

SPIRIT OF SHANKLY

Membership Guide



Using our online system

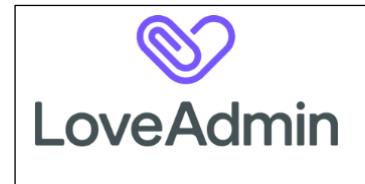


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PAYMENTS TO SOS – IMPORTANT

Our Membership system is hosted by LoveAdmin, a third-party database provider.



All of the Membership system links in this document, such as the sample shown below, will open a new window hosted by LoveAdmin. You may possibly get a warning such as "this link or document is trying to connect to app.loveadmin.com". If so, you can safely ignore this.

[Join](#)[Renew](#)[Donate](#)[Log In](#)[Reset Password](#)[Child](#)[Youth](#)[Apple App](#)[Google App](#)[Contact SOS](#)

LoveAdmin is fully integrated with two market-leading payment facilitators, PayPal for card payments and transfers, and GoCardless for Direct Debit and bank transfer payments. LoveAdmin does not hold onto any banking or card information for your organisation.

Payments made by Debit or Credit card will appear on your Credit Card or Bank statement as Pay Here Ltd. This is the legal entity in which LoveAdmin.com trades under.

Payments made by Bank Transfer or Direct Debit will appear as GoCardless with a reference to Spirit of Shankly.

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HOW TO JOIN SOS

HOW TO JOIN SOS

Our system uses your first name and an email address as a unique identification. If you already exist on our system you will not be able to 'Join'. Instead, you will need to follow the links to 'Renew', 'Log In' or 'Password Reset'.

Join

The 'Join' link above will take you to the Annual Membership form. The top part of the form is shown below left; the bottom part of the form is shown below right:

The image contains two side-by-side screenshots of a web form. The left screenshot shows the top portion of the form, which includes fields for 'First name *', 'Last name *', and 'Email address *'. Above these fields, there is a note: 'Please complete the form below, fields marked * are mandatory.' and 'Annual Membership of Spirit of Shankly GBP 10.00'. The right screenshot shows the bottom portion of the form, which includes fields for 'County / State / Region' and 'Country'. Below these fields is a note: 'Spirit of Shankly's 'Help is Here' campaign began in March 2020. Over a 15-week period, more than 2,000 bags of food were delivered to the most vulnerable homes in Merseyside. Since mid-August, we have been sending approximately 20 bags of food per week to established community groups for them to distribute within their own local areas. Donations to the appeal are completely optional.' There is also a checkbox labeled 'Help is Here Donation Appeal - Spirit of Shankly' and a dropdown menu labeled 'Cost £'. At the bottom of both screenshots are two buttons: 'Submit and add additional people' and 'Submit and proceed to next page'.

Complete the mandatory information as a minimum i.e., Name, Email address, first line of address and post code. Then choose the "Submit and proceed to next page" button at the bottom of the form.



HOW TO JOIN SOS

The next page presented to you should look like this:

Remove	Description	Edit	Comments	Amount	Payable now
	Annual Membership of Spirit of Shankly Join, SOS			£10.00	£10.00
				Total	£10.00
				Pre-authorise future payments	Info
				<input type="checkbox"/>	
				Bank Transfer	Info
				<input type="radio"/>	
				or	
				Pay by Card	Info
				Pay here	

Powered by:

LoveAdmin

Select one of the 2 options to proceed with payment, either 'Bank Transfer' or 'Pay by Card'.

If you select 'Pre-authorise future payments', when the annual renewal payment is requested it will be collected automatically. You can cancel this pre-authorisation at any time through the link provided on the Payments page in your online account.

Please read the [MAKING A PAYMENT](#) section for guidance on navigating the 'Bank Transfer' or 'Pay by Card' options.

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RENEWING YOUR MEM

RENEWING YOUR MEMBERSHIP

Log in to your Spirit of Shankly member account using the link button below:

Renew

Enter your email address and password, tick the 'Terms and Conditions' box and select 'Login'.

Login on your mobile device:

[Download on the App Store](#) [GET IT ON Google Play](#)

[First time logging in?](#)

Email Address
membership@spiritofshankly.com

Password [Forgot Password](#)

.....

