

User Guide to CYC Website and Sailing Club Manager Application

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For IT support issues please contact – ITSUPPORT@CYCADMIN.ORG providing your full name, and a summary of your issue and we will respond to you asap. Please bear in mind support is managed on a voluntary basis.

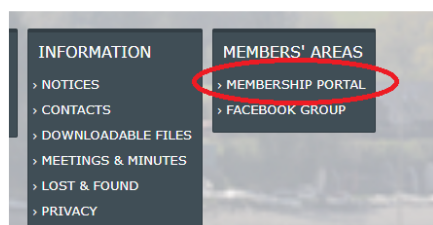
1. How to log into the system

You will receive an email with your login details – please check your email spam/junk-mail folders if you do not see one in your inbox.

When you have your login details, please go to the CYC website – cargreenyc.org - and click on the cross in the top right corner to reveal the menu:

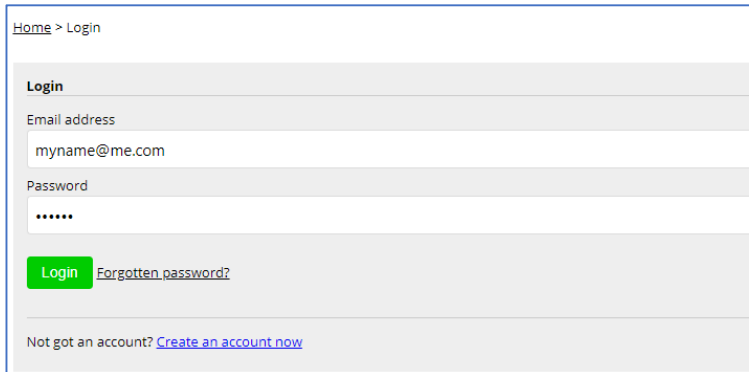


Now click on “Membership Portal” to go to the login page:



Should you not wish to use the link from the CYC website, you may also type this into your browser to reach the Membership Portal: <https://gc.cargreenyacht.club/login>

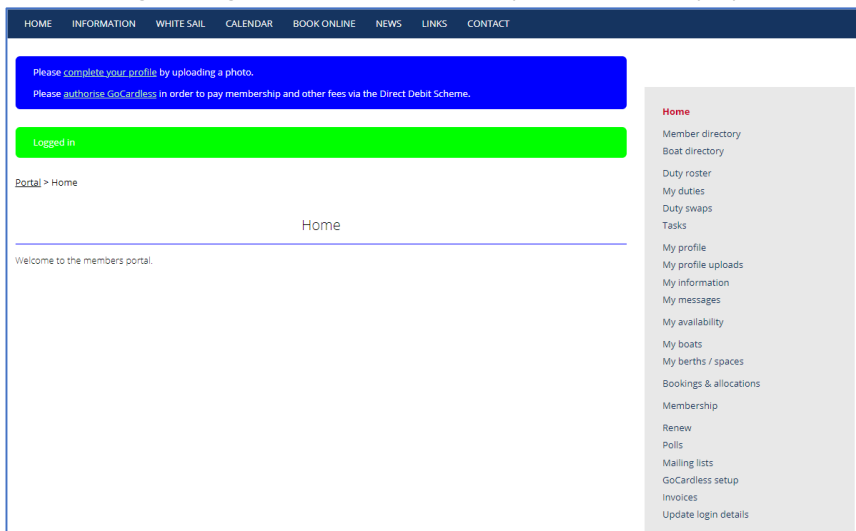
Enter your email address and password, click on the 'Login' button.



The screenshot shows a login form with the following elements:

- Breadcrumbs: Home > Login
- Section header: Login
- Email address field: myname@me.com
- Password field: masked with six dots
- Login button: A green button labeled "Login"
- Forgotten password link: A blue link labeled "Forgotten password?"
- Account creation link: A blue link labeled "Not got an account? Create an account now"

After clicking the Login button, the members portal will be displayed.



