



Document Control Guidelines

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Related documents	https://www.aylesburyhc.com/ https://www.pitchero.com/
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1.1	2020-06-10	Ian Foster	Expanded for all club sections
1.2		Ian Foster	Minor Revisions
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1.4		Ian Foster	Inclusion of common corrections
1.5	2020-07-21	Ian Foster	Feedback from ladies & junior section membership secretaries, published

AH Club website
 AH Club senior Facebook group
 AH Club juniors Facebook group

<https://www.aylesburyhc.com/>
<https://www.facebook.com/groups/182804671765005/>
<https://www.facebook.com/groups/772535526141684/>



Aylesbury Hockey Club

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Introduction

This document is intended for use by new & existing members and membership secretaries to assist with registering as a member with Aylesbury Hockey Club (AHC).

Thank you for wanting to join and be part of the club, we hope you have many years of happy & fruitful membership! 😊

Scope

This document applies to all sections, members, players, officials, participants, parents/guardians, supporters & management of Aylesbury Hockey Club (AHC).

Membership fees payment is a separate step after membership registration is approved, and as such is outside the scope of this document.

Objective

It is imperative that:

1. AHC has an accurate register of the club's membership at all times
2. AHC can contact its membership in a secure, safe & reliable fashion – both for club matters & events, but also in case of emergencies
3. AHC manages its membership information securely, to best practices and in accordance with relevant regulations
4. It is as simple & easy as possible for AHC members to register and manage their information

As such, AHC uses the Pitchero online management system as the only place to store and manage all its membership and team information for all sections within the club.

Membership payment is online via Pitchero – and hence all members must be correctly registered in order to make payments.

Members can update and manage their membership information themselves and provide availability information for training and fixtures.

Key Roles & Contacts

The *membership secretaries* for Juniors, Ladies & Mens sections are the key contacts relating to the ongoing management of the membership data and use of the Pitchero system.

Where an U18 member is playing both junior & senior hockey, or only senior hockey then both the Junior membership secretary and the relevant section senior membership secretary should be consulted; accountability for all u18 membership information is with the Junior membership secretary.

Contact information for these roles can be located at:

<https://www.aylesburyhc.com/contact>



Key Important Points

A junior member is defined as “any member under the age of 18”, regardless of the level they play at or the team(s) they may play for, **all U18** members must be registered as children of parents/guardians.

Junior members need specific registration, and **only after** parent/guardian has registered, please see Parents / Guardians and Juniors later in this document.

A junior member can have multiple parents / guardians registered, and a parent guardian may have multiple children registered.

Any members with safeguarding concerns over registration information should contact the relevant membership secretary and the club welfare officer, contact details can be found at: <https://www.aylesburyhc.com/contact>

Pitchero is a multi-sport and multi-club online system, as such there is a two-step overall process:

- 1) Registration to Pitchero
 - a. *For some people this may already be complete from other sport / club participation, there is no need to register a new Pitchero account for AHC*
- 2) Membership to AHC club within Pitchero
 - a. *This section is required & is critical for all AHC members*

Whilst membership secretaries and club management can help with much of the registered information, there are a number of areas that can only be updated by the Pitchero registered person themselves, these include: Name, Gender, Date of Birth, email, password

Please take a few moments to ensure that you have completed all the required information, and that it is as accurate as possible – this improves the running of the club considerably.

This is the main method that AHC uses to communicate to our membership – **it is essential that your email address is accurate AND that it is verified**

If you are a first-time registration to Pitchero it will send you an email, with a link inside that you must click to verify your email within the system.

If you have previously registered with Pitchero and not verified your email, please follow these links for instructions for verifying your email again:

<https://www.pitchero.com/user-guides/club-website/getting-started/faqs/emailconfirmation>

<https://help.pitchero.com/hc/en-us/articles/115004585334-How-can-I-confirm-my-email-address->

Please **do not** opt-out or unsubscribe from AHC email

Please **do not** hide / restrict visibility of contact information to AHC



All members shall ensure that Pitchero account profile and email preferences are fully completed and up-to-date - only if this is done can you be assigned to the correct teams and the club is able to communicate with you properly.

Members not registered, or those not correctly registered, will not receive club communications, may not be nominated for the England Hockey pathway (eg Bucks county or regional trials), and may be ineligible to attend events, train or play in matches for AHC.

