



How do I upgrade my Membership?

Revision 1.1 : May 2021



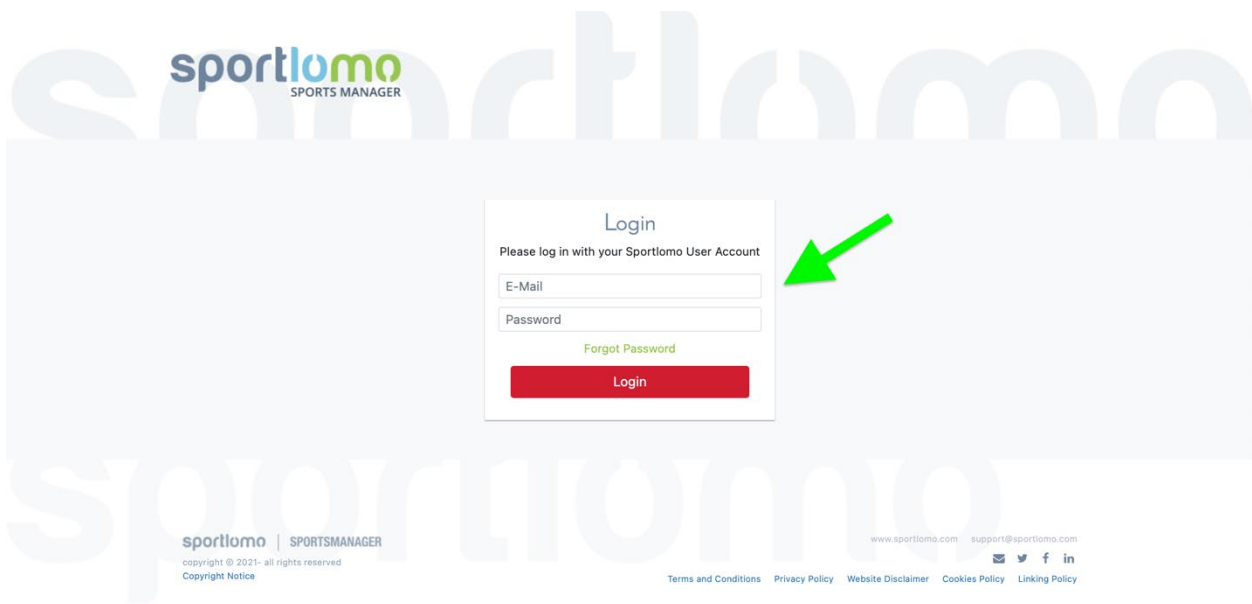
The Upgrade process allows members to add another role to a membership within the current season. This process should credit dues already paid in the current season.

Step 1

- Go to SportLoMo log in page
Link: <https://rugbycanada.sportsmanager.ie/sportlomo/users/login>



- Log in to your Sportlomo account.





Step 2

- Not all members have this screen, if you do please select the association/club that you are currently registered in.




Select Association

Multiple Accounts ← Logout

Your Associations

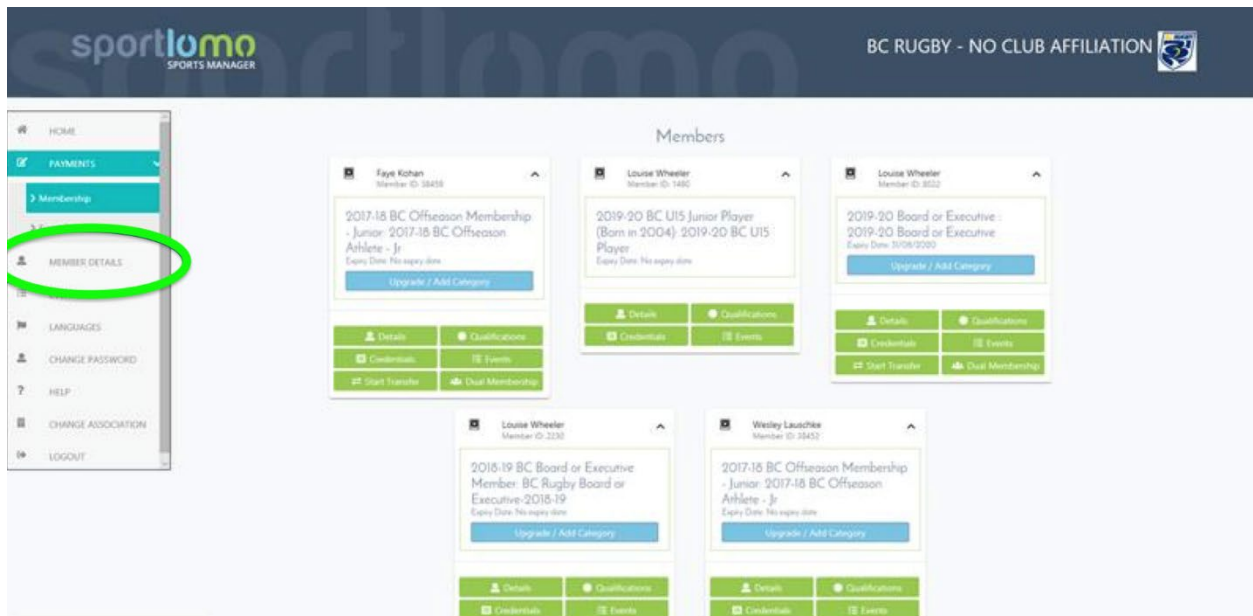
Please select the association you want to work in

Association: 



Step 3

Using the vertical menu bar on the left hand side, click Member Details.





