

YQ Guide

To your Fox Sports Pulse MyClub



Useful Links

[Click here to complete an Online System Access form](#)

[Click here to log in to MyClub](#)

[Click here for the FSP Support Centre](#)

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How to get access to your MyClub system...

1. Complete online system access form

Link: [Online System Access Form](#)

Location: YQ Website > Club & Class Resources > Online System Support > Online System Access Form

*Please note: you MUST create a Fox Sports Pulse (FSP) Passport to be able to gain access to your MyClub system. Please follow steps in the 'Fox Sports Pulse Passport' section of the access form if you do not have one. If you tick the 'no' box, your access will not be granted.

2. Your online system access form will be submitted to **Yachting Australia** and you will be notified upon approval.

Useful links to help you with the above:

[How to sign up for an FSP Passport](#)

[How to obtain access to your MyClub Membership System](#)

[Online System Access Form](#)

Fox Sports Pulse (FSP) Support Centre

You will notice a number of helpful, step by step links in this guide. All of these links are from the FSP Support Centre. By visiting the support centre, you can type in any key words to find what you are looking for, or click 'Sport Specific Advice > Yachting' to find guides made specifically for our MyClub system. You can find the support centre by clicking 'support' at the top right of your MyClub page, or by clicking the link on the front page of this guide.

Setting up your MyClub system

There are a number of initial steps that you should take to ensure that your MyClub system is set up correctly. This involves the following:

- ❖ Adding your Club logo
- ❖ Adding your Club information
- ❖ Adding your contacts and roles
- ❖ Updating your locator details
- ❖ Complete payments application if necessary
- ❖ Set your member record types
- ❖ Set up products for future registration forms
- ❖ Reporting
- ❖ ... and more

For step by step instructions, visit the link below to the FSP Administrator Starters Guide. We suggest using this as a checklist on how to initially set up your system. Please remember that it is extremely important to complete these steps as if they are not done properly, it may affect other aspects of your system and show inaccurate data to state and national users.

Link: [Administrator Starters Guide](#)

Location: FSP Support Centre

We advise following steps in the above guide; however some separate links are also shown below.

Add Club logo to your database

This explains how to add/change your Club logo. This logo will also display on any registration forms you may create.

Link: [Add/Change club logo](#)

Add/edit your Club details

This explains how to edit your Club information so that everything is up to date. It is important to make sure this information is always updated if anything changes.

Link: [Club details](#)

Add/edit your Club contacts

This explains how to add/edit your Club contacts – this means you can add everyone that works within your Club and select which role they work in. It is vital to keep this information updated at all times as this will affect important communications sent by the state body.

Link: [Club contacts](#)

Club Locator

This is where you can edit your Club locator information. All information is here is shown to the public on the Yachting Australia and Yachting Queensland club finder. It is important that this information is also kept updated.

Link: [Organisation locator](#)

Setting up member record types

This involves how to set up your member record types. This is a vital piece of information that will affect how the rest of your system works, so please ensure that it is completed correctly. If you have any troubles, please contact YQ for help. This is where you place all of your membership options. You must link all of your options to a YA parent type.

Link: [Setting up member record types](#)

General Navigation

Searching tool

This explains how to use the search tool.

Link: [Navigation](#)

Link: [Member search functionality](#)

Members

Adding Members

This involves how to manually add a new member to your database.

Link: [Adding a new member](#)

Editing a member

This involves how to edit an already existing member profile.

Link: [Editing a member](#)

Add a photo to a member record

This involves how to add a photo to a member's profile/record.

Link: [Add a photo to a member record](#)

Add a document to a member record

This explains how to add a document to a member's profile/record.

Link: [Add a document to a member record](#)

Renewing a member for a new season

This involves how to manually renew an already existing member for the new season.

Link: [Renewing a member for a new season](#)

Changing a member's member record type

This involves how to change an already existing member's record type.

Link: [Changing a member's member record type](#)

Duplicate Resolution

This involves how to resolve a member that may have more than one YA number.

Link: [Duplicate Resolution](#)

Deleting a member

You are unable to 'delete' a member, but you can make them 'inactive'. Do this by going into the member's profile > member records > select relevant record > de-tick active check box & save.

Communications

The communications/communicator tool can be used to send messages to numerous members at once.

Profile Settings

This involves how to view and edit your profile settings within the communicator tool.

Link: [Communicator - profile settings](#)

Manage Custom Groups

This involves how to create and send messages to custom groups.

Link: [Communicator - manage custom groups](#)

Send Message by Email

This involves how to send messages out to members via email. You can send messages a few different ways. This includes:

1. Membership Group – based on member record types
2. Custom Group – you customise the group
3. Saved Reports - you can create a report by using the reporting tool, and then save your results. You can then choose to send a message out to the people in this particular report. This must be done through the 'back-end' first using the 'Report' tab.

Link: [Communicator - send message via email](#)

Membership registration renewal emails

This involves how to use the communicator to send out membership registration renewal emails.

Link: [Communicator - membership registration renewal emails](#)

Removing individual members from communicator messages

This involves how to select and remove individual members from a message.

Link: [Communicator - remove individual members from communicator messages](#)

Send Message by SMS

This involves how to send messages out to members via SMS.

Links: [Communicator - send message by SMS](#)

Below link involves how to set up your SMS account and purchase credits.

