

Dorking Cricket Club

Pitchero Portal Web Signup

Parent User Guide 2023



The purpose of this guide is to help new parents joining the club in the process of signing up to the Dorking Cricket Club website, the website is often referred to as 'Pitchero' and is a powerful solution for the club managing all membership details, subscription payments and is the main solution on how we contact you with the ongoing at YOUR club.

This guide will help you in the process of adding you and your colt to system.

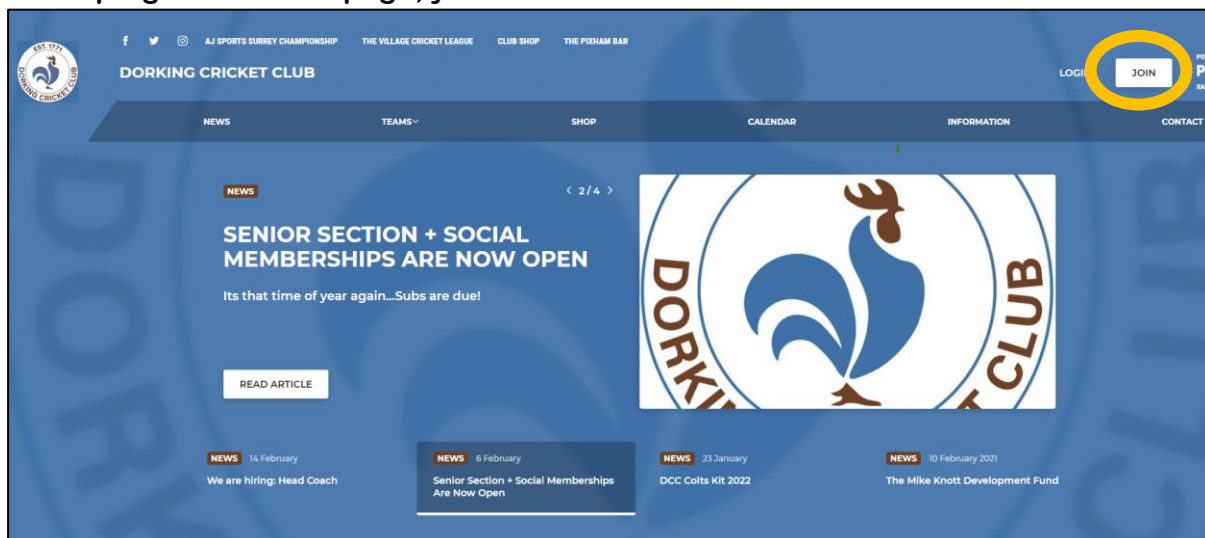
Parents who are existing Dorking Cricket Club members/Pitchero Users should follow this guide from STEP 15 on page 6

(Please also note that this membership system is separate from the ECB PlayCricket system, you will need to follow the ECB sign up process at www.dorking.play-cricket.com, we strongly recommend you sign up to PlayCricket so your colts playing record can be historically recorded)

If you have any questions, please reach out to the membership secretaries

How to Register – New Pitchero Users

- 1) Navigate to the club website at www.dorkingcc.co.uk
- 2) On the top right of the webpage, you will see a button titled 'JOIN'. Click on this.



- 3) Complete the initial registration details and create your own password. These details will be used every time you login to the system, both via the web portal and app.

A registration form titled 'Join Dorking Cricket Club'. It has a blue header with the title. Below the header is a light blue box with the text 'Signing up for your child?' and a sub-header 'Please enter your details below to register as a parent. You will add your child's details later in the process.' The form contains several input fields: 'First name', 'Last name', 'Email', 'Password', 'Telephone (optional)' with a dropdown menu set to '+44 (United Kingdom)', and 'Date of birth' with dropdowns for '1st', 'January', and '2008'. At the bottom is a blue button labeled 'Join this club'. Below the button is a link 'Or Join via Facebook' with a Facebook icon.

- 4) Once you have filled in your details click at the bottom of the left-hand section 'Join This Club' in the blue box

5) Read and answer all the questions, confirm you are not a robot and select ‘Next’

6) Apply for the roles of ‘Parent’ & ‘Club Member’ from the list (additional roles can be applied for/assigned for at a later point if required). Then hit ‘Next Step’.

7) Start typing your child’s name and select from the look-up list, if your child’s name does not appear enter their name manually.