The screenshot shows the members portal interface with the following components:

- Navigation menu: HOME, INFORMATION, WHITE SAIL, CALENDAR, BOOK ONLINE, NEWS, LINKS, CONTACT
- Alerts: Two blue boxes with messages: "Please complete your profile by uploading a photo." and "Please authorise GoCardless in order to pay membership and other fees via the Direct Debit Scheme."
- Status: A green box indicating "Logged in"
- Breadcrumbs: Portal > Home
- Page title: Home
- Welcome message: Welcome to the members portal.
- Right-hand menu: A list of navigation options including Home, Member directory, Boat directory, Duty roster, My duties, Duty swaps, Tasks, My profile, My profile uploads, My information, My messages, My availability, My boats, My berths / spaces, Bookings & allocations, Membership, Renew, Polls, Mailing lists, GoCardless setup, Invoices, and Update login details.

2.0 Change Personal Details

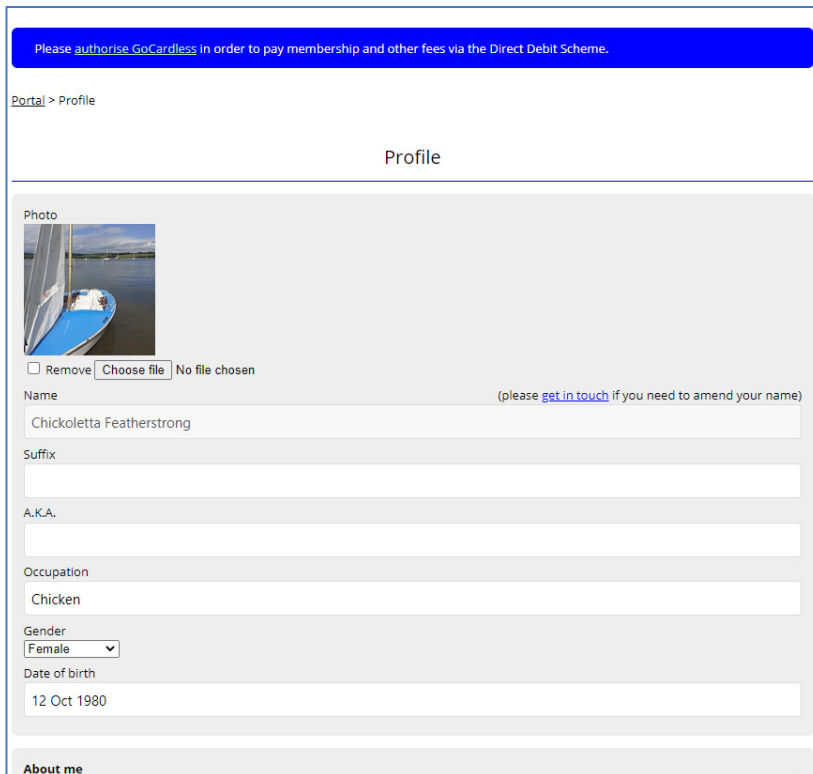
From the Portal main page, click on the “Please complete your profile” hyperlink, shown in the blue box.

Please [complete your profile](#) by uploading a photo.

Please [authorise GoCardless](#) in order to pay membership and other fees via the Direct Debit Scheme.

Here you can upload a profile picture, add a short bio, check that your contact details and emergency contact details are all correct.

Should you feel the Genders “Male” and “Female” do not apply to you, or you do not wish to disclose this, please choose “Not Specified”



The screenshot shows the 'Profile' page in the CYC Sailing Club Manager portal. At the top, there is a blue banner with the text: 'Please [authorise GoCardless](#) in order to pay membership and other fees via the Direct Debit Scheme.' Below this, the breadcrumb 'Portal > Profile' is visible. The main heading is 'Profile'. The form contains the following fields:

- Photo:** A small image of a blue boat on water. Below it are buttons for 'Remove', 'Choose file', and the text 'No file chosen'.
- Name:** A text input field containing 'Chickoletta Featherstrong'. A note next to it says '(please [get in touch](#) if you need to amend your name)'. There is a 'Save' button to the right.
- Suffix:** An empty text input field.
- A.K.A.:** An empty text input field.
- Occupation:** A text input field containing 'Chicken'.
- Gender:** A dropdown menu with 'Female' selected.
- Date of birth:** A text input field containing '12 Oct 1980'.

