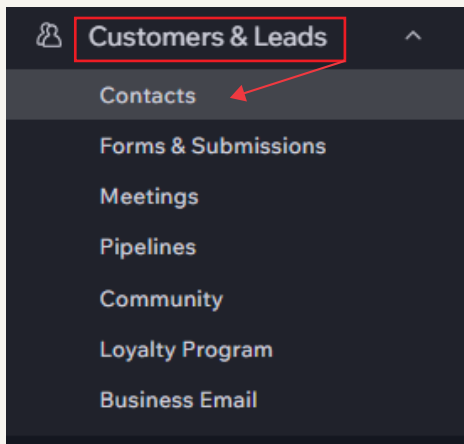


Managing Memberships and Member Records

A practical guide to reviewing memberships, maintaining member information, and preparing membership reports.

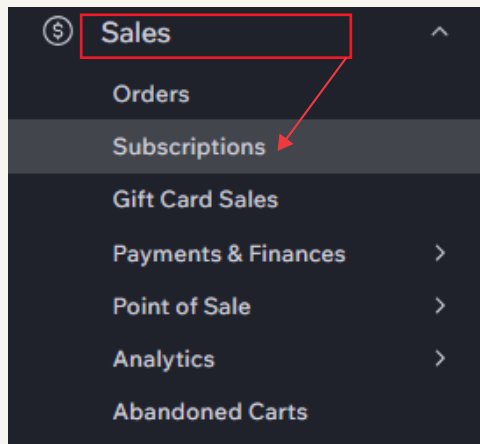
Where membership information is located

Membership information appears in several parts of Wix. Each area answers a different question.



Find and update people, sort records, and manage website login accounts through the Members view.

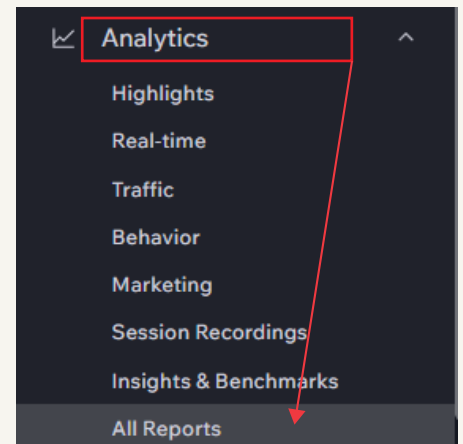
The **All Contacts** list includes everyone whose information has been saved in Wix. This may include people who submitted a form, created a website account, purchased a membership, or were added manually. Someone who created an account while beginning a membership purchase but did not complete the payment may also remain in Contacts. Therefore, **the total number of contacts does not represent the number of active club members.**



Check active, upcoming, expired, canceled, or unpaid memberships.

The Subscriptions page shows individual membership plans that were sold. Use this page to review each plan, including its status, start and expiration dates, and payment status. However, Wix counts subscriptions rather than individual people.

If one person has two overlapping active plans, both subscriptions will be counted.



View membership totals, new memberships, ended memberships, and reports

Working with Contacts

Contacts
Manage and track your customers, leads and site members. [Learn more](#)

3 site members [Manage Member Access](#)

Overview

	Name	Email	Phone	Member status	Labels
☐	Oxana Cobbold "Webmaster"	webmaster.scshtdesert...		SITE MEMBER	
☐	Test TestLastName "Test Member"	oxanabiasi.mail@gmail...		SITE MEMBER	We ... Ba
☐	kasokie@gmail.com "kasokie"	kasokie@gmail.com		SITE MEMBER	

1. View and search the contact list
2. Open an individual contact card. Review the person's details, activity, and subscription history
3. Open the **Active Club Members** segment to see unique people with active memberships
4. Export the contact list when needed

Test TestLastName
Assign to Your Team

Primary email: oxanabiasi.mail@gmail.com
Primary phone: Add Phone
Language: English

Overview | Inbox | Pipelines | Notes | Invoices | Subscriptions | Events | Orders

Tasks & reminders To-Do
Add a task to this contact for you and your team, e.g., 'Send price quote to customer.'

