



## ***RugbyConnect* Frequently Asked Questions**

**Irish Rugby Football Union**

10-12 Lansdowne Road | Ballsbridge | Dublin 4 | D04 F720

**T** +353 01 6473800 | **F** +353 01 6473801

[www.irishrugby.com](http://www.irishrugby.com)   



### **How do club members login into *RugbyConnect*?**

<https://irfu.sportsmanager.ie/sportlomo/users/login>

### **Can I amend or edit my own details I added when registering?**

To log into your account at any time to amend or edit your details you can use the following link:

<https://irfu.sportsmanager.ie/sportlomo/users/login>

Some details can only be amended by your branch, such as Date of Birth and IRFU ID number.

### **How is my data stored?**

All your details stored in our system is secure and follow the IRFU data provisions:

<https://www.irishrugby.ie/privacy/>

Proof of age identification documents stored in the system will be removed and deleted bi-annually (Mid and end of season)

Each form has been carefully designed with GDPR in mind, to ask the minimum amount of questions we need to govern the game and competitions whilst also requesting a number of pertinent Terms and Conditions are agreed to.

### **Why did I get a new IRFU ID?**

*RugbyConnect* will automatically generate a new IRFU for each person. Those who are not new to rugby will during the course of the 2020/21 season have their old IRFU ID amended onto their record.

### **Is data from Clubhouse being migrated over?**

No data from Clubhouse will be migrated over, the branch can access historic records if you need to query something. However, players should have been matched during the 'Match Members' step in being approved, which will take into account their oldest IRFU number on record and bring in their playing history. Those not 'matched' during this step will be matched during the course of the 2020/21 season as we cleanse data between Clubhouse and *RugbyConnect*.

### **Why are previously registered youths being requested to provided proof of age again?**

Although you may have in the past provided a photograph and Proof of age identification, in order to maintain the integrity of the new system we need all youth players to have these documents resubmitted. The proof of age identification will not need to be submitted in subsequent years. We will require up to date photographs every season though.

In turn your provincial representative will provide you with your username and password. You can now log into <https://irfu.sportsmanager.ie/maint.php> and get started.

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### **Will youth cards still be printed?**

Another significant change we are making is the transition from printing youth cards, to operating a SMART card system. Youth cards will now be available online in a SMART format that will be accessible by the player (parents / guardians), coaches and officials as required in the system. The photos will be available on the team sheets for players to be verified.

This will see a reduction in administration time and costs and also allow for the cards to have the most accurate data on them (i.e. up to date photographs).

### **Do Mini's need to be added to *RugbyConnect*?**

For the 2020/21 season registering mini's will be optional (except in Ulster clubs where mini's must be registered). However, we hope you will see the ease of which registering will happen now that the onus will be on the parents, and the benefits of having all your mini information in one place, and will consider adding them in. There is a new mini form available to clubs that requires proof of age identification, however it does not require a mandatory photo.

### **Does *RugbyConnect* have Attendance Tracking and Pre-Rugby Personal Assessment Form in it?**

Yes, *RugbyConnect*'s paperless functionality helps with COVID-19 risk mitigation by default, but it does have several features designed specifically to help clubs with their COVID-19 Health & Safety Plan.

An online version of the IRFU's Pre-Return To Rugby Personal Assessment Declaration Form is included, as well as player tracking. It will be available to all clubs who wish to use it. Players will need to already be registered in *RugbyConnect* make use of these options. There will be a separate user guide available for this, however if you are keen to get started now, the below link will take you to a webinar on this topic:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_YjYxNjFjMDEtMWRhMi00NzVklTk2MmUtNWNjM2ViNTMxODQy%40thread.v2/0?context=%7b%22Tid%22%3a%22ceda1b25-1daa-42a2-9e33-fe6e22b18378%22%2c%22Oid%22%3a%2210e875e2-506b-4700-bf1c-658fc1fbb6d6%22%2c%22IsBroadcastMeeting%22%3a%22true%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjYxNjFjMDEtMWRhMi00NzVklTk2MmUtNWNjM2ViNTMxODQy%40thread.v2/0?context=%7b%22Tid%22%3a%22ceda1b25-1daa-42a2-9e33-fe6e22b18378%22%2c%22Oid%22%3a%2210e875e2-506b-4700-bf1c-658fc1fbb6d6%22%2c%22IsBroadcastMeeting%22%3a%22true%7d)

### **Will transfers be completed in *RugbyConnect*?**

The Transfer process for the 2020/21 season will be online in *RugbyConnect* in the coming weeks. Players will be required to be registered with their 'original' club in *RugbyConnect* and then from there the transfer process can commence. The process is in the final stages of development and once complete and live, this section will be updated, and a guide will be added. For the time being we recommend you clear all pending transfers in Clubhouse as once we cutover to *RugbyConnect* (we will communicate the date in advance) all transfers will have to be completed in *RugbyConnect*.