At the bottom of the form, there is a section titled 'About me'.

Once complete, click on ‘Save Changes’ button at the bottom of the screen.

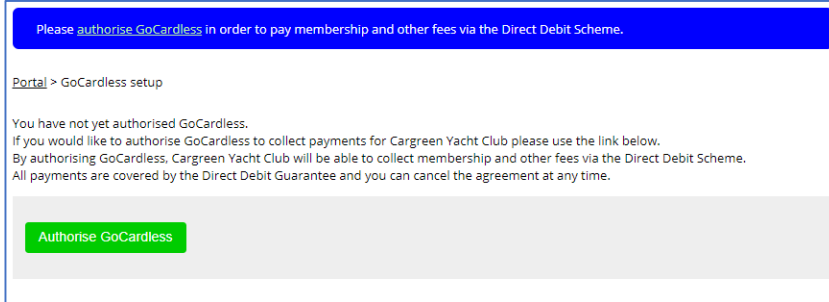
3.0 Update Payment Information

NB – GoCardless is the direct debit system the club uses for payments – payments will only be taken if you have authorised an invoice for payment.

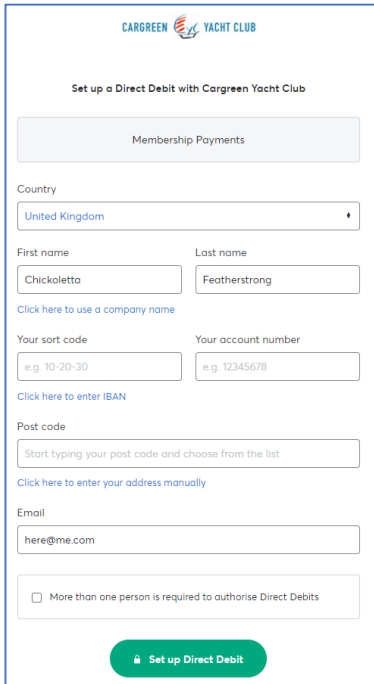
GoCardless Mandate process

Click on the 'Please authorise GoCardless in order to pay membership' hyperlink, shown in the blue box.

This will take you to the GoCardless setup screen – Click on the 'Authorise GoCardless' button



Complete the banking information and click on 'Set up Direct Debit' when complete.



