NetballConnect

2024 ASSOCIATION TRAINING MANUAL

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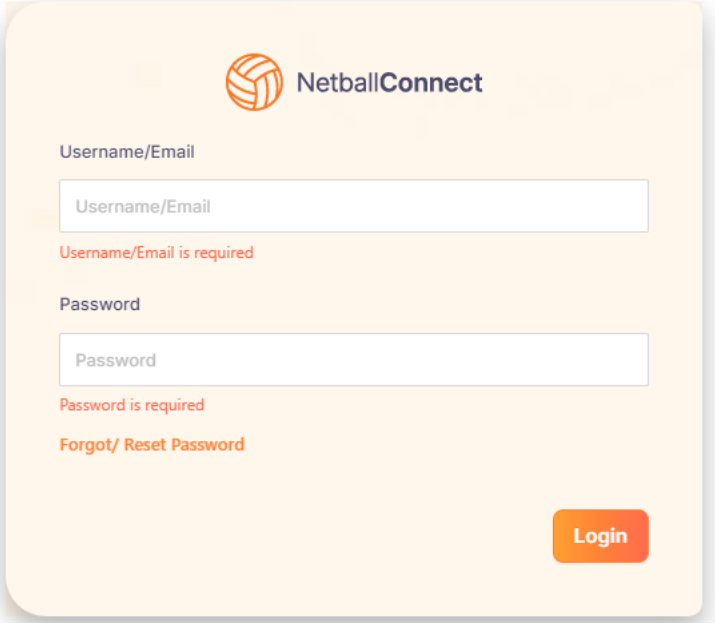
GETTING STARTED IN NETBALLCONNECT

The initial contact in your NetballConnect will be set up by Netball Queensland when they create you as an affiliate. Once the primary contact is set up, they will receive an email from NetballConnect with a username and temporary password. The primary contact will need to download the Authenticator app to assist in their logging in. Once the Primary contact has gained access to NetballConnect they will be able to add other Association Admin users to the system. Please see How to add an Admin User for the process.

Association Administrators can login to NetballConnect via this url: https://netball-comp-admin.worldsportaction.com/login. We recommend you 'bookmark' this page to make logging in easier. Enter your username and password as provided in the welcome email.



You will need to then scan a QR code using an Authenticator app and enter the number provided. You will need to enter a number in every time you login to NetballConnect. Do not delete the Authenticator.

This is an example of an Authenticator app you will need to download.

You will need to scan the QR code to get the code. This will only show the first time you login

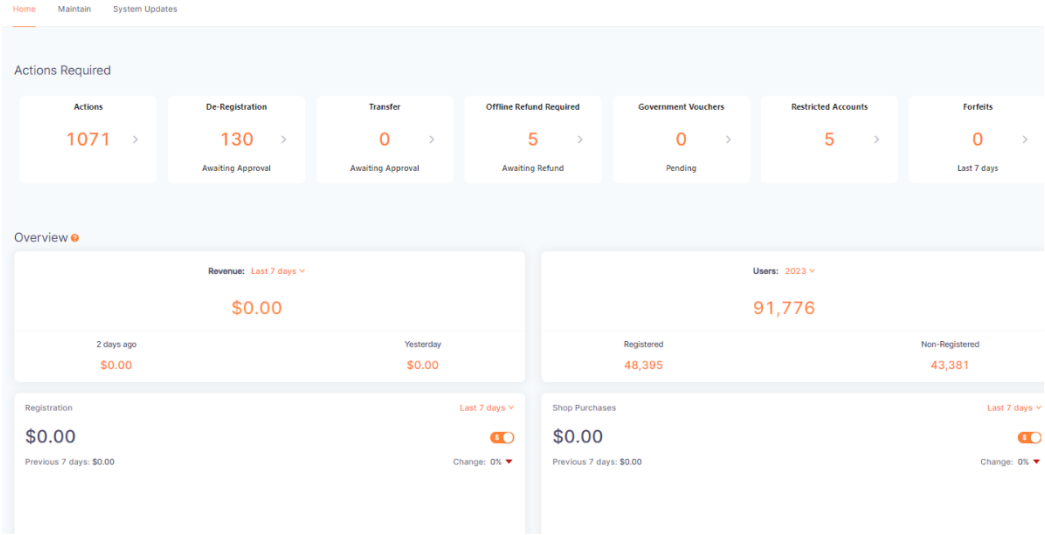
This is what you will see after the first login

