



# Club/Centre Membership Guide



This guide will show you how to manage/view your club/centre members, add and remove members and process membership payments

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# Club/Centre Membership Guide

You will have certain permissions and functions available to you depending on the role that has been allocated to your account for your club/centre. You will automatically be granted the relevant access permissions by logging in to your own personal account



# Club/Centre Membership Guide

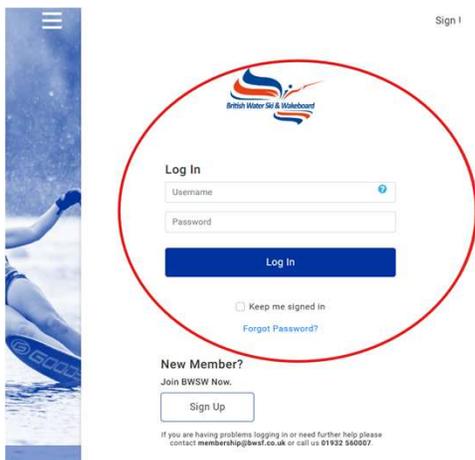
You will firstly need to sign in to your membership profile. From the BWSW website, click on the 'login' button



Home | About Us | Resources | Forms | Magazine | Jobs | Contact Us

Login

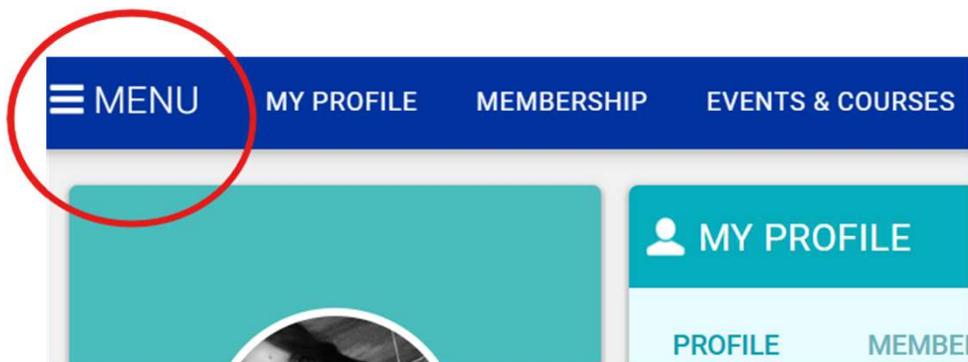
Search



You will then be taken to the membership platform login page. Log in to view your membership profile



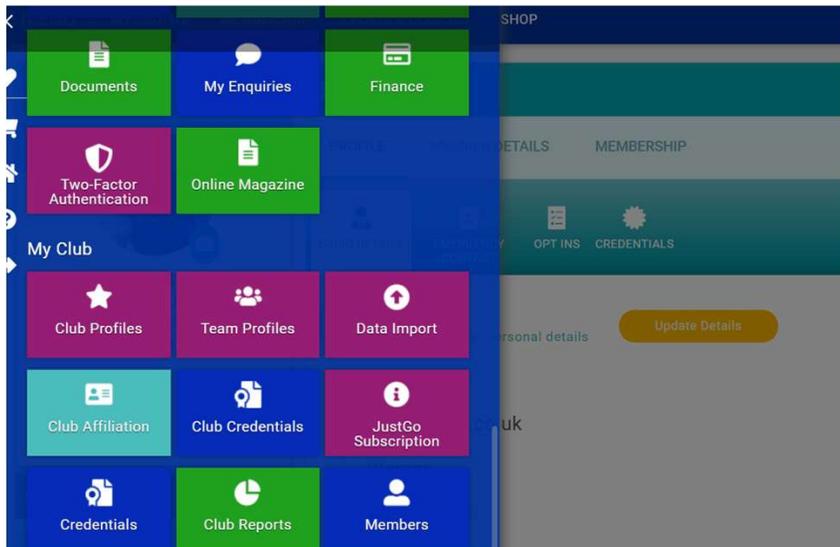
# Getting Started



Once you have logged in, click on the 'menu' button which is shown, on the top left-hand side of the screen



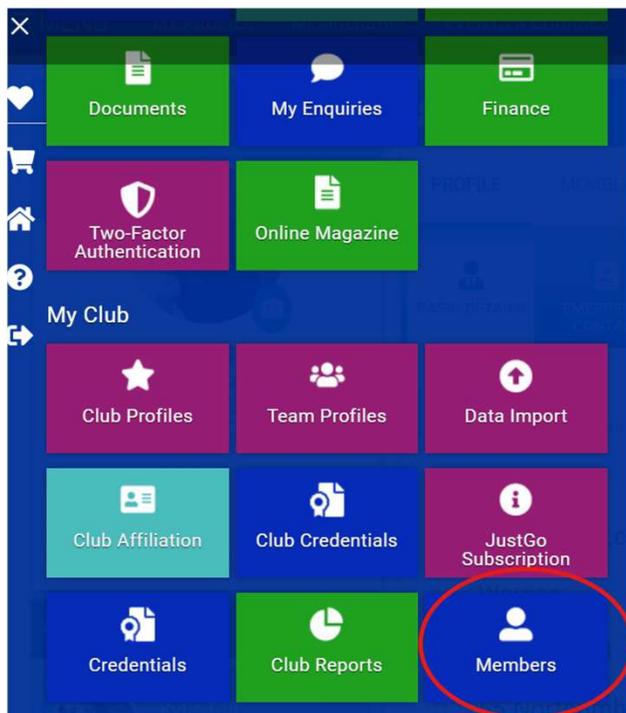
# Members Tile



Depending on your role and permissions, you will then see various tiles available to you. Under the 'My Club' section, you will have tiles available to you which are **only** related to your club



