Onboarding Guide
AusCycling Clubs and Centres

Introduction
Welcome to revolutioniseSPORT.

This guide summarises the platform's core functionalities and the steps required to enable registrations for your organisations.

Logging into your portal
Your login details will have been sent to you via email. We recommend saving them to your browser so they can be pre-filled in the future. It is also best to bookmark your portal link in your browser.

Your username will not be your email address and is based on:

Your first name's initial;
Your surname, and;
A number (if required).

If you have trouble logging in, click the "forgot login details" option to send a password reset email. Once you have changed your login details, you must update the details saved to your browser if the pre-fill still uses the old, now invalid information.

If you can't find your portal link, your revolutioniseSPORT website contains a link to your portal in the footer via the **For Admins** button.

Confirm your Account details are correct.
Your parent body likely created your basic account details, so you must ensure they are still correct. To do this, go to **Account settings** (located in the top-right of your portal) **> account details**.
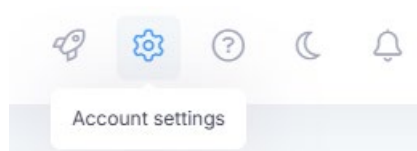

You can update your organisation name, contact details and address where necessary. You can also upload your logo, which appears on your website and all invoices, and set up automated email notifications when actions are taken through your website, such as member registrations or shop purchases.

Add additional administrators to your portal
Account administrators are individuals who have access to your revolutioniseSPORT administrative portal. You can grant your administrators access to all aspects of the platform or specific areas only (e.g. Members, Events, Finance).

New administrators can be added via **Account settings > admins > Options > add admin**.
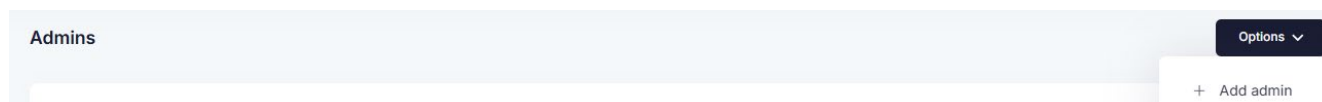
To add someone as an administrator, they must be a **current member** of your account and have a **valid email address** against their profile.

Once added, the new administrator will receive an email containing their login details and the link to log in (we recommend they save this page in their bookmarks bar).
If an administrator has forgotten their login details:

Ask them to visit the account link and click **forgot login details** on the login page or,
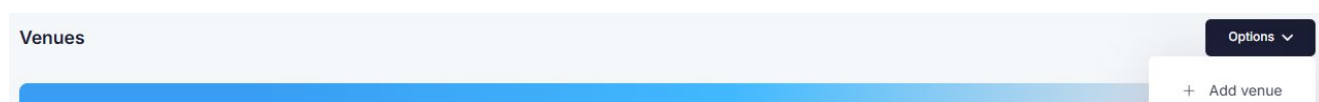Go to their member profile and click **send login details** under the **Options** menu.

Add your venues to your portal.
All venues are managed in one location. This allows you to use multiple venues across different areas of your account, e.g., events, meetings, competitions, bookings, etc.

To add a venue:
Go to **Account settings > venues**.
Click **add a venue** from the options menu.

Enter the **Name**, **Address**, and specify in which sections of revolutioniseSPORT the venue can be used.
Click **Add venue**.

Creating additional registration fields
Additional fields, located in **Members > settings**, allow you to customise your registration form and refer to the information you want to collect from members at the point of registration.

By default, the system will ask for each member's:

Basic details (name, DOB);
Contact information (phone number, email), and;
Address details.

So, you don't need to create additional fields for these. However, aside from these, you have complete flexibility to collect any information from members with their online registration.

To make the data collection process as efficient as possible, you also have a range of **types** you can utilise to capture the data. These include:

Text input (1 line) – allows members to type out their own, small response
Text input (multiple lines) – as above, but used when longer responses are required
Dropdown – lets you configure which exact responses members can choose from
Checkbox (single) – a variation on the dropdown
Checkbox (multiple) – allows multiple options to be selected
Date – the field is completed by selecting a specific date
File upload – a file is uploaded for the field

For example, a Yes or No question is best set up as a dropdown since, with a text input field, one member may respond "yes," another "yeah," and another "maybe," affecting the data in your account. Setting the field as a dropdown ensures uniformity across the answers members submit.

