

## **Age Grade affiliation webinar Q&A**

### **1. When does de-affiliation and renewal of affiliation take place?**

De-affiliation of age grade players takes place centrally on 1<sup>st</sup> July (please see the key dates video on [Age Grade Affiliation Key Dates - Start of Season 2022/23](#)). You can affiliate and renew affiliation of players in the system from 1<sup>st</sup> July to help get your administration processes underway early for the new season. Please see our solution pages on how parents can complete this process: [Age Grade affiliation process for parents/ guardians](#) and [Renew Age Grade Child Affiliation Process](#)

### **2. What date do players get allocated to their new age groups in GMS?**

On the 1<sup>st</sup> of July in line with the de-affiliation date, GMS will default to the new season. From the 1<sup>st</sup> of July, once players have affiliated or renewed their affiliation, they will be assigned to their new age band automatically.

### **3. When do the new regulations come into place?**

The 1<sup>st</sup> of August is when the RFU regulations for the new season come into place. You can find all regulations on the England Rugby website, <https://www.englandrugby.com/governance/rules-and-regulations/regulations>

### **4. When does the new season commence?**

The 2022-23 playing season will commence 3<sup>rd</sup> September.

### **5. When you register for GMS, is it the parent that is registering or the player?**

For AG players, parents need to have an account first and then they affiliate or renew the AG player attached to their profile. Please see the following guide on you can create an account and refer to the guides in question 1 on how you can affiliate or renew the affiliation of your Age Grade player. [How do I create an account?](#)

### **6. How can a club create an age grade profile when the parent doesn't want to get involved in the process?**

Clubs cannot create new accounts for under 18-year-olds and so the parent / guardian will need to action this. It is best to encourage the parents / guardians on this. Please see our guide on how club admins can assist with this process: [Club Admin – Online Age Grade self-affiliation](#)

### **7. How do we affiliate players who are from care homes or have grandparents who look after them, do not have an email or smart phone or when the parent doesn't want to get involved in the process?**

There are good examples from clubs around the country of how they help parents, guardians, and those without online access to affiliate age grade players. These will be shared as models that clubs can follow. This adult-led registration process is the priority, as is all out-of-school activities and clubs, for safeguarding and data protection reasons. However, in the limited circumstances where a club has a player who is still genuinely unable to be affiliated, they should submit a ticket with the details on the Help Portal, where support will be provided.

#### **8. Is there a guide that will help parents navigate the system?**

There is a help portal with an abundance of articles that include videos with audio on carrying out steps in GMS. Clubs are advised to signpost parents to these helpful step by step guides. If users have specific feedback on how the content on a help portal article can be improved, please leave detailed feedback on the relevant article which will be reviewed. Please use the following link to access our solutions and guides on our Help Portal: [GMS Rugby Help Portal](#)

#### **9. How do I log a ticket?**

You can log help requests via the Help Portal. There is also a help guide -

<https://help.rfu.com/support/tickets/new>

<https://help.rfu.com/support/solutions/articles/15000063106-help-portal-how-to-guide>

#### **10. Why is the affiliation process required each year?**

Annual affiliation exists for several reasons: fundamentally, it is for safeguarding purposes which as a National Governing Body, the RFU must fulfil requirements set out by GDPR as well as the responsibility of supporting the safeguarding of children and vulnerable people, just as any other sports and children's activity clubs do. Renewal of annual affiliation means that data remains up to date and accurate to help communication, access to medical information and the ability to measure participation at club to county to national level. Knowing who is playing rugby, where and when is an important responsibility, as this information means clubs and the RFU can direct support where the age grade game needs it most. Finally, providing a consistent, online system to the game ensures that information is held in line with data security requirements

#### **11. What are the consequences if a player is not affiliated?**

As per regulation 15, it is a requirement to affiliate players. If players are not affiliated, then this is a breach of the regulations. You can find all regulations on the England Rugby website: [England Rugby Rules and Regulations](#)

#### **12. Is the RFU still allowing AG players to be affiliated with more than 1 club?**

AG players can affiliate to multiple clubs.