# Members Tile



To view your members, click on the 'Members' tile



# Members List



MENU MY PROFILE MEMBERSHIP EVENTS & COURSES SHOP KYLIE GILL

Members + Add Member Export BWSW Club

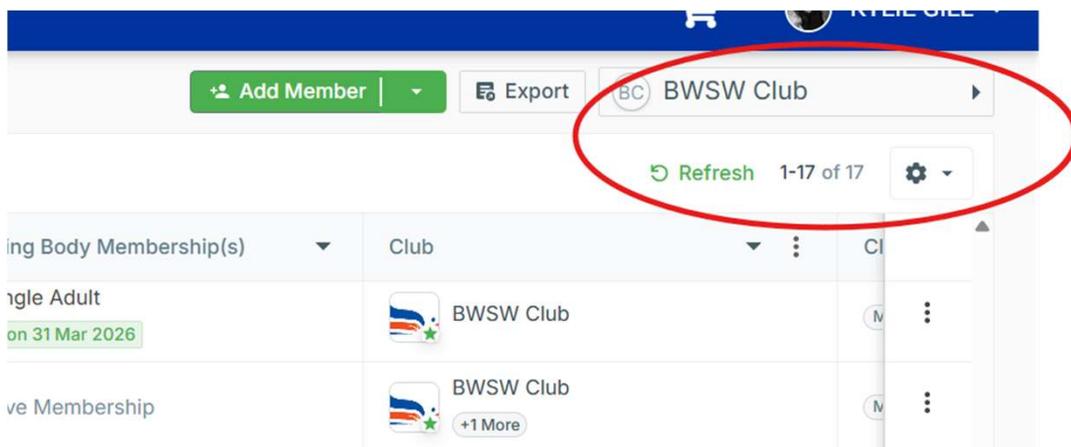
Select a view  Refresh 1-17 of 17

Filters	Members	Family	Governing Body Membership(s)	Club	
	Ryan Gibbins ME000033		Club Single Adult Expires on 31 Mar 2026	BWSW Club	M
Basic Details	Luka Boissevain ME000025		No Active Membership	BWSW Club +1 More	M
Additional Details	Fatemah Gorr ME000021		Club Single Expires on 31 Mar 2026	BWSW Club +1 More	M
Memberships	Robert Carlo ME000020		Club Single Expires on 31 Mar 2026	BWSW Club	M
Organisations	Nancy Gomez ME000019		Club Student Expires on 31 Mar 2026	BWSW Club +1 More	M
Roles	Thomas Robert ME000014		Club Junior Expires on 31 Mar 2026	BWSW Club	M
Status	Keir Boissevain ME000013		Club Single Expires on 31 Mar 2026	BWSW Club +1 More	M
Pending Approval	Ahmed Omar Yousoof ME000012		Club Single Adult Expires on 31 Mar 2027	BWSW Club +2 More	M

You will then see a list of all members associated with your club/centre. This is a full list of anyone linked with your club/centre, regardless of their membership status or relationship with the club/centre



# Members List



If you are an admin member of more than one club/centre – you will see here the current one that you are viewing. You can select this box and switch to view another club/centre if you have permissions to do so



# Members List



The screenshot displays the 'Members' management interface. On the left, a 'Filters' sidebar is circled in red, containing options for 'Basic Details', 'Additional Details', 'Memberships', 'Organisations', 'Roles', 'Status', and 'Pending Approval'. At the top right, a search bar is also circled in red. The main area shows a list of members with their names and IDs:

Members
Ryan Gibbins ME000033
Luka Boissevain ME000025
Fatemah Gorr ME000021
Robert Carlo ME000020
Nancy Gomez ME000019
Thomas Robert ME000014
Keir Boissevain ME000013

You can either use the filter to search for a member(s) or type their name in the search bar



# Members List



Members

Members	Family	Governing Body Membership(s)	Club
Ryan Gibbins ME000033		Club Single Adult Expires on 31 Mar 2026	BWSW Club
Luka Boissevain ME000025		No Active Membership	BWSW Club +1 More
Fatimah Gorr ME000021		Club Single Expires on 31 Mar 2026	BWSW Club +1 More

## Ryan Gibbins

Gibbins : + Add Family

### Family Member List

Search

Family Members	Gender	Email
Kelly Gibbins ME000034	Woman or Girl	kg@bwsf.co.uk
Ryan Gibbins ME000033	Man or Boy	master@bwsf.co.uk
Ted Gibbins ME000035	Man or Boy	tg@bwsf.co.uk

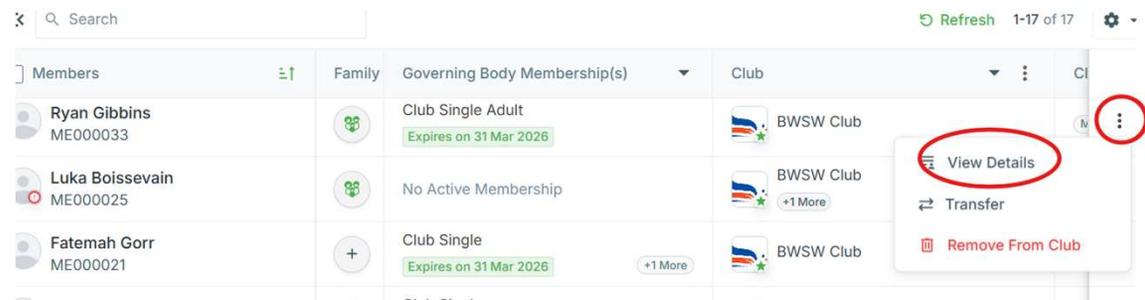
If you have any members that have a family link, this icon will show under the family heading. You can click on the icon, and it will load details of the family members as shown on the screenshot



# Members List

To view a member either simply click on their name or click the 3 dots which will open a small window (as shown) where you can then select 'View Details' .