### **How do dual and loan Players work in *RugbyConnect*?**

Like transfers, dual and loan player requirements are in the final stages of development. For now, we recommend all players are registered with their 'home' club in *RugbyConnect* and then the dual, and loan status requested as per previous years through your provincial branch. Over the coming weeks the dual and loan status will be entered into *RugbyConnect*.

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### **Is team sheet module the same?**

The team sheet module has had a few small changes that will be available to view in a short video in the coming weeks. There are a few 'look and feel' changes, however the most significant change is that coaches will need to register themselves on *RugbyConnect* and from their own personal account they can manage the panel they have been assigned to. This limits a coach having access to all member data in a club.

### **I don't see coach credentials and qualifications in the system, will they be available in *RugbyConnect*?**

Yes, we plan to have all pertinent coaching information from the Gainline system 'feed' over to *RugbyConnect*. The development of this has been delayed as fallout from Covid-19 required new requirements re attendance tracking, however we plan to have this in place by October.

### **I have players who are also coaches, how do they register?**

The person will have to choose to sign up with one of the forms. E.g. Player. If they then want to add the coach role, they need to log into their Sportlomo account, on their 'Home' page they can select 'Upgrade / Add Category'. From here they will add the coach form and be presented with any additional questions from the coach form that were not captured in the player form. Similarly, if they had originally signed up as a coach, they would select 'Upgrade / Add Category', and add the 'Player form'. More details and screenshots can be found in the *RugbyConnect* Registration Sign-Up guide.

### **Will safeguarding be in *RugbyConnect*?**

Safeguarding will now also commence in *RugbyConnect* for the 2020/21 season. Separate guides and training will be made available to your Club Welfare Officer as the safeguarding module is rolled out.

### **If I choose to do my membership payments with Sportlomo how quick can I get set up?**

As mentioned if you wish to accept membership payments through the Sportlomo system, please contact Ronan Keane in Sportlomo directly on [ronan.keane@sportlomo.com](mailto:ronan.keane@sportlomo.com). Sportlomo can quickly set up your memberships payments, however just some guidance so you can prepare for this conversation; Sportlomo will require you to have a Stripe account and also to know if your club is going to absorb the Sportlomo fees or if they pass them on to the members. i.e., for a €100 membership, a club absorbing fees still means the member only pays €100 but the club receives less than that. For a club passing on the fees, a member will pay approx. €104 for a €100 membership.

### **Is the new system for Schools?**

Yes, however school players will not be required to self-register, they will continue to be done by a registrar in their school and operate in much the same way as they were in Clubhouse. Training will be available for schools on how the new system looks and how the process will work in due course.

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### How does my club get set up on *RugbyConnect*?

To get set up on *RugbyConnect* your Honorary Secretary will have to contact your provincial representative requesting 'Registrar' / 'Data Officer' access for you.

- **Connacht:** Fraser Gow – [fraser.gow@connachtrugby.ie](mailto:fraser.gow@connachtrugby.ie)
- **Leinster:** Dermot O Mahony [Dermot.OMahony@leinsterrugby.ie](mailto:Dermot.OMahony@leinsterrugby.ie) and Carol Maybury – [carol.maybury@leinsterrugby.ie](mailto:carol.maybury@leinsterrugby.ie)
- **Munster:** Jane Burns - [JaneBurns@munsterrugby.ie](mailto:JaneBurns@munsterrugby.ie)
- **Ulster:** [RugbyConnect@ulsterrugby.com](mailto:RugbyConnect@ulsterrugby.com)

### Who can I contact for more information about the *RugbyConnect*?

Please contact your Club Support Officer:

- Connacht: Fraser Gow Email – [fraser.gow@connachtrugby.ie](mailto:fraser.gow@connachtrugby.ie)
- Leinster: Carol Maybury – [carol.maybury@leinsterrugby.ie](mailto:carol.maybury@leinsterrugby.ie)
- Munster: Bernadette Linnane – [Bernadettelinnane@munsterrugby.ie](mailto:Bernadettelinnane@munsterrugby.ie)
- Ulster: Matthew Holmes – [RugbyConnect@ulsterrugby.com](mailto:RugbyConnect@ulsterrugby.com)
- IRFU: [RugbyConnect@irfu.ie](mailto:RugbyConnect@irfu.ie)

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