TIPS ON USING THE SYSTEM

- Every word or number that is highlighted in orange is clickable so you can access more detail.
- Easily sort each column by clicking the up or down arrow.
- The search function in each section is very sophisticated and allow you to search for any team or player (will search by players name, profile Id number and email address). The search function relates only to the module you are in.
- Click on your profile picture in the top right-hand corner and access your account settings or get more help and support.
- Access different areas (modules) of the NetballConnect platform by clicking on the home icon next to your profile picture.

HOME MODULE

Home Dashboard



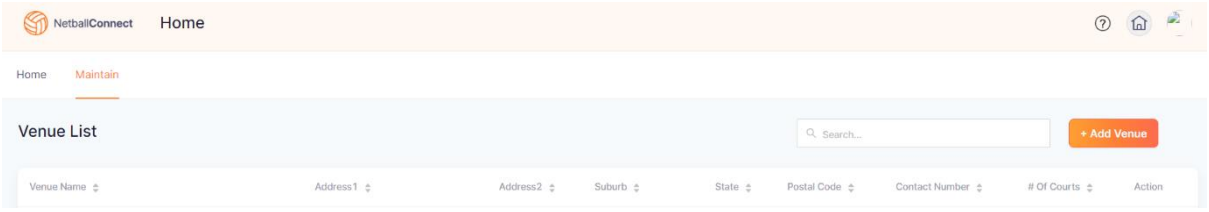
The Home page or dashboard features the Action Required and the Competition Overview.

- Action required gives snapshots of areas that require the Administrator to complete something.
    - Action – displays news, communications or notification that might interest the Administration. It can also contain reminders of actions that might need to be completed.
    - De-registration – is a link to any outstanding de-registrations that need to be actioned by the Administrator.
    - Transfer – is a link to any outstanding transfers that need to be actioned by the Administrator.
    - Offline Payment required – shows the players that need to be manually refunded due to it being over 90 days since their payment.
    - Government Vouchers – is a link to the government voucher payments still waiting to be marked as redeemed.
    - Restricted Accounts – provides information on the affiliates within your organisation that have restricted accounts with Stripe.
    - Forfeits -

- Competition Overview gives a snapshot of users and competitions that your association is involved in including:
    - Revenue
    - Users – All users of the platform, including players, spectators, coaches, team managers etc.
    - Registrations – total number of people registered to the club.
    - Shop Purchases

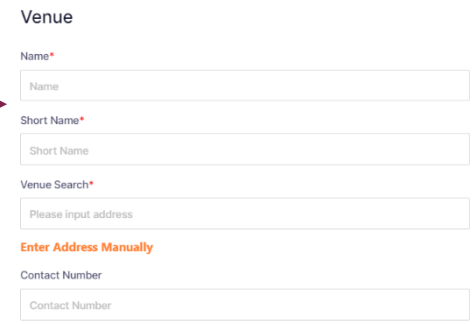
Maintain – Venues and Courts

The second tab under the home module is Maintain. This lists all the Venues in the State. Venues can be added at any time by + Add Venue



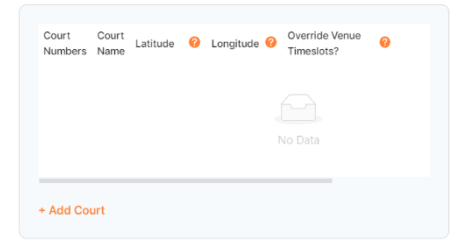
To add a venue or edit the venues details, please follow the below instructions.

