



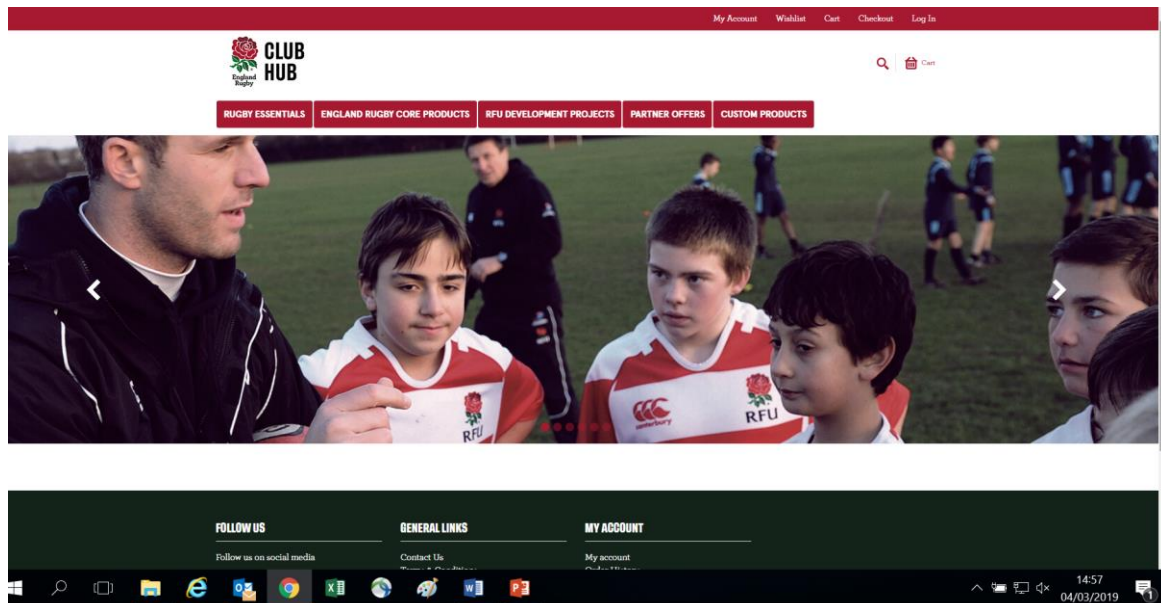
England  
Rugby

# England Rugby Club Hub

## Registration Guide – 2019

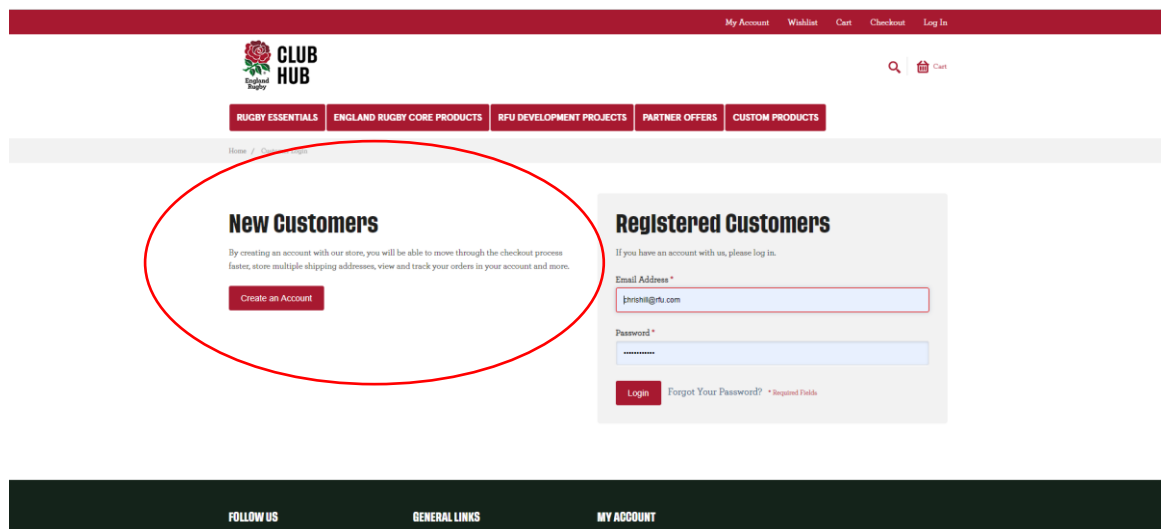
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Welcome to the support guide for the England Rugby Club Hub portal. The following document outlines how to register your account and how to use some of the key functions available on the site. Users are required to provide their unique RFU ID reference or their club or institution reference number to verify they are an active member of the rugby community and therefore entitled to benefit from the offers on the site.