Timeline
Automation email sent to this contact
RSVP'd to Desert Straw House Nati... on November 16, 2026, 7:00 – 11:00 AM
Opened an automation email
Automation email sent to this contact
RSVP'd to Desert Straw House Nati... on November 16, 2026, 7:00 – 11:00 AM
Logged in to your site
Was unsubscribed from promotional emails

Purchase stats
Last 30 days
Purchases: 2
Total amount: \$25.00

Labels
Welcome Back! Appetizer Potl...
Desert Straw House Native Pla...
Assign Labels

Segments
Active Club Members

1. Contact information
2. Activity history
3. Subscriptions
4. Edit Contact

Active Club Members segment

The **Active Club Members segment** is a saved filter that shows each person with an active membership once. Wix updates it automatically when memberships begin, renew, or expire.

1. Click **Manage Segment**
2. Select **Active Club Members** list
3. View the Active Club Members list

Contacts
Manage and track your customers, leads and site members. [Learn more](#)

1 Manage Segments

Create New

Search...

Name	Last edited ↓	No. of contacts
Active Club Members	Sep 22, 2026, 10:27	1 2

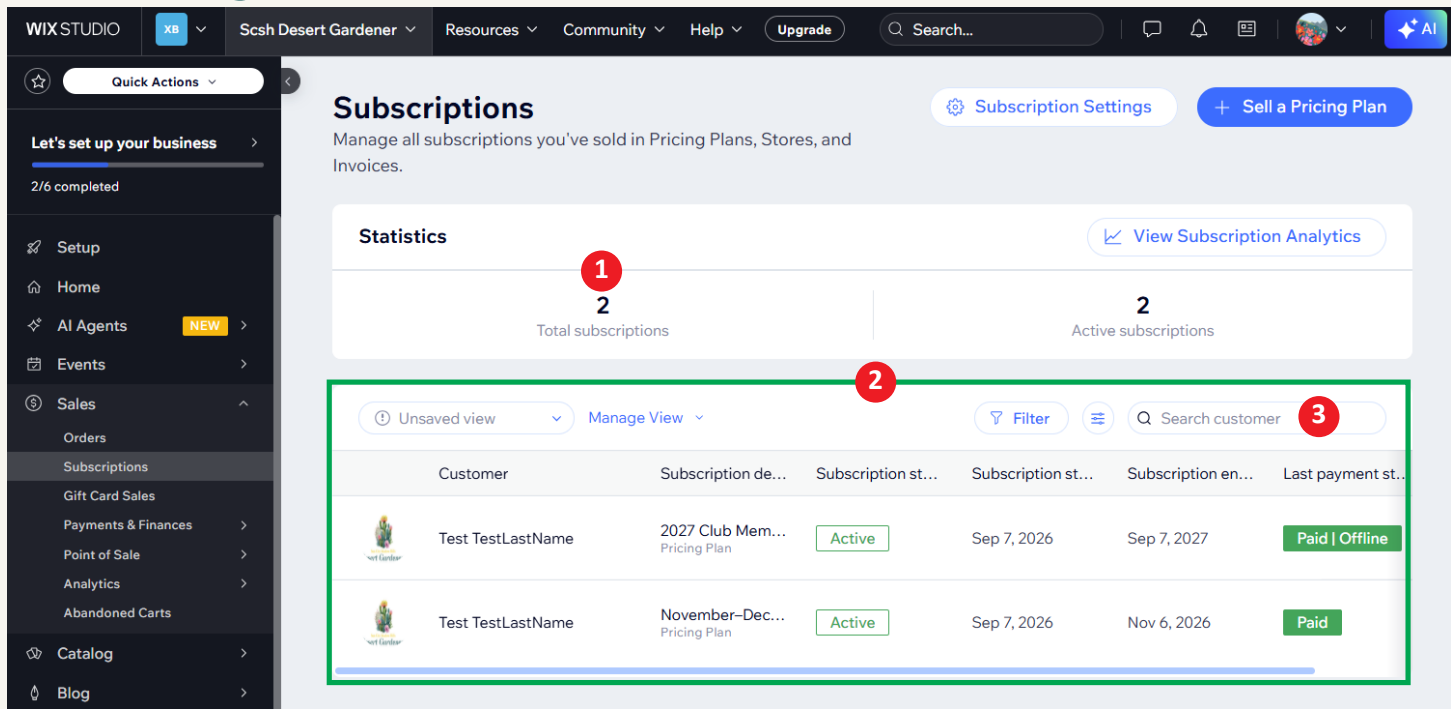
3

All contacts (1) Manage View Filter Search... Import / Export

Segment: Segment is Active Club Members x Clear all

☐	Name	Email 3	Phone	Member status ⓘ	Last activity
☐	Test TestLastName "Test Member"	oxanabiasi.mail@gmail.... UNSUBSCRIBED		SITE MEMBER	17,2