Typical fields utilised by our sports include:

Emergency contact information
Medical conditions and treatment plan
If members are interested in coaching/volunteering
WWCC information
Occupation
How the member heard about the club

Lastly, these fields can be optional or mandatory in **Site > settings >** *Member information fields*.

Customising your welcome email
Your welcome email, which can be found in **Members > settings.**
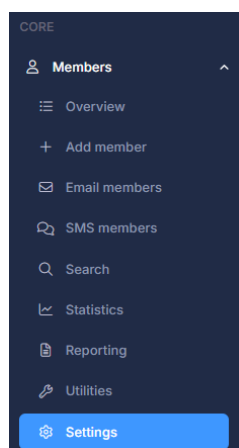
This is an automated email sent to members when they complete their registration. Include the information you want members to see or direct themselves to when they join your club in this email.

This might include a history of your club or links to your website that direct members to upcoming events, to register another member (e.g., as a parent), or to your club's *About* page.

The welcome email will also include the information of your parent bodies, so the welcome information of your national bodies will be included in yours.

If more specific information needs to be sent to different types of members (e.g life members vs playing members), you can also customise a welcome email on a per-payment class basis that will send instead of the standard welcome email you create in **Members > settings**.

Adding payment classes
Payment classes are your membership types. They are both how you want to categorise your members and charge the necessary fees for joining your clubs. Payment classes are created in **Finance > payment classes > add payment class**.

Your payment classes are structured based on your membership model. Some sports offer "Adult" and "Junior" memberships, while others further divide these into " under 18s, ""under 16s," and so on.

Commonly, most clubs will also have:

A $0 "Admin" payment class
A "Life member" payment class
"Supporter" and "Volunteer" memberships

Regarding your options when creating a payment class, the main ones are the **amount** and the **capitation fee**.

The amount is the club fee you want to charge, not an overall total that includes the state and national fees. State and national fees are handled via the **capitation fee** option, which is how you link your fees to those of your parent bodies (e.g. how to link your "Adult" payment class to your state's).

This ensures that members pay one invoice when registering, which includes club, state, and national fees. They are then marked as paid members of those payment classes at each level.

Payment classes can also have a range of eligibility restrictions applied to them. The main ones are minimum and maximum age requirements, which ensure that members aren't registering for payment classes they aren't eligible for. For example, a "Junior" membership will commonly have the maximum age set to 18.

Setting up online payments

Online debit and credit card transactions are possible in revolutioniseSPORT via our integration with Pin Payments, a payment provider based in Melbourne. The main benefits that this integration offers are:
Having invoices reconcile automatically and at all levels
Automatically issue invoice receipts at the point of payment
Automatically split payments into bank accounts across all levels of a peak system
Perform refunds via your revolutioniseSPORT account
Option to make payment mandatory at the point of registration (to take the stress and time out of chasing up unpaid invoices)
Ultimately helps save admin time that could be better spent elsewhere

As an online payment provider, Pin Payments charges a transaction fee of 2% + $1.60. With clients incorporate these costs into their fees.

