RWC2025 IMPACT PROGRAMME – FACILITY FUND 23/24 – STEP BY STEP GUIDE
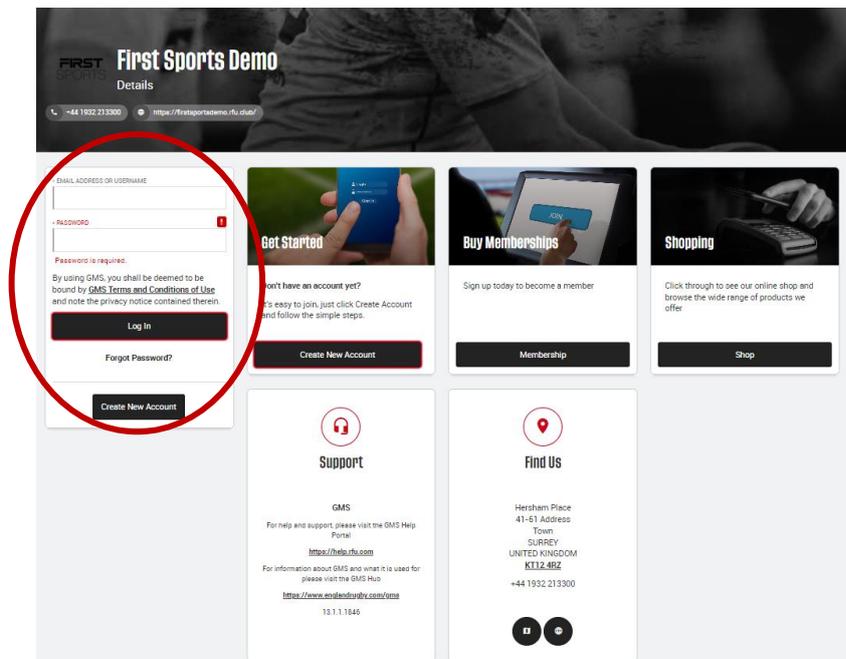
1. Login to GMS

https://gms.rfu.com/GMS/Account/Login

Please Note
You will need a permission level 2 or above to access the 'Organisation Profile' tile.

2. Select modules menu 'Organisation Profile' module and select 'Golden Roles' to ensure that your key club officers are correct and assigned.

