

1. Login to GMS

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

<u>n</u>

<u>Please Note</u> You will need a permission level 2 or above to access the 'Organisation Profile' module.



 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.





 In the 'Organisation Profile' module (Follow steps 2a. and 2b. above), choose 'Questionnaires' from the side menu and select 'GMS Facilities Questionnaire 24/25'

Please Note

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
- <u>Assigning & Removing Roles</u>



 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

Facilities Questionnaire 24/25		First Se
hould you require any support please visit our HelpPortal		Save 1
Questions		
lease confirm the number of priches at the rugby club main site. For the purposes of this questionnaire, a pitch is defined as 'a marked natural turf prich with osts at both ends'	1	~
lease confirm how many of these pitches include full floodilt provision	4	~
ions your club site hisst any other sports on a regular basis i.e. more than 12 times a season?	Yes No No	
lease confirm the total number of players changing rooms at the rugby club main site	3	~
lease confirm how many of these players changing rooms have:		
at least 4 en-suite showers and.	3	~
at least 1 en-suite tollet	1	
lease confirm the total number of officials changing rooms at the rugby club main site	3	~
lease confirm how many of these players changing roomshave.	*	
at least 1 en-suite showers and.	5	~
at least 1 en-suite soller	L	
iow many male toilets does the club have independent to those within any changing rooms?	5	~
then were these tailets last refurbished (approx. year)?		
our many female todats does the club base independent to those within any changing rearry?		
on used server porce over service exploration to more and over 400 (0000).	5	*
When were these tollets last refurbished (account year)?	E.	

Facilities Questionnaire 24/25

O-457673-74-27208

Facilities Questionnaire 24/25

Thanks for completing the survey.

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'

Please note

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.



TROUBLESHOOTING

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 navigate to the '**Organisation Profile**' module and choose '**Questionnaires**' from the side menu.