I agree to the [Terms and Conditions and Privacy Notice](#)

Login

[Issues logging in?](#)

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Once you are logged in to your account, select the 'Payment' tab.

Spirit of Shankly

[Personal Details](#) **Payment** [Switch](#) [Membership Card](#) [Change Password](#) [Log-off](#)

[Member Name](#)



RENEWING YOUR MEM

Click the box below 'Pay Now' on the right-hand side.

The screenshot shows a web-based payment interface for renewing a membership. At the top, there's a red header bar with the text "Spirit of Shankly". Below it, a navigation menu includes "Personal Details", "Payment" (which is highlighted with a yellow circle), "Switch", "Membership Card", and "Log-off". Underneath the menu, there are two status icons: "To Pay" (red) and "Paid" (green). The main content area has a table with columns for "Description", "Amount", and "Pay now". A single row is shown for "Annual Membership of Spirit of Shankly" with an amount of "10.00". The "Pay now" column contains a checkbox that is checked and circled in yellow. Below the table, there are options for "Pre-authorise future payments" (with an "Info" link) and two payment methods: "Bank Transfer" (with an "Info" link) and "Pay by Card" (with an "Info" link). At the bottom right is a "Pay Here" button.

Select one of the 2 options, 'Bank Transfer' or 'Pay by Card'. Then select 'Pay Here'.

If you select 'Pre-authorise future payments', when the annual renewal payment is requested it will be collected automatically. You can cancel this pre-authorisation at any time through the link provided on the Payments page in your online account.

Please read the [MAKING A PAYMENT](#) section for guidance on navigating the 'Bank Transfer' or 'Pay by Card' options.

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LOGGING IN TO YOU

LOGGING IN TO YOUR ACCOUNT

Log in to your Spirit of Shankly member account using the link button below:

[Log In](#)

Enter your email address and password, tick the 'Terms and Conditions' box and select 'Login'.

Login on your mobile device:

[Download on the App Store](#) [GET IT ON Google Play](#)

[First time logging in?](#)

Email Address
membership@spiritofshankly.com

Password [Forgot Password](#)

.....

I agree to the [Terms and Conditions and Privacy Notice](#)

[Login](#)

[Issues logging in?](#)

Powered by LoveAdmin.com

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REGISTERING A CHI

REGISTERING A CHILD OR YOUTH ACCOUNT

Our system uses your first name and an email address as a unique identification. Select the appropriate button below to register a Child or Youth account.

[Child](#)

[Youth](#)

Either link above will take you to the registration form as shown on the next page.



REGISTERING A CHI

The 'Child Membership (0-11)' form is shown below left; the 'Youth Membership (12-17)' form is shown below right:

<p>* = Mandatory</p> <p>Child Annual Membership (0-11 years) - Spirit of Shankly</p> <p>Please complete the form below, fields marked * are mandatory.</p> <p>Then select the "Submit and proceed to next page" button at the bottom of this page.</p> <p>If you wish to contact SPIRIT OF SHANKLY regarding any issue in completing this form please email:</p> <p>membership@spiritofshankly.com</p> <p>First name *</p> <input type="text"/> <p>Last name *</p> <input type="text"/> <p>Date of birth *</p> <p>Day <input type="button" value="▼"/> Month <input type="button" value="▼"/> Year <input type="button" value="▼"/></p> <p>Age</p> <input type="text"/> <p>Email address *</p> <input type="text"/> <p>Verify email address *</p> <input type="text"/> <p><input type="button" value="Submit and add additional people"/></p> <p><input type="button" value="Submit and proceed to next page"/></p>	<p>* = Mandatory</p> <p>Youth Annual Membership (12 - 17 years) - Spirit of Shankly</p> <p>Please complete the form below, fields marked * are mandatory.</p> <p>Then select the "Submit and proceed to next page" button at the bottom of this page.</p> <p>If you wish to contact SPIRIT OF SHANKLY regarding any issue in completing this form please email:</p> <p>membership@spiritofshankly.com</p> <p>First name *</p> <input type="text"/> <p>Last name *</p> <input type="text"/> <p>Date of birth *</p> <p>Day <input type="button" value="▼"/> Month <input type="button" value="▼"/> Year <input type="button" value="▼"/></p> <p>Age</p> <input type="text"/> <p>Email address *</p> <input type="text"/> <p>Verify email address *</p> <input type="text"/> <p><input type="button" value="Submit and add additional people"/></p> <p><input type="button" value="Submit and proceed to next page"/></p>
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Complete the mandatory information as a minimum i.e., Name, Email address, first line of address and post code. Then choose the "Submit and proceed to next page" button at the bottom of the form.

