



ACU to launch new member platform in the coming weeks

We are excited to announce that our new ACU member platform is due to launch in the coming weeks.

The new system will replace the existing one, giving you the ability to manage licences, Club Affiliations, and various documentation among a host of other areas. The new system will also be used to permit events and allow Clubs to take entries for events, both these aspects are due to be completed before the end of the year, plus there are some enhanced club-focused features to support ACU clubs in collecting their own memberships and take bookings for club socials and other activities. There is also the ability to create a club website, free of charge to Clubs as part of this new offering.

We understand the new system will take some getting used to, and that there will be a learning curve to overcome in the weeks and months after the launch. To help everyone get up and running on the new system, we will be sharing some useful resources and tutorial videos which will act as a guide for how the new system will work.

We are confident that after an initial bedding in period the new system will deliver value across the entire ACU network, and we appreciate your patience and understanding as we work through this transition.

IMPORTANT:

Ahead of the launch, we are encouraging everyone to log in to the current system and ensure that your email address is correct. Your email address will be used as your username to access the new system so it's important we have the right one on file.

We have provided some additional information below to give you an idea of what to expect once the new system has launched.

For Riders

1. When the new platform launches you will be sent an email that includes a link to set a password and access your account.
2. Your historical ACU information will be migrated over to the new platform, so you will expect to see several areas already populated with information.
3. If you notice anything that doesn't look quite right in your account, you will be able to use the 'Contact Support' button in the new platform to let us know.
4. You will be able to renew your ACU licence straight away, we will share a 'how-to' video which guides you through this process.
5. Please be aware that you will need to have a valid club membership and medical questionnaire in place to ensure your ACU licence is valid, both items are due to expire on 31st December so will need renewing in the new year.
6. It's important that you also check the documentation held on your account, particularly your eye and medical reports. Ensure these are up to date.

For Clubs

1. When the new platform launches you will be sent an email that includes a link to set a password and access your account.
2. When logging in you will be able to access both your personal and club accounts.
3. When in your club account, please check your member list to ensure they are as expected.
4. You will be able to renew your ACU club affiliation from your club account, please do this as a priority.
5. You will no longer use codes for your membership. The new platform will give you the ability to sell your own membership and have the fees go directly to your bank account.
6. Clubs unable to use the club system to sell memberships will be required to collect fees offline and prompt their members to add an item to their profile as proof of their club membership.
7. Once your ACU affiliation is valid, you will be able to access the club management system to set up and sell your club memberships. A step-by-step tutorial of how to do this will be provided.
8. The ability to apply for a permit for an ACU event will remain in the current system for a short period after the new system launches.

We appreciate that the new platform will change the way you have historically engaged with the ACU. That said, we see this a significant step forward and while there will be an initial period of adapting to new ways of working, we believe this new approach will be of benefit to everyone.

Please keep an eye out for more information in the coming weeks and resources relating to how you can make the most out of the new platform.