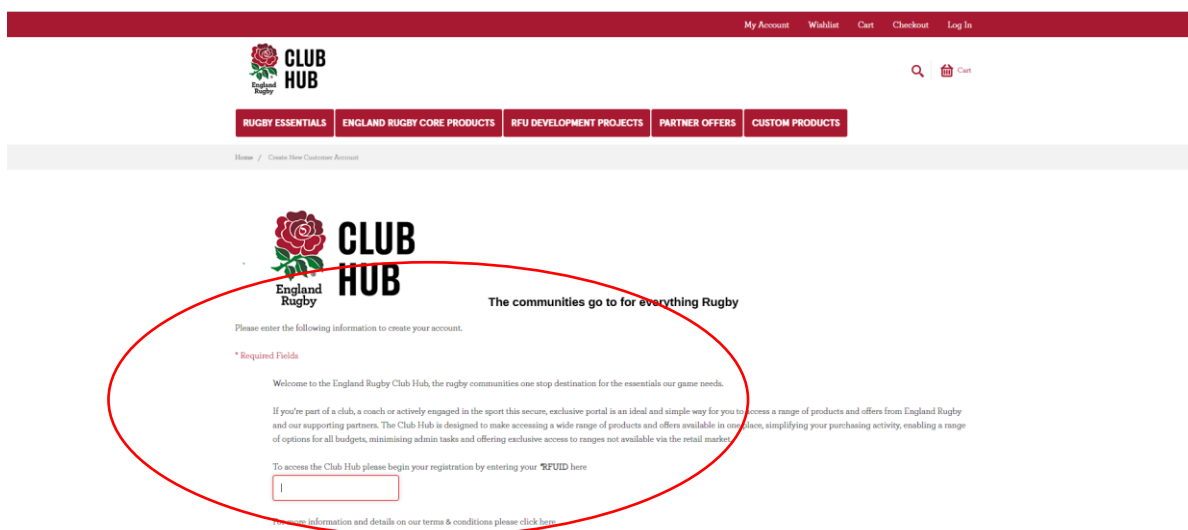


**Step 1** – Follow the link from your email informing you about the site to reach the club hub.

**Step 2** – On your first visit to view the portal NEW CUSTOMERS must “Create an account” by clicking on the tab as below



**Step 3** – Enter your RFU ID number, this number will be on the email you received about the portal and on correspondence received from the RFU.



**Step 4** – Complete the following information to set up your account, please note fields marked with \* are mandatory for registration.

**Step 5** – You may wish to complete the additional sections + RUGBY PROFILE and + TELL ME ABOUT to enable us to focus the information we provide and ensure we're making relevant offers. This section is optional for completion but can be completed at a future date .

First Name \* Last Name \*

Email Address\*

Home club\*

Password\*

Confirm Password\*

Password strength: Too short

+ Rugby Profile

+ Tell Me About

By accepting the terms and conditions of the club hub and understand the site is delivered for The RFU by our hub partner PCM Embroidery and Print Ltd.

[Back](#)

If you do not see an e-mail confirming registration please check junk/spam folders.