Authorisation will then be confirmed

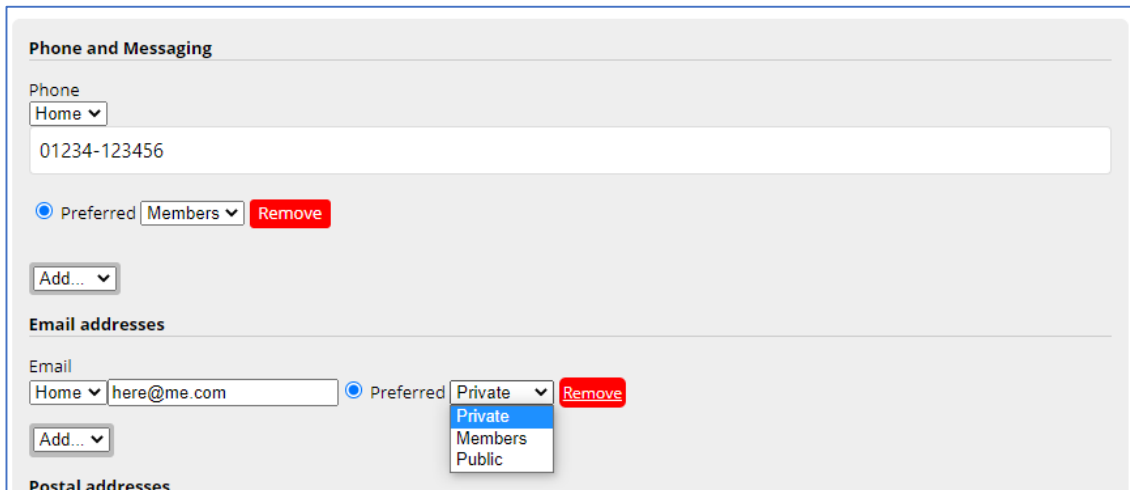


4.0 Members Directory

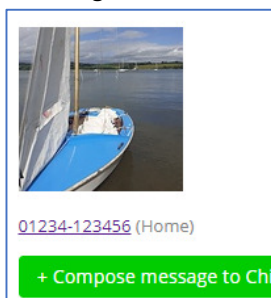
From the Portal, all members have access to the members directory as a way to contact another member.

To make your contact detail(s) accessible in this way, select “My Profile” from the right hand side menu.

For any phone / email / postal details, you can select the preferred visibility – Private, Members or Public. Once complete, click on ‘Save Changes’ button at the bottom of the screen



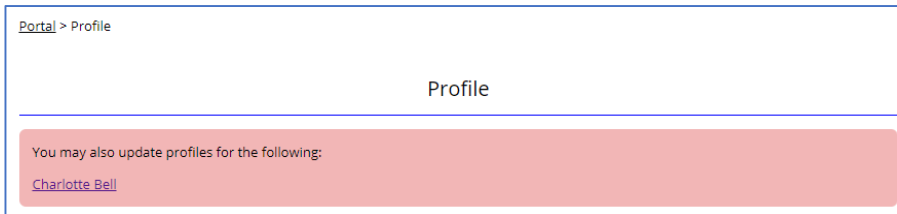
Selecting the ‘Members Directory’, visible details will display as:



5.0 Secondary Contact

This system allows us to have separate contact details for each member in a family membership.

As the Primary contact for your familial group, you may get a message as shown below.



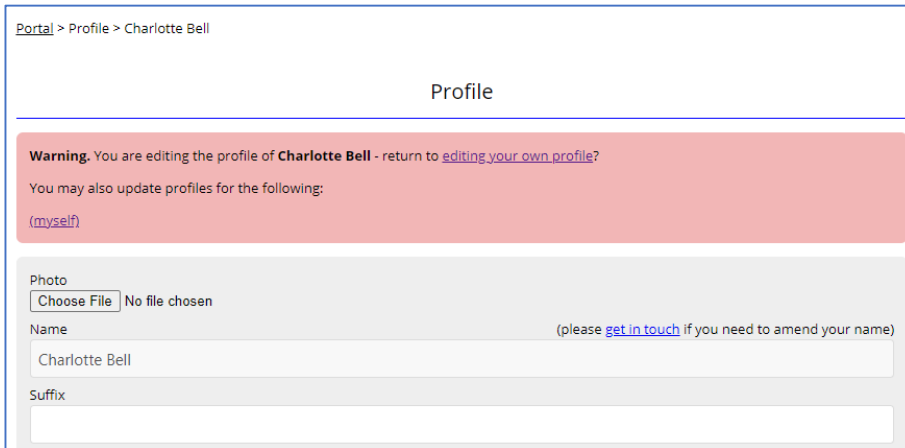
Portal > Profile

Profile

You may also update profiles for the following:

[Charlotte Bell](#)

Click on the hyperlink of the name to open the profile for the person named.



Portal > Profile > Charlotte Bell

Profile

Warning. You are editing the profile of **Charlotte Bell** - return to [editing your own profile?](#)

You may also update profiles for the following:

[\(myself\)](#)

