Hockey Ireland is now using ‘*GoMembership’* as its management tool to deliver our new membership and event management system. This online platform will form part of a key pillar of our strategic plan of improving our service and support to clubs, committees and volunteers within the sport while freeing up valuable time previously spent on administrative functions. It will also help Hockey Ireland integrate several additional services and operations across our events management, coaching development, participation programme and umpire development, which will in turn deliver a better customer experience.

|  |  |
| --- | --- |
| What is the link for Hockey Ireland’s membership system | <https://hockeyireland.azolve.com/Account.mvc/Login?ReturnUrl=%2f> |
| What is *GoMembership* | *GoMembership* is the next generation of Membership Management where member experience is at the forefront of design.   * Self-Serve player registration for all clubs * Safeguarding records for all volunteers who require vetting * Membership payments and a membership database will be available for clubs |
| What are the rules concerning GDPR? | Hockey Ireland’s GDPR regulations are located here:   * [ ] |
| How do I log in to *GoMembership* | * If you are a new user, click sign up and enter your details. * If you are a returning member, enter your username or email address for your account & your password. Click forgot password and this will trigger an email with a link to reset your password. 3.00Just follow the instructions in the email. |
| How will the registration modules work | Up until now, players were registered by administrative volunteers and committee members and this was often a paper-based system.  *GoMembership* will allow the players (or their parents / guardians) to log into their club portal in *Gomembership* and enter their details themselves. The Committee in the club will then be able to validate their registration online, saving huge amounts of data entry.  From the 2021/22 season onwards, all players in a club will have to self-register. For youth players, parents and guardians will be guided through how to upload any relevant documentation required.  The move to self-serve will significantly decrease the volume of administration at the start of the season. It will also help to ensure we have accurate data and allow members to have access to their own personal data at any time, as per GDPR regulations. |
| How will the club member and membership modules work | *GoMembership* currently offers competitive rates for clubs looking for a new registration system. As all club players and parents will be required to register online, this presents an opportunity to add payment options and have your members log in to register and pay at the same time.  Clubs can also build out other membership options. The membership options will be managed outside of Hockey Ireland with *GoMembership* directly. Their current fees for online payments are 3.5% of payments through the system, with a 50c /p transaction fee per payment. |
| Is there anything the clubs need to do to get ready for *GoMembership* | All clubs affiliated with Hockey Ireland are registered on *GoMembership*. Clubs can start going through players in the panels in *GoMembership* and identifying players who are members of the management committee, players that are duplicates, or whose names are spelled wrong.  There will be none of the usual paper forms required to capture data for player registration at the start of the 2021/2022 season, we will be moving completely online for membership registrations and membership fee payments.  You can access your ‘Club Profile’ through your ‘Member Profile’ by navigating through the menu. You must login to your own personal profile in order to manage your club. |
| Are there any other benefits to *GoMembership* | Hockey Ireland’s National Childrens Officer will upload all your club members that have been garda vetted allowing an online tracking system going forward. Each individual can also upload their safeguard certificates and *GoMembership* will trigger a reminder in advance of both garda vetting and safeguarding expiry dates. |
| Will there be training on the new system and when? | Yes, our membership team will be in touch with the provinces to arrange support and training. |
| Who can I contact for more information about *GoMembership* | Please contact [membership@hockey.ie](mailto:membership@hockey.ie) if you have any questions about *GoMembership*. |