

Age Grade Registration Further FAQs

1. When does de-registration and renewal of registration take place?

Bulk de-registration of age grade players takes place centrally on **3rd July** (please see the key dates video on Age Grade Registration Key Dates - Start of Season 2023/24). You can register and renew registration of players in the system from 3rd 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: [‘New Age Grade Registration process for parents/guardians’](#) and [‘Renew Age Grade Child Registration Process’](#).

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

On the 3rd of July in line with the de-registration date, GMS will default to the new season. From the 3rd of July, once players have registered or renewed their registration, they will be assigned to their new age band automatically.

3. When do the new regulations come into place?

The 1st 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 2023-24 playing season will commence Saturday 2nd September.

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

For Age Grade players, parents need to have an account first and then they register or renew the Age Grade player attached to their profile. Please see the following guide on how you can create an account and refer to the guides in question 1 on how you can register or renew the registration of your child/children as an 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 do 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. Is there a guide that will help parents navigate the system?

The Community Rugby Help centre has articles that include videos with step-by-step audio for carrying out these steps in GMS. Clubs are advised to signpost parents to these helpful step by step guides. Please use the following link to access our solutions and guides on our Help Portal: [Community Rugby Help centre](#).

8. How do I log a ticket?

You can log help requests via the Community Rugby Help centre. There is also a help guide – link is here: [How to Guide](#)

9. Why is the registration process required each year?

Annual registration 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 registration 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.

10. What are the consequences if a player is not registered?

As per [Regulation 15](#), it is a requirement to register players within 45 days of joining the club. If players are not registered, then this is a breach of the regulations. You can find all regulations on the England Rugby website: England Rugby Rules and Regulations.

11. Is the RFU still allowing AG players to be registered with more than 1 club?

Yes, Age Grade players can register to multiple clubs.

12. Why can't GMS send an email to all members asking them to renew their register?

All Age grade players parents who registered their children last season will receive communication asking them to renew registration for their child this season from the RFU. We recommend all users have ensured that their contact details are up to date on their profiles in order to receive the latest communications. In addition, club can send a bulk communication email from GMS to all their parents to renew their child registration.

13. 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 registration please?

You can email all previously registered 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. This letter can be located under Emails when selecting individuals as 'Email Affiliation (changing to Registration in July) Instructions' and includes links to the above guides for parents and can be edited.

14. Can the registration process be made clearer on mobiles?

GMS is optimised for use on a mobile device for parents to undertake the registration process and edit or create their personal profile dashboard. Small enhancements based on suggestions from last season to help prevent parents from registering themselves as a player have been implemented.

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

When you click on renewal, the registration 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 reregistration in future.

- 16. 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 registration and renewal of registration form includes which school the player attends and can be updated if necessary. This will display under the Teams Management Module and exports in GMS. There is also a 'Notes' section for club specific information to be recorded.

- 17. 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](#).

- 18. "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; [Assigning Players to Teams](#).

- 19. 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](#).

- 20. 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 registered players or have an active membership. This guide will help support you. Please see the guide ['delete or remove from club / de-register a player'](#).

Please ensure that all player data, even adult players are up to date with verified unique email addresses.

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

After the 3rd of July all players will be de-registered in bulk and will show as non-registered 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-registration 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 register 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. Club administrators can just de-register players and then remove from the club if someone has left (providing they have no active memberships at the club).

22. 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 registered to the club. If the player is registered check the player is not in 'Pending Affiliation (changing to Registration in July)' on 'Player Management' module and has been assigned to the 'Playing Squad'.

23. Do adults need to register this coming season?

Registration is currently for Age Grade players. Having considered the demands on volunteer time and the importance of getting player registration right for all involved in the game, in April 2023, the RFU Council voted to defer mandatory adult player registration across all levels and formats of rugby by 12 months. Mandatory adult player registration across all levels and formats of rugby will now be effective on 1 August 2024. Please note, the current adult player registration process (Regulation 14) will remain in operation next season.

There will be no change to the already mandatory Age Grade process. This will simply see a name change to Age Grade registration from next season, 2023/24, to align with future adult registration.

24. 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?

A change was introduced in the 22/23 season to display only under 18 individual with no linked adult (over 18 yrs.) relationship records.

25. 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'](#).

26. What happens when a junior (AG) transitions to senior?

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 the article ['How to reset your password/problem logging in'](#).

27. 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.

28. 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 via the Community Rugby Help centre.

29. 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 the guide [‘Unique email addresses in GMS’](#).

30. 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’](#).

31. How do we register 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 register 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 registered, they should submit a ticket with the details on the Help Portal, where support will be provided.

32. Is there a GMS App?

We are exploring the concept of a GMS App at the moment. However, GMS is optimised for mobile devices so we will continue to work with this making this a better user experience and journey as we can. 67% of users have logged in since July 1st using a mobile device.

33. Can Membership be linked to Player Registration and be added automatically or done at the same time?

Currently automatic membership is not linked to registration, as at the moment as Membership and Registration are two separate processes, but we are exploring and reviewing this.

Note Management of an Age Grade Record – Please note that this is optional we will provide a specific article that will provide more information around this new feature which you will be able to access from Community Rugby Help.