*The transfer button is not a feature we will be using so can be ignored*



Members	Family	Governing Body Membership(s)	Club
 Ryan Gibbins ME000033		Club Single Adult Expires on 31 Mar 2026	 BWSW Club
 Luka Boissevain ME000025		No Active Membership	 BWSW Club +1 More
 Fatemah Gorr ME000021		Club Single Expires on 31 Mar 2026 +1 More	 BWSW Club





# Member profile

Back To Members

- Go To Membership >
- Basic Details**
- Emergency Contact
- Club Role
- Additional Details
- Credentials

## Basic Details

Review and update your personal details

Update Details

- Ryan Gibbins
- master@bwsf.co.uk
- Man or Boy
- 19/01/1980
- 11 Hanworth Lane
  
- CHERTSEY  
KT16 9JX  
Berwickshire  
United Kingdom
- 057487 5454521
- master@bwsf.co.uk

Once you have selected a member to view, you will see their individual profile details in a new window





# Updating member details

Back To Members

**Basic Details**  
Review and update your personal details

[Update Details](#)

Back To Members

Go To Membership >

**Basic Details**

Emergency Contact

Club Role

Additional Details

Credentials

Ryan Gibbins  
master@bwsf.co.uk  
Man or Boy  
19/01/1980  
11 Hanworth Lane  
CHERTSEY  
KT16 9JX  
Berwickshire  
United Kingdom  
057487 5454521  
master@bwsf.co.uk

**Basic Details**  
Review and update your personal details

Cancel Save

First Name Last Name  
Ryan \* Gibbins \*

Email Address  
master@bwsf.co.uk \*

Date of Birth Gender:  
19/01/1980 \* Man or Boy \*

Address  
11 Hanworth Lane \*

Line 2

Town County  
CHERTSEY Berwickshire

By clicking on 'Update Details', you will then be able to edit the basic details for that member



# Updating member details

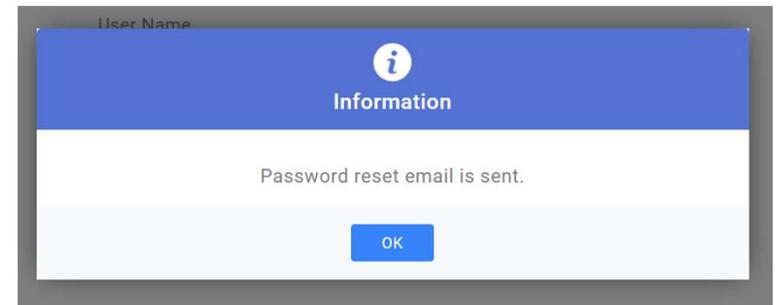
There is a 'Password Notification' box at the bottom of the basic details page which will allow you to send a 'password reset email' to the individual, if they have not yet created an account or possibly forgotten their password

password reset

User Name

master@bwsf.co.uk \*

Password Notification



# Updating member details

The options on the side bar will allow you to navigate to various information on the individual. You can add an emergency contact and 'Club Role' is where you would allocate certain roles to an individual. Please be careful when assigning roles as certain roles will grant higher permissions and access to members details

- Go To Membership >
- Basic Details
- Emergency Contact
- Club Role
- Additional Details
- Credentials

## Emergency Contact

Add Emergency Contact + Add - Remove

First Name	Surname	Contact Number

## Club Role

Please select role for member

Cancel Save

- Administrator
- Member
- Accreditation Contact
- Secretary
- Chair
- Welfare Officer
- E-Member
- Finance Administrator
- Membership Secretary
- Manager
- Owner
- SBD Member
- SBD Principal
- SLO Principal
- Staff
- Vice Chair Person



# Credentials

Credentials will show any licences, qualifications, certification and any other attributes the individual holds. You will see that the status is shown on each credential – in the screenshot shown, the certificates are pending approval from BWSW. By selecting the credential, you will have more information available to you regarding the status. In instances where pre-requisites are required for a qualification for example, this will be shown

Back To Members

Go To Membership >

Basic Details

Emergency Contact

Club Role

Additional Details

Credentials

### Credentials

Below is a list of all your active, pending and expired credentials

+ Add Credentials

Credential Category: All

Tabular navigation: Inactive Pending Conditions

Tabular navigation: Inactive Pending Conditions	CR017009	CR017000
DBS Request Form Safeguarding PENDING APPROVAL Starts: 29/01/2026 Ends: 28/01/2029	SPC Safeguarding & Protecting Children Safeguarding PENDING APPROVAL Starts: 29/01/2026 Ends: 28/01/2029	CR017000
First Aid Safeguarding PENDING APPROVAL Starts: 29/01/2026 Ends: 29/01/2029	CR017007	





# Credentials

**Credentials**  
Below is a list of all your active, pending and expired credentials

[+ Add Credentials](#)

Credential Category

You will be restricted as to what credentials you can add for an individual, and for yourself. In most cases, the credential will be sent to BWSW for approval





# Membership

Back To Members



**Go To Membership >**

**Basic Details**

Emergency Contact

**Basic Details**  
Review and update your personal details

- Thomas Robert
- thomas.robert@gmail.com
- Man
- 02/05/2010
- 8 Plender St

To view, amend or add membership for the individual, click on 'Go To Membership'



# Membership

You will now see the current membership the individual has, which is showing as active but is available to be renewed. There is a 'bulk renewal' function which would be a preferred method if you have multiple memberships to renew. If you are renewing one membership, you can proceed with this method

[Back To Members](#)

Categories > **Club Members**

**Active** Expired

[Add, Renew or Upgrade your Membership +](#)