#### **13. Why can't GMS send an email to all members asking them to renew their affiliate?**

All Age grade players parents who affiliated their children last season will receive communication asking them to renew affiliation for their child this season. We recommend all users have ensured that their contact details are up to date on their profiles in order to receive the latest communications.

#### **14. Please can we have a button to hit to send out emails to parents that just sends a link to click on for renewal of affiliation please?**

You can email all previously affiliated players by clicking 'Age Grade yet to affiliate' under the 'player management' module. Select 'All' and email. We have also created a template letter to support clubs in communicating to their parents.

**15. Can the affiliation process be made clearer on mobiles?**

GMS is optimised for parents for the affiliation process and personal profile dashboard. Small enhancements based on suggestions from last season to help prevent parents from affiliating themselves have been implemented. If you have any further suggestions to improve this process further, please submit a help request via the [GMS Rugby Help Portal](#)

**16. If a parent renews affiliation but they didn't complete the consents correctly last season, will they be prompted to do that?**

When you click on renewal, the affiliation form comes up to be reviewed with the option to be edited before saving and sending to the club. Clubs should always encourage parents to check and update all the information as it will help streamline reaffiliation in future.

**17. One issue we have is that there are other pieces of information we also require as a club (i.e., which school the child attends), but no option to add in club specific questions. Can this be included as a suggestion?**

The affiliation and renewal of affiliation form includes which school the player attends and can be updated if necessary. There is also a 'Notes' section for club specific information to be recorded. If there are other areas that would help, please submit a help request on the help portal, with relevant details. We will review this accordingly as we move towards a user centric approach and two-way engagement for our **Platform for Rugby**.

**18. Is there any way to automatically move coaches and managers up to the next team without having to re-select them all in team management against each team?**

No, as each club operates differently; some coaches stay with the same age group. We also believe it is important for a club to action this manually as they can reconfirm coach availability, suitability and development while doing so for the new season. Please see the following guide on how you can assign coaches to teams: [How to move Coaches onto different Age Grade Team](#)

**19. Can I be logged as a Player and a Coach on GMS?**

Yes, providing they are the same account, and you have the relevant role and permission for coach for the assigned team.

**20. "Assign Player to 'Playing Squad'" - can this be done by the Coach if assigned to the team in question rather than the AG Registrar?**

Yes, as long as the coach has the relevant GMS permission levels 1, 3 or 5. Please see our guide [assigning players to teams](#).

**21. Which age groups use match cards?**

Electronic match cards (EMC) are not currently a requirement across age grade rugby. However, there are some national competitions that have regulations requiring the use of the EMC system. Some other competitions at county or regional level may also choose to do so and some clubs use match cards for their team to track player participation. For guidance on how you can use the EMC, please see the following guide: [Electronic Match Card Top Tips and Advantages](#)

**22. How can I see players and affiliation on my account? Can I renew the coach each year?**

You need to check that you have the right roles and permissions and are allocated to the correct team in GMS. If unsure, please speak to the relevant level 5 holder at your club who can help with this

**23. Is there a way to 'declutter' club data so all the lapsed members get archived, and we only see active members?**

This is a manual process for clubs. You can remove players / members from the club under the people module providing they are not affiliated or registered players or have an active membership. This guide will help support you. Please see guide [delete or remove from club / de-register a player](#)

**24. To keep track of who is returning, will everyone show as non-reaffiliated or can people remove themselves without your knowledge?**

After the 1<sup>st</sup> of July all players will be de-affiliated in bulk and will show as non-affiliated and as a non-active playing status. It is important to state that they will remain on the system for them to be renewed – no data is deleted or lost when central de-affiliation takes place. Club administrators can view players in either the team management module or under the player management module with a specific dashboard to highlight this, such as “age grade yet to affiliate from previous season” which you can email them to renew in bulk. Currently the system does not allow individuals to remove themselves from clubs or organisations

**25. I can't find 'players' in my dashboard?**

Ensure you have the correct GMS permissions and roles within the club to be able to view the players/ teams in question, as well as being logged onto the club. Check that the player in question is affiliated to the club. If the player is affiliated check the player is not in 'Pending Affiliation' on 'Player Management' module and has been assigned to the 'Playing Squad'.