1. To add a venue, click on Add Venue and then fill in the required information.
2. Click on Link to Home Affiliate



3. Add in opening days and times. Ensure that you open the venue for any day and time that you plan to run a competition.

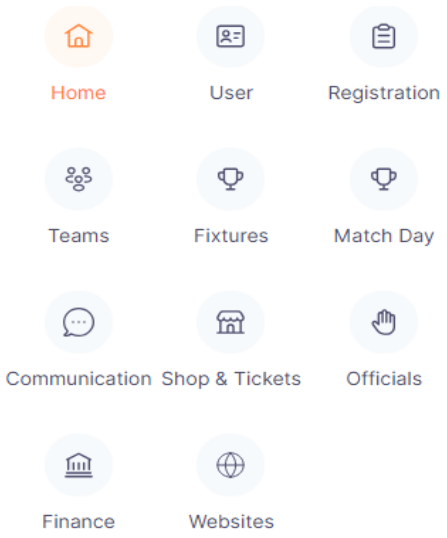
4. Add in courts, the court name and also their longitude and latitude. This can be found by searching your venue in Google maps, place a pin on the court and it will give you the longitude and latitude.



To edit your venue or check details, click on the three dots, and select edit.

USER MODULE

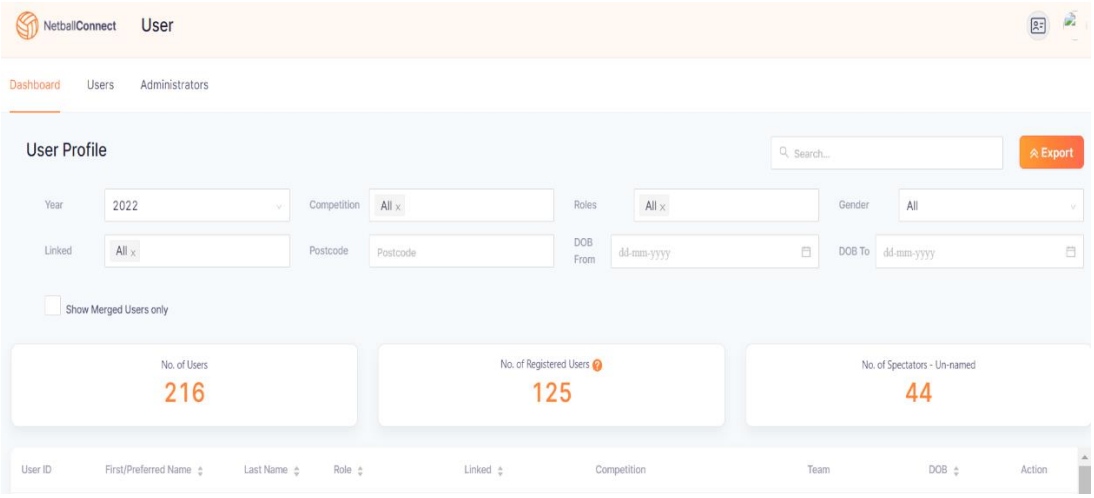
User Dashboard



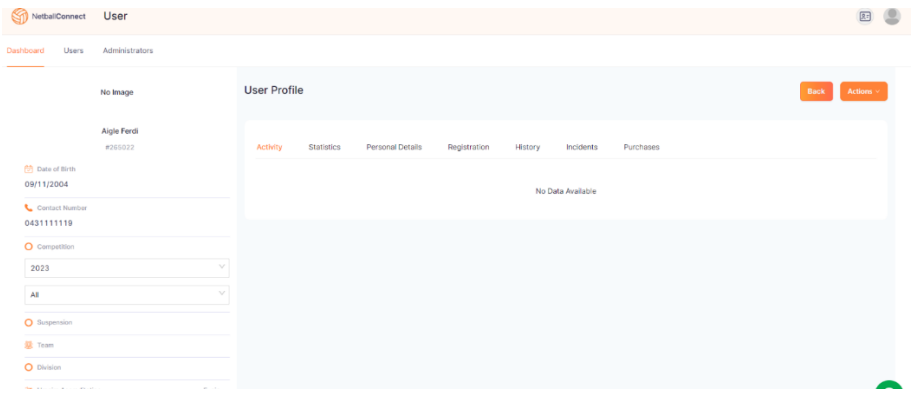
The User dashboard shows a list of all users who are players, coaches and umpires who have registered to a competition, administrators, scorers, team managers, parents, and spectators.