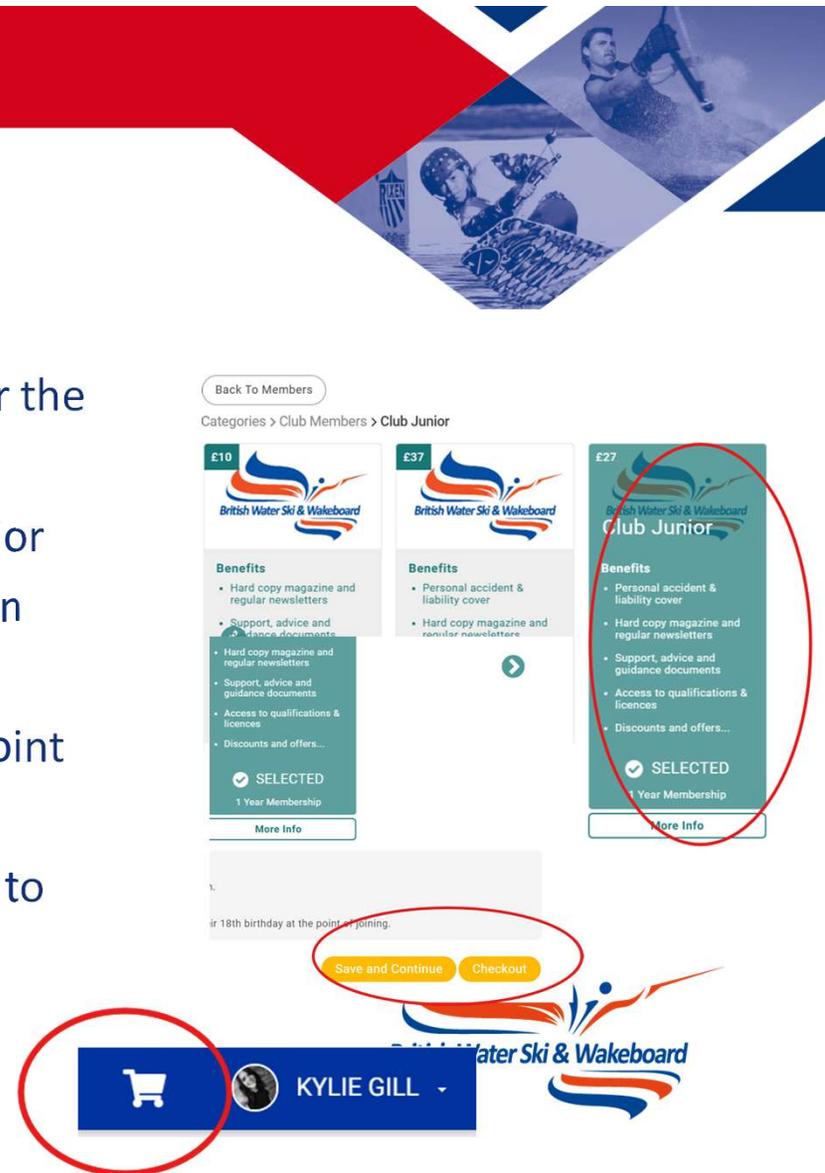
These are your active membership(s)

 <p>British Water Ski &amp; Wakeboard » click to renew</p>	<p><b>Club Junior</b> Valid till: 31/03/2026</p>
--	--



# Membership

The membership category has been automatically selected for the individual based on the previous membership or what is now available. For example, if this junior had now turned 19, a junior membership would not be available for selection. You can then save and continue if you need to edit another membership or move to the checkout (you can return to your basket at any point by selecting the basket icon near your name). Information on making payments is included further in this guide. If you wish to exit, click 'Back To Members' at the top



# Adding a new member

To add a new member, click on 'Add Member' at the top of the club members list page



# Adding a new member

This will bring up a form which is similar to the sign-up form where you will enter the personal details for the individual. Ensure you enter all their details accurately. **An email address must be entered for any individual being added.** In the case of a child, we have allowed the facility to add a duplicate email address. Please ensure that entering duplicate email addresses is restricted to children only where an email address does not exist. Once you have entered all details, you will need to tick the declaration box

## Add member

First Name	Last Name	
<input type="text"/>	<input type="text"/>	
Email Address		
<input type="text"/>		
Contact Number (optional)		
<input type="text"/>		
Date of Birth		
Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>
Gender		
<input type="radio"/> Man or Boy	<input type="radio"/> Woman or Girl	<input type="radio"/> Non-Binary
<input type="radio"/> Transgender	<input type="radio"/> Prefer not to say	
Username		
<input type="text"/>		

I declare that I have permission to add, update and maintain this person's information on JustGo.

# Adding a new member

The membership database will attempt to go through a de-duplication process to ensure that the same individual is not added twice. Please contact us if you are having difficulties here which are blocking you from proceeding [membership@bwsf.co.uk](mailto:membership@bwsf.co.uk)



  
Oops...

We have detected a user on our system that matches some of the information you are trying to register with. Try entering your email address and using forgot password to get a password reset email sent. Alternatively please contact us for further assistance.

OK



# Adding a new member

If the individual has been added, you will receive a Success message. The individual will be sent an email advising them that they have been added to your club/centre and will prompt them to login to the platform. You can then add another member or edit this member. If you add another member, the address entered previously will be entered as default

✔ Success!

Member has been successfully added.

What Next?

Add another member

Edit member

Close



# Return to members list



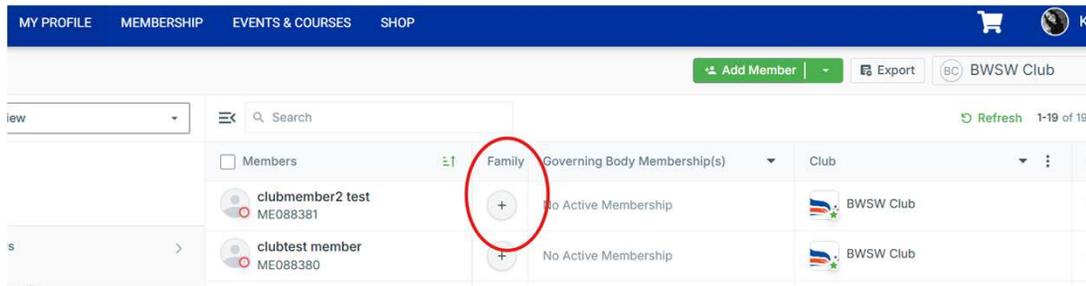
The screenshot shows the 'MEMBERSHIP' section of the BWSW JustGo platform. At the top, there are navigation tabs: 'MY PROFILE', 'MEMBERSHIP', 'EVENTS & COURSES', and 'SHOP'. Below these, there are buttons for 'Add Member', 'Export', and 'BWSW Club'. A search bar is present with a 'Refresh' button and a count of '1-19 of 19'. The main content is a table with the following columns: 'Members', 'Family', 'Governing Body Membership(s)', and 'Club'. Two rows are visible, both circled in red:

Members	Family	Governing Body Membership(s)	Club
clubmember2 test ME088381	+	No Active Membership	BWSW Club
clubtest member ME088380	+	No Active Membership	BWSW Club

