



## **IRFU Clubhouse Frequently Asked Questions**

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### ***How do I log into the Clubhouse system?***

Follow the link [www.irishrugby.ie/clubhouse](http://www.irishrugby.ie/clubhouse) Click on Clubhouse. Your login credentials will be your email address and the password that you selected on registration. Ensure that you read Terms & Conditions and click this confirmation in order to complete login.

## **Where can I find the Clubhouse System Manual**

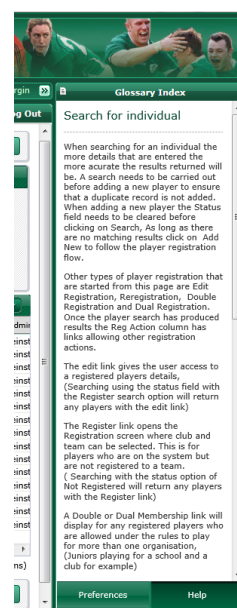
The IRFU Clubhouse system Manual is available on your home screen once you have logged into the Clubhouse system.

## **Where can I find more Help?**

To the right of your name there is a << button which expands an additional pane. Click on Help in the bottom right hand corner and you will see the Glossary which will assist you with all functions available for the area that you have open. If you change the area i.e. from Player Registration to Request a Transfer the information in the Glossary will relate to Request a Transfer.

## **How do I register to become a Registrar for my Club/School?**

Contact your Branch Administrator and complete the Clubhouse Administrator Form. The form needs to be signed by your Club Honorary Secretary or your School Principal. You are also required to be Garda/Access NI Vetted through the IRFU.




## **I have forgotten my Username**

Your login username is your email address. This email address should include your name and be unique to you. On the odd occasion a typographical error may have occurred during registration and your username may be incorrect. Should this be the case please contact your Branch Administrator for assistance.

## **I have forgotten my password**

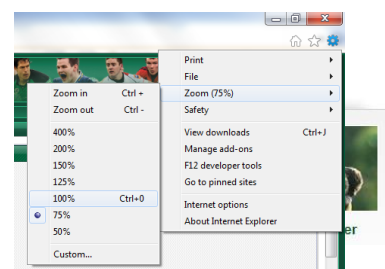
Please click on the 'Forgot Password' link and await a reset password email. This may take a little time, so please be patient. Should you not receive the email within 24 hrs please contact [clubhouse@irfu.ie](mailto:clubhouse@irfu.ie)

## **I have to scroll a lot to see all of the information. Can I make my screen bigger?**

The Navigation menu, Help & Preferences panel and banners can be collapsed to increase the amount of area the Main panel has on the screen. To expand or collapse an area use the  or



icons. You may also look at utilising the zoom function in your web browser settings



### ***How do I get to the eTeam Sheet system?***

Follow the link [www.irishrugby.ie/clubhouse](http://www.irishrugby.ie/clubhouse) and click on the eTeam sheet manager link

### ***I can't find players on the eTeam Sheet system who are visible in the Clubhouse system***

Please contact your Branch Administrator with the name, surname, DOB and IRFU ID number. The Clubhouse system is designed to recognise the status of players and only players with the status of 'Registered' will be available for selection on eTeam sheets.

### ***I can't find players on the eTeam Sheet system or on the Clubhouse system who were previously registered with my club***

A number of players were deleted on the old Player Registration system, but still appeared on the eTeam sheet system. The Clubhouse system is designed to recognise the status of players and only players with the status of 'Registered' will be available for selection. Please contact your Branch Administrator with the name, surname, DOB and IRFU ID number, stating that you believe the player may be deleted.

### ***How do I get my player passes printed?***

Please contact your Branch Administrator who will process all Player Passes. You must upload a photograph and supply proof of DOB to your Branch.

### ***How do I edit a photo?***

You must first search for the player in the Player Registration area of the Clubhouse system. Once found you may either click on 'Edit' or the player's surname. This will bring you into their contact details where their current photo is visible. Click on Add New Image and select the new photo and save.