Data can be filtered by year, competition, user roles, genders, linked (who users are linked to), postcode, and date of birth range. Enter required filters, the data will automatically filter based on your selection. If you do not select any filters, all records will be listed.

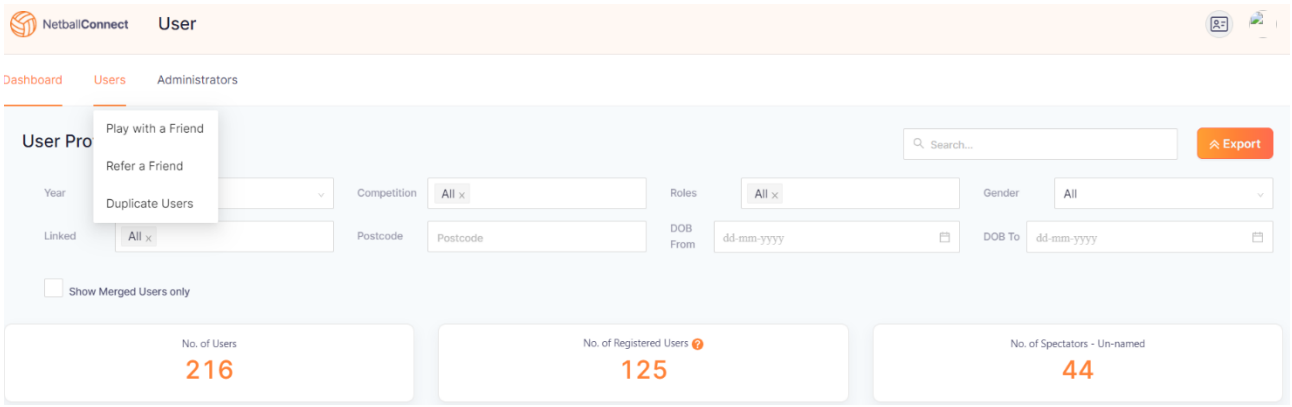
Data can be exported into an Excel spreadsheet by clicking on the Export button.



To view the user's full profile, click on their name. Full profile includes contact details, registrations, purchases and more.



The User tab has two menu items, ‘Play with a Friend’ and ‘Refer a Friend’.

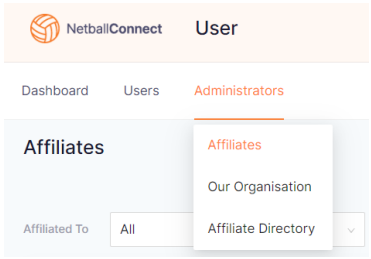


The platform allows the Competition Administrators to enable ‘Play with a Friend’ when registering which allows players to nominate up to three friends they would like to play with. The table displays the registered user and their nominated friends they would like to play with.