Once you have finished adding any new members, you can return to the club list page. You may need to refresh your browser for the new members to be displayed



# Family membership



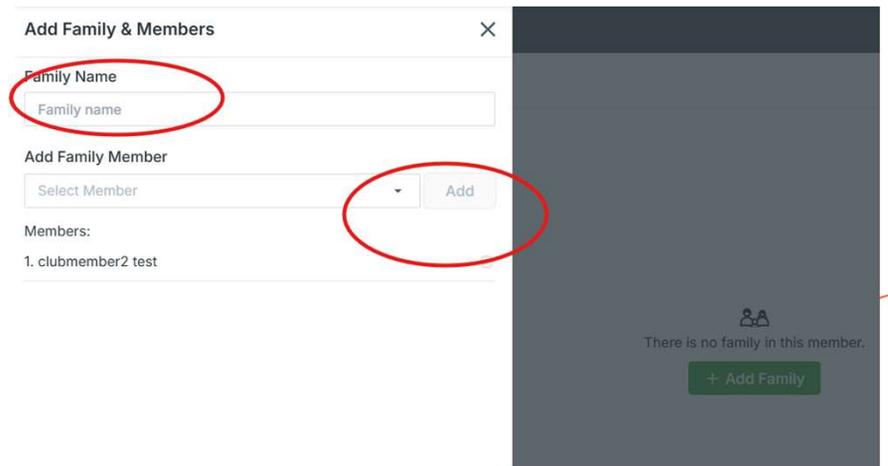
If the members you have added are a family, you will need to click on the '+' icon to link them as family members



# Family membership

After clicking on the '+' icon you will have a new window open, click on '+ Add Family' and on the left-hand side, you will then be able to add family members. The platform will ask you to choose a family name, and then use the drop-down menu to select members to add

clubmember2 test



# Family membership



**Add Family & Members**

Family Name  
Gibbins

Add Family Member  
Ted Gibbins (ME000035) **Add**

Members:  
1. clubtest member

**Add Family & Members**

Family Name  
Gibbins

Add Family Member  
Select Member **Add**

Members:  
1. clubtest member  
2. Ted Gibbins (ME000035)

**Save**

Once you have chosen a family name and added a family member, click on 'add' to add them to the family, add additional family members now if you need to. Once all members have been added to the family, click on 'save'



# Family membership



clubtest member ×

Gibbins + Add Family

Family Member List + Add Family Member

Search Refresh 1-2 of 2

Family Members	Gender	Email	Date of Birth
clubtest member ME088380	Prefer not to say	safeguarding@bwsf.co.uk	01 April 1988
Ted Gibbins ME000035	Man or Boy	tg@bwsf.co.uk	11 April 2015

You will then see a screen to show that the family members have been linked together. You can add further family members if needed or close this box to return to the members list page



# Family membership

The family membership payment process will look quite different to how this has been done previously. Start by selecting one of the family members and selecting 'Go To Membership'. Then select the Family Membership Plan

Back To Members

**Go To Membership >**

**Basic Details**  
Review and update your personal details

Thomas Robert  
thomas.robert@gmail.com  
Man  
02/05/2010  
8 Plender St

Emergency Contact

Back To Members

Categories > Club Members

**British Water Ski & Wakeboard**

**Benefits**

- Personal accident & liability cover
- Hard copy magazine and regular newsletters
- Support, advice and guidance documents
- Access to qualifications & licences
- Discounts and offers...

**Family Membership**

More Info

# Family membership

If you have chosen 'Family Membership' you will see any linked individuals to the main individuals account, below the 'About' section.

Each member will need a membership plan selected individually to them. In the case that someone is a child, a junior plan will need to be selected, regardless of the family membership purchase you are doing



The screenshot displays the 'MY PROFILE' page with the 'MEMBERSHIP' tab selected. The page shows the user's profile information, including their name 'NEW TEST', email 'newtest@gmail.com', and address '10 Hanworth Lane, CHERTSEY'. Below this, there is a section for 'test Family' with two members listed: 'new test' and 'new2 test', both with 'Notifications' icons. There are buttons for 'Add Family Member' and 'Remove Member'. The main content area shows the 'Family Membership' details, including benefits like 'Personal accident & liability cover', 'Hard copy magazine and regular newsletters', and 'Support, advice and guidance documents'. It also lists 'SELECTED Membership' and 'Single Adult' options. An 'About this membership' section explains that BWSW membership is seasonal and expires on 31st March, and that a family membership consists of one single adult and one child (junior - 18 and under) both residing at the same address. Below this, there are two entries for family members: 'new test' (Date of birth: 17/11/1971) and 'new2 test' (Date of birth: 14/09/1976), each with a 'Select Membership' button. At the bottom, there is an 'Add Family Member' button and a 'Next' button.

# Family membership



new test  
newtest@gmail.com  
Date of birth: 07/11/1971  
[Select Membership](#)

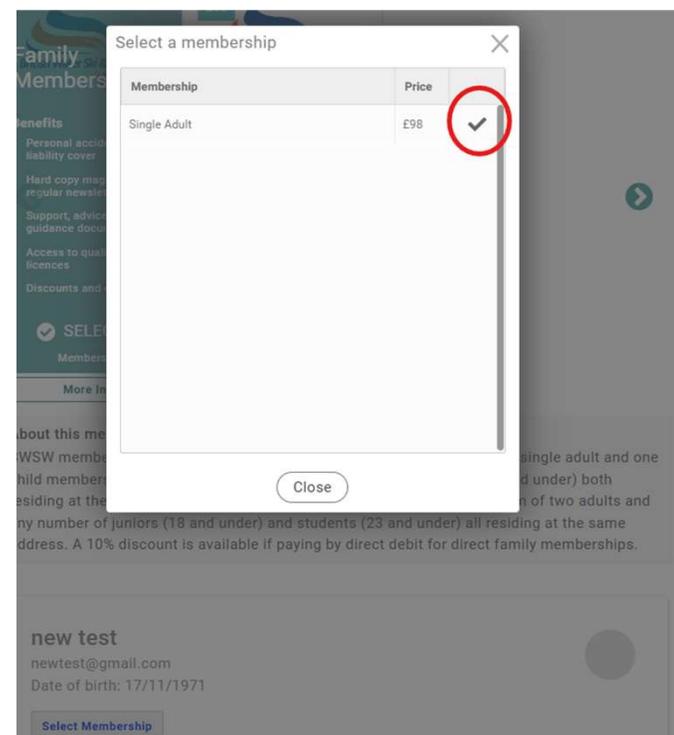
new2 test  
newtest1@gmail.com  
Date of birth: 14/09/1976  
[Select Membership](#)