Link: [Communicator - create SMS account and purchase credits](#)

Viewing sent messages

This involves how to view your sent messages within the communicator tool.

Link: [Communicator - sent messages](#)

Registrations

It is important to ensure all 'back-end' areas are complete before completing your registration form.

This includes areas such as:

- ❖ Member record types
- ❖ Payment Configuration
- ❖ Custom fields
- ❖ Products

You may need to view other sections of this guide before completing the actual registration form.

Payment Configuration

This is where you can go to set up to receive funds through your system. You can view the payment application here and this process is dealt with through FSP. If you require any information on payments and fees, it is best to contact Sporting Pulse Support on 1300 139 970.

Link: [How to apply to become a FSP sub-merchant](#)

Payment Splits

Once application approved, you can view your payment splits and see/decide where selected money goes. Again, it is best to talk to Sporting Pulse Support regarding this, on 1300 139 970.

Payments – Refunds

This explains how to do payment refunds once you have the ability set-up.

Link: [Finance/Payments - refunds](#)

Products

This is where you add your products that you can select to use on registration forms. This includes your membership options, as well as merchandise, boat storage and anything else you may give people the option to purchase. These must be set up before applying to your registration form.

Link: [How to create a product](#)

Products tab on your registration form

This explains how to utilise the products tab on your registration form, once your products have been set up.

Link: [Products tab on your registration form](#)

How to create a membership registration form

This involves how to set up a membership registration form to enable people to register, and potentially purchase, their membership online.

Link: [Setting up a Yachting membership registration form](#)

How to create an event registration form

This explains how to set up a registration form for an event.

Link: [Event registration form](#)

Members guide on how to use a registration form

This gives explanation to members on how to use a registration form.

Link: [User guide for members registering](#)

Creating custom fields

This explains how to create custom fields which can then be used in your registration forms.

Link: [Membership custom fields](#)

Field configuration

This involves how to organise your fields, including custom fields.

Link: [Field configuration](#)

Locator

This takes you to the same place as the locator button on your dashboard. This is where you can place your club information and ensure that it is accurate. This information will display on the Yachting Australia and Yachting Queensland website's Club finder.

Reports

Basic introduction to reports

This will give you a good understanding to the reporting tool.

Link: [Basic introduction to reports](#)

Advanced member report

This is the main report you can select to create a report and gather information on your members, whether it be contact details or to view all members of a certain member record type.

Link: [Advanced member report](#)

How to save and delete a report

This explains how to save and delete a report once you have created it. This is useful information to know for the communicator tool also and the tool utilises you to be able to send communications to a saved report.

Link: [Saving and deleting reports](#)

Link: [Saved reports](#)

Finance Reports

This explains how to run a finance report, if you have payments set-up in your system.

Link: [Membership finance reports](#)

Link: [Registrations - member transaction reports](#)

Reporting on event registrations

This explains how to gather information from event registrations. This is relevant if you have set up a registration form for an event that you may be holding. Remember, when creating an event you must set up a member record type for 'event participant' as this will also affect your reporting.

Link: [Reporting on event registrations](#)

Member records type report

This is how you run a report on members with a particular member record type.

Link: [Reporting on member record types](#)

Emailing reports

This is how you can create a report and email it to yourself or whoever you wish.

When going into the report tab, select the type of report you wish to run. Once you have dragged all fields across that you wish to gather information from, follow the below:

1. Scroll down to 'Report Output'
2. Select 'Email' option, instead of 'Display'
3. Select 'CSV' from the small drop down box (this means it will send to you as an excel spreadsheet)
4. Type in the email address that you wish to receive the report at
5. Click 'run report' button underneath section

Programs

Creating a program

The program functionality allows your Club to participate in a National Discover Sailing Day Program as well as Discover Sailing Day programs on any other day. Programs that are set up via the Program functionality in the MyClub system will appear on the Discover Sailing Day Program Finder, allowing the public to find your Program and register to participate.

Link: [Creating a program - quick guide](#)

Events

This covers how to create an event and how to manage where it displays, as well as linking registration forms to your events. If you would like your eCal Calendar to display on your Club website, please contact Claire at Yachting Queensland to receive the code that you will need to paste onto your desired website page. You can now manage each event you create and where it will display – view all links below.

Creating an event

This explains how to set-up an event in your MyClub system.

Link: [Creating an event](#)

How to create an event registration form

This explains how to set up a registration form for an event, which you can then link to step above.

Link: [Event registration form](#)

Displaying your event on your eCal

This explains how you can ensure that your event displays on the eCal calendar. *The 'eCal' Calendar is linked with MyClub, so that whenever you enter an event on MyClub, it will automatically display on your Club and State calendar, and now there are options to share your events to other levels as well (e.g. National – YA). For an example of the eCal, view the YQ website homepage and scroll down to the calendar. To get your Club calendar placed on your website, contact YQ for the code that you will need to paste into your website editor in order for it to appear on the page of your choice.*

Link: [Display events on eCal calendar](#)

Viewing and managing shared events

Here is a solution to 'streamline' calendars at all levels (club/class, state, national). Events set up in MyClub can now be shared. By sharing an event, it will be available for all clubs, classes, state associations and YA to add to their eCal calendars. This allows events to be more widely displayed/advertised. Only the club/class that set up a shared event will be able to edit/delete it. Events can be shared when setting up the event or at any stage after the event has been set-up.

Link: [Viewing and managing shared events](#)