Charters

Members are reminded of the player's charter for hockey:

AHC <http://www.aylesburyhc.com/documents/193223>

EHC http://www.englishockey.co.uk/core/core_picker/download.asp?id=13200

Parents of juniors are reminded of the parent's charter for hockey:

AHC <http://www.aylesburyhc.com/documents/193225>

EHC http://www.englishockey.co.uk/core/core_picker/download.asp?id=13203

Any breach of these by player, or by parent, may have a detrimental effect on membership status.

Ongoing Updates

Pitchero provides members the ability to manage their information on an ongoing basis themselves via both the smartphone app but also the following web links:

Account Info

<https://www.pitchero.com/account/settings/details/>

AHC Overview

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/>

AHC Membership Info (inc all contact, emergency details and T&Cs)

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/membership>

eMail preferences (all should be ticked, and weekly roundups subscribed if possible)

<https://www.pitchero.com/account/settings/emails/>

Once registered, members may request to be part of different / multiple teams via "Roles", equally members can manage the children associated with their account through "Roles" – from the Account Membership page.

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/membership>

Pitchero also provides free smartphone applications for members as follows:

Club Application

Android <https://go.onelink.me/app/9ee5cee9>

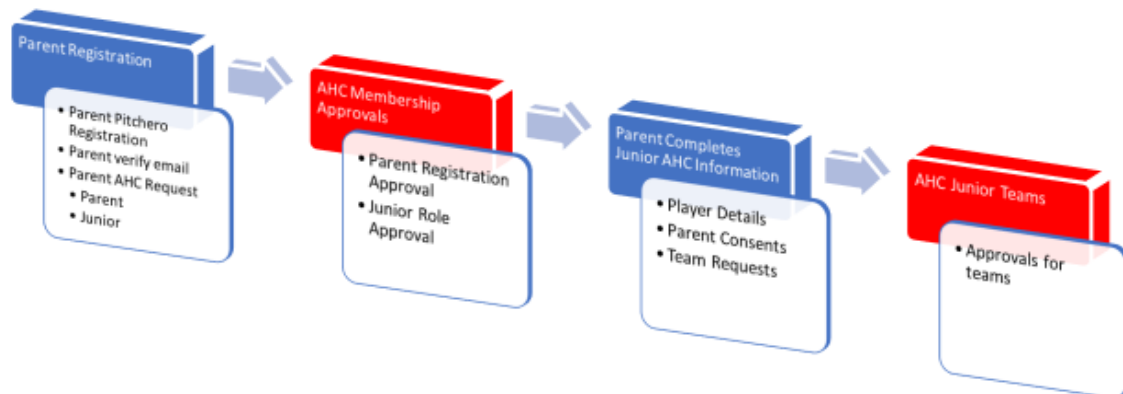
Apple iOS <https://go.onelink.me/app/79e4f6fd>

Once registration is completed, we recommend using this application for regular member updates.

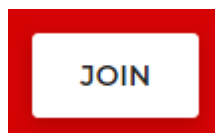
Registration Guide - Pitchero

It is recommended that registration is done via a web browser accessing the website, not the specific smartphone app.

For juniors U18 the parent / guardian must register first using the parent/guardian details (see Parents / Guardians), and only after this is complete & approved will you be requested to add the junior (see Juniors).



To start the process, go to the www.aylesburyhc.com website, in the upper right corner, you should see a white box saying “join”, click this box:



This should take you to the <https://www.pitchero.com/clubs/aylesburyhockeyclub/signup> page.

Now follow this document’s relevant section below for:

- Seniors
- [Parents / Guardians](#)
- Juniors (*only after completing the [Parents / Guardians](#) section*)



Seniors


From the initial membership page complete the following information for the senior member:

Join Aylesbury Hockey Club

Signing up for your child?

Please enter **your details** below to register as a parent. You will add your child's details later in the process.

First name	Last name
<input type="text"/>	<input type="text"/>
Email	
<input type="text"/>	
Password	
<input type="password"/>	
Telephone (Optional)	
+44 (United Kingdom) <input type="text"/>	<input type="text"/>

Or  Join via Facebook

Then ensure to confirm the Pitchero legal T&Cs and Aylesbury Hockey Club Consent as a minimum:

Terms of Service Required

I agree to the Pitchero **Terms of Service** and give consent for my data to be stored, processed and shared by Pitchero in accordance with their **Privacy Policy** for the purpose of providing and improving the Pitchero platform. From time to time we may contact you regarding your account with us and with details of our product range and services which may be of interest via email, post, telephone or text message. You can unsubscribe at any time by clicking the unsubscribe link in any email footer or by emailing support@pitchero.com

Aylesbury Hockey Club Consent Required

I consent to my data being stored and processed by Aylesbury Hockey Club for use in their management system which helps to organise the playing and enjoyment of sport for it's members.

