



***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   



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 if they did not match. Those who may have been missed in the matching process but have an old IRFU ID will be matched during the course of the season.

Is data from Clubhouse being migrated over?

Data from Clubhouse will NOT 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 provide 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).

Are there any guidelines for the photograph?

Ideally the photograph should be: • Passport standard size where at all possible • Shoulders and head where possible in shot • White background • No cap/hat/scarf, covid mask :) • using the phone to register, it will allow to take and upload a selfie/rotate camera. Please be aware large photo images will not upload, if you can limit the size to 2mg the photo will save with no issues.

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, it 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 is a separate user guide available for this on the website, and you can also view the webinar below:

<https://www.irishrugby.ie/running-your-club/rugbyconnect/>

https://teams.microsoft.com/l/meetupjoin/19%3ameeting_YjYxNjFjMDEtMWRhMi00NzVkLTk2MmUtNWNjM2ViNTMxODQy%40thread.v2/0?context=%7b%22id%22%3a%22ceda1b25-1daa-42a2-9e33fe6e22b18378%22%2c%22oid%22%3a%2210e875e2-506b-4700-bf1c658fc1fbb6d6%22%2c%22IsBroadcastMeeting%22%3atrue%7d

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Will transfers be completed in RugbyConnect?

The Transfer process for the 2020/21 season is now online in RugbyConnect. Players are required to be registered with their 'original' club in RugbyConnect and then from there the transfer process can commence. A transfer process guideline has also been added to <https://www.irishrugby.ie/running-your-club/rugbyconnect/>

How do dual and loan Players work in RugbyConnect?

Dual and loan player requirements are now all live in RugbyConnect. As per previous seasons request the dual and loan status through your province (IRFU for AIL) and the status will be added to the players RugbyConnect Account.

Will Foreign Player Clearances be completed in RugbyConnect?

Player clearances are NOT on RugbyConnect but you must receive clearance before registering with a club on the system. You must fill out the IRFU World Rugby Clearance form ([IRFU World Rugby Clearance Form](#)) first and send it to playerclearances@IRFU.ie. You will then be invited to register on <https://rugbyconnect.irfu.ie/>. If you have been overseas for less than 12 months, you will be required to register with your previous club. If you wish to return and play for a different club, an inter club transfer form must be completed.

Is team sheet module the same?

The team sheet module has had a few small changes with a new '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.

The guide for the team sheets is now available on;
<https://www.irishrugby.ie/running-your-club/rugbyconnect/>

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 in the new year.

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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 is now live in RugbyConnect for the 2020/21 season. Separate guides and training will be available from your Club Welfare Officer.

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. 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.

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
- **Leinster:** Dermot O Mahony Dermot.OMahony@leinsterrugby.ie and Carol Maybury – carol.maybury@leinsterrugby.ie
- **Munster:** Jane Burns - JaneBurns@munsterrugby.ie
- **Ulster:** 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
- Leinster: Carol Maybury – carol.maybury@leinsterrugby.ie
- Munster: Bernadette Linnane – Bernadettelinnane@munsterrugby.ie
- Ulster: Matthew Holmes – RugbyConnect@ulsterrugby.com
- IRFU: RugbyConnect@irfu.ie

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