Photo
 No file chosen

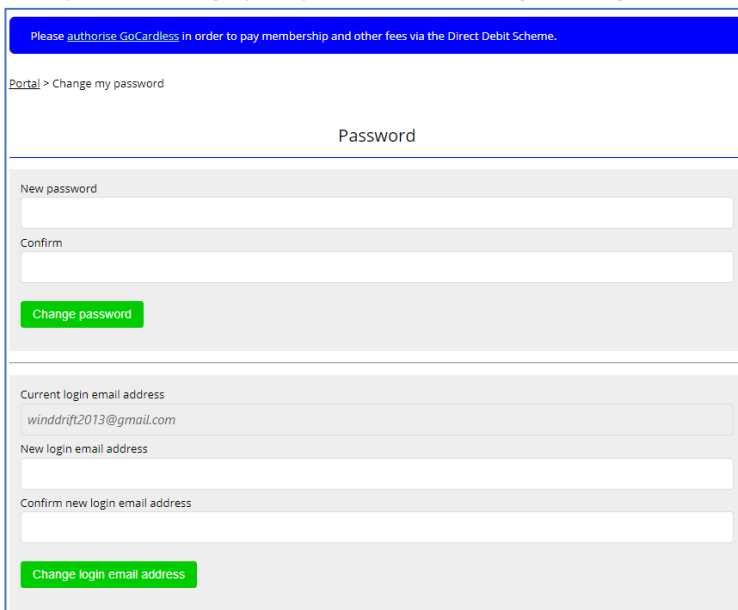
Name (please [get in touch](#) if you need to amend your name)
Charlotte Bell

Suffix

From here, you will be able to edit their details. Should they wish to have their own login, they will need a different email address to the primary contact.

6.0 Change Password

From your portal, in the right hand side of the screen, click on the 'Update login details' hyperlink. Here you can change your password and change the login email address.



Please [authorise GoCardless](#) in order to pay membership and other fees via the Direct Debit Scheme.

Portal > Change my password

Password

New password

Confirm

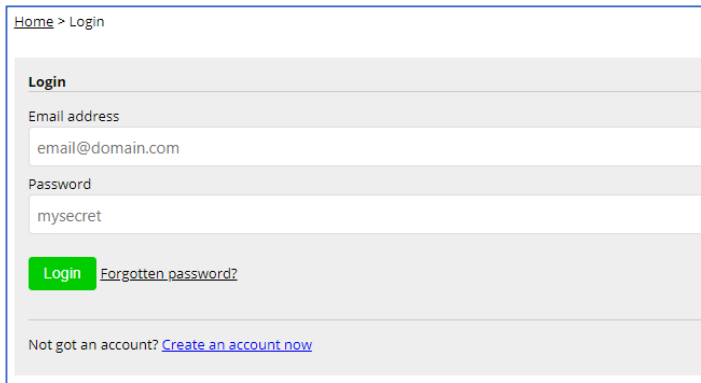
Current login email address
winddrift2013@gmail.com

New login email address

Confirm new login email address

7.0 Forgot Password

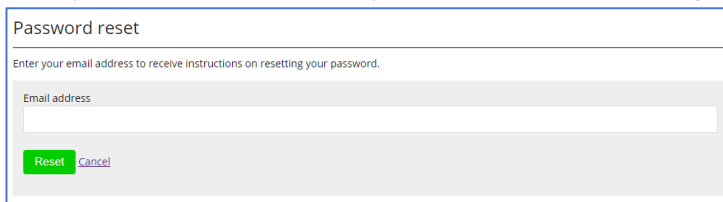
From the login screen, click on the 'Forgotten Password?' Text.



The screenshot shows a login form with the following elements:

- Header: Home > Login
- Section: Login
- Field: Email address (value: email@domain.com)
- Field: Password (value: mysecret)
- Buttons: Login (green), [Forgotten password?](#) (blue)
- Footer: Not got an account? [Create an account now](#) (blue)

Enter your email address for the password reset. Click on the green Reset button



The screenshot shows a password reset form with the following elements:

- Section: Password reset
- Text: Enter your email address to receive instructions on resetting your password.
- Field: Email address
- Buttons: Reset (green), [Cancel](#) (blue)

For further information about how to use the website

Access to Knowledge Base

<https://www.sailingclubmanager.com/knowledge-base/getting-started-with-scm>

Minimum PC Browser requirements – Recent versions of Microsoft Edge, Google Chrome and Apple Safari.

For IT SUPPORT – please email – ITSUPPORT@CYCADMIN.ORG