Pitchero Partners Optional

From time to time, we would like to contact you via email with details of products and services offered by sports focused brands, and ask you to participate in related market research. If you consent to us contacting you for this purpose (or a third party organisation engaged to contact you on our behalf) please check the box. Allowing information from Pitchero Partners helps to keep Pitchero's fees low and saves money for your club/league/county. You can unsubscribe at any time by clicking the unsubscribe link in any email footer or by emailing support@pitchero.com

England Hockey Data

I understand that my personal data will be shared with England Hockey as the Governing Body of hockey in England to exercise their legitimate interest to better administer the sport and/or develop new participation programmes to meet the needs of those playing hockey, and that England Hockey may contact me where they have a legitimate interest to do so. For more details on data sharing with England Hockey please see the [England Hockey data sharing page](#). If you would prefer your data not to be shared with England Hockey, you can control this via the [Privacy page](#) in your Pitchero account or by emailing support@pitchero.com

England Hockey Marketing Optional

I give my consent for England Hockey to contact me from time to time via email with marketing messages regarding products and services related to hockey. Please tick the box if you would like to receive these messages. You can withdraw consent at any time via the [Privacy page](#) in your Pitchero account section, by emailing mydata@englandhockey.co.uk or by using the opt-out facility on each marketing email

Next, on “Apply for Roles”, ensure that both “Club Member” and “Player” (assuming member will train & play hockey) are checked from the list below.

Apply for roles? Skip

You're now registered at Aylesbury Hockey Club! Would you like to apply for any club roles?

- Club Member**
View private areas of the site including team selection, player stats, videos and photos.

- Player**
Manage availability and receive instant notifications when you've been selected to play.

- Coach**
View private areas of the site and download club coaching material.

- Parent**
Receive team updates direct to your inbox and manage availability for your children.

- Team Admin**
Manage fixtures, select match day squads and communicate with players and parents for your team.

- Webmaster**
Manage multiple aspects of the club website including Membership, Payments, Club Content and more!

[Next step](#)

On the next screen select the primary team that you would expect to play for:

Player team selection

Which team do you play for?

Please select... v

[Complete application](#)

If unsure, please pick the lowest ranked team (eg the highest numbered) and this will be adjusted by the section managers afterwards.

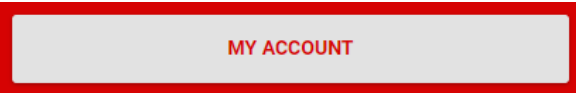
You should then see:

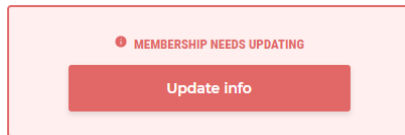
✔ **Account created!**

Visit your account to review payments, message members and check any pending role applications.

[MY ACCOUNT](#)

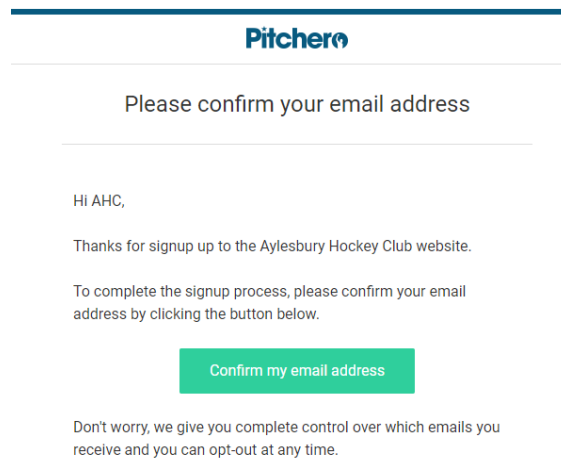
[← Back to club website](#)

Click on  and then



on the next screen

Please switch briefly to your email and ensure to confirm and verify the email that has been sent to you – using the link within the email.



