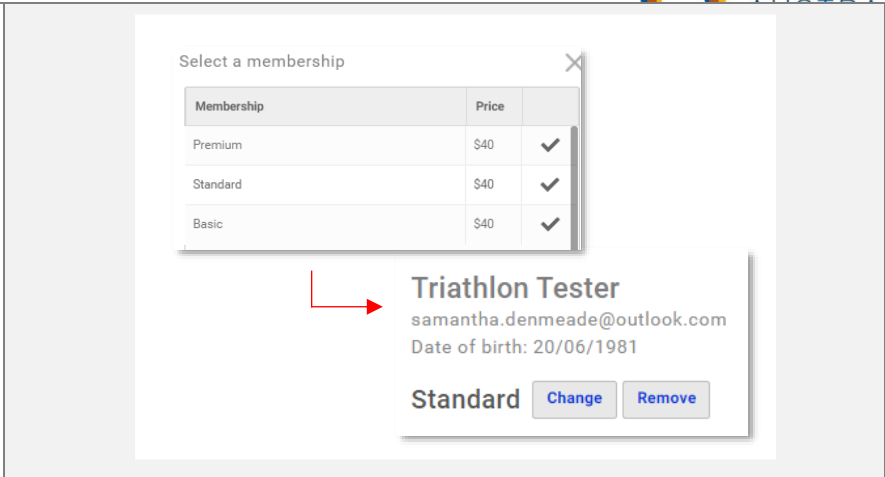
If your club has not turned the family membership journey on, make your individual membership selection, complete any information required, including Emergency Contact details and click finish once you are done. **Proceed to step 12**



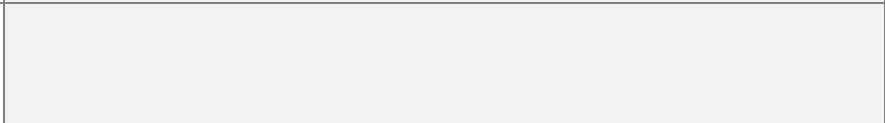
8 You will see details on any discounts that are offered on the Club Membership along with information on the eligibility criteria. Below this will be your own profile and, if you already have family members linked to your profile (you can check this by looking under your profile image) they will appear also. **Click on “Select Membership” for each of the members.**



9 You will see a list of Club memberships based on the member that you are making your selection for (e.g. Juniors will only see junior memberships etc). All memberships will have a grey tick to the right. **You will need to click on the tick for the relevant membership**, at which point the dialogue will close and you will see the membership selected under the member name.

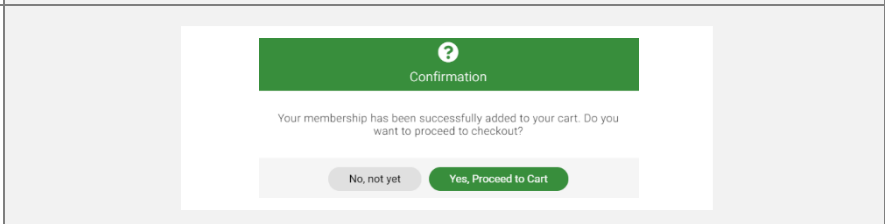


10 **Once you have made selections for all members**, click “next” and complete any information required, including Emergency Contact details. Click finish once you are done.

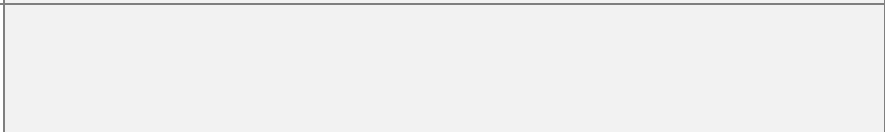


11 You will receive a pop-up asking if you want to proceed to cart. If you have gone through the family membership tile and selected memberships for all members, click Yes, Proceed to Cart” and **proceed to step 15**.

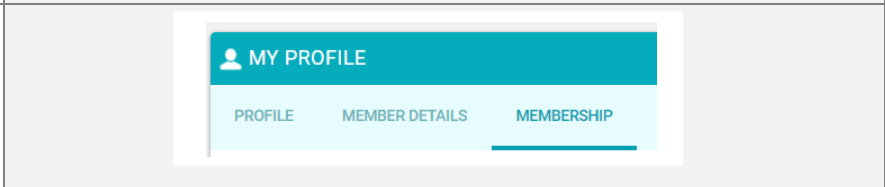
If you need to add memberships for additional members, where your Club have the family journey turned off, click on “No, not yet”.

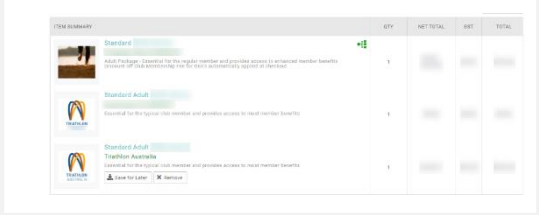
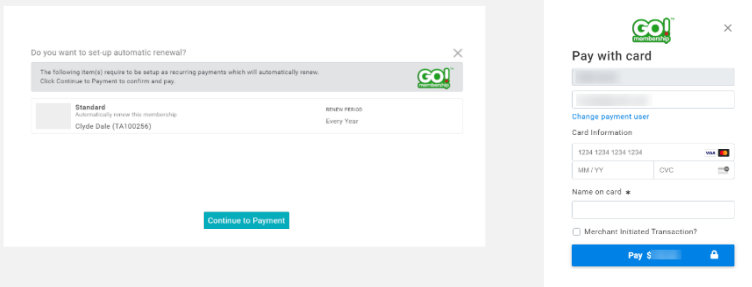


12 Click on one of the member profiles that are located to the left under your profile image. You will see this takes you to the profile area of that member where you can update details as required.



13 Click on “Membership” in the light blue header and follow the same steps as above for your own membership (starting from **step 4**).



| | | |
|------------------|--|---|
| <p>14</p> | <p>Your state (STTA) and Triathlon Australia memberships will be automatically linked to the memberships you are purchasing. Memberships will be grouped by member.</p> <p>If there are any discounts applied you can select the (i) in the order summary box to see the description.</p> |  |
| <p>15</p> | <p>Click on Pay with Card.</p> <p>A subscriptions pop-up will appear – this is your automatic renewal confirmation. By default these are turned on, however you can amend this after completing your purchase.</p> <p>Select Continue to Payment and complete your card details.</p> |  |
| <p>16</p> | <p>You will receive a payment receipt via email and an automatic membership confirmation email.</p> | |

MEMBER SUPPORT

Questions about Triathlon Australia membership or having trouble renewing? Get in touch with our membership team:

info@triathlon.org.au

(02) 8488 6200

View our Membership FAQs at triathlon.org.au