

## UPDATE YOUR INFO READY FOR THE NEW SEASON

If you are an adult player, read section 1. If you are the parent of an u18 player, read section 2.

### 1. Players (over 18)

Why it's important to check over and update your information:

- In case we need to contact your next of kin or doctor in the event of an injury or emergency.
- If your contact details aren't up to date, you could miss out on opportunities to train and play, and you might not receive short-notice cancellation messages.
- It helps the club comply with its obligations to England Hockey.

It's easy to check your details. Here's how to do it either using the club app or on the club website.

#### On the Pitchero Club app

1. Open the app (and log in if not already).
2. Click on the 3 horizontal lines icon at the bottom right of the screen.
3. Tap on 'My account'.
4. You should see options to view 'My info' (and – if you have children who are members – you'll have the option to view and edit their info also).
5. Tap on 'My info' and you can now read all the info that you have previously registered and you can edit it if it needs updating. Missing info is usually highlighted in red.
6. **NB - once you've made any changes, scroll to the bottom of the screen and press 'Save changes'.**
7. Use the 'back' arrow (top left) to go back to the menu.
8. Now tap on 'My roles'. Check which teams are listed under 'Player for'. If any of your usual teams are not listed, tap on 'Manage' and apply for any teams that are relevant. Doing this means that your skipper can more easily see your availability, select you for matches and get in touch quickly e.g. if there's a cancellation.

#### Via the website

1. Go to [www.drhc.co.uk](http://www.drhc.co.uk).
2. Log in (button at the top right).
3. Then click on 'Your account' (again, top right).
4. This will take you to a page with your name (and the names of any of your children who are also members) across the top of the screen. Tap on the person whose info you want to check and then the black 'Membership info' button on the main screen.
5. Proceed as detailed in steps 6-8 above.

Before you go... have you checked:

- Correct d.o.b. entered?
- Next of kin, doctor's details and medical info (allergies, etc) up to date?
- 'My roles' includes 'player for' the right teams?
- For the volunteering questions, please don't check 'I don't feel I can help' without giving it some thought. We run on volunteers and more hands make lighter work!

## 2. Parents of u18 players

*If you've not previously registered your child as a 'player' (and yourself as a 'parent') with the Club via Pitchero, please see the Junior Section of the club website (which you can access via the 'Useful Information' or 'Information' tabs) and from there you can access "Signing up your child with Pitchero – a guide for parents".*

Why it's important to check over and update your child's information:

- In case we need to contact you or your child's doctor in the event of an injury.
- If your child's d.o.b. isn't correctly recorded on Pitchero, they may be invisible to our coaches and team admins when they search the membership database. So your child could miss out on opportunities to train and play, and you might not receive short-notice cancellation messages.
- To make sure you pay the right membership fee for your child.

It's easy to check your own details and those of your child. Here's how to do it, either using the club app or on the club website.

### On the Pitchero Club app

1. Open the app (and log in if not already).
2. Click on the 3 horizontal lines icon at the bottom right of the screen.
3. Tap on 'My account'.
4. You should see options to view 'My info' (that's your info *as a parent*) and the info of any children that are linked to you on the system (e.g. 'Charlie's info').
5. Tap on the person whose info you want to check.
6. If your child has registered themselves on the system with their own email address, you may have to get them to log in and update their own information. The app will tell you this when you try to access their details.
7. You can now read all the info that you have previously registered and you can edit it if it needs updating. Missing info is usually highlighted in red.
8. **NB - once you've made any changes, scroll to the bottom of the screen and press 'Save changes'.**
9. Use the 'back' arrow (top left) to go back to the menu. Repeat the above process for any other children.

### Via the website

1. Go to [www.drhc.co.uk](http://www.drhc.co.uk).
2. Log in (button at the top right).
3. Then click on 'Your account' (again, top right).
4. This will take you to a page with your name and the names of your children across the top of the screen. Tap on the person whose info you want to check and then the black 'Membership info' button on the main screen.
5. Proceed as detailed in steps 6-9 above.

Before you go... have you checked:

- Correct d.o.b. and 'school year' entered?
- Child's next of kin info up to date?
- Child's doctor's details and medical info (allergies, etc) up to date?
- Child's player pathway up to date?
- Under the parent's info, please keep us up to date regarding whether and how you're willing to help out at the club. We run on volunteers and more hands make lighter work!