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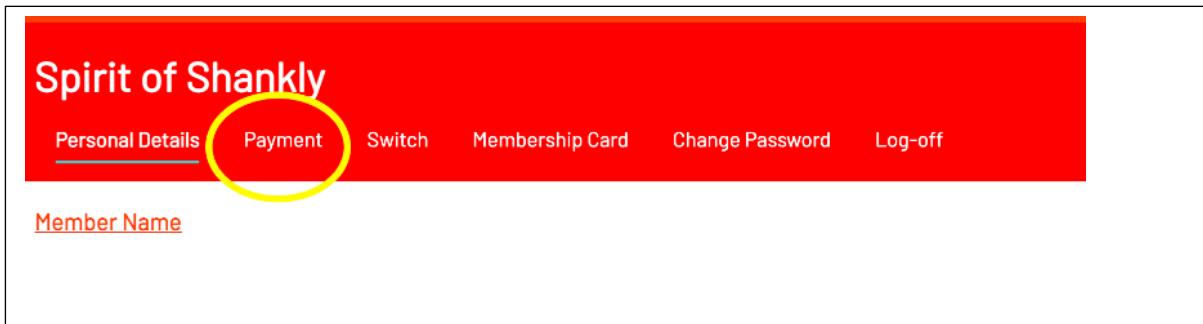
MAKING A DONATION

MAKING A DONATION (MEMBERS)

If you are already a member or you are registered with us, then simply log into your account using the link button below:

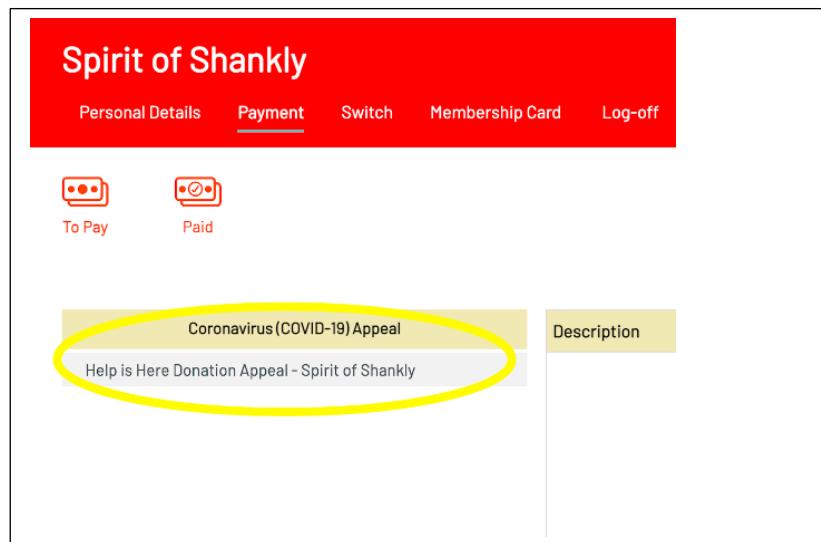
Log In

Once you are logged in to your account, select the 'Payment' tab.



The screenshot shows a red header bar with the text "Spirit of Shankly". Below the header are several navigation links: "Personal Details" (underlined), "Payment" (circled in yellow), "Switch", "Membership Card", "Change Password", and "Log-off". Below the header, there is a text input field labeled "Member Name".

Select 'Help is Here
Donation Appeal'.



The screenshot shows a red header bar with the text "Spirit of Shankly". Below the header are navigation links: "Personal Details", "Payment" (underlined), "Switch", "Membership Card", and "Log-off". Under the header, there are two icons: "To Pay" and "Paid". Below these icons, a list of donation appeals is shown. The first item in the list, "Coronavirus (COVID-19) Appeal" under the heading "Help is Here Donation Appeal - Spirit of Shankly", is circled in yellow. To the right of the appeal list, there is a "Description" column which is currently empty.