Step 4

Find the active registration you wish to upgrade and click the icon with the arrow pointing up.

The screenshot shows the 'My Members' page in the Sportlomo Sports Manager. The page title is 'My Members' and the subtitle is 'View Members'. There are buttons for 'View Registrations' and 'View Transfers'. A search/filter options dropdown is visible. The table below lists members with the following columns: Member ID, First Name, Last Name, Season, Status, Start Date, Expiry Date, and Actions. The first member listed is Louise Wheeler, 2017-2018, with a status of 'Transfer Started'. The 'Actions' column for this member contains an icon with an upward-pointing arrow, which is circled in green.

Member ID	First Name	Last Name	Season	Status	Start Date	Expiry Date	Actions
1480	Louise	Wheeler	2017-2018	Transfer Started		31/08/2018 16:59	
1480	Louise	Wheeler	2018-2019	Expired	31/08/2018 21:00	31/08/2019 16:59	
1480	Louise	Wheeler	2019-2020	Cancelled By User	15/05/2019 00:00	31/08/2020 16:59	
1495	Louise	Wheeler	2017-2018	Cancelled By User	16/03/2018 00:00	31/08/2018 16:59	
2205	sdfds	dfsf	2017-2018	Cancelled By User		31/08/2018 16:59	
2222	sdfsf	sdfsf	2017-2018	Cancelled By User		31/08/2018 16:59	
2230	Louise	Wheeler	2017-2018	Expired		31/08/2018 16:59	
2230	Louise	Wheeler	2018-2019	Expired	31/08/2018 21:00	31/08/2019 16:59	
2530	sfsdf	sfsdf	2017-2018	Cancelled By User		31/08/2018 16:59	
2532	dfgsdfg	dfgsdfg	2017-2018	inactive		31/08/2018 16:59	
6753	sfsfsf	sfsfsf	2017-2018	inactive		31/08/2018 16:59	
7184	dfsfds	sdfsfdf	2017-2018	Cancelled By User		31/08/2018 16:59	
7194	dfsfdf	dfsf	2017-2018	Cancelled By User		31/08/2018 16:59	

Step 5

Upon clicking the icon, you will be redirected to this page. Select the category you wish to upgrade to and click continue.

The screenshot shows the 'Upgrade Membership' page in the Sportlomo Sports Manager. The page title is 'Upgrade Membership'. There is a 'Select the package you wish to upgrade to' section with a 'Back' button. Below this is an email field with the value 'janedoe@email.com'. The 'Select and Confirm' section shows 'currency: CAD'. A table below has columns: 'Choose category you wish to upgrade to', 'Price', 'Upgrade Discount', and 'Total'. The 'Choose category you wish to upgrade to' column has a dropdown menu, which is circled in green. The 'Price' column has a value of 0, the 'Upgrade Discount' column has a value of 0, and the 'Total' column has a value of 0.00. The 'Total Cost (Ex Fees)' is also 0.00. A 'Continue' button is at the bottom.

Choose category you wish to upgrade to:	Price	Upgrade Discount	Total
<input type="text"/>	0	0	0.00

Total Cost (Ex Fees) 0.00

Please Note: If your new upgraded membership is lower in price than your initial membership, then there will be no added charge, we incorporate "pay highest only" into the system.



Step 6

In your Sportlomo account you can now view the upgrade on you membership.

Payment Success

Your upgrade has been successful, please see details of this below.

Membership Payments Received		
Email Address	Upgrade Date	Total Fee charged
ronan.keane@sportlomo.com	25/01/2018 04:16	0

Membership Categories

You now have the following categories associated with your membership

Category	Type
2017-18 Senior Player born in or before 1998	Senior Player born 1998 or later
2017-18 Coach (born before 1999)	Coach

Payment Breakdown

Step 7

When the upgrade is completed you will receive a receipt outlining any charges you incurred and what membership you're now subscribed to.

sportlomo
Membership Upgrade Payment Received

Dear Ronan Keane

Please find below details of your membership upgrade

Email Address	Registration Date	Registration Type	Total Paid
ronan.keane@sportlomo.com	25/01/2018 04:16	Upgrade	0

Payment Breakdown

Association	Category	Amount
Capilano	2017-18 Coach (born before 1999)	0.00
BC Rugby	2017-18 Coach (born before 1999)	0.00
Rugby Canada	2017-2018 BC Coach	0.00
Provider Fees		0.00