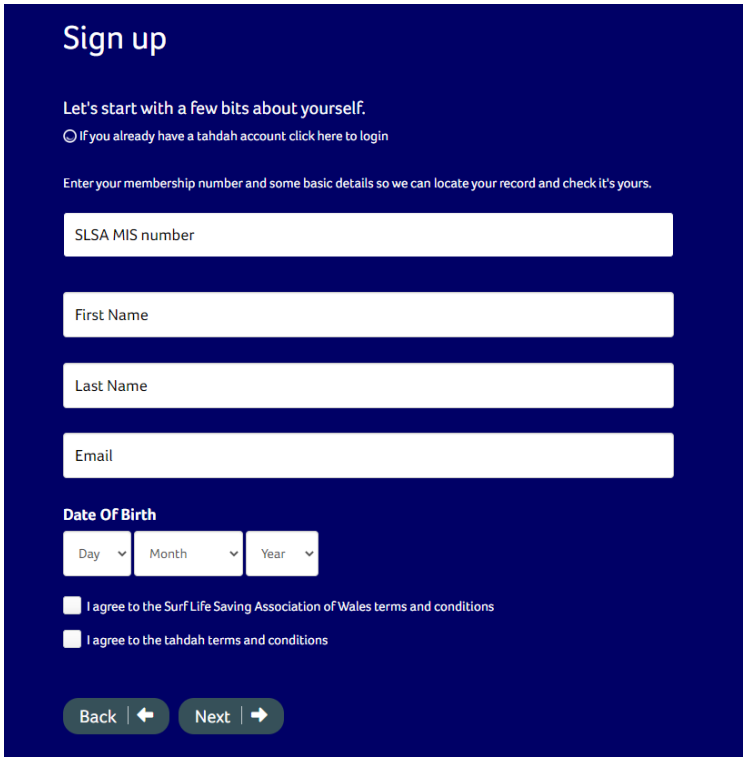
Stage 2 - Getting club members onto Tahdah & Managing membership

Existing / Expired / Historic Members:

Just like you signed up and claimed your account all your club members will need to do the same.
https://slsawales.Tahdah.me/account/registernew



This could cause a few issues as the names and DOB much match the exact filed on the current MIS. Eg first name must be typed in as Lizzie not Elizabeth or Liz. As a club admin you can go in and search for these details on Tahdah.

MIS NUMBERS

In order to reduce errors MIS numbers have been amended the need for the extra zeros at the start of the numbers has been removed.

E.G. RH018 has changed to RH18
RH07 / RH007 has changed to RH7

You then need to tell the member the correct detail to put in on the form above.
How to find and edit a member's details:
https://scribehow.com/shared/How_to_view_and_edit_club_memberships__16JWgcWeTzasr2UWJeAlDA

MEMBERS WITH NO EMAIL

We have around 1300 members with no email registered for these members a current email will need to be added by the club admin before they can claim their account.
Add a member's email:
https://scribehow.com/shared/How_to_view_and_edit_club_memberships__16JWgcWeTzasr2UWJeAlDA

It is important to know that joining Tahdah is not automatically joining SLSA Wales or your club. Existing member will be registered under your club but they need to renew their membership after April 1st.

Below is a sample email you may wish to send out to all existing / expired club members.

Dear [Name],
We are moving to a new MIS system from 1st April 2023. In order to get you started you will need to claim your account by logging in. Here are the steps:-
1. Click on this link which will take you to the sign-up page:
https://slsawales.Tahdah.me/account/registernew

2. When you are asked are you already a member of Surf Life Saving Association of Wales please click YES (even if you are not a current member but have been historically)

3. Next enter your SLSA MIS membership number
MIS NUMBERS
MIS numbers have been amended the need for the extra zeros at the start of the numbers has been removed.
E.G. RH018 has changed to RH18
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4. Fill in the remaining data
First name (as it is registered with your club eg Elizabeth, Lizzie, Liz etc) Your surname and date of birth.

5. You must agree to the terms and conditions before clicking next to complete this process of verifying and claiming your account.

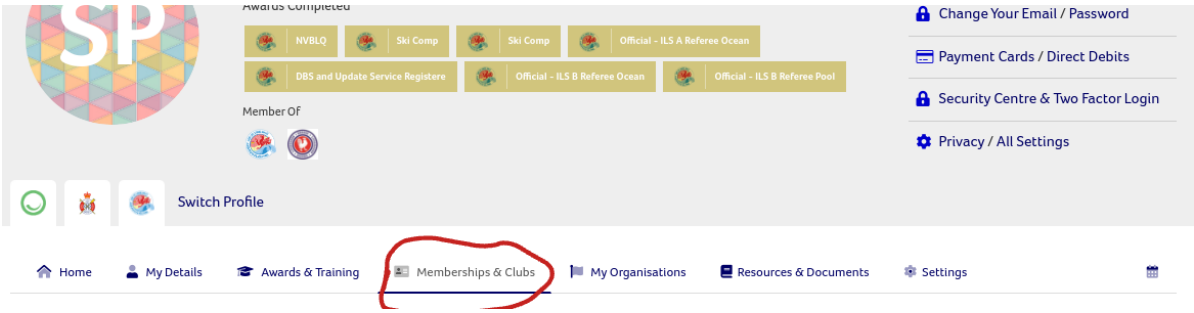
Once you have claimed your account you will then be able to update your contact details & email preferences:
https://scribehow.com/shared/SLSA__How_to_Manage_and_update_your_personal_information__aqen2iU-TZ6df6oCEkX6Hg
If you have any difficulty verifying and claiming your account please contact your Club Administrator who will be able to assist you.