MAKING A DONATION

Check the box beneath 'Select' and enter an amount you wish to donate and select 'Next'.

Help is Here Donation Appeal - Spirit of Shankly

Spirit of Shankly's 'Help is Here' campaign began in March 2020. Over a 15-week period, more than 2,000 bags of food were delivered to the most vulnerable homes in Merseyside. Since mid-August, we have been sending approximately 20 bags of food per week to established community groups for them to distribute within their own local areas. Donations to the appeal are completely optional.

Select	Contact	Amount
<input checked="" type="checkbox"/>	Help is Here Donation	£ 5.00

Next

Confirm your name and contact details and select 'Submit'.

Help is Here Donation Appeal - Spirit of Shankly

Please complete the form below, fields marked * are mandatory.

Then select the "Submit and proceed to next page" button at the bottom of this page.

If you wish to contact SPIRIT OF SHANKLY regarding any issue in completing this form please email:

membership@spiritofshankly.com

.

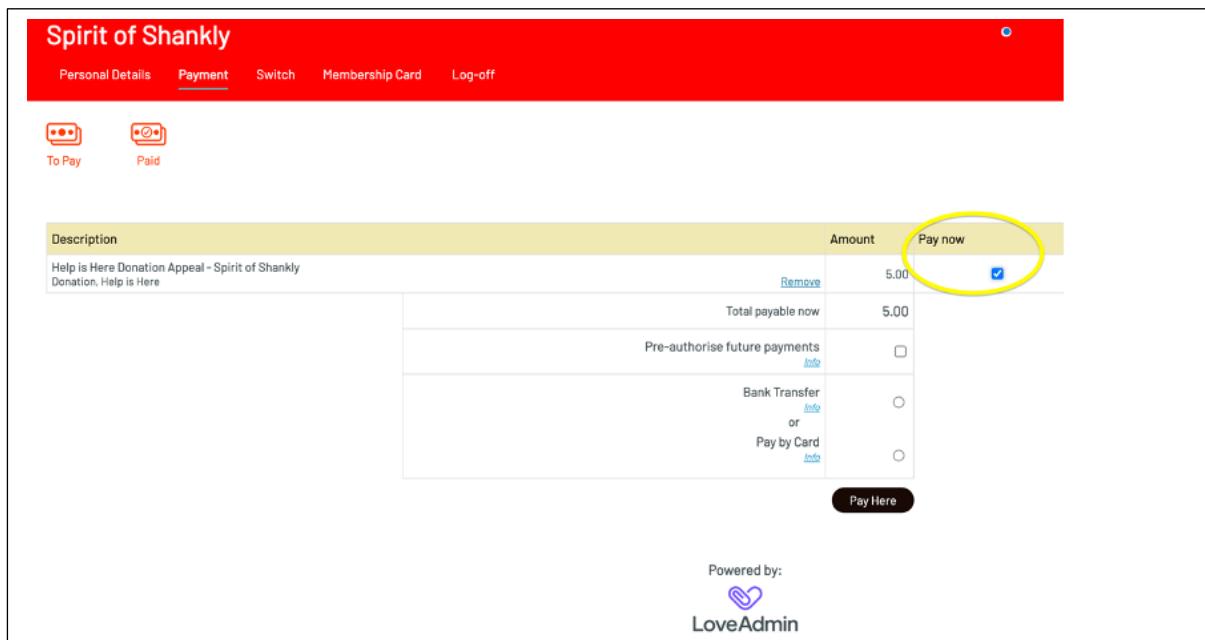
First name *	Help is Here
Last name *	Donation
Email address *	membership@spiritofshankly.com
Verify email address *	membership@spiritofshankly.com

Submit



MAKING A DONATION

Click the box below 'Pay Now' on the right-hand side.