**26. Do adults need to affiliate this coming season?**

Affiliation is for age grade players. Adults do not need to affiliate to play currently but a major project is underway to review this. Adults do need an effective registration in order to play if they play for the 1<sup>st</sup> XV in leagues or competition that require effective registration. Please see the article on 'Assigning players' for the step-by-step process on effective registrations. <https://help.rfu.com/support/solutions/articles/15000059049-assigning-players-to-teams>

**27. Can Club Fixture secretaries draft fixtures for the new season in GMS before the 1<sup>st</sup> of July?**

You currently cannot create future fixtures until the season switch over on 1<sup>st</sup> July and we will review this with our user groups over the next coming months

**28. How can I stop GMS showing "no parental link/contact" when the child is a looked after child or in the care of another family member?**

This is currently being reviewed for other parental / guardian links

**29. How can you assign a player who is playing down an age grade to the correct age group?**

You can assign a player to the relevant team outside of their age grade band category using the add player function. Please see the guide on how to do this once you have received the relevant authorisation as per regulation 15. Please see guide [age grade players playing up or down](#)

**30. What happens when a junior (AG) transitions to senior? How do they login with no password?**

Currently, a unique email address for the transitioning player will need to be assigned via the club admin or the parent. Once this is in place, the transitioning user can request a 'reset password' to the assigned email address. The link can be accessed via the email and once the password has been reset, the user should be able to log in. See article [how to reset your password / problem logging in](#)

**31. Are photos still a requirement on GMS for age grade. Our CB still request them for festivals, but some other areas no longer require them. What is the RFU's view?**

The RFU does not require photos of players, however, it is dependent on the competition organiser, the club, and the CB if they require this

**32. On the email address issue, if a parent has changed or forgotten their email they used to register and set themselves up again, we have 2 profiles. Secondly, if they are set up in GMS and we cannot see them as an AG registrar, is the ONLY way to find them to contact the helpdesk?**

As an AG registrar, if the parent has a duplicate account and BOTH have been added to the club, the administrator can merge the accounts. If one of the accounts has not been added to the club, then yes, the only way to locate them will be via the helpdesk.

**33. Is a unique email address per GMS account necessary?**

A unique email is a requirement. Adults are not able to share email addresses. Please see guide [Unique email addresses in GMS](#)

**34. Can you send an email on behalf of someone else at the club?**

You can't send emails on behalf of someone else. The email will be sent from your account but on the email sent your email will not be shown from you it shows from a generic first sports international address who are the providers of GMS

**35. When will we be able to remove email addresses against AG players carried over from PR12?**

This is currently under review and more information will be provided over the coming months

**36. Is the email issue where the emails end up in junk being sorted?**

Your email service provider either delays emails or sends to your junk or spam folder to prevent this please see the following guide and complete the required actions. Please see the guide [Not receiving emails / email provider](#)

**37. What is the CGU and how can you be sent it?**

Community Game Update. All community rugby key information shared by the RFU including updates and actions required. Currently 4 key roles in the club receive this President, Chair, Hon Sec and Treasurer. CGUs are available on [Club Support and Community Game Updates](#) and available on social media channels. Please speak to these four officers listed above at the club to communicate this information appropriately within your club

**38. Can we create club email addresses for each committee member through GMS so we can email the parents etc? How do I create email addresses for my club in GMS? is that possible?**

Unfortunately, GMS or Club Websites do not provide or host email addresses. If your club has your own website domain, then you may be able to provide email addresses which you can then update to your default email addresses in your GMS accounts.

**39. Are you able to set up 2 bank accounts to receive memberships on GMS? So senior memberships go to 1 account and age grade go to another?**

This is currently set to be for one bank account at present. This is currently being reviewed. Updates on this will be communicated to the game when possible