Working with Subscriptions



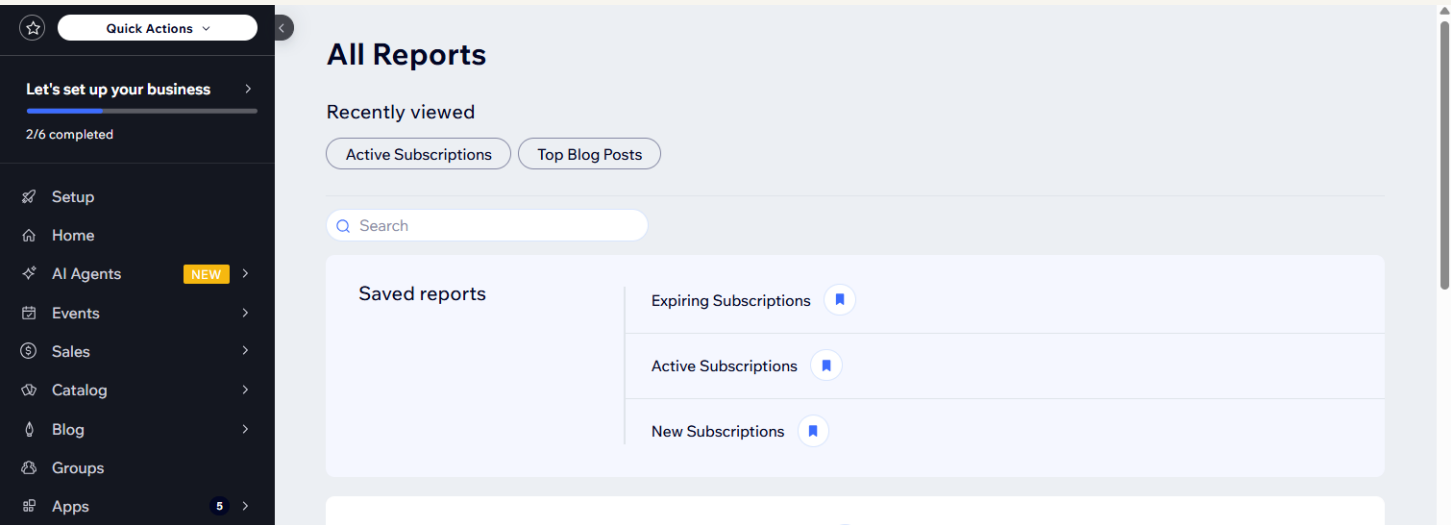
1. View memberships that were sold

