MOTORCYCLING
AUSTRALIA

RIDERNET
Ride. Race. Enjoy.

Ride. Race. Enjoy.
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Contents

Introduction:

Motorcycling Australia is pleased to deliver its new, bespoke Customer Relationship Management (CRM) System, in close partnership with CRM designer, 3rdMill. Following months of scoping, workshops, research and analysis, MA happily presents the all new RiderNet to Clubs, offering a more user-friendly, simplified experience.

Club administrators will only require a single login to access their Club accounts. Using their own individual RiderNet ID, administrators will be assigned access to their relevant Club. Requests for administrator access needs to be directed to your SCB and confirmation is required from Club officials.

This User Guide outlines all the key information and navigation tools to assist with the new system with specific regard to clubs and seek to answer any questions or concerns those users may have.

Club administrators will find information on how to do the following:

- Manage Club details
- Create Memberships (categories, years, types)
- Add Members (back end)
- Create an event (type, permitting, classes, sup regs, etc…)
- Check Event Financials and Reporting
- Complete Event and Product Refunds
- Event and Product Cancellation
- Club and Event Communications

This RiderNet Guide will take you through each of these functions, giving a comprehensive and clear understanding of what can be done using the website. Clubs will find further guides and 'How To' information in video and PDF format that will be downloadable for use at any time here *[include details of how they can access these files]*.

For any further Licencing questions please refer to:

https://www.ma.org.au/licences-rules/licences/juniorendorsementslicenseconditions/

MANAGING YOUR CLUB PROFILE

Managing Club Details

Your Club basic details are set up when you initially affiliate, but you will be able to edit and update them as they change.

To access your Club Administration page, you will need to access the **Admin** page on your RiderNet profile and select *Club > Manage Club*

*Note: **Club Admin access is assigned by your SCB, they will need to verify who requires access and who has been given by current Admins of the Club. If you cannot see your club admin details, then you have not been set up as a club admin.***
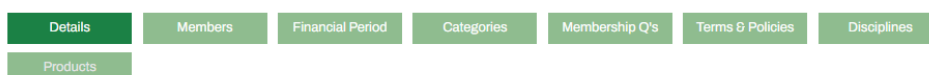
Once you have accessed your Club, you will find the navigation panel which is where administrators can access Details, Members, Memberships, Terms and Conditions, Disciplines and Products

Once you have selected **Details,** the page will open then select the **Edit** icon to unlock the data fields.

You will then be able to update the required fields. Please ensure that once all your changes have been made that you **Save** the changes.
The details you will be able to update/change include:
- Contact information.
- Mailing addresses.
- Club positions.
- Additional Club Delegates.
- Pending/Approved Club Memberships.

Note: If you want to change banking information or affiliation status, these changes can only be updated by your SCB upon request.

How to Update Club Contacts

Your Club contacts, including your Club roles, can be updated by selecting the appropriate person for the drop-down list of Club members. You will be able to search for the member you want to allocate by typing their name. You can nominate your Club positions as well as up to 5 additional Club delegates.

Creating a Club Product

Clubs will be able to create products from their Administration page.
Initially, products will not be displayed and allow admins to filter which type of product they require.
Products are split into two types:

1. **Non-Event Only Products** (e.g. club merchandise).
2. **Event Only Products** (e.g. transponders, pit garage/site, tickets).

Manage Club - Toowoomba Motocross Club

| Details | Members | Financial Period | Categories | Membership Q's | Terms & Policies | Disciplines |

Products

Products

Category: All   Types: Non-Event Only Produc   Find: Search

Non-Event Only Products
Event Only Products
All

After clicking 'Search', the option to 'Add Product' will appear. Follow the below steps to create the Product.

- Create Product Name.
- Product Owner (search in the dropdown list for your Club.
- Select Product Category.
- Merchandise is an example of a Product Category. Products such as T-Shirts, Hats, Jumpers, Beanies could be filed under this category.
- Select Sort Order..
- Create Description.