The screenshot shows a web-based payment interface for 'Spirit of Shankly'. At the top, there's a red header bar with links for 'Personal Details', 'Payment' (which is underlined), 'Switch', 'Membership Card', and 'Log-off'. Below the header, there are two icons: 'To Pay' (with a red background) and 'Paid' (with a green background). The main area contains a table with a single row. The row has columns for 'Description', 'Amount', and 'Pay now'. The 'Description' column shows 'Help is Here Donation Appeal - Spirit of Shankly Donation, Help is Here'. The 'Amount' column shows '5.00'. The 'Pay now' column contains a checkbox with a checked status, indicated by a blue checkmark. This checkbox is circled in yellow. Below the table, there are three options: 'Pre-authorise future payments' with an info link, 'Bank Transfer' with an info link, or 'Pay by Card' with an info link. At the bottom right of the form is a black button labeled 'Pay Here'. At the very bottom, it says 'Powered by: LoveAdmin' with a small heart icon.

Select one of the 2 options, 'Bank Transfer' or 'Pay by Card'. Then select 'Pay Here'.

If you select 'Pre-authorise future payments', when the annual renewal payment is requested it will be collected automatically. You can cancel this pre-authorisation at any time through the link provided on the Payments page in your online account.

Please read the [MAKING A PAYMENT](#) section for guidance on navigating the 'Bank Transfer' or 'Pay by Card' options.

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MAKING A DONATION

MAKING A DONATION (NON-MEMBERS)

If you are not already a member or you are not registered with us, then use the 'Donate' link button below:

[Donate](#)

This will take you to the Help is Here Donation Appeal form shown here.

Complete the mandatory information as a minimum i.e., Donation Amount, Name and Email address.

Then choose the "Submit and proceed to next page" button at the bottom of the form.

* = Mandatory

Help is Here Donation Appeal - Spirit of Shankly

Enter Donation:

Please complete the form below, fields marked * are mandatory.
Then select the "Submit and proceed to next page" button at the bottom of this page.

If you wish to contact SPIRIT OF SHANKLY regarding any issue in completing this form please email:
membership@spiritofshankly.com

First name *

Last name *

Email address *

Verify email address *

[Submit and proceed to next page](#)

Powered by:

 LoveAdmin



MAKING A DONATION

The next page presented to you should look like this:

Do not use the back button. If you wish to edit information entered, click the Edit option below.

Remove	Description	Edit	Comments	Amount	Payable now
	Help is Here Donation Appeal - Spirit of Shankly Help is Here, Donate			£5.00	£5.00
			Total	£5.00	£5.00
			Pre-authorise future payments Info	<input type="checkbox"/>	
			Bank Transfer Info	<input type="radio"/>	
			or	<input type="radio"/>	
			Pay by Card Info	<input type="radio"/>	
Pay here					

Powered by:

LoveAdmin

Select one of the 2 options to proceed with payment, either 'Bank Transfer' or 'Pay by Card'.

If you select 'Pre-authorise future payments', when the annual renewal payment is requested it will be collected automatically. You can cancel this pre-authorisation at any time through the link provided on the Payments page in your online account.

Please read the [MAKING A PAYMENT](#) section for guidance on navigating the 'Bank Transfer' or 'Pay by Card' options.

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RESET YOUR ACCOUNT

RESET YOUR ACCOUNT PASSWORD

Reset your password using the link button below:

Reset
Password

Enter your email address
and a new password.

Confirm the new password
and select 'Submit'.

A link will be sent from
noreply@loveadmin.com to
the email address you
provided.

Please click on the link in the
email to activate your new
password.

If the email does not appear
in your inbox, please check
your Spam folder.

Step 1 of 2: Create New Password

Email Address

Enter the email address we have on file for you

Create new password

Confirm new password

Submit

Powered by LoveAdmin.com



USING THE MOBILE

USING THE MOBILE APP

There is a LoveAdmin App for mobile devices which allows members to keep information up to date, register for events (something we hope to make use of in future) and make payments.

It is available to download from the Apple and Android App stores on the links below:

[Apple
App](#)

[Google
App](#)

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CONTACT US

CONTACT US

If you are having any issues in renewing, joining or donating, please select the following link:

Contact
SOS

This will connect you to the Spirit of Shankly website. Complete the form on this page and describe the issue you are having.

Home News Membership Initiatives About us Contact

Contact us

Issues with logging in or signing up?

First Name * Last Name *

Email *

Issues with... *

Joining Renewing
 Donating Registering

Please explain your issue or leave a number for us to call you on *

Submit

Why join SOS?