Click on 'Select Membership' on the first family member



# Family membership

This pop-up window will be shown where you will be prompted to select a membership category for this individual. **Note: 'family' will not be shown as an option here, this selection is based on age/individual category status of the individual.** Once you complete the selections and are at the checkout point, you will see that the platform has calculated the family membership fee due. Select the tick to confirm the membership plan



# Family membership



**new test**  
newtest@gmail.com  
Date of birth: 17/11/1971

**Single Adult** [change](#) [Remove](#)

You will then see the membership plan you have selected has been allocated to that individual



# Family membership



Repeat the process, adding all individual family members that are required.  
When all individuals are added to the family membership, select 'Next'. A new window will appear, and you will need to select 'Finish'

new test  
newtest@gmail.com  
Date of birth: 17/11/1971

Single Adult

new2 test  
newtest1@gmail.com  
Date of birth: 14/09/1976

You may proceed by clicking "Finish".



# Family membership

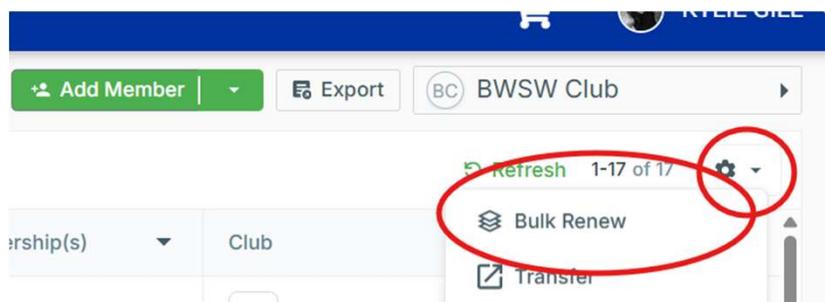
You will now be taken to the cart. You will see that the individual plans you have selected for each family member will appear. If a family membership category is available, depending on the criteria of the individuals, the platform will automatically calculate the family membership fee that is due and will show a family membership charge at the bottom of the payment selection. If you wish to continue, follow the payment steps depending on how you will be making payment



ITEM SUMMARY		QTY	NET TOTAL	TAX	TOTAL
 <b>Club Junior (Ted Gibbins)</b> <b>British Water Ski Wakeboard</b> <small>BWSW membership is seasonal and therefore will expire on 31st March. A junior is considered any individual up to and including the year of their 18th birthday at the point of joining.</small>	1	£27.00 £0.00	£0.00	£0.00	
 <b>Club Single Adult (Kelly Gibbins)</b> <b>British Water Ski Wakeboard</b> <small>BWSW membership is seasonal and therefore will expire on 31st March. This membership is valid for one single adult only.</small>	1	£27.00 £0.00	£0.00	£0.00	
 <b>Family Membership (Gibbins)</b> <b>British Water Ski Wakeboard</b> <small>BWSW membership is seasonal and therefore will expire on 31st March. A single adult and one child membership consists of one single adult and one child (junior - 18 and under) both residing at the same address. A family membership consists of a maximum of two adults and any number of juniors (18 and under) and students (22 and under) all residing at the same address. A 10% discount is available if paying by direct debit for direct family memberships.</small>	1	£98.00	£0.00	£98.00	



# Bulk renewal



We will now take you through the bulk renewal process prior to guiding you on making payments. From the member list page, click on the cog icon and select 'Bulk Renew'



# Bulk renewal



[Back to Members](#)

Summary by Membership

Name	Email	Primary Club	Membership
Keir Boissevain	keir@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2026
Robert Carlo	robert@gmail.com	Yes	Club Single Adult Expires: 31/03/2026
Ryan Gibbins	master@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2026
Kelly Gibbins	kg@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2026

[Renew \(0\)](#)

Summary by Membership

- Summary by Membership
- Summary by Renewal Status
- Summary by Member Role
- Summary By Club Member Status
- Summary By Member Status

This will display a user-friendly summary of your current members. The summary of membership will change the stats of how you are viewing your members.



# Bulk renewal



Back to Members Renew (0)

All Members Club Junior Club Single Adult Club Student Single Adult

Summary by Membership

Name	Email	Primary Club	Membership	Renewal
Keir Boissevain	keir@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2025	<input type="checkbox"/>
Robert Carlo	robert@gmail.com	Yes	Club Single Adult Expires: 31/03/2025	<input type="checkbox"/>

Back to Members Renew (3)

All Members Club Junior Club Single Adult Club Student Single Adult

Summary by Membership

Name	Email	Primary Club	Membership	Renewal
Keir Boissevain	keir@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2025	<input checked="" type="checkbox"/>
Robert Carlo	robert@gmail.com	Yes	Club Single Adult Expires: 31/03/2025	<input checked="" type="checkbox"/>
Ryan Gibbins	master@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2025	<input type="checkbox"/>
Kelly Gibbins	kg@bwsf.co.uk	Yes	Club Single Adult Expires: 31/03/2025	<input checked="" type="checkbox"/>

To bulk renew, you can either choose to 'Select All' or 'Deselect All' or you can click the 'Tick Box' which will select the individuals you wish to renew. You can only tick those where a membership plan has already been allocated, either by yourself or as they are a renewing member

# Bulk renewal

This membership cannot be renewed at this time.