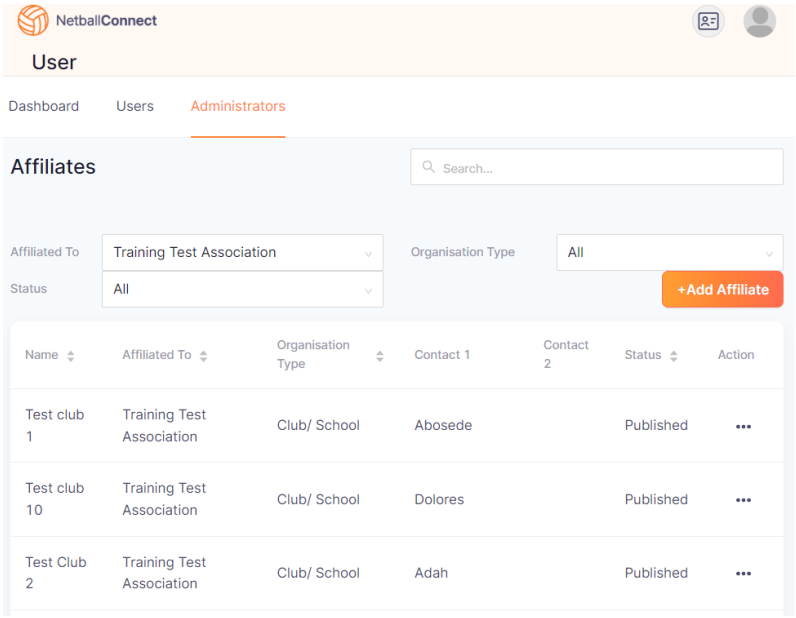
The platform also allows Competition Administrators to enable ‘Refer a friend’ which allows users to refer someone to play in that competition. This table shows the Competition Administrator the name of the person who has been referred and whether they have registered.

Competition Administrators can export data from both areas into an Excel Spreadsheet, if required.

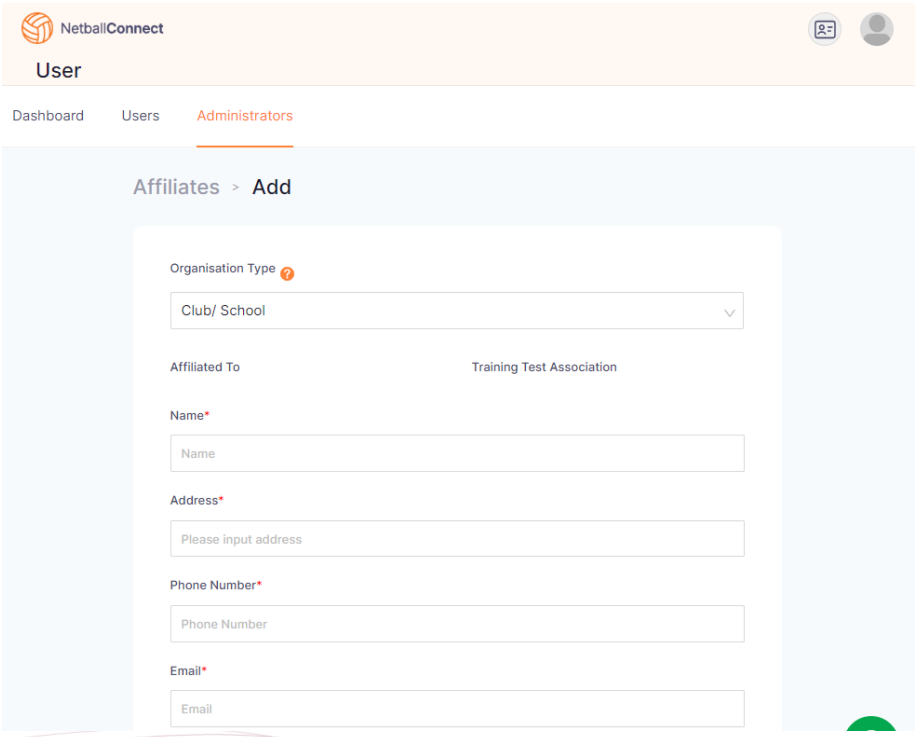
User – Affiliates, Our Organisation, Affiliate Directory



There are three areas under the Administrators tab: Affiliates shows a list of clubs affiliated to the association. Clubs are linked to your association by the Competition Administrator adding the club as an affiliate.



