



Electronic Match Card - Frequently Asked Questions

Q. Are there two versions of Electronic Match Card?

A. Yes, Electronic Match Card can be accessed via a desktop or mobile. The desktop version can be accessed via a mobile device but is not optimized, so it is best to use the specific mobile version. Your login details are the same for both versions.

Desktop (access via the Competition Management Module on GMS):
<https://gms.rfu.com/GMS/Account/Login>

Mobile: <https://gms.rfu.com/mobile/>

Q. Can a Club have more than one EMC administrator?

A. Yes, clubs can assign as many Match Card Administrators as they wish.

Q. Why can I not see all the tabs when I log on pre-game?

A. Some tabs will only show once the match has commenced, as per the kick off time recorded against that fixture. If the kick off time is set to 3pm for instance, you will not be able to see the 'Match Events' tab until 3pm on the day of the fixture.

Q. I am having trouble entering the result and submitting my Match Card as I have poor signal and I have no access to Wifi – what do I do?

A. You can either send the result directly to your league secretary or results agent, or move to an area where you can get signal and then enter the result and submit the Match Card.

Q. Can I make changes on the day to the team lineup?

A. Yes, you can make changes to a lineup until the Match Card is submitted.

Q. Can I make changes to the team after the match?

A. Changes can be made until the Match Card is submitted.

Q. I am a League Secretary and I have not received a Match Card via email. How can I check which ones have been completed?

A. As a League Secretary, you can login to GMS, access the Competition Management module and view the Match Cards within your competition. The Match Card can be downloaded as a PDF via the 'Summary' tab when you have selected the fixture you wish to view.

Q. What status should a Match Card be in if it has been submitted correctly?

A. A Match Card that has been fully completed by the competing Clubs should be set to 'Approved'.

Q. How do I sign up / get my login details?

A. In order to get access to the Electronic Match Card you will need to have a record in GMS, have the role of Match Card Administrator and the appropriate level of access (1 or 5) in GMS at your club.

TEAMWORK RESPECT ENJOYMENT DISCIPLINE SPORTSMANSHIP

Q. Can I share my pin with someone else in my club?

A. Each Match Card Administrator should login using their own account, and subsequently have their own PIN. Please note, only certain competitions require a PIN to be entered on Match Day to 'sign off' a card, it is likely this would need to be used when you are an away team, approving the entry made by the home team.

Q. I have forgotten my pin, what should I do?

A. Login to GMS, go to your Personal Details, choose 'Credentials' and reset your PIN.

Q. My competition requires a Referee to sign off at the end of the fixture. This sign off did not take place after the fixture, what do I do?

A. You will need to contact your league secretary or follow up with the referee directly.

Q. What is the deadline for completing the Electronic Match Card?

A. This is dependent on the competition settings within the league your team are participating. It is best to check with your league secretary to ensure that you meet the deadline for submission.

Q. Our competition allows us to pick a number of non-registered players, how can I do this?

A. Selecting a non-registered player is completed in the same way as picking a registered player. The player will need to exist within your club's GMS database of individuals. You should ensure that this player has a role of 'Non-Registered Player'. The competition settings in Match Card will allow you to choose this player when selecting your team. To assist you in keeping track of how many non-registered players you have selected, a (NR) symbol will be shown against a non-registered player on the Match Card.

Q. I have an issue with my Match Card, what is the process to report issues and get help?

A. For assistance with a competition query (regulations, deadlines, match details etc.) please contact your league secretary.
For assistance with a technical issue, you can either email GMS Support, detailing your issue, the steps you have taken and the version of Match Card that you are using or call the dedicated EMC Support line. Details of the support line can be found on the Match Card page on EnglandRugby.com.

TEAMWORK RESPECT ENJOYMENT DISCIPLINE SPORTSMANSHIP