Product   ✕ Close

* (Indicates required fields)

Product Name *

Product Owner *   Toowoomba Motocross Club

Category *   --- select ---

Sort Order *   0

Description *

Add Image   Choose File   No file chosen

Event Only   ☐ Event Only products can only be added to an event

Autofulfil   ☑

Ticketed   ☑

This product is refundable   ☑

SAVE & NEXT

Products can also be set to be:
- o **Auto fulfill:** select this where the product does not need to be manually fulfilled.
- o **Ticketed:** select this if the product is a ticketed event.
- o **Refundable:** select this if the product is refundable.

An image may also be added for the Members to see.
Click *'Save and Next'*

Next, you will be able to set the following:
1. **Default Price:** the standard price your product will be set to.
2. **Default Inventory Count:** This will be a default count of the stock available for purchase.
3. **Re-Order Count:** This is the amount of product that is nominated to be ordered at the nominated re-order level.
4. **Re-Order Level:** This is the level at which the Inventory of items will be trigger/notified to be re-ordered.
5. **Max Quantity:** This is the maximum number of products that can be purchased in one transaction.

Add Product

✕ Close

* (Indicates required fields)

Product Name	Test
Default Price *	0
Default Inventory Count *	0
Re-order Quantity *	0
Re-order Level *	0
Max Quantity *	0

Variants   Add Variant

Questions   Add Question

PREVIOUS   SAVE & FINISH

Adding a Variant

Note: Variants are REQUIRED for the Product to be valid and live in the system. These variants can be the same as the product if there are no variants available for the product.

Adding a Variant will require you to fill the following information:
- o **Variant Type:** Size or Colour
- o **Variant name:** e.g., Small, Medium, Large – Black, Blue, Red

You can also add Override values for each Variants. These can be created if the variants have different prices or inventory requirements to the default item and will display instead of the default values.

There MUST be a number in the Inventory Count The inventory will indicate how many of a product is available for purchase.

Click *'Save and Finish'* finalize product.

Created products can be available for purchase upon request or for an event depending on their settings.

Clubs Terms & Conditions

Clubs will have the ability to include any Club specific Terms and Conditions that they may require members to accept as part of the Club Membership process.

Go to *Terms & Conditions > Add Content*

Manage Club - Toowoomba Motocross Club

Details	Members	Financial Period	Categories	Membership Q's	Terms & Policies	Vendors
Products						

Terms & Policies

TYPE	EFFECTIVE DATE	CREATED	LAST UPDATED	ADD CONTENT +

Select the Type of Terms Content: e.g., Membership T & C
Set the Effective Date and copy in the Content: This can be edited and updated as required.

Club Terms Content   ✕ Close

Type

Club - Membership T & C

Club - Membership T & C

Content

Styles | Format | Font | Size

body p

Save

Club Disciplines

Clubs will be able to select their Disciplines. This can be used for prospective Members to identify a Club that offers the discipline they currently ride or are interested in riding.

Managing Club Memberships

Creating Club   Memberships

Clubs can create and manage your Memberships via your Administration access. There are a few steps required to set your memberships up but once they are set, they will only need to be attached to each financial year unless there is a change to your membership type detail.
Note: a RiderNet ID/Member number is 6 Digits

Creating a Financial Period

Clubs will first need to setup their Financial Period as this is required to allocate each Membership Categories.
Note: Clubs can have multiple Financial Periods active at the same time, for example, if you want to open your 2023 Club Memberships for registration in December while your 2022 Club memberships are still active you will be able to.
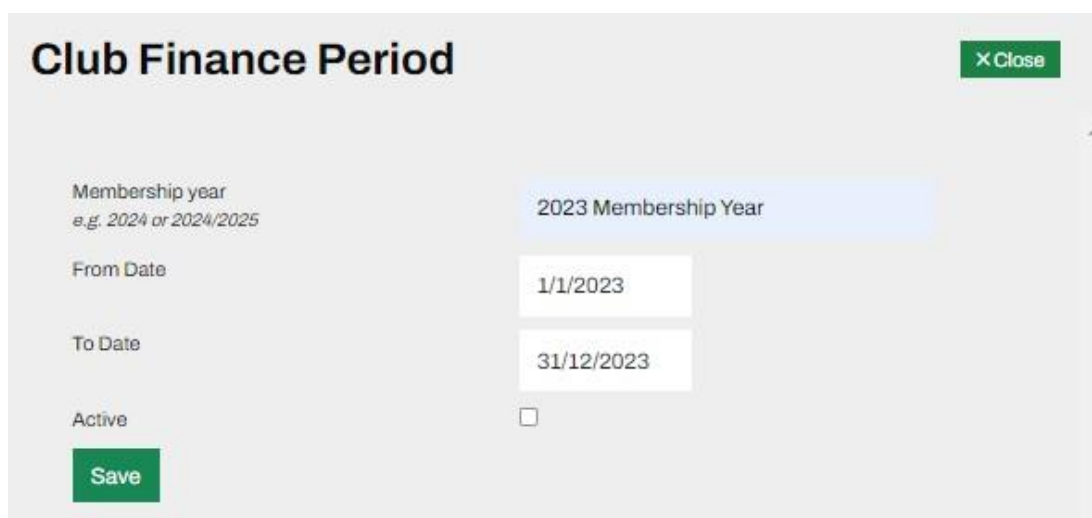
Details	Members	Financial Period	Categories	Membership Q's	Terms & Policies	Vendors
Products						