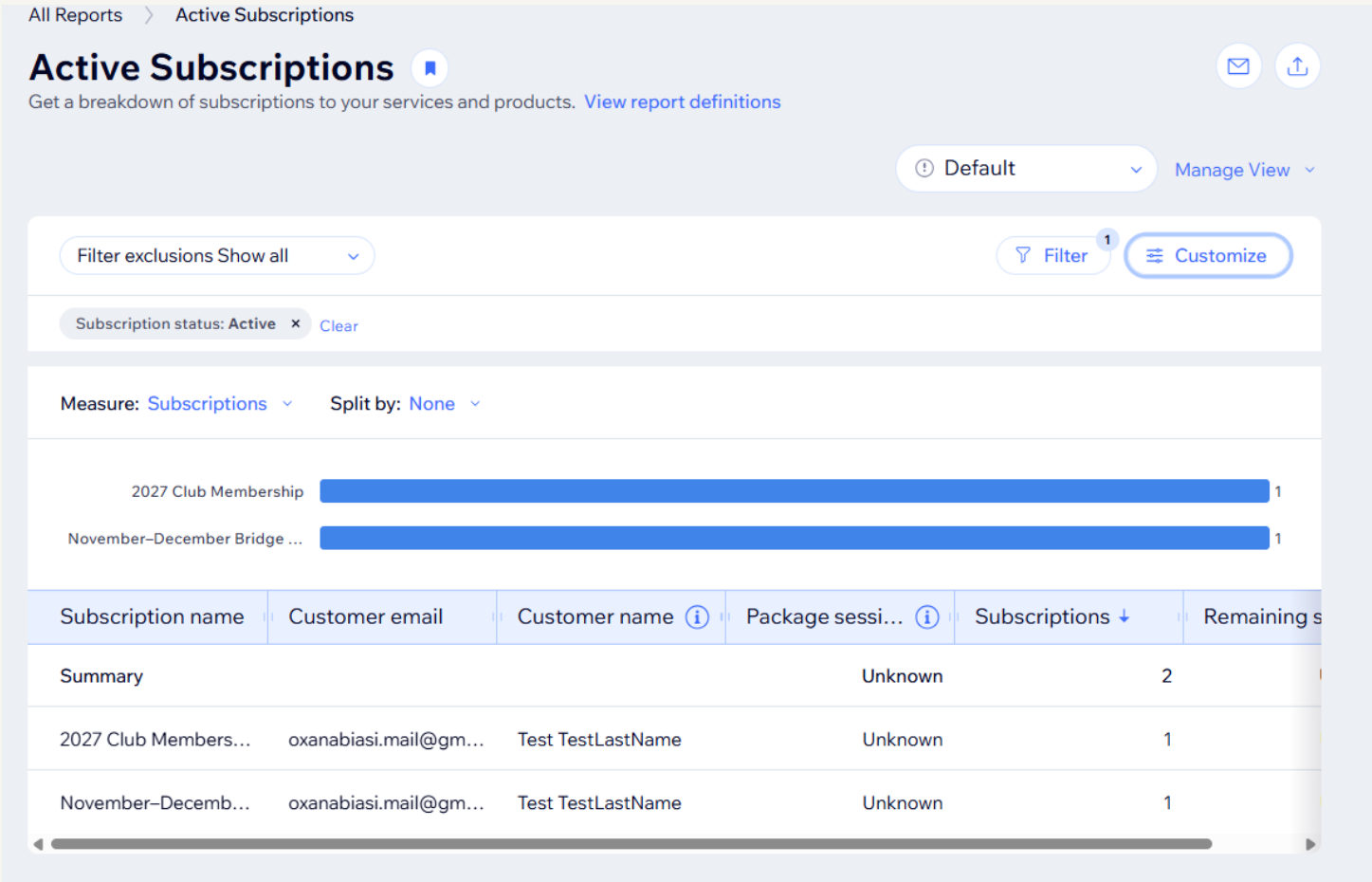
2. Check plan status, start date, expiration date, and payment status
3. Search for a specific person