Then switch back to your web browser session and now complete all of the information requested on the “Membership Information” website screen, using the **player’s data**, paying specific care to:

- eMail Address
- First Name & Last Name
- Telephone Number
- Gender
- Date of Birth
- Address
- Age Group
- Doctor & Medical details
- Emergency Contact Details
- Player Charter
- Parental Consent
- Disability Information
- Equality Monitoring
- Hockey Qualifications
- Child Protection Certificate
- Photography opt-out

**EMAIL ADDRESS****FIRST NAME****LAST NAME****CONTACT NUMBER****GENDER****DOB****ADDRESS LINE 1****ADDRESS LINE 2****CITY****POSTCODE****COUNTRY****TIMEZONE****• DATE OF BIRTH UNDER 18'S ONLY**

Compulsory for Under 18's in the format 01.01.18

• AGE GROUP OVER 18'S ONLY

Over 18's only needed for Affiliation

• TELEPHONE NUMBER**• DOCTORS SURGERY****• MEDICAL CONDITIONS**

If you have ticked any boxes, please give sufficient details for the organisers to give treatment if necessary. For example, where inhalers are kept or allergies to drugs. Please also give details of any regular medication or treatment received.

• EMERGENCY CONTACT DETAILS

Name and Mobile Number

• PLAYERS & PARENTS CHARTERCharter & policy documents as per: http://www.aylesburyhc.com/d/documents.html?group_id=10837 Confirm I have read and agree to abide by the Charters, AHC and England Hockey rules and conditions.

- **DISABILITY**
Do you consider yourself to have a disability

- **DISABILITY**
If other please state

- **UMPIRING QUALIFICATION**
Please select your level of hockey umpiring - as per definition at <http://www.englandhockey.co.uk/page.asp?section=1590§ionTitle=The+Umpire+Development+Pathway>

- **COACHING QUALIFICATIONS**
Please select your level of hockey coaching qualifications - as per definition at <http://www.englandhockey.co.uk/landing.asp?section=2046§ionTitle=My+Coaching+Pathway>

- **PHOTOGRAPHY**
I give permission for AHC to take & Use images for any relevant match reports, marketing, press releases, website, fixture booklet

Click “Save changes” and then go back to the Aylesbury Hockey Club Website

At this point **you will need to wait for the relevant AHC Membership Secretaries to confirm your membership request** – you will receive emails once this is confirmed.

These should be approved within a couple of days, if it hasn't or the matter is urgent please contact the relevant membership secretary.



Parents / Guardians


From the initial membership page complete the following information for the Parent/Guardian:

Join Aylesbury Hockey Club

Signing up for your child?

Please enter **your details** below to register as a parent. You will add your child's details later in the process.

First name	Last name
<input type="text"/>	<input type="text"/>
Email	
<input type="text"/>	
Password	
<input type="text"/>	
Telephone (Optional)	
+44 (United Kingdom)	<input type="text"/>

Or  Join via Facebook

Then ensure to confirm the Pitchero legal T&Cs and Aylesbury Hockey Club Consent as a minimum:

<input type="checkbox"/> Terms of Service	Required
I agree to the Pitchero Terms of Service and give consent for my data to be stored, processed and shared by Pitchero in accordance with their Privacy Policy for the purpose of providing and improving the Pitchero platform. From time to time we may contact you regarding your account with us and with details of our product range and services which may be of interest via email, post, telephone or text message. You can unsubscribe at any time by clicking the unsubscribe link in any email footer or by emailing support@pitchero.com	
<input type="checkbox"/> Aylesbury Hockey Club Consent	Required
I consent to my data being stored and processed by Aylesbury Hockey Club for use in their management system which helps to organise the playing and enjoyment of sport for it's members.	
<input type="checkbox"/> Pitchero Partners	Optional
From time to time, we would like to contact you via email with details of products and services offered by sports focused brands, and ask you to participate in related market research. If you consent to us contacting you for this purpose (or a third party organisation engaged to contact you on our behalf) please check the box. Allowing information from Pitchero Partners helps to keep Pitchero's fees low and saves money for your club/league/county. You can unsubscribe at any time by clicking the unsubscribe link in any email footer or by emailing support@pitchero.com	
England Hockey Data	
I understand that my personal data will be shared with England Hockey as the Governing Body of hockey in England to exercise their legitimate interest to better administer the sport and/or develop new participation programmes to meet the needs of those playing hockey, and that England Hockey may contact me where they have a legitimate interest to do so. For more details on data sharing with England Hockey please see the England Hockey data sharing page . If you would prefer your data not to be shared with England Hockey, you can control this via the Privacy page in your Pitchero account or by emailing support@pitchero.com	
<input type="checkbox"/> England Hockey Marketing	Optional
I give my consent for England Hockey to contact me from time to time via email with marketing messages regarding products and services related to hockey. Please tick the box if you would like to receive these messages. You can withdraw consent at any time via the Privacy page in your Pitchero account section, by emailing mydata@englandhockey.co.uk or by using the opt-out facility on each marketing email	

Next, on “Apply for Roles”, ensure that both “Club Member” and “PARENT” are checked from the list show below:

Choose your roles

Do any of these roles apply to you?