Financial Period

MEMBERSHIP YEAR	FROM DATE	TO DATE	ACTIVE	ADD PERIOD +

To create the Financial Period, click *Financial Period > Add period > Name Membership year, e.g. 2023 > create To and From dates > mark as Active (or leave unmarked to be Inactive)*

Note: Clubs will be able to set the dates as they require, e.g. calendar year, financial year, constitutional year

Club Finance Period   ✕ Close

Membership year e.g. 2024 or 2024/2025	2023 Membership Year
From Date	1/1/2023
To Date	31/12/2023
Active	☐

Save

Create a Club Membership Category

From the Club Administration page, *Select Categories > Add Category*

Next,

1. **Allocate the Membership Year**: e.g. 2022, and
2. **Allocate the National Category**: e.g. Junior/Family/Senior, etc…
3. **Complete the Club Category:** the name Members will see when choosing a membership.
4. **Add a Description:** e.g. the preferred Club name
5. **Set Visible From and To Dates:** These are the dates when Members will be able to see and purchase the Memberships online and purchase

NOTE: The Visible FROM and TO dates only show when the memberships will be available for purchase, not the valid dates of the memberships themselves (this is linked to the Financial Year)

- **Period Type:** nominate if your members are set to a Fixed Period, (e.g. 12 months), Pro Rata or Rolling
- Set Cost
- **Mark as Active:** keep unmarked if wanting to keep in Inactive until a later date
- **Add a Questionnaire:** optional, only use if Club wants to set Questions linked to your Club membership.
- Save

Note: Clubs will be able to create memberships visible to only Administrators, e.g., Life Memberships.

When creating a club category, there will be the option for 'Admin Register only'. This will allow only Club Admins to delegate these memberships to specific members.

Once you have created the membership category, tick the 'Admin Register only' box

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Club Membership Category

Field	Value
Membership Year	2023
National Category	Junior Member
Club Category (for member display)	2023 Junior Membership
Description	
Member start date	1/1/2023
Member end date	31/12/2023
Visible from	1/12/2022
Visible to	30/11/2023
Period Type	Fixed Period
Cost	$ 25
Active	☑
Questionnaire	None
Admin Register Only (When selected, will only be visible to admins.)	☑

Save

Complete the process for the remaining Club Membership Categories you want to create.

You can Edit the Categories at any time until a membership has been sold, just click 'Edit' to update.

NOTE: Please ensure you only have the appropriate Categories ACTIVE to avoid confusion for Members and Administrators.

For future memberships, all that need to be updated is the visible To and From dates and possibly Costs if they change.

Membership Questionnaire

Questionnaires can be created and set if a Club has any specific questions for their members relating to their set Categories.

Select Membership Q's > Add Form

Clubs will be able to Name each questionnaire and set as **Active** or **Inactive** as they need. Within each questionnaire Clubs have the option to add the following fields as question types:

- Single or Multi-choice
- Short/Long Text
- Number
- Date
- Yes/No
- File Upload

Questions will be available for specific sorting and ordering, as well as Preview prior to publishing.

