

Committee Manual

For chapter committee members and chapter admins

Updated October 2026

Overview

This manual covers the website jobs chapter committees do most often: looking after your chapter's members, creating events and recording attendance.

Your committee login is the same as your normal member login. When you join a committee your access is upgraded so you can see the website Dashboard. If you can't find a page mentioned here, your access may not have been upgraded yet: ask your chapter admin or email John (see Getting Help).

To open the Dashboard, log in, then click **South West Networking Group** in the thin black bar at the top of the website. The menu down the left-hand side is where you'll find **Users** and **Events**.

There are two levels of access:

- **Committee** (for example Camden Committee): add and approve members, deactivate members who leave, change a member's chapter or access, create events and mark attendance.
- **Chapter Admin** (for example Camden Admin): everything a committee member can do, plus edit a member's account details and delete accounts.

With extra access comes extra responsibility. Changes are logged.

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1. Adding a New Member

Only committee members and admins can add new members.

1. Open the Dashboard and click **Users**, then **Add New**. (Shortcut: hover over **+ New** in the black bar and choose **User**.)
2. Enter the member's **Username** (usually their business name), **Email**, **First Name** and **Last Name**.
3. Set **Role** to your chapter's member role, for example **Camden Member**. Roles are named by chapter and access level.
4. Leave **Send User Notification** ticked so the member receives an email to set their password and log in.
5. Click **Add New User**.
6. Check the new member's status on the Users list and approve them if needed (see section 2).

That's all. The role sets the member's chapter, so they will:

- appear on your chapter's member page and member count
- receive your chapter's weekly meeting reminder email
- appear on the attendance list for your chapter's events.

> If you have already created upcoming events, click **Refresh member list** on each one so the new member is added (see section 7).

Ask the new member to log in, open their profile and fill in their business details (see the Member Manual).

2. Approving a Member

A member can only log in and appear on the website once their membership is approved. The **Status** column on the Users list shows where each member is up to.

1. In the Dashboard, click **Users**.
2. Tick the box next to the member (or several members).
3. Open the **Bulk actions** dropdown above the list, choose **Approve Membership** and click **Apply**.
4. Check their status now shows as approved.

To find members quickly, use the search box at the top right of the Users list, or click your chapter's role name (for example **Camden Member**) above the list to show only those members.

3. When a Member Leaves

When a business leaves your chapter, deactivate their account. That one step:

- removes them from the public member pages
- stops their weekly reminder emails
- removes them from attendance lists for new events.

1. In the Dashboard, click **Users** and find the member.
2. Tick the box next to their name.
3. Open **Bulk actions**, choose **Deactivate** and click **Apply**.
4. For upcoming events you've already created, open each one and click **Refresh member list** (see section 7).

> Please deactivate rather than delete. Deactivating keeps the member's past attendance, referrals and raps, and they can be reactivated if they rejoin (**Bulk actions** > **Reactivate**).

Past events are not changed. Their attendance stays as it was recorded.

4. Moving a Member to Another Chapter

1. In the Dashboard, click **Users** and tick the box next to the member.
2. Choose the new chapter's role from the **Change role to...** dropdown (for example **Liverpool Member**) and click **Change**.
3. Click **Refresh member list** on upcoming events for both the old and the new chapter.

The member's chapter, their weekly reminder email and their member page listing all follow the new role automatically.

5. Giving Committee or Admin Access

When a member joins the committee, give them the committee role for your chapter. Committee members and chapter admins can do this.

1. In the Dashboard, click **Users**. To see only your chapter, click your chapter's role name above the list.
2. Tick the box next to the member(s).
3. Choose the new role from the **Change role to...** dropdown (for example **Camden Committee** or **Camden Admin**) and click **Change**.

When someone steps down from the committee, change them back to your chapter's member role the same way.

Only the SWNG chapter roles can be given out here. Website administrator access is managed by Online Optimisation.

6. Adding and Editing Events

In the Dashboard, click **Events**. All events are listed with their date and chapter. Click a blue column heading to sort the list, or use the links above the table to filter it.

Adding an event

1. Click **Add New Event** at the top left.
2. **Title:** the name of the event, for example "SWNG Camden presents ...".
3. **Content:** a short description of what members can expect.
4. **Event Details:** enter the date, time, location and chapter.
    - **Location:** type the venue each time, as there is no saved venue for each chapter. Copy it exactly from your last event so it reads the same every week.
    - **Chapter:** choosing the chapter builds the attendance list for the event. Use **All SWNG** for combined events such as the AGM. The list will then include members from every chapter.
5. Click **Publish**. If the event isn't ready yet, click **Save Draft** instead and publish it later.

Each week, members automatically receive a reminder email listing their chapter's events for the next 7 days, so create events well ahead.

Editing an event

Click the event's title in the Events list, make your changes and click **Update**.

> Changing an event's chapter after attendance has been marked replaces the attendance list with a fresh one. Only change the chapter before the meeting.

If your chapter changes venue

Update the Location on all upcoming events, and let John know so your chapter page can be updated too.

7. Updating Attendance

Each event has its own attendance list. It sits on the right of the event screen on a computer, or towards the bottom on a phone or tablet.

Marking attendance

1. In the Dashboard, click **Events** and open the event.
2. Everyone starts as **Present**. Click **Absent** or **Explained** for anyone who didn't attend.
3. To record a visitor, type their name in the **Guests** box and click **+ Guest**. Click **Remove** next to a guest to take them off.

Attendance changes save instantly. You don't need to click Update.

Refresh member list

The attendance list is taken when the event is created. If members join or leave after that, open the event and click **Refresh member list**. This:

- adds new members
- removes members who have been deactivated or moved chapter
- keeps any Absent or Explained marks you have already made.

The button only appears on today's and upcoming events, so past attendance records can't be changed by accident.

8. When a Member Can't Log In

Check the member's **Status** on the Users list.

- **Forgotten password:** they can reset it themselves using the **Forgot your password?** link on the login page (see the Member Manual).
- **Pending review:** approve them (section 2).
- **Waiting for email confirmation:** they need to click the link in their activation email, which also approves them. Ask them to check their junk folder.
- **Inactive:** the account has been deactivated. Reactivate it if they are a current member (**Bulk actions** > **Reactivate**).

> Please avoid **Resend Activation E-mail** unless the member has lost their original email. It blocks their login until they click the new link. If a member is stuck, email John rather than trying other options.

Members can update their own details (business name, phone, email) from their profile and Account pages. If a member's account details need changing for them, ask your chapter admin, who can edit accounts in the Dashboard.

9. Getting Help

If a step in this manual doesn't work, or a screen looks different to what's described here, email John Foskett at Online Optimisation:

john@onlineoptimisation.com.au

Please include the member's business name or the event, what you were trying to do, and a screenshot if you can.

The Member Manual (raps, referrals, profiles and passwords) is also on the SWNG Manuals page: www.swng.org.au/manuals