If you see this message, it is likely that some essential information is missing regarding the individual, which will need to be entered prior to adding them as part of your bulk renewal. The most likely missing data will be the date of birth. You can run a report (shown later) to find all members who have a date of birth missing



# Bulk renewal

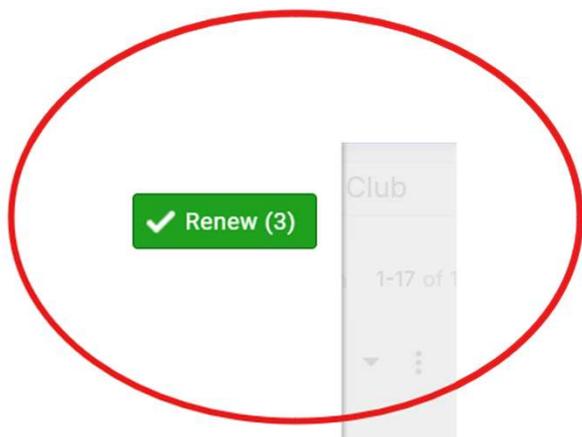
This membership is not enabled for bulk renew.

If you see this message, it will mean that this particular charge is a direct member charge.

If no club member charge is showing, you will need to add one prior to including the individual as part of the bulk renewal



# Bulk renewal



Once you have selected all members you wish to renew, click on 'Renew' which will be on the top right-hand corner

# Bulk renewal



You have successfully added 3 License(s) to your cart. Do you want to proceed straight to checkout?

No, not yet

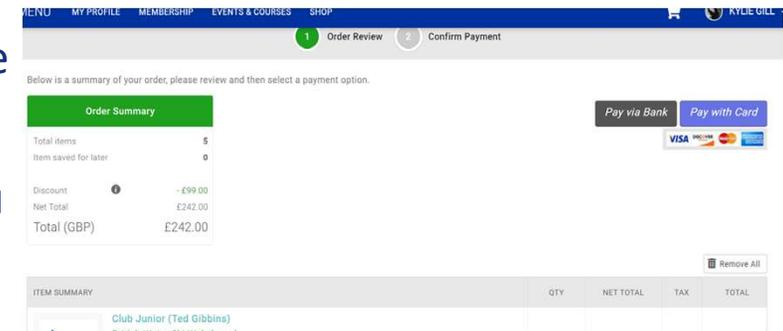
Yes, Proceed to Cart

You will then see this pop-up. You can select 'No, not yet' which will return you to your members list, or 'Yes, Proceed to Cart' to checkout. Remember, you can return to your basket at any point by clicking on the basket/shopping cart icon by your name



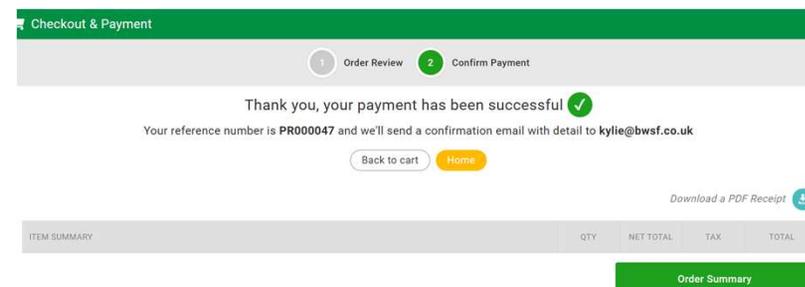
# Bulk renewal

If you have chosen to checkout, you will then see a summary of the memberships selected and the amount due. If you are unable to make payment now, you can leave this here and the items will remain in your basket until you have either paid for them, or they have been removed. You can choose to pay by bank transfer or by card – simply select the preferred option and follow the payment steps. We will no longer be accepting cheques



# Successful payment

If payment has been accepted, you will receive a successful message and an email confirmation. You can request to download a receipt. The members that you have renewed will also receive an email confirming this. The payment of successful membership is instant and therefore, the members profile will show an active membership status immediately



# Removing a member



Members	Family	Governing Body Membership(s)	Club
Ryan Gibbins ME000033		Club Single Adult Expires on 31 Mar 2026	BWSW Club
Luka Boissevain ME000025		No Active Membership	BWSW Club +1 More
Fatemah Gorr ME000021		Club Single Expires on 31 Mar 2026	BWSW Club +1 More

To remove a member either simply click on their name or click the 3 dots which will open a small window as shown where you can then select 'Remove from Club'





# Removing a member

A screenshot of the 'Remove From Club' form. The form has a title bar with a warning icon and the text 'Remove From Club' and a close button. Below the title bar, there is a prompt: 'Please provide a reason for removing this member from BWSW Club.' followed by a text input field containing the placeholder text 'Please specify a reason'. Below the input field, there is a yellow 'Confirm' button circled in red.

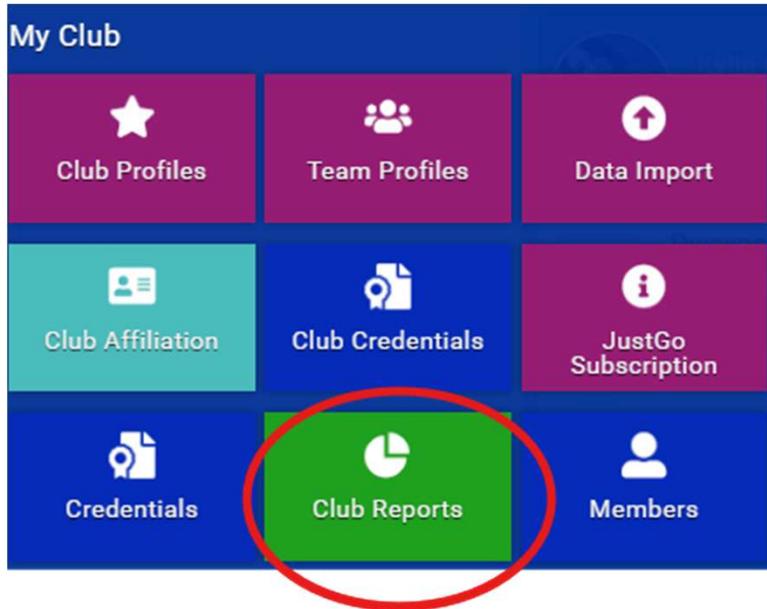
The system will ask you to enter a reason for removing the individual. Enter a reason and click on 'Confirm'. You will then see a brief confirmation that this member has been removed from the club/centre

A dark grey confirmation message box. On the left, there is a green checkmark icon inside a circle. To the right of the icon, the text reads: 'Member Removed' in bold, followed by 'Brandon Varndell removed from BWSW Club Club.' on the next line. A close button (X) is located on the far right of the message box.





