EXPIRED MEMBERS VISIBILITY INFORMATION SHEET

Revised 09/06/2020

To check the status of membership renewals for your Club/Organisation, follow these steps:

From your home screen, select **Entity Management** > *Enter Entity PIN* > **Select your Entity** > **Entity Home** > **Reports** > **Expiry Report**

This report view shows active and expired members for your club/organisation dating back 18 months from the current day. The *relationship* dropdown filters are explained as follows:

All – Displays all members in a club/organisation AND their direct descendants

Show Directly Related – Displays only members in that club/organisation

The *status* dropdown filters are explained as follows:

All – Displays all members of the club/organisation for the last 18 months

Currently Active – Shows only members with a current membership product

Expired last 30 days – Shows only those members who have expired within the last 30 days

Expired last 18 months – Shows only those members who did not renew within the last 18 months of run date of the report.

Active linked Icons located to the right of member names allow you to '*Go to Member Home'* and/or '*Impersonate'* active members. For expired members you have the option to '*Go to Member Home'* to view details.

The ***Expiry Report*** can be queued and emailed to you for external data evaluation/handling. The export report contains the following fields:

First Name	Product	Email
Last Name	Membership Status	Mobile Phone
Gender	Membership Expiry Date Time	Family Group Name
Age	Days Left	Participant Id

To view expired member details, follow these steps:

From your home screen, select **Entity Management** > *Enter Entity PIN* > **Select your Entity** > **Entity Home** > **Reports** > **Expiry Report**

Apply the filters '**Show Directly Related'** under Relationship and either '**Expired last 30 days**' or '**Expired last 18 months'** for Status.

Find the member you wish to view then select the 👤 icon to the far right to **Go to Member Home**

You will see the member details pop up with Identity, Address, Contact. And you will see two sets of buttons, one set Teal and one set Gold.

The teal buttons are for you to view member details without impersonation.
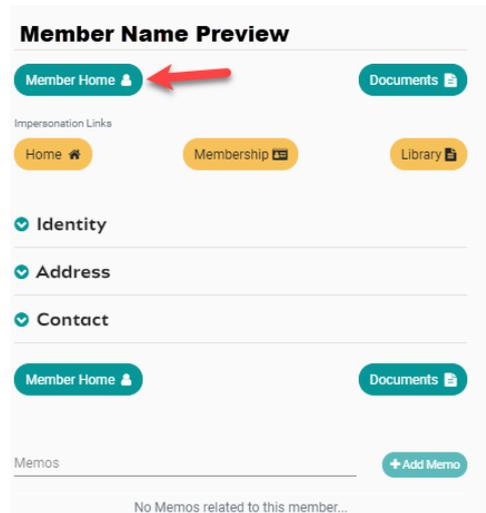
Clicking on the Teal member home button allows you to see active memberships for that member, Groups that member was associated with, and preview window into their Shopping Cart.
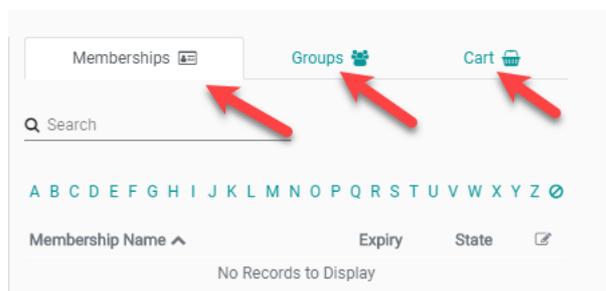
The gold buttons will send you into that member profile for impersonation. This allows you to see exactly what the member sees when logged in and looking at their personal dashboard home, their Memberships, or their Document library.

To assist expired members with re-joining, follow these steps:

From your home screen, select **Entity Management** > *Enter Entity PIN* > **Select your Entity** > **Entity Home** > **Purchases**

Select **Single +** then type the **name of the expired member** into the search field. The search field will allow you to search for anyone who was ever a member within Swim Central. You can then select the membership they wish to purchase and send the purchase order to the member. Members will then access their **My Purchases > Payment Pending** status option to purchase the membership.