Please Note
It is important that each individual has the most up to date email address listed against their account. If incorrect, please update these before you proceed.
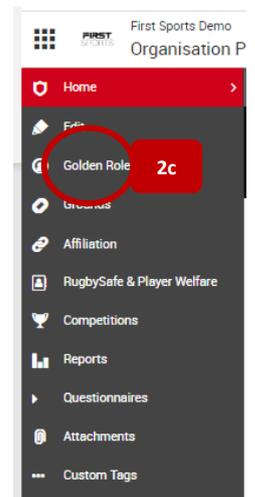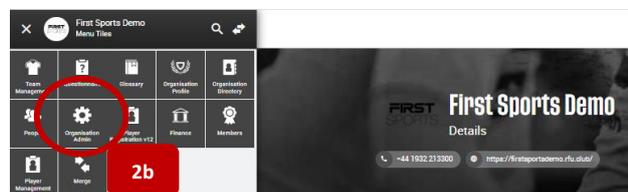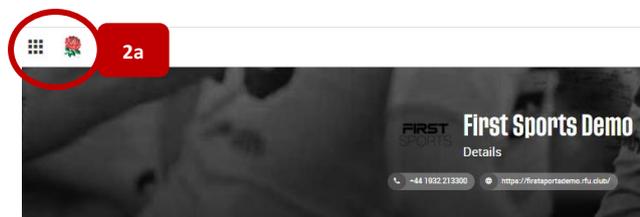
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3. In the '**Organisation Profile**' tile (Follow steps 2a. and 2b. above), choose '**Questionnaires**' from the side menu and select '**RWC2025 Impact Programme – Facility Fund 23/24**'
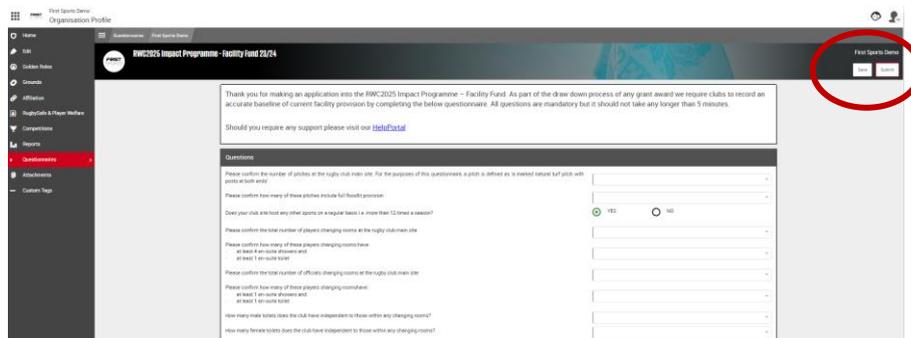
    <u>Please Note</u>
    You will need to be assigned a '**golden role**' to be able to access the '**Questionnaires**'. For support on this please the GMS Help portal;
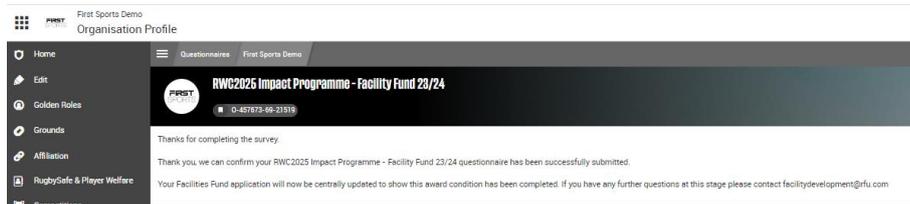   - [Golden Role](#)
    - [Assigning & Removing Roles](#)
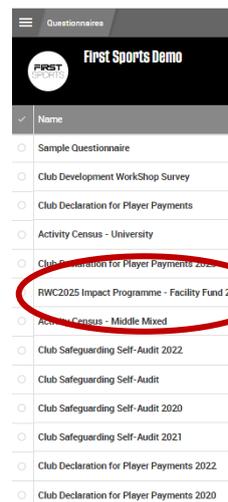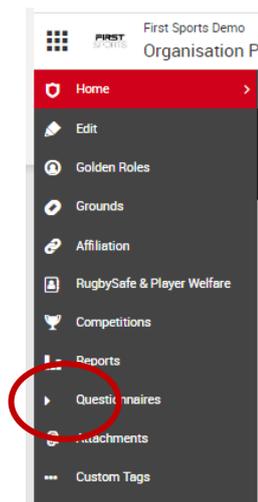
4. Complete the questions within the survey and select the '**Submit**' button at the top right of the page when you are happy with your responses

5. View once you have selected '**submit**' you will receive the following message

You can check the status of the questionnaire by returning to the '**Questionnaires**' menu. The '**status**' will now be listed as 'submitted'

<u>Please note</u>
The 'updater', 'date updated' and 'last answer update' boxes are auto populated and this questionnaire does not required 'approvers' so those boxes will be blank.

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ERROR MESSAGES 1. If you get a red validation banner message, then review the missing data as highlighted in the banner.


If you receive the error message 'You do not have permission to view the selected page' please ensure that you are logged in under your club in the top left-hand corner as per the screenshot below, as if you have booked a course recently, this could migrate to an Area such as RFU Twickenham Coaching Centre/Administration Centre.
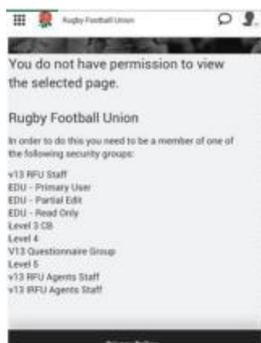
If you are logged in under your club correctly, and have permission level 2 (or above) assigned, and are still receiving this error message then you may have a duplicate profile submitted under the club declaration, so please log a ticket for the GMS helpdesk via the Help Portal to assist you: https://help.rfu.com/support/tickets/new
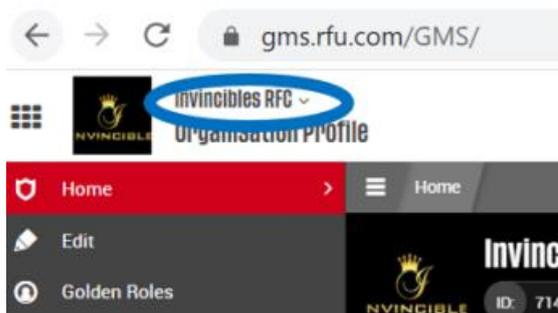
The error message below will appear when mobile device users are not logged into their club. To fix the individual navigates back to their dashboard and click on the relevant club and then go to Comm History to open the email or click on the link in email again.