New members:
There are two ways to add a new member onto the Tahdah System:

1) Members create their own account

New members can create an account on Tahdah themselves. You will need to provide them with the following website link: https://slsawales.Tahdah.me/account/registernew
They will then need to click "No" and proceed with the registration form and then join your club from the selection.

It is important to know that joining Tahdah is not automatically joining SLSA Wales or your club. They then need to click join "rhoose" from membership tab



2) Club Admins create an account on their behalf.

Clubs can add a member and send them a joining email / "Magic Link"
How to:
https://scribehow.com/shared/Adding_a_New_Member_to_SLSA_Wales__KlxOdsHzTy2RLaMFNJrUow

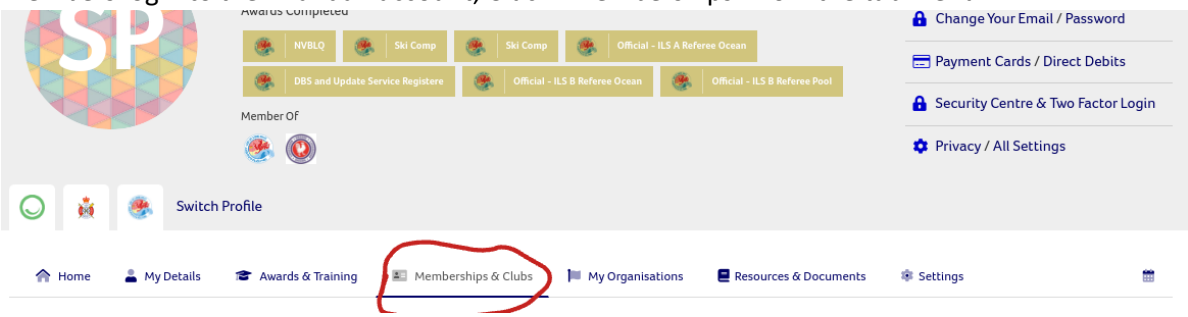
Paying Club & SLSA Wales membership:

The idea of Tahdah is that members can take responsibility of their own details keeping them UpToDate regularly and allowing both SLSA Wales and the clubs to comminate key messages with ease. They can also process their own membership renewals.

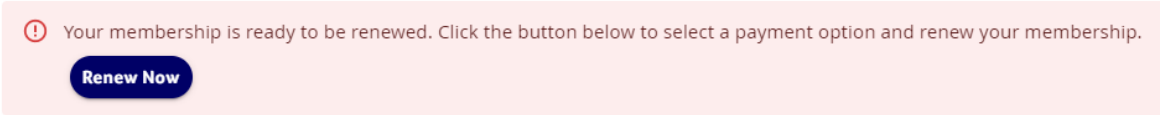
We recommend asking your members to claim their account, login and make payments themselves as it is more secure than providing their card details to you and they will then have full access to their account.

There are now a variety of way members can join a club and SLSA Wales. If you choose option 1 or 2 then the SLSA Wales fee will automatically taken off the membership fee and sent directly to the SLSA bank account.

1) Self-renewal:
Members log into their Tahdah account, Cluck “Memberships” from the tab menu.



Find the required club, and click on “Membership tools”, then “Join / Renew Now”



Here they can then select the membership and proceed to payment via card.

2) Renew over the phone via club admin:
Here clubs can facilitate a card payment over the phone on behalf of the member.
YOU MUST NOT WRITE DOWN ANY CARD DETAILS TO COMPLETE THIS STEP POST PHONECALL.
How to:
https://scribehow.com/shared/How_to_Renew_a_member_paying_by_creditdebit_card__yiO-xSFcRWyqqh3FcTNo8A

3) Offline payments:
We understand a number of members will still like to pay via cash or card, or clubs membership does not sync with the SLSA Wales membership year (Apr – Apr). Therefore, should this occur, you can add a member’s membership as an offline payment.
How to:
https://scribehow.com/shared/How_to_renew_a_member_who_has_paid_offline__osPE8XgkSfak4BrxBkV14g

Qat the end of each month club treasurer will receive an invoice through Tahdah to pay the relevant SLSA Wales fees for membership directly to SLSA Wales through Tahdah.

Children's Accounts on Tahdah

Children Under 13

Children under 13 cannot have a tahdah account themselves. Parents will need to create and account and then add on their child through the My Family Tab.

Please ensure you have spoken to the club and the child account already exists before you procced to add a child.

If the parent already has a tahdah account and SLSA Wales Membership / MIS number

How to guide:
https://scribehow.com/shared/How_to_add_a_child_to_your_existing_SLSA_Wales_account__9_fWvIakS8aFSqp_IyqUbw

If the parent doesn't have a tahdah account and SLSA Wales membership

How to guide:
https://scribehow.com/shared/How_to_claim_your_childs_account_if_you_are_not_an_SLSA_Wales_Member__9EAgX52cSQWYvPe6z55Ofg

Children over 16

Once a child reaches 16 years old, they can them claim their account themselves. They will be able to get access to their record for themselves and continue with their training through tahdah.

How to claim your account:

https://scribehow.com/shared/SLSA__How_to_claim_your_account__YAThdRM9T3OcHSWMFe05fg