- Club Member**
View private areas of the site including team selection, player stats, videos and photos.

- Player**
Manage availability and receive instant notifications when you've been selected to play.

- Coach**
View private areas of the site and download club coaching material.

- Parent**
Receive team updates direct to your inbox and manage availability for your children.

- Team Admin**
Manage fixtures, select match day squads and communicate with players and parents for your team.

- Webmaster**
Manage multiple aspects of the club website including Membership, Payments, Club Content and more!

Then click Next Step to add the names of relevant children:

Add your children to apply for the Parent role.

This form could not be submitted due to the following errors:

- children_required

Add your children to apply for the Parent role.

First name

Last name

Team

Add your children to apply for the Parent role.

This form could not be submitted due to the following errors:

- children_required

Jo Bloggs (new member)	Remove
Jay Bloggs (new member)	Remove

Next step


You should then see:

Account created!

Visit your account to review payments, message members and check any pending role applications.

[MY ACCOUNT](#)

[← Back to club website](#)

Click on  and then

MEMBERSHIP NEEDS UPDATING

[Update info](#)

on the next screen

Please switch briefly to your email and ensure to confirm and verify the email that has been sent to you – using the link within the email.

Pitchero

Please confirm your email address

Hi AHC,

Thanks for signup up to the Aylesbury Hockey Club website.

To complete the signup process, please confirm your email address by clicking the button below.

[Confirm my email address](#)

Don't worry, we give you complete control over which emails you receive and you can opt-out at any time.



Once verified, switch back to your web browser session and complete all of the information requested on the “Membership Information” website screen, using the **parent’s data**, paying specific care to:

- Address
- Telephone Number
- Player Charter
- Parental Consent
- Equality Monitoring
- Hockey Qualifications
- Child Protection Certificate
- Photography

EMAIL ADDRESS
AHCTestUser@gmail.com

FIRST NAME
AHC

LAST NAME
TestUser

CONTACT NUMBER
+44 7123456789

GENDER
Choose your gender

DOB
dd/mm/yyyy

ADDRESS LINE 1
1 Example Street

ADDRESS LINE 2
Apartment A, Floor 2

CITY
Example City

POSTCODE
AB1 2CD

COUNTRY
United Kingdom

TIMEZONE
Choose your timezone

• TELEPHONE NUMBER

• PLAYERS & PARENTS CHARTER

Charter & policy documents as per: http://www.aylesburyhc.com/d/documents.html?group_id=10837 Confirm I have read and agree to abide by the Charters, AHC and England Hockey rules and conditions.

• PARENTAL CONSENT

UMPIRING QUALIFICATION

Please select your level of hockey umpiring - as per definition at <http://www.englishockey.co.uk/page.asp?section=1590§ionTitle=The+Umpire+Development+Pathway>

• PHOTOGRAPHY

I give permission for AHC to take & Use images for any relevant press releases/website/fixture booklet

Save changes

Click “Save Changes” and then go back to the Aylesbury Hockey Club Website.

At this point **you will need to wait for the relevant AHC Membership Secretaries to confirm your membership request and the request for any children roles** before you can enter any information around any children – you will receive emails around these once they are confirmed.

These should be approved within a couple of days, if it hasn't or the matter is urgent please contact the relevant membership secretary.

Juniors

This step should **not** be taken until the parent/guardian is correctly registered.

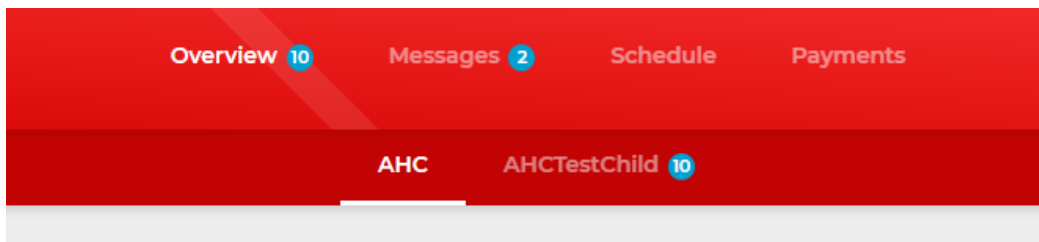
Please note:

- Juniors **U13** should not have any email addresses or phone numbers in the registration system (other than emergency contact numbers) – when the junior player phone & email are blank Pitchero will automatically send information to the junior’s registered parents / guardians.
- Juniors 13+ should only have email & phone number information added by the parent with their consent – Pitchero will then send information directly to the junior.