4. Understand that this screen counts plans, not unique people

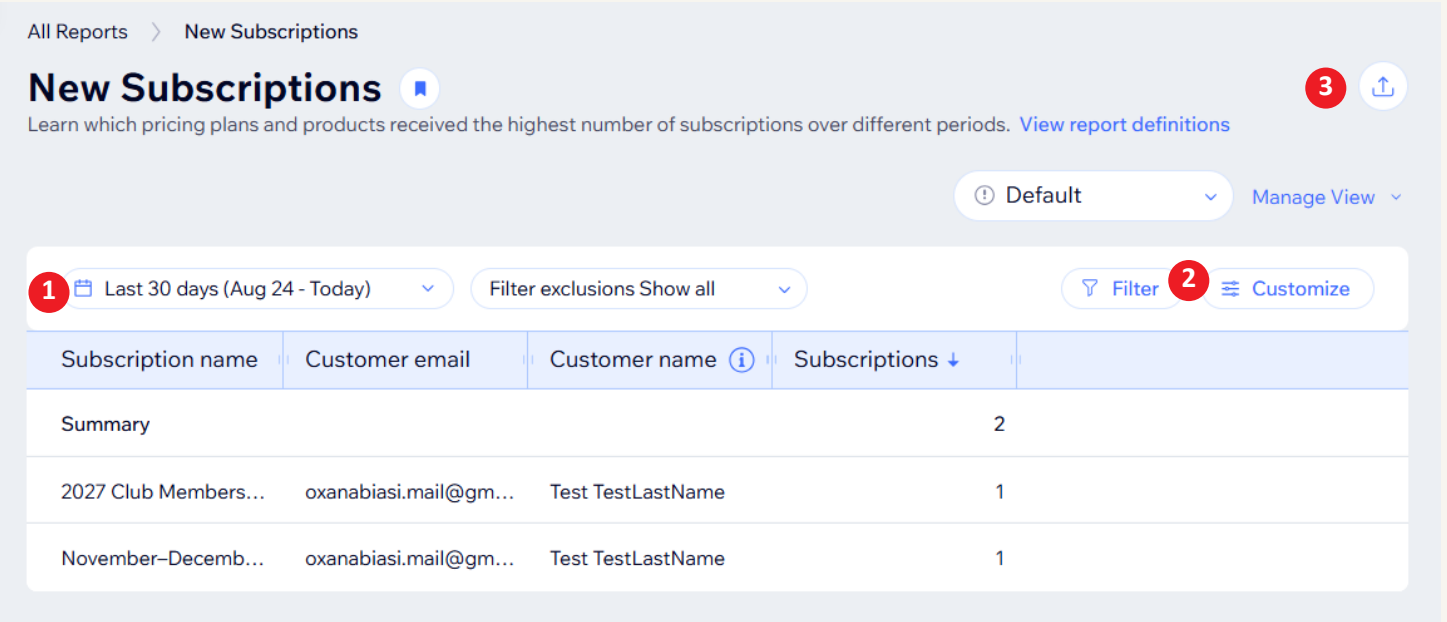
Using Analytics

Analytics provides reports that summarize membership activity, including active, new, expiring, and ended subscriptions. To find it, open the Wix dashboard, select Analytics from the left menu, and click All Reports.





Active Subscriptions shows plans that are active now. It counts subscriptions, not individual people, so one person with two active plans will be counted twice.

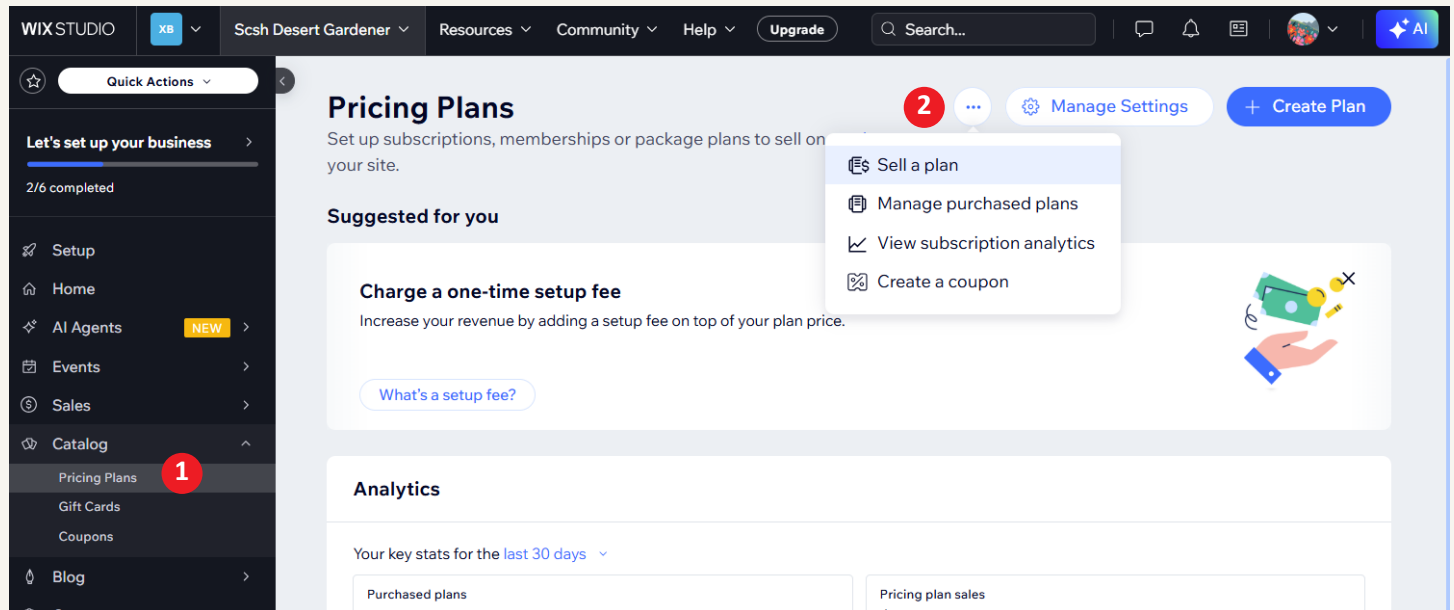


New Subscriptions shows plans purchased during a selected period. Use this report to prepare quarterly reports for the HOA. Select the reporting dates (1), customize the columns (2), and download the report (3).

