



JOINING INSTRUCTIONS

PITCHERO

The membership system for Tring Park Cricket Club is hosted online by a company called Pitchero. It allows us to have a secure process for members to join, and renew their membership with TPCC and means that we can fulfil our data protection obligations under the General Data Protection Regulations (GDPR)

Benefits to the members in addition to data security and payment processing is notifying on availability, selection decisions, any postponements, results, match news and club updates.

There is also an app which we fully recommend you download and use. You can join and renew membership from the app, see teams, update availability and much more besides.

Apple App – click [here](#) or search for Pitchero Club in your store

Android App – click [here](#) or search for Pitchero Club in your store

The following instructions are the top-level instructions for joining and renewing.

When joining and renewing, there are a few information fields you must fill out. We have tried to keep these to a minimum but they should all be self-explanatory, allow us to fulfil our consent obligations and also our duty of care.

IMPORTANT NOTE:

If you are registering so that your children can become members then you must register **your details first**, then add your children to your account – **PLEASE DO NOT** register your children using the process below and **PLEASE DO NOT** give them an email address. You will receive all the notifications to your email address.

Contents:

[First time joiners - on computer](#)

[First time joiners - on App](#)

[Already joined, adding new children - on computer](#)

[Already joined, adding new children - on App](#)

[Renewing – on computer](#)

[Renewing – on App](#)



FIRST TIME JOINERS - On Computer

Summary

This is a two-stage process:

1. Apply for membership by registering online, we then approve the membership.
2. When approved, then you can purchase membership.

Registering

1. Go to <http://www.tringcricket.co.uk/> and click on *JOIN* at the top right of the screen
2. Fill in your details (and a memorable password of more than 8 characters) and then click on *Join this club*
3. Accept the Terms of Service, accept the Tring Park Cricket Club Consent and choose whether or not you wish to have Pitchero Partners contact you
4. Click on the reCAPTCHA box, pass the test and click *Next*
5. Choose your **Role**
 - a. Club Member – if you are going to join as a supporter, or a member
 - b. Player – if you are going to be a playing member (not if you are the parent of one)
 - c. Coach – only if you are going to be one
 - d. Parent – if you are registering to join your child
 - e. Team Admin - only if you are going to be one
 - f. Webmaster - only if you are going to be one (volunteers to help run the club are always welcome!)
6. Click *Next Step*
7. If you have chosen Parent, start typing in your child's name. As a first time joiner they shouldn't be on the list so scroll to the bottom and *Click here if your child is not on the list*
8. Fill in their details and choose a team in the correct age group, (coaches can amend later) and click *Add*
9. Add any further children in the same way, when finished click *Next step*
10. If you have chosen Player, choose the senior team and click *Next* and you are now registered
11. Click on *My Account* and update your member info – this is key for our consents
12. You must also go to your email Inbox and confirm your email address – this is key so we can update you and await approval

Purchasing

1. When you have updated your member info, and confirmed your email address and you have received notification of Approval you are fully registered and can purchase memberships
2. Go to <http://www.tringcricket.co.uk/> and click on *LOGIN* at the top right of the screen
3. Login using the email address and password you have used for registering
4. Go to *Shop* and choose Membership to see the correct products
5. Choose the membership product you wish to buy – unfortunately you have to do this one at a time even if you are buying more than one membership
6. Choose who the membership is for, follow instructions and complete payment
7. Congratulations and thank you – you and/or your children are now fully paid up members of TPCC

NOTE:

You may need to adding a child to your membership who is already a member (your partner may already be registered and they have a parent role for your child), in this case just follow all of the above except choose your child from the list you will see when you start to type their name.



FIRST TIME JOINERS - On App

Summary

This is a three-stage process:

1. Download the appropriate app, search for Pitchero Club on either App store, or Google Play store
2. Apply for membership by registering online, we then approve the membership.
3. When approved, then you can purchase membership.

Registering

1. Open App, click on *SIGN UP* after “DON’T HAVE AN ACCOUNT”
2. Fill in your details (and a memorable password of more than 8 characters) and then click on *Join this club*
3. Accept the Terms of Service and choose whether or not you wish to have Pitchero Partners contact you
4. Click on *CREATE ACCOUNT*
5. Choose Cricket from the sports list, search for Tring, and choose Tring Park Cricket Club, accept the consent notice
6. Choose your **Role**
 - a. Club Member – if you are going to join as a supporter, or a member
 - b. Webmaster - only if you are going to be one (volunteers to help run the club are always welcome!)
 - c. Parent – if you are registering to join your child
 - d. Player – if you are going to be a playing member (not if you are the parent of one)
 - e. Team Admin - only if you are going to be one
 - f. Coach – only if you are going to be one
7. If you choose Parent, click on *ADD A CHILD*, start typing in your child’s name. As a first-time joiner they shouldn’t be on the list so click on *ADD A NEW CHILD*
8. Fill in their details, choose a Junior team in the correct age group (coaches can amend later) and click *ADD CHILD*
9. Add any further children, when finished click on the back arrow (top left)
10. Choose any other roles and follow instructions, when finished click the back arrow
11. When finished click *NEXT STEP*
12. Choose the team(s) you want to follow and click *Done*
13. Go to *My Account* or *Messages* (both will show notifications) and fill in all the request details
14. All that is left now is to go to your email Inbox and confirm your email address – this is key so we can update you and await approval