# Club Reports



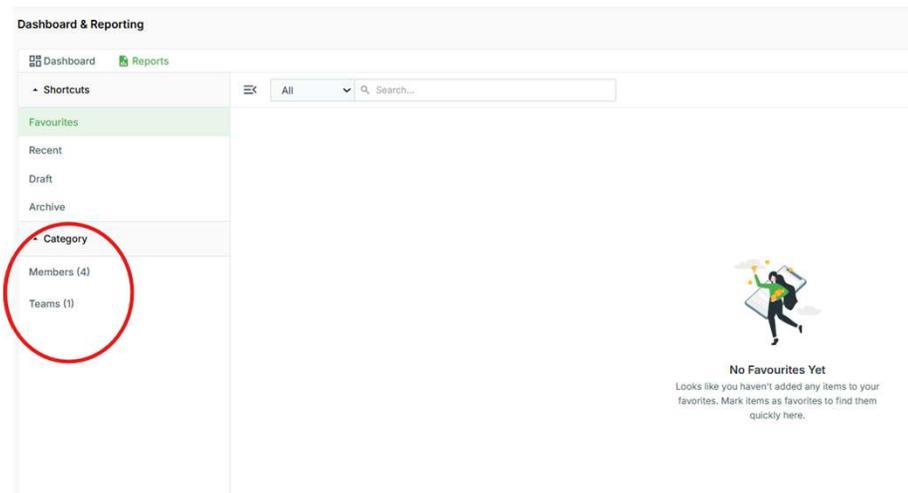
Via the ‘bulk renewal’ process, you saw a quick view of your current members. You can also access and create reports. From the menu, where the tiles are shown, click on ‘Club Reports’



# Club Reports



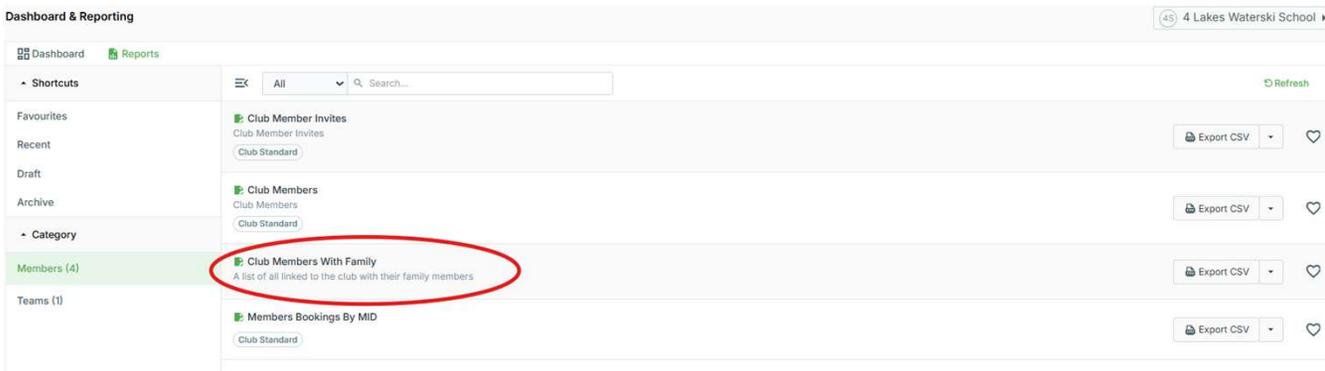
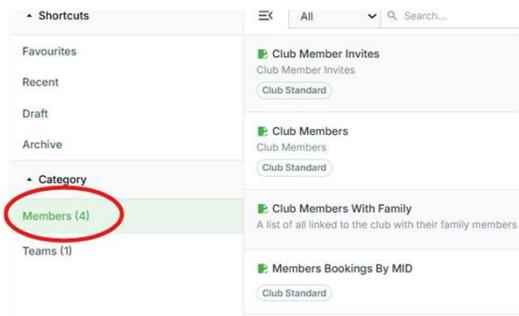
You will then land of the dashboard. Under 'Category', you will see some reports that have already been created and are available for you to access



# Club Reports



If you click on 'Members' for example, you will see the 4 available reports. We have created one specifically for BWSW clubs that has been highlighted which will show a list of all members, their details, current membership and names of family members they are joined with. Note: it will not show membership plan fees. You can then export the list if needed



# Club Reports

Club Members

Club Members

Club Standard

Export CSV

The 'Club Members' report will allow you to export a list of your current linked club members, along with their personal information. You can use the filter options on Excel here to find those with missing information (i.e the date of birth for the bulk renewal process)



# FAQ'S

# FAQ's

We realise this is a very different method to how memberships have been managed and processed in the past, and you may have a few questions. Please view some anticipated FAQ's on the next slide



# FAQ'S



**Q:** What if the individual administering membership, is not the same individual making payments for the club/centre

**A:** Your items do remain in your cart, but only on your account profile. You will need to contact us to setup a 'club/centre administrator' account which can be setup on a shared club email address for additional individuals to access

**Q:** We usually send a list of our members to you and then make a payment separately; can we still do this?

**A:** We are trying to streamline our processes and be more efficient. If this is the only option, of course we can still assist. You will have an option to produce a report to send us a list of members you would like to renew. This will not calculate the fee due, but we can do that for you and notify you of the total amount due. You can then make a BACS payment direct to our account if needed

**Q:** Can our club/centre members renew their own membership?

**A:** Unfortunately, not. The renewal process of clubs/centres administering memberships will remain. This is part of your Affiliation/Accreditation requirements to ensure that all your members are renewed to BWSW. However, they will always have direct access to their membership status and their account/profile