8) Check the age group for your child based on the grid on the following page. Select the appropriate age group/team. (*Once you have done this part, this will then be confirmed by the team managers*) – Click ‘Add’

2023 Age Group Bands

School Year	Date of Birth	Age Group
Year 12	01/09/04 > 31/08/05	U17*
Year 11	01/09/05 > 31/08/06	U16*
Year 10	01/09/06 > 31/08/07	U15*
Year 9	01/09/07 > 31/08/08	U14*
Year 8	01/09/08 > 31/08/09	U13
Year 7	01/09/09 > 31/08/10	U12
Year 6	01/09/10 > 31/08/11	U11
Year 5	01/09/11 > 31/08/12	U10
Year 4	01/09/12 > 31/08/13	U9
Year 3	01/09/13 > 31/08/14	U8
Year 2	01/09/14 > 31/08/15	U7
Year 1	01/09/15 > 31/08/16	U6

*Once your colt progresses to a level deemed safe to participate at adult hard ball cricket, they will automatically be added to their first senior teams (this is usually the Saturday 4thXI / Sunday XI), the Senior captains will reach out to you first to check this is okay, all correspondence about match availability/selection will still come through you. Please note that a reduced match fee is payable if selected to play at senior level.

9) Please add any other siblings who are joining as well and then click 'Next Step'

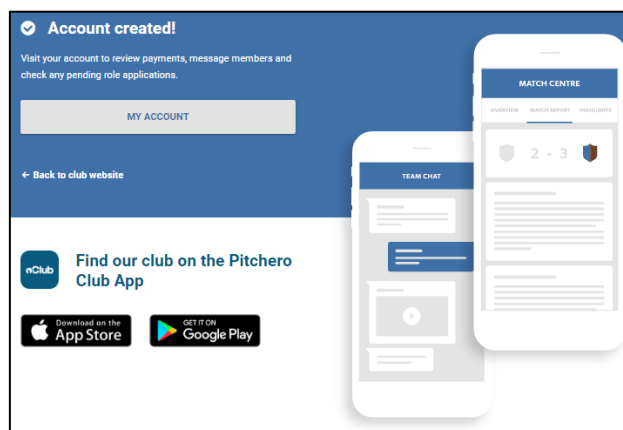
Add your children to apply for the Parent role.

Child Name (new member) Remove

Start typing the name of your child

Next step
Skip parent application

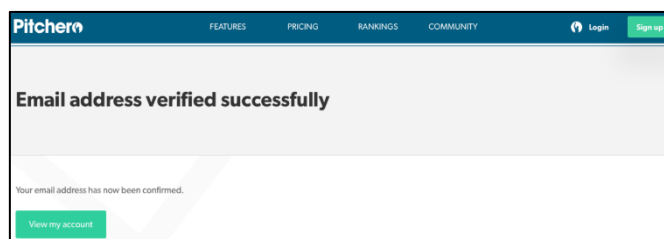
10) Your account has now been created



11) You will receive an email from Pitchero shortly after (*please check your junk folder, this will be from an address 'robot@email.pitchero.com'*) for the system to verify your account. Please confirm as requested and continue to login to Pitchero



Once you hit the green button 'Confirm my email address', your account will successfully be verified!



12) Complete the parent details as requested and hit 'Save Changes'. Then click on the icon at the top right-hand corner and select 'Your Account'

A screenshot of the "Your Account" form on the Pitchero website. The form is titled "Your Account" and has a profile picture icon at the top. The form fields are: EMAIL ADDRESS (j.doe@pitchero.com), FIRST NAME (John), LAST NAME (Doe), CONTACT NUMBER (+44 7123456789), GENDER (Male), DOB (01/01/1900), ADDRESS LINE 1 (1 Example Street), ADDRESS LINE 2 (Apartment A, Floor 2), CITY (Example City), POSTCODE (AB1 2CD), COUNTRY (United Kingdom), and TIMEZONE (London (BST)). A blue "Save changes" button is at the bottom.