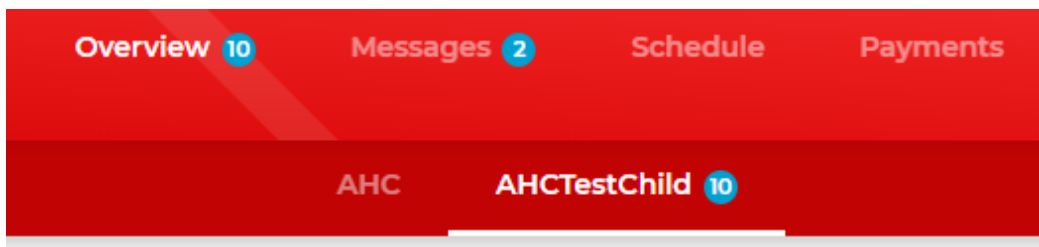
Once the parent account has been approved, and the request to add the junior player has been approved, proceed to the AHC Account Overview page in Membership:

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/>

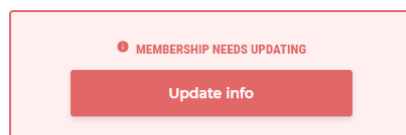
You will see information tabs for the parent and any children



Click on the name of the child you wish to register,



then click on:



Completing all the information fields requested:



FIRST NAME	LAST NAME
<input type="text" value="AHCTestChild"/>	<input type="text" value="TestJunior"/>
CONTACT NUMBER	
<input type="text" value="+93 7123456789"/>	
GENDER	DOB
<input type="text" value="Choose your gender"/>	<input type="text" value="dd/mm/yyyy"/>
ADDRESS LINE 1	
<input type="text" value="1 Example Street"/>	
ADDRESS LINE 2	
<input type="text" value="Apartment A, Floor 2"/>	
CITY	POSTCODE
<input type="text" value="Example City"/>	<input type="text" value="AB1 2CD"/>
COUNTRY	TIMEZONE
<input type="text" value="Afghanistan"/>	<input type="text" value="Choose your timezone"/>

• DATE OF BIRTH UNDER 18'S ONLY

Compulsory for Under 18's in the format 01.01.18

• AGE GROUP OVER 18'S ONLY

Over 18's only needed for Affiliation

• TELEPHONE NUMBER

• DOCTORS SURGERY

• MEDICAL CONDITIONS

If you have ticked any boxes, please give sufficient details for the organisers to give treatment if necessary. For example, where inhalers are kept or allergies to drugs. Please also give details of any regular medication or treatment received.

• EMERGENCY CONTACT DETAILS

Name and Mobile Number

• PLAYERS & PARENTS CHARTER

Charter & policy documents as per: http://www.aylesburyhc.com/d/documents.html?group_id=10837 Confirm I have read and agree to abide by the Charters, AHC and England Hockey rules and conditions.

- **DISABILITY**
Do you consider yourself to have a disability

Choose an option

- **DISABILITY**
If other please state

- **UMPIRING QUALIFICATION**
Please select your level of hockey umpiring - as per definition at <http://www.englandhockey.co.uk/page.asp?section=1590§ionTitle=The+Umpire+Development+Pathway>

Choose an option

- **COACHING QUALIFICATIONS**
Please select your level of hockey coaching qualifications - as per definition at <http://www.englandhockey.co.uk/landing.asp?section=2046§ionTitle=My+Coaching+Pathway>

Choose an option

- **PHOTOGRAPHY**
I give permission for AHC to take & Use images for any relevant match reports, marketing, press releases, website, fixture booklet

Choose an option

Save changes

Paying specific attention to enter membership information and complete all the details with the **junior's** information:

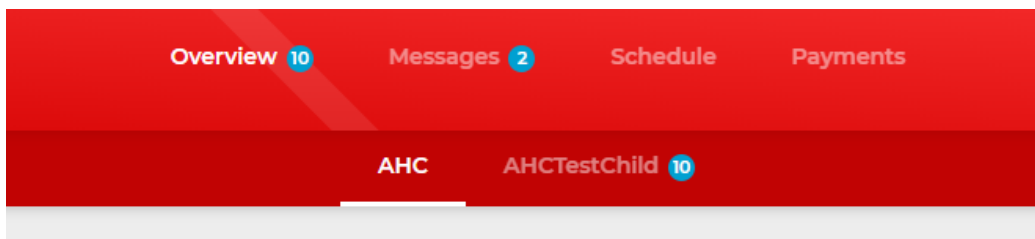
- Age Group (under 17)
- Date of Birth (for juniors this needs to be entered in **both** date-of-birth fields)
- Address
- Email (*for juniors, if presented, this should be left blank*)
- Phone Number (*for juniors this should be left blank or parent/guardian's number*)
- Emergency Contact Details (*Full name and phone number of parent or guardian*)
- Doctors surgery details
- Medical Condition
- Player Charter
- Disability (there are several fields – all must be completed)
- Hockey Qualification
- Child protection certificate
- Photography
- Privacy Settings – if presented, please ensure that parent's information is visible to AHC management (we will need to see your phone number, dob, email address in order to contact you and ensure your child is in the correct team)



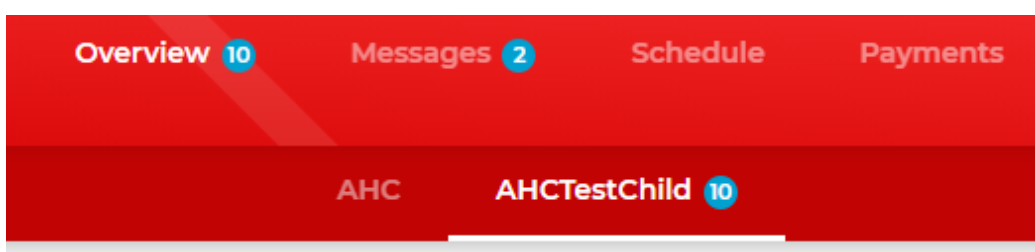
To add the junior to different / additional teams, proceed to the AHC Account Overview page in Membership:

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/>

You will see information tabs for the parent and any children



Click on the name of the child you wish to register,



Then click on “Manage Roles”:

ROLES FOR AHCTESTCHILD

CLUB MEMBER AT

Aylesbury Hockey Club

PLAYER FOR

U10s Boys

[Manage Roles](#)

Then click on “manage” to the right of “Player for”:



Then click on “apply” next to the relevant teams the junior should be part of:

Player	
PLAYER	
Manage availability and receive instant notifications when you've been selected to play.	
MENS	
Mens 1st XI	APPLY
Mens 2nd XI	APPLY
Mens 3rd XI	APPLY
Mens 4th XI	APPLY
Aylesbury/Tring 5s	APPLY
LADIES	
Ladies 1st XI	APPLY
Ladies 2nd XI	APPLY
Ladies 3rd XI	APPLY
Ladies 4th XI	APPLY
JUNIOR	
U08s (Mixed)	APPLY
U10s (Mixed)	APPLY
U12 Boys	APPLY

At this point **you will need to wait for the relevant AHC Membership Secretary to confirm your team request** – you will receive emails once this is confirmed.



Privacy Settings

Some members may see an option for restricting certain information from AHC Club visibility (email, date-of-birth, contact details etc) – if you have these options, please ensure that the settings are as below:

You should set the following items to YES (by ticking the box). This is secure and is only available to club management. We cannot see your contact details if you do not complete the below.

Privacy Settings

- Aylesbury Hockey Club can see my email address
- Aylesbury Hockey Club can see my date of birth
- Aylesbury Hockey Club can see my telephone number
- Aylesbury Hockey Club can see my address

Please set the privacy settings as shown above - if you have any issues with sharing the below, then please contact the section's relevant membership secretary.

Additional Information

Player Profiles

As a player within each team, you have the option to provide additional information to both enrich the website but also to assist the team captain & coach on selection – using the ‘Player Profile’ tab.

Please ensure to complete at least “Show on the team”, “Primary Team” and “Position” – over 18 players should also provide a suitable picture.

William Foster
U12 Boys
Cm | Pl

Details | **Roles** | **Groups** | **Payments** | **Player Profile**

Name *

Show on 'The Team'

Primary Team

Position

Image [Add / Edit Image](#)

Previous Clubs Separate with commas

DOB

Height feet & inches eg 6'2"

Weight kg

Birthplace

Occupation

Biography

Official Profiles

Members with an officiating role within the club (eg coaches, umpires, admins, management committee etc) should also ensure that the information in the “Official Profile” tab on membership details is also accurate.

The following settings are recommended:

- Show on website = Yes
- Image provided
- Ensure there is a valid email address
- Show address = No
- Show telephone = No



Administrator - Common Corrective Actions

This section is for AHC Membership Secretaries reference.