### ***How do I run a report?***

You may carry out any number of searches through the Player Registration area by specifying the requirements in each of the search boxes. You can make the search as broad or as narrow as you require.

## How do I search an age group?

To search a date range you must enter a Date of Birth From and To (circled below). Click Search. Click Export and then Click All.

The screenshot shows the Clubhouse Player Registration search interface. The 'DOB To' field is circled in red. The 'Status' dropdown menu is also circled in red, showing 'Irish' as the selected option. The table below shows search results for Happy Club, with the 'Irish' nationality highlighted in red for the first row.

Reg Action	Player ID	First Name	Surname	DOB	Current Registration	Status	Expires	Position	Player Code	Administrative Branch	Actions	
<input type="checkbox"/>	Display	13685865	Cathal	Cregan	28/02/2000	Happy Club	Transfer Reque...	01/07/2013	Forward Other	N	Leinster Rugby	<b>Irish</b>
<input type="checkbox"/>	Edit	13685838	barbara	Jones	01/01/2000	Happy Club	Inactive	08/04/2013	Unknown	N	Leinster Rugby	Irish
<input type="checkbox"/>	Edit	13685584	Jonathan	Smith	01/01/2000	Happy Club	Registered	01/07/2013	Unknown	N	Leinster Rugby	Irish
<input type="checkbox"/>	Display	13685585	Mary	Smith	01/01/2000	Happy Club	Registered	01/07/2013	Unknown	N	Leinster Rugby	Irish
<input type="checkbox"/>	Display	13685617	toy	soldier	01/01/2000	Happy Club	Transfer Reque...	01/07/2013	Unknown	N	Leinster Rugby	Irish

## How do I export a report?

The Actions button appears in the search results screen and once clicked on displays a number of options available to you. This button appears in many places throughout the system. It is found at the top right of the search results panel and displays a list of the available functions. Currently the available function is Export.

## How do I see the Transfers in & out of my club?

You may see a list of players who have transferred in and out of your club under the General Reports area. Select the 'Transfer History' report from the dropdown menu.

## How to register a player that is 'Player Released' on the system.

If a player has been released from a school or a club and you wish to register the player you must contact your Branch Administrator with the name, surname, DOB and IRFU ID number to request that the player be registered with your club. The Branch Administrator will advise you of Branch protocol.

## How do I know that I have requested a Transfer correctly?

Once you have requested a transfer you can search in the player registration area for Transfer Requested in the Status box. This will return all players who are both Transfer Requested into and out of your club.

### ***I try to export following a search and no information appears in the Excel Spread sheet***

If you have carried out a search and only wish to export a number of the players returned, tick the check box next to their name. You must also select the information that you require to export. Once this is done you must ensure that you either choose Selected for the players selected or All if you wish to export the information for all players.

### ***How do I know who needs a photo?***

You must look at your Player List which can be found in 'Your Organisation Name' Administration area. You can then search under Pass Status 'No Image'

### ***When do I release a player?***

Releasing a player from your club/school indicates to your branch that this player no longer wishes to have a rugby relationship with your organisation. A School would release players who have left school on completion of their education. You do **NOT** release a player when they are looking to transfer.

### ***Why would I make a player inactive?***

You may wish to make a player inactive due to retirement, injury or being unavailable for selection for prolonged periods. Making a player inactive removes this member from your player list, but does not remove them as a member of your club. Following retirement you may wish to change their role name from player to member. If an inactive player wishes to start playing again you can make them active by clicking on the 'Reactivate' to the left of their player record

### ***What Browser Should I use?***

Please ensure that you have the most up to date browser version as not all browsers are supported. Click here to upload the most up to date version of Mozilla Firefox <http://www.mozilla.org/en-US/firefox/new/>

### ***How do I report a problem?***

Please contact your Branch Administrator who will be able to assist with your queries. Alternatively send an email with the problem to [Clubhouse@irfu.ie](mailto:Clubhouse@irfu.ie)