



WebCollect guide – Existing members

1 Introduction

The WebCollect system has been set up to streamline the collection and management of membership subscriptions.

The WebCollect page for Colchester Harriers can be accessed at the following link

<https://webcollect.org.uk/colchesterharriersac>

This link is also available from the Colchester Harriers main web page under the membership section

2 Logging in to the system

If you are an existing member with a valid email address you will have received a user name (your email address) and temporary password. In this case the WebCollect page will already contain many of your details.

From the home page select the “Access your account” button (or use the “Sign in or Sign up!” option in the top right hand corner of the screen)

On the Sign in page enter the user name and password and select login

Note that this page also contains buttons to retrieve lost passwords or set up a new account. New accounts will normally be used by new members.

Once you are logged into the system you will see your name in the top right hand corner of the screen along with two shortcuts. The “My home” shortcut will take you back to your personalised home page and the “Sign out” shortcut will log you out and take you back to the main home page of the site

NOTE: If you are a first time user and have been issued with a temporary password you should first change it to something more memorable. To do this, select the “Password” shortcut under the “My profile” section, and fill in the relevant details

3 My home page

Once you have logged in, you are taken to your personalised home page. This contains the following main sections

3.1 My subscriptions

This section displays your current membership subscriptions and allows you to manage new ones.

3.2 My family

This section allows you to manage multiple family members under a single account. Family members can be added to the list and edited. This allows memberships to be paid in one place.

3.3 My profile

This section contains your details for this account including contact address, email and phone numbers. All these details can be amended along with your account password

3.4 My recent orders

This section displays any orders that have recently been placed, and provides links to allow their progress to be tracked.

4 Renewing your membership

4.1 Add subscriptions to basket

From your home page, select “Browse subscriptions” from the “My subscriptions” section. This will take you to the subscriptions page.

The subscriptions page contains notes on setting up subscriptions. Please read these before proceeding. For existing members section 3 is particularly relevant.

To select subscriptions browse to the bottom of the page and select the subscription (or subscriptions if applying for multiple family members) you require. Add the relevant subscription(s) to your basket

4.2 Checkout

The contents of your basket can be reviewed at any time using the “My basket” link at the top right of the screen.

When you are ready to proceed select the “Checkout” button

At this point you will be asked to assign a family member, or members, to each of the subscriptions selected.

4.3 Assigning family members to subscriptions

For each subscription select the family member (or members for family memberships) from the drop down lists.

As each family member is assigned to a subscription the system may display a membership form requesting further information. If a membership form is shown please complete or amend the data. Once complete press “Save” to save the details and return to the page to continue assigning family members to each subscription.

Once all subscriptions have family members assigned the system will allow the application to be submitted.

NOTE: For junior athletes the system requires that a parent, guardian or carer enters their details as an account administrator. This user need not become a member of the club but is required to act on behalf of the junior member.

4.4 Application submission

At this stage all subscriptions have been allocated a family member or members. In most cases the system will now take you directly to the payments page. Here you can select your payment method and complete the process

NOTE: Amended applications

In some cases the system may need to approve your application (for example you have added additional subscriptions). In this case the application will be sent to the club to be verified and approved. Shortly after submitting the application you should receive an email confirming that an application has been sent to the club.

In the next few days you should receive an email response to the application, indicating if it was successful or not.

If the application was successful the email will contain a link to allow you to complete the payment process. Otherwise the email will contain reasons for the failure and steps to resolve the issue.