13) At this point you will need to wait for the membership secretaires of the club to approve your roles at DCC of 'Club Member' and 'Parent of [Colt]' to be approved, until this time they will be shown as 'Pending'. Please don't feel the need to message us, we would have received a notification, but as we are volunteers, we set aside time a few times a week to give up our own time for DCC to conduct administration details for the club

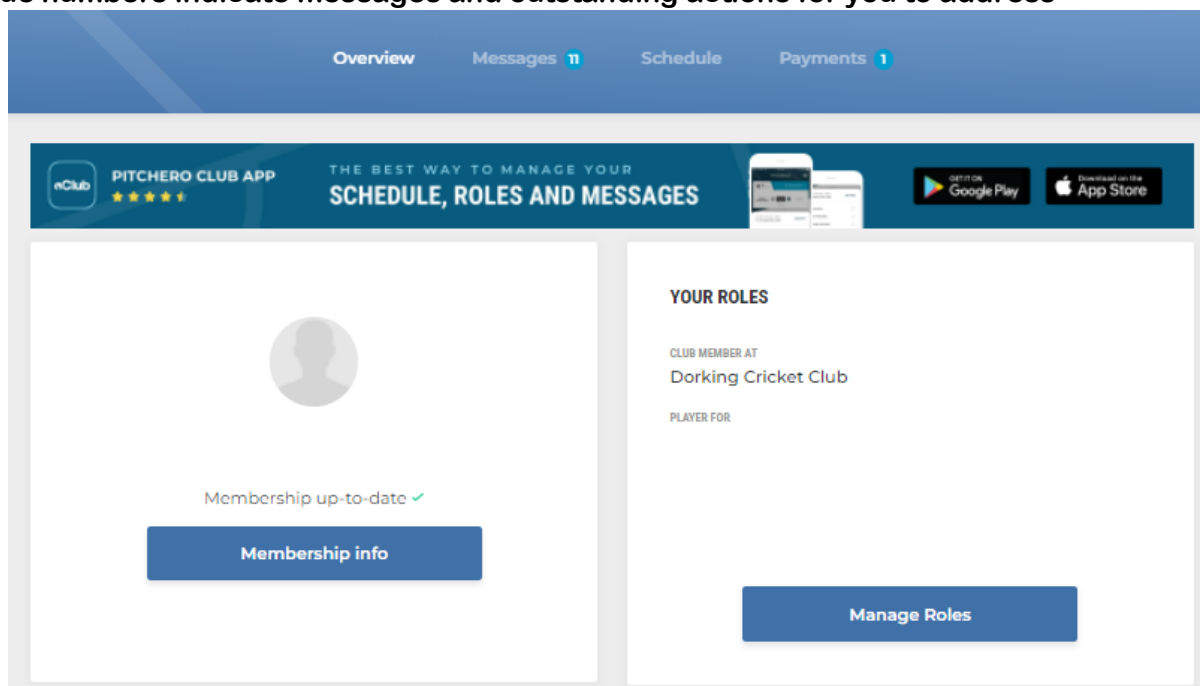
Logging On and confirming details – New And Existing Pitchero Users

14) New Users – After receiving your approval email follow the link (we recommend you bookmark this link for ease!) or log on to your Pitchero account

Existing Users – Log on to your Pitchero account as usual

15) On the 'Your Account – Overview' screen switch between Parent and Child to complete the membership information and Child Registration Form(s) and save changes (*refer to Step 7 on page 3 on how to add a Colt if unsure*)

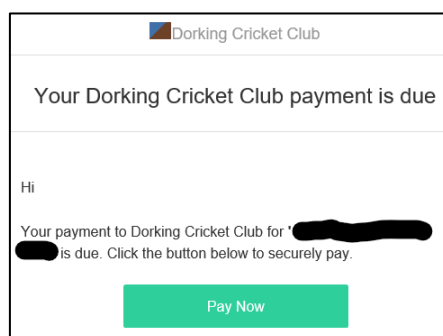
The blue numbers indicate messages and outstanding actions for you to address



Add children if not already linked by selecting 'Manage Roles' – then under parent 'Manage' and 'Add Child'. *If you have added a child you will need to wait for the role of parent to be approved by email*

Making Payments – New and Existing Pitchero Users

16) Payments for subscriptions will be requested by DCC, and you will receive a similar email as below. Click on the 'Pay Now' link and follow the steps through to 'Checkout'



Handy Links

Purpose	Address/Handle	Notes
The Main DCC Website	www.dorkingcc.co.uk	
DCC on Play Cricket	www.dorking.play-cricket.com	<i>(Managed by the ECB)</i>
DCC on Facebook	www.facebook.com/dcc1771	
DCC on Instagram	www.instagram.com/dcc1771	
DCC on Twitter	www.twitter.com/dcc1771	

Version History

Date	Version	Notes
4/1/2022	v2022.1.4	Creation of document
29/9/2022	v2022.9.29	Document now on public facing website, removed personal contact information Update of age group bands for 2023 season