**Step 6** – Once T&Cs are accepted you will receive a verification email to your account – click this and you can then use the Club Hub (Check junk just in case if you don't receive your message).

**Step 7** – If you have any issues on the Club Hub you can contact us by completing the simple form in the CONTACT US Section of the site. By completing this form we can ensure the right customer service team

gets in touch to help resolve your situation. Please note: due to the way the Club Hub works you may be contacted directly by the product manufacturer so we can resolve your query as efficiently as possible.

**Contact Information**

Problem with my order

Select brand/other

Select issue

Full Name

Invoice Order number

Delivery address

Contact number

Brief description

**FOLLOW US**  
Follow us on social media  
[f](#) [t](#) [i](#) [r](#)

**GENERAL LINKS**  
[Contact Us](#)  
[Terms & Conditions](#)  
[Returns](#)  
[Frequently Asked Questions](#)  
[Delivery](#)

**MY ACCOUNT**  
[My account](#)  
[Order History](#)  
[Wish List](#)  
[Newsletter](#)

**Step 8** – The Club Hub also have a frequently asked questions page to help provide information. Check this page out as it may quickly resolve your issue.

My Account Wishlist 3 Cart 2034 Checkout Log Out

**CLUB HUB** England Rugby

RUGBY ESSENTIALS ENGLAND RUGBY CORE PRODUCTS RFU DEVELOPMENT PROJECTS PARTNER OFFERS CUSTOM PRODUCTS

Home / Frequently Asked Questions

- + What is the England Rugby Club Hub?
- + Can I use the England Rugby Club Hub?
- + What is my RFUID?
- + Where can I find my RFUID?
- + How can I pay on the club hub?
- + How can I track my orders?
- + Where do I find out product information?
- + What do I do if my order doesn't arrive?
- + What do I do if my order is incomplete?
- + What do I do about faulty items?
- + What do I do if sizes are wrong?

Step 9 – Section Descriptions, below is a brief summary of what each area of the site contain:



RUGBY ESSENTIALS	ENGLAND RUGBY CORE PRODUCTS	RFU DEVELOPMENT PROJECTS	PARTNER OFFERS	CUSTOM PRODUCTS
The Rugby Essentials page hosts products from our partners who supply products used by most teams including kit, balls, mouthguards, boots and training equipment. The items are competitively priced and can be purchased from across the suppliers in one transaction reducing admin time and simplifying the clubs payment process compared to our previous service	The England Rugby Core Products section contains a range of items including promotional merchandise, England Rugby branded plain label apparel, signage, gifts and awards. Clubs can purchase items to decorate their clubhouse, promote their team, highlight their connection to the national team and arrange end of season awards and recognition gifts all in one place. We have aligned with our supplier to provide a complete range of items that are affordable and good quality to help advance the club environment and the experience of players, volunteers and visitors.	The RFU Development projects area of the Club Hub has a collection of sub sections dedicated to the various grassroots activity we run in the community. Programmes including O2 Touch, Inner Warrior and The Coaching Association to name a few are all key priorities for the sports success and we have provided options for those involved in the projects to purchase branded merchandise and equipment to represent their involvement and to hopefully encourage others to get involved in game	The Partner Offers section of the portal contains pages for the RFU Partners, Licensees, The World Rugby Museum and our Facilities support function to provide offers and information to clubs about benefits they can receive by being part of the rugby community. There are some exclusive benefits available in this section that can help club operations be successful	The Custom Products section of the site will be an ever developing area where clubs, schools and societies can use our tools to design their own products. Whether its a match shirt, club tie, bespoke mouthguard or big banner we've made provision to try and support clubs with good quality, well priced items that enable the wearing of club colours to be easier

For further support:

If you continue to have issues with the England Rugby Club Hub then please contact [communityresources@rfu.com](mailto:communityresources@rfu.com). This inbox is not permanently managed but will be checked regularly.