How to approve Pending Club Members

Note: this section is only for Clubs who have set their memberships to go into 'Pending' when members make purchases

| I want Online registrations that are paid by credit card go to Pending	Yes
Auto approve zero dollar online registration transactions	No
I want to receive a notification when a club membership is purchased online.	Yes
Send email notification to:	
Second email notification to:	

Once a ride has applied to become a member, the below steps and information will assist with Approving or Declining their applications.

As riders apply to become members, Clubs will receive email notifications and can find the Pending membership via their Admin page > Club > Manage Approvals
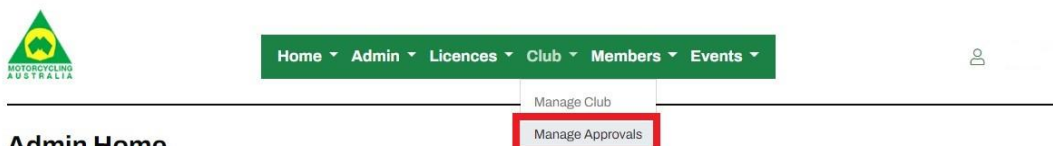
This will display those members who have applied for the Club's membership. The display will include their Name, Membership type, period, status, and cost.

Click 'View' to Approve or Decline the applicant.

Note – If you decline a member, you MUST include a reason, this will be sent to the member to explain why they had been declined)

The status can be filtered to display, Pending Approval, Club Approved and Declined or searched for using RiderNet ID, First and Last names.

Note that members generally purchase memberships with the intent of purchasing the licence ASAP. If you are a club that requires 'club approval' please ensure that you are regularly checking applications. This is for the benefit of the club and the member.

Once a membership is approved, the member will be sent a payment request email which needs to be completed, before they are finalised as a financial member.

After they have made payment, an email will be sent to the Club's email stating who has paid, which membership, the total, the Club, and their RiderNet ID.

You can check and verify these members under the 'Members' tab in the Manage Club menu.

Manage Club - Preston MCC

Details | Members | Financial Period | Categories | Membership Q's | Terms & Policies | Disciplines
Products | Email Members | Reports

Members

Download Members

| Type: | All | | Status: | Club Approved |
| Member Name: | | | Expiry: | Active |

Search

ID	MEMBER	NAME	TYPE	STATUS	EXPIRY		ADD MEMBER +
			2023 Senior Membership	Club Approved	31/12/2023	View 👁	Adjust Dates ✏

From here, members can be filtered and searched, download listing of members, view their profiles and if required, adjust dates of membership dates.

IMPORTANCE OF STATUSES:

Pending: pending completion (i.e. payment via RiderNet)
Pending approval: pending club 'approval'
Club approved: may require payment.
Paid: membership is finalized
Note:If the status is not paid – it is not recognized in the system – therefore will not allow system members to purchase a competitive licence

Adding Club Members (via back end)

To add Members via the back-end, Clubs can do this by following the below steps:
Admin > Club > Manage Club > Search for Club via name > Manage > Members page and select 'Add Member.'

This will bring up a Global Search field. All the below fields are **MANDATORY** to find and add a member:
- o RiderNet ID
- o Surname
- o DOB

After finding the Member, click '**Add**'. Next you will be able to select from the available Club Memberships and follow the prompts.

NOTE: If you are wanting to give a member a $0.00 membership, first, setup the corresponding fee, e.g. Family/Single/Junior/Senior and mark it as 'Admin only'. This will ensure that only club administrators can assign them.

