





Signing up your child with Pitchero – a guide for parents

GETTING STARTED

1. First, go to www.drhc.co.uk
2. Top right-hand corner: click “Join this club”. Fill in your name (not your child’s name), email and a password.
3. Choose your role: If you don’t play hockey at the Club yourself, tick the **Parent** box ONLY.
4. If you are also involved in the Club in any other way (e.g. you yourself are a player, coach, etc), tick all the boxes that apply to you.
5. Type the name of the child you are applying on behalf of and follow the instructions to add a new child member.
6. For the purpose of this initial registration and Club admin purposes, **for all children under 18, select “DRHC JUNIORS” as your child’s team**. (The Club will allocate junior players to the appropriate junior or senior teams in due course.)
7. Press “Add”. Repeat for any further children you are applying on behalf of.
8. When you’ve entered all children, press “Next step”.
9. You’ll be taken to a screen telling you that your application will now need to be approved by the Club. Press “Continue”.
10. You’ll be taken back to the new Club website and you’ll see (in the top right hand corner) an icon for your account that looks like this: 
11. You should also receive an email to the address you provided asking you to confirm that address. (If you don’t, it probably means you’ve inputted the address incorrectly. You can check this by clicking on the  icon referred to above and viewing “Your Account” details.)
12. When you confirm your account, or access it via the  icon, you can add in some *basic* details (e.g. address) but you might as well wait to fill in *all required details* once the Club has approved your membership.
13. When entering date of birth, note that the format is “**yyyy-mm-dd**”.
14. At this point, there’s nothing more to do until the Club receives your request and approves it.
15. In the meantime, download the Pitchero Club app – the most convenient way for the Club to let you know what’s going on and get your child’s availability for matches.


ONCE APPROVED

16. Once the Club has approved your membership, you’ll receive a prompter message via the Pitchero App.
17. You now need to provide us with full information for you and for your child: you need to do that via the Pitchero website (not the Club app).
18. Go back to www.drhc.co.uk and click on the  icon and select “Your account”. You can now click on your name and your child’s name. Click on each in turn and enter the required items of information (denoted by a number in a blue circle against each name). You can even add a photo if you like. Again, note that the format for date of birth is “**yyyy-mm-dd**”.
19. The information requested for ‘Players’ (i.e. your child) is the same for all senior and junior players, so some fields are more relevant to juniors than others. But all fields must be completed for each player, so either choose from drop-list or type “none” or “n/a” if necessary.
20. If there’s a padlock symbol next to any requested field, please click to unlock the padlock, so the information is visible to the Club.
21. That’s it. From now on, unless your information changes, you should only need to verify your information is correct each year.

IF YOU’RE A PLAYER AS WELL AS A PARENT

22. The process is essentially the same, but (at stage 16 above) you’ll have to fill in some extra details about yourself (e.g. your own medical / next of kin details).

ALL SET UP? MAKE SURE...

23. You **MUST** stay logged on the Club app to receive notifications.
24. Depending on whether you ticked the relevant box when you registered for Pitchero initially, you may receive marketing emails from Pitchero or its partners. You can unsubscribe from these via the Settings (then Email Preferences) section of Your Account – accessed via . But don’t turn off Email Updates from the Club or you may not receive availability requests and important match or training information.

FINALLY

25. Children 14+ are able to open their own Pitchero account. But if under 18s try to apply to link that account to the Club, the Club won’t approve their application unless it is made via a Parent as described above. This ensures that all communications are routed via (or at least visible to) parents until children are 18.