To enable Pin Payments, go to **Finance > settings >** *Accepted payment methods* **> enable Pin Payments**.
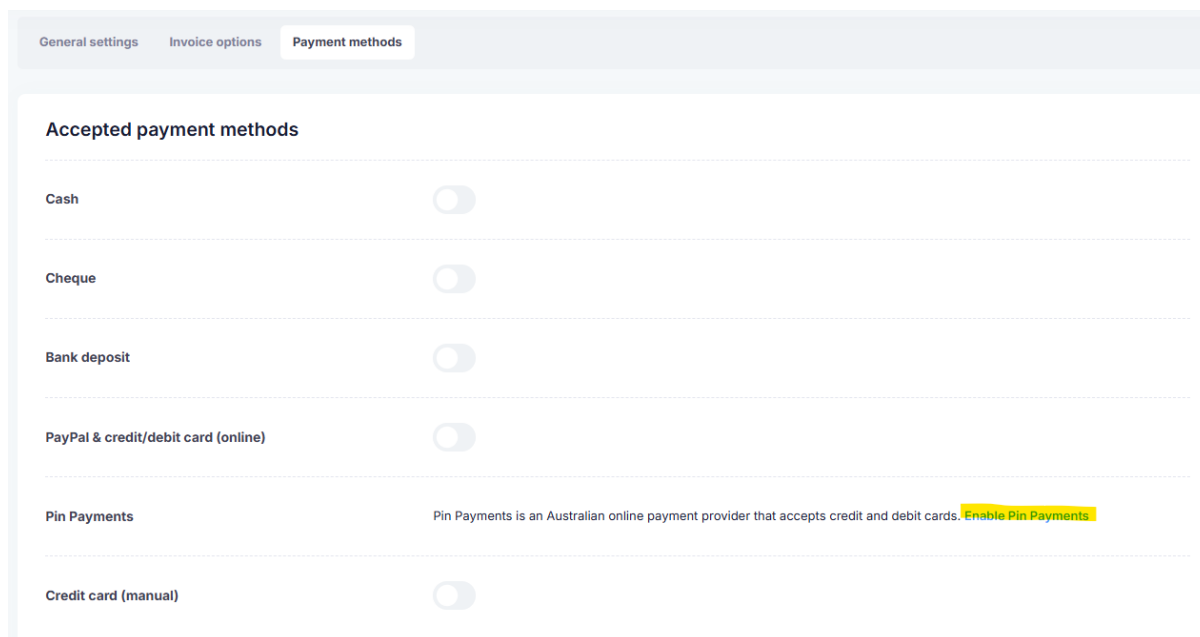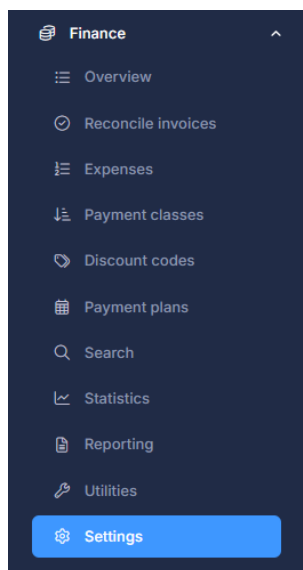
You will submit all relevant details in this form that are required for Pin Payments' 'Know your customer' guidelines. This is their commitment to ensuring the security of online transactions.

As per the above, some resources will be required to submit the form, and the requirements are based on your **Incorporation status**. Examples of what you may need to submit include:

ABN
Personal identification
Bank statement
Constitution
Meeting Minutes

Account details

Full organisation name *

Short nickname *

Address line 1 *

Address line 2

The mailing address cannot be a PO Box. The address is kept confidential.

Suburb *

State *

QLD

Postcode *

Phone number *

ABN *

Registered for GST *

No

Your ABN is required. If you don't have one yet, visit https://abr.gov.au to set one up for free.

Bank account name *

Bank BSB *

Bank account number *

Proof of incorporation status

Proof of your organisation's incorporation status must be provided to enable Pin Payments. This is a requirement of Pin Payments to prevent fraudulent activity. Learn more

Incorporation status *

Other

Bank statement *

Choose file   No file chosen

Must be in an **accepted format** ⓘ and no larger than **10MB**. Please ensure the uploaded file clearly shows the account name, BSB, and account number. You may obscure any other sensitive information if desired.

Constitution *

Choose file   No file chosen

Must be in an **accepted format** ⓘ and no larger than **10MB**.

Meeting minutes *

Choose file   No file chosen

Must be in an **accepted format** ⓘ and no larger than **10MB**. Please ensure your meeting minutes are on a letterhead, and clearly show the committee members and their respective positions (i.e. President, Treasurer, Secretary, etc.).

Contact details

These details are required for anti-fraud purposes. This information is kept confidential.

First name *

Last name *

Date of birth *

Email address *

[Request Pin Payments account]

Summary

This is a summary of the functionalities covered in the training. Once set up, you can explore more advanced options to further reduce the administrative workload required to manage your club and provide the best possible experience for your members submitting online forms.

Need more help?

If you have further questions, please remember to use our **Help Centre**, which is located at the top right corner of your screen.

Every administrator has unfettered access to hundreds of FAQs, how-to articles, and video tutorials in their portal.

Administrators are also able to liaise with our support team via a dedicated ticketing system (via **help** > **Support tickets**), which streamlines the response process and creates an audit trail for future review and feedback.

ENDS