How to Email Members

Email Templates

Clubs will be able to communicate emails to their members from their home page. They can create templates for each email type as well as categorising the email type and setting the defined 'From' email address, e.g. the club's email.
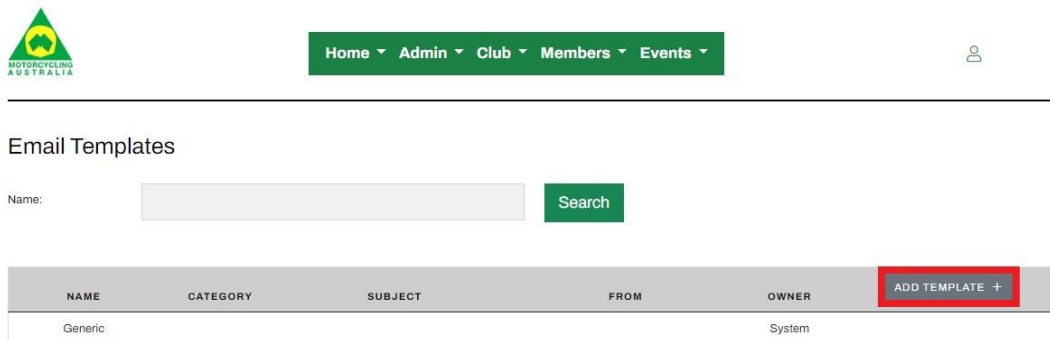
Emails can be sent ad hoc or by using a pre-set template. To create a template, follow the below instructions:

From the Admin Home, click Admin > Email Templates
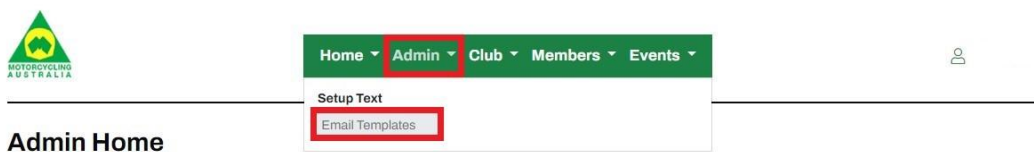
This will display where the email templates are stored and if they need to be edited or created, admins can do so from here.

To create a template, *click Add Template*

Here, you can set the Template Name, Default Subject, Default from Address, and select the Category, e.g., Event, Membership. The Owner will be prefilled to the Club, this won't have to change.

There will be a body which text, links and formatting can be set, as well as prefill text prompts which will use member and event details to fill out the body of the email.

These prompts include:

First Name	Last Name	Full Name
RiderNet ID	Mobile Number	Email Address

Event Name, Dates and Location

Click 'Save' once the template has been completed.

Emailing Club Members

To email members from the Club Home, you will need to select Email Members from the Club dashboard.

Here, admins can choose who they want to send the email to, when, which template they would like to use, the subject, add any attachments and schedule when an email will be sent.

Below are the definitions of each field:

- **Type:** based on which type of membership a member has, you can choose which members receive the email, e.g. Senior, Junior, Single, Family, All
- **Status:** memberships that are paid, pending or both
- **Expiry:** whether a member's membership is Active or due to expire, e.g. 1, 2, 3, 4 months, or Expired
- **Template:** which specific template you would like to use
- **Subject:** purpose of the email
- **From:** who is sending the email, e.g., club email address

NOTE: THE EMAIL ADDRESS WILL DEFAULT TO SUPPORT@RIDERNET.COM.AU – TO ENSURE YOUR CLUB RECEIVES EMAILS, PLEASE PUT IN YOUR OWN CLUB EMAIL ADDRESS

- **Other recipients:** those members that are not specifically linked to the club through their membership.
- **Send Date:** the scheduled time when the email is to be sent.

NOTE: this time is displayed as 24-hour time

- **Duplicate Email Handling (Suppress/Include):** Select whether duplicated emails will receive the communication or not.
- **Message:** the text body for the email
- **Attachments:** documents or files that will accompany the email

Details | Members | Financial Period | Categories | Membership Q's | Terms & Policies | Disciplines
Products | Email Members

Email Members

Type:	All	Status:	All
Member Name:		Expiry:	Active

Template: Blank Template

Duplicate Email Handling: ⦿ Suppress Duplicates ◯ Include Duplicates

Subject: Enter Email Subject here

From:

Other Recipients: [Find]

Message:

[First Name]
[Last Name]
[Full Name]
[Mbrship Nbr]/[RidernetID]
[Mobile Number]
[Email Address]

Club Name

Blank email template set up

body

Attachments:
Choose File | No file chosen
Choose File | No file chosen
Choose File | No file chosen
Choose File | No file chosen
Choose File | No file chosen

Send Date (leave blank for now): | Time:

[Send Email]

As well as emailing members from your Club, admins will be able to email members that have registered for their events (See Emailing Event Members) pg