How to Add a New Member Manually

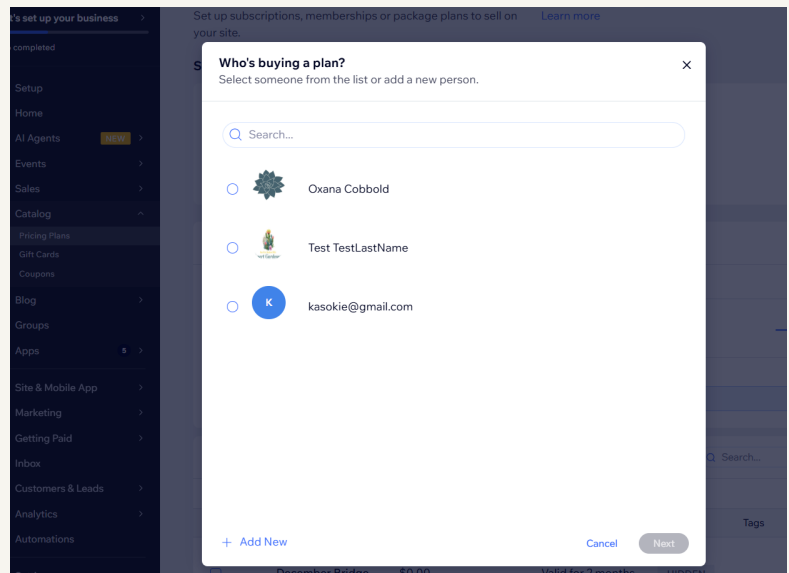
Use this option when a membership was paid outside the website or when the club is granting a complimentary membership.

1. Go to Catalog - Pricing Plans.
2. Click More Actions - Sell a Plan.



1. Select the person from **Contacts** or click **Add New** and enter their information.
2. Select the correct membership plan.
3. Choose the membership start date.
4. Click Collect Payment.
5. Record the membership as paid or unpaid, as appropriate.

The new membership will appear in Subscriptions and the person will be included in the Active Club Members segment. If the person does not already have a website account, Wix will email them a link to create a password.



What happens when a membership expires

Configured reminder and expiration emails are sent automatically. When a membership expires, the person's contact record should remain in Wix so the club keeps their history. Do not delete a contact simply because the membership expired.

Quick-reference

Find an active member: **Contacts** → **Active Club Members**

Review one person: **Open their contact card**

Review a membership plan: **Sales** → **Subscriptions**

Add a member manually: **Catalog** → **Pricing Plans** → **Sell a Plan**

Prepare a quarterly report: **Analytics** → **New Subscriptions**

Official Wix References

This guide simplifies the functions most relevant to the SCSH Desert Gardeners. Wix may update dashboard labels or locations over time.

Managing your site members

<https://support.wix.com/en/managing-your-site-members-4069308>

Understanding Contacts, Members, and Subscribers

<https://support.wix.com/en/article/site-members-understanding-the-differences-between-contacts-members-and-subscribers>

Managing Your Members

<https://support.wix.com/en/article/site-members-managing-your-members>

Changing a Member's Login Email

<https://support.wix.com/en/article/site-members-changing-your-members-login-email>

Resetting Member Passwords

<https://support.wix.com/en/article/site-members-resetting-your-members-passwords>

Managing Client Subscriptions

<https://support.wix.com/en/article/pricing-plans-viewing-and-managing-plans-that-clients-purchased>

Subscriptions Analytics

<https://support.wix.com/en/article/wix-analytics-about-the-subscriptions-overview>

Viewing and Downloading Analytics Reports

<https://support.wix.com/en/article/pricing-plans-viewing-and-downloading-analytics-reports>