- ✓ LFC accountability
- ✓ Fan representation
- ✓ Lead supporter campaigns
- ✓ Drive community initiatives
- ✓ Away travel & events
- ✓ Credit Union

Sign up >

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MAKING A PAYMENT

MAKING A PAYMENT

The online payment options are the same for either joining, renewing or making a donation.

- *Bank Transfer Option*
- *Pay by Card using a personal PayPal account*
- *Pay with a debit or credit card*

The following pages describe the various available options to make a payment to Spirit of Shankly.



MAKING A PAYMENT

Bank Transfer Option

'Bank Transfer' uses the online payment facilitator GoCardless to take the payment using the Direct Debit infrastructure of the banking system.

When making payment via this method you will be asked to setup a Direct Debit, please see the form on the right-hand side.

This does not mean you are setting up a recurring payment - a Direct Debit can be a single non-recurring payment too

Spirit of Shankly

Set up a Direct Debit with Spirit of Shankly

Annual Membership of Spirit Shankly

First name Last name
[Click here to use a company name](#)

Your sort code Your account number
e.g. 10-20-30 e.g. 12345678

[Click here to enter IBAN](#)

Post code
Start typing your post code and choose from the list
[Click here to enter your address manually](#)

Email

More than one person is required to authorise Direct Debits



GOCARDLESS 

technical@spiritofshankly.com | +44 7305 157812

By confirming you are agreeing to our [Website Terms of Use](#). GoCardless uses personal data as described in our [Privacy Notice](#). We use analytics [cookies](#).

Your payments are protected by the Direct Debit Guarantee



MAKING A PAYMENT

Pay by Card Option

'Pay by Card' transfers you to PayPal to make payment, see below.

The screenshot shows a payment summary for 'Pay Here Limited'. On the left, there's a table with two rows: 'Pay Here Limited' and 'Total: £10.00 GBP'. To the right, under 'Choose a way to pay', there are two options: 'Log in to your PayPal account' and 'Pay with a debit or credit card'. The second option is preceded by a yellow arrow pointing down. Both options have a yellow oval around them. At the bottom right, it says 'Secured checkout by PayPal' with the PayPal logo.

Your payment summary	
Description	Amount
Pay Here Limited	£10.00 GBP
Total:	£10.00 GBP

Choose a way to pay

Log in to your PayPal account

▼ Pay with a debit or credit card
If you don't have a PayPal account

Secured checkout by **PayPal**

There are two options under 'Choose a way to pay'.

If you have a personal PayPal account and you wish to pay using it, click on 'Log in to you PayPal account'.

Alternatively, if you wish to make payment using your debit or credit card, please use the link 'Pay with a debit or credit card'.

The following two pages describe each of the 'Choose a way to pay' options.



MAKING A PAYMENT

Log in to your PayPal account

Select 'Log In' to connect to the PayPal account login page.

Choose a way to pay

▼ Log in to your PayPal account 

Log In

Enter your personal PayPal login details and select 'Next'.



Email address or mobile number

Next

Cancel and return to PayHereLimited

Select the 'Pay' button to confirm payment

Review your information

Additional information
Your memo about this payment: Annual Membership of Spirit of Shankly.

Payment method [Change](#)

VISA Debit/Credit Card: Visa/Delta/Electron XXXX-XXXX-XXXX-0436 £10.00 GBP

[View PayPal policies](#) and your payment method rights.

Pay **Cancel**



MAKING A PAYMENT

Pay with a debit or credit card

By default, the 'Save this information with a PayPal account' box is checked.

Uncheck this if you do not wish to create a personal PayPal account. You do not need to create a personal PayPal account, just select the 'Card Type' and complete the card, name, address and contact details.

▼ Pay with a debit or credit card *Secured checkout by PayPal*

If you don't have a PayPal account

Country: United Kingdom

Your language: English

Card type: Select Card

First name:

Last name:

Address line 1:

Address line 2 (optional):

City:

County (optional):

Postcode:

Phone: e.g. 555-555-5555

Mobile:

Email address:

Save this information with a PayPal account
It's easy and free to sign up. Learn more [about PayPal](#)

Password: [Password tips](#)

Reenter password:

By clicking 'Agree and Continue' below, I agree to the PayPal [User Agreement](#) and [Privacy Statement](#).

Agree and Continue

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