Purchasing

1. When you have done all of the above and have received notification of Approval you are fully registered and can purchase memberships
2. Log into the app and click on the trolley icon at the bottom of the page
3. Click on Membership to see the correct products
4. Choose the membership product you wish to buy – unfortunately you have to do this one at a time even if you are buying more than one membership
5. Choose who the membership is for, follow instructions and complete payment
6. Congratulations and thank you – you and/or your children are now fully paid up members of TPCC

NOTE:

You may need to adding a child to your membership who is already a member (your partner may already be registered and they have a parent role for your child), in this case just follow all of the above except choose your child from the list you will see when you start to type their name.



ALREADY JOINED, ADDING NEW CHILDREN – On Computer

Summary

This is a two-stage process:

1. Login and amend your Role as a Parent by adding a new child, we then approve their membership.
2. When approved, then you can purchase their membership.

Registering

1. Go to <http://www.tringcricket.co.uk/>
2. Click on *LOGIN* at the top right of the screen and login
3. Click on *Your Account* and then *Your Account* on the drop-down menu
4. Click on *MEMBERSHIP INFO* if you need to update any details (or are being asked to)
5. Click on *MANAGE ROLES*
6. Where you see the Parent Role click on it (either an arrow or “manage”)
7. Click on *ADD CHILD* and start typing in your child’s name. As they will be a first time joiner they shouldn’t be on the list so scroll to the bottom and *Click here to add a new member*
8. Fill in their details and choose a team in the correct age group, (coaches can amend later) and click *ADD CHILD*
9. Add any further children in the same way, when finished you just need to await approval

Purchasing

8. When you have received notification of Approval you can purchase a membership for your new child
9. Go to <http://www.tringcricket.co.uk/>
10. Click on Login at the top right of the screen
11. Login using the email address you have used for registering, and your password
12. Go to *Shop* and choose Membership to see the correct products
13. Choose the membership product you wish to buy – unfortunately you have to do this one at a time even if you are buying more than one membership
14. Choose who the membership is for
15. Follow instructions and complete payment
16. Congratulations and thank you – you and/or your children are now fully paid up members of TPCC

NOTE:

You may need to adding a child to your membership who is already a member (your partner may already be registered and they have a parent role for your child), in this case just follow all of the above except choose your child from the list you will see when you start to type their name.



ALREADY JOINED, ADDING NEW CHILDREN – On App

Summary

This is a two-stage process:

1. Login and amend your Role as a Parent by adding a new child, we then approve their membership.
2. When approved, then you can purchase their membership.

Registering

1. Open the app, login and click on the menu icon at the bottom right of your screen (three horizontal bars)
2. Click on *My account*, then on *My roles*
3. Where you see the Parent Role click on it (either an arrow or “manage”)
4. Click on *ADD A CHILD* and start typing in your child’s name. As they will be a first time joiner they shouldn’t be on the list so scroll to the bottom and *ADD A NEW CHILD*
5. Fill in their details and choose a team in the correct age group, (coaches can amend later) and click *ADD CHILD*
6. Add any further children in the same way, when finished you just need to await approval

Purchasing

1. When you have received notification of Approval you can purchase a membership for your new child
2. Log into the app and click on the trolley icon at the bottom of the page
3. Click on Membership to see the correct products
4. Choose the membership product you wish to buy – unfortunately you have to do this one at a time even if you are buying more than one membership
5. Choose who the membership is for, follow instructions and complete payment
6. Congratulations and thank you – you and/or your children are now fully paid up members of TPCC

NOTE:

You may need to adding a child to your membership who is already a member (your partner may already be registered and they have a parent role for your child), in this case just follow all of the above except choose your child from the list you will see when you start to type their name.



RENEWING – On Computer

Purchasing

1. Go to <http://www.tringcricket.co.uk/>
2. Click on Login at the top right of the screen
3. Login using the email address you have used for registering, and your password
4. Go to *Your Account* (top right) and *Your Account* on the drop down menu
5. Update your Membership Info
6. Click on the shield (top right) to go back to the TPCC website
7. Go to *Shop* and choose Membership to see the correct products
8. Choose the membership product you wish to buy – unfortunately you have to do this one at a time even if you are buying more than one membership
9. Choose who the membership is for
10. Follow instructions and complete payment
11. Congratulations and thank you – you and/or your children are now fully paid up members of TPCC

RENEWING – On App

Purchasing

1. Log into the app
2. Click on *My account* and *My info* and update all the fields you are asked to, and save changes
3. Click on the back arrow (top left)
4. Click on the trolley icon at the bottom of the page
5. Click on Membership to see the correct products
6. Choose the membership product you wish to buy – unfortunately you have to do this one at a time even if you are buying more than one membership
7. Choose who the membership is for, follow instructions and complete payment
8. Congratulations and thank you – you and/or your children are now fully paid up members of TPCC