Caution should be used when performing these tasks as there is NO undo option or backup/restore option for individual users or data attributes.

Check to see player comms & usage

In the admin dashboard go to **Membership -> Membership Database** and click the “fields” button. Ensure that both “Last Logged In” and “Receiving email” are ticked as fields, these will allow you to see if a member is receiving email, or when they last logged into the app or website.

Prompting to update information

In the admin dashboard go to **Membership -> Membership Database** and search for the relevant member, click on the name to display the member account details. In the top right corner is a grey button “Prompt to update information”.

If prompting multiple members, then this can also be done from the **Membership -> Membership Database** search list screen by selecting the members with the check box and then clicking the “Prompt to update information” menu bar button.

Note – if the member has not verified their email they will only receive this prompt in their Pitchero message box and not as an email or SMS (in this case it is recommended to phone the member directly to prompt them). If the prompt is to a child, then the prompt will be sent to the parent.

Incorrect account details

This covers things such as name, gender, date-of-birth, address etc

Directly registered members

Only the member can update these details themselves:

Login to your Pitchero account

<https://www.pitchero.com/account/settings/details/> or

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/membership>

If not presented directly with the “My Details” screen:

Click your profile image in the top right corner of the screen

Click 'Settings' in the side-bar

Update the relevant details

Click 'Save changes'

Juniors (or indirect non-registered members)

Parent/guardian should login using:

<https://www.pitchero.com/clubs/aylesburyhockeyclub/account/membership>

Then select the name of the child account from the menu bar and then click on “membership info” (under the child’s name in the middle left of the screen).

Update the child’s relevant details

Click 'Save changes'



Locating junior's parents in database

The Membership database details record now has a "Family" tab that shows parents & children of a member in a single view.

Child -> Parent view

Look at the view of the team the junior is in, and parent details should be listed against each junior. In the admin dashboard go to **Membership -> Teams** and select any team that the junior should be in, you will then see a list of players with the

Forgotten Password

The member should see <https://www.pitchero.com/user-guides/club-website/getting-started/faqs/reset-password>

AHC management cannot see, set or reset the member's passwords.

Not Receiving eMail

There are multiple reasons why a member may not be receiving email communications from the club, including:

- No email address in the system
- Incorrect email address in the system
- Not verified email address
- Unsubscribed / Opted out of email communication

No email address

User should register fully on Pitchero using the correct email address (and verify it), then apply to join the club. Once the new account is created (with the email address), then this can be merged with the existing non-registered account.

Incorrect email address

To correct or change email address:

Login to your Pitchero account

<https://www.pitchero.com/account/settings/details/>

If not presented directly with the "My Details" screen:

Click your profile image in the top right corner of the screen

Click 'Settings' in the side-bar

Remove your existing email address

Enter your new email address

Click 'Save changes'

Not Verified

If you have previously registered with Pitchero and not verified your email, please follow these links for instructions for verifying your email again:

<https://www.pitchero.com/user-guides/club-website/getting-started/faqs/emailconfirmation>

<https://help.pitchero.com/hc/en-us/articles/115004585334-How-can-I-confirm-my-email-address->



Opt-out

Please **do not** opt-out or unsubscribe from AHC email

Please **do not** hide / restrict visibility of contact information to AHC

Members should use the following link to eMail preferences (all should be ticked, and weekly roundups subscribed if possible)

<https://www.pitchero.com/account/settings/emails/>

Change eMail Address

The “registered” member should see <https://www.pitchero.com/user-guides/club-website/getting-started/faqs/changeemail>

For “already registered” accounts, AHC management cannot change the member’s email address.

For “non registered” accounts, AHC membership secretaries & management can add, delete, change an email address on a member’s behalf.

Junior directly registered without parent/guardians

TBD

Parent applying to be parent of an existing registered junior

Multiple Accounts

TBD

Merge option

It is not possible to merge registered members.

<https://help.pitchero.com/knowledge/merging-members>

Choosing which to delete

Check roles

Check payment accounts

Removing a member

An administrator may do this by going to **Membership -> Membership Database** and search for the relevant member, click on the name to display the member account details, selecting the ‘Roles’ tab and in the bottom left corner is an option “remove from club”.

A member may do this by following these instructions:

<https://help.pitchero.com/knowledge/remove-a-club>



Junior -> Adult

TBD

No change to the account re parents

Registering the account?

Update age group

Clear “junior member” in profile group

Add email & Phone

Adding Junior Direct Contact Info (after 13+ & parental Consent)

TBD

Only after written parental consent to the junior membership secretary

Add phone & email

End