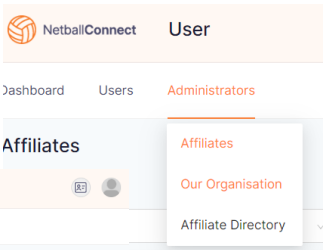
Associations can add affiliate clubs to their Association by clicking on +Add Affiliate and filling in the required information. You need to include at least one Admin contact for the Club.

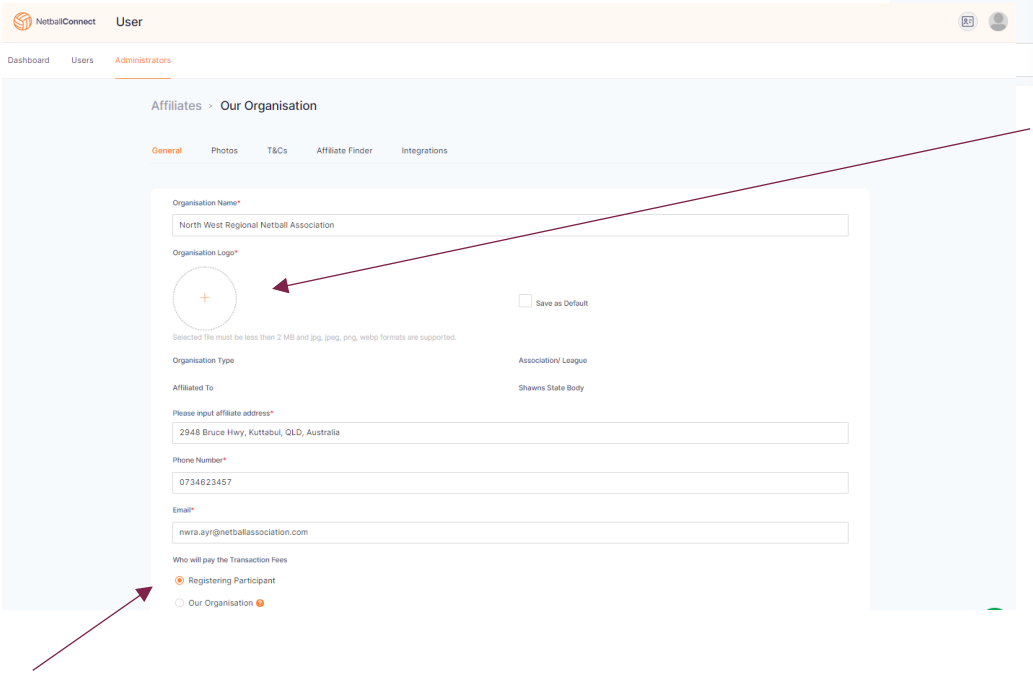


Our Organisation

Our Organisation shows your organisations profile.

Information on this page can be updated at any time to ensure the organisations details are always current.





Tip – After adding the Association logo you can 'Save as Default' which populates the logo through to registrations.

Associations can choose who will pay the transaction fee at the time of registration. The Association can absorb the fee, or the registering participant can pay it. Be aware that if the Association chooses to cover the cost of the transaction fee that they will be paying per transaction on the Associations fee.

The following is the transaction fee break down.

- Direct Debt- 1.5% plus up to 60c (capped at $10) per transaction.
- Credit Card
    - Domestic Cards – 2.25% plus up to 60c per transaction
    - International cards – 3.4% plus up to 60c per transaction
    - American Express – 2.7% plus up to 60c per transaction.

There will also be a minimum charge of 50c applied to each registration, instalment or per match transaction.

Our Organisation - Adding and Editing Administration Users

At various times, such as with a change of Committee members you may have the need to add or edit an Administration User in your Association profile. To do this click + Add Contact from the bottom right-hand side of the 'Our Organisation' page.

You can remove past Admin users by clicking on remove. Ensure that you have at least one current Admin prior to removing anyone.

Enter user information in the required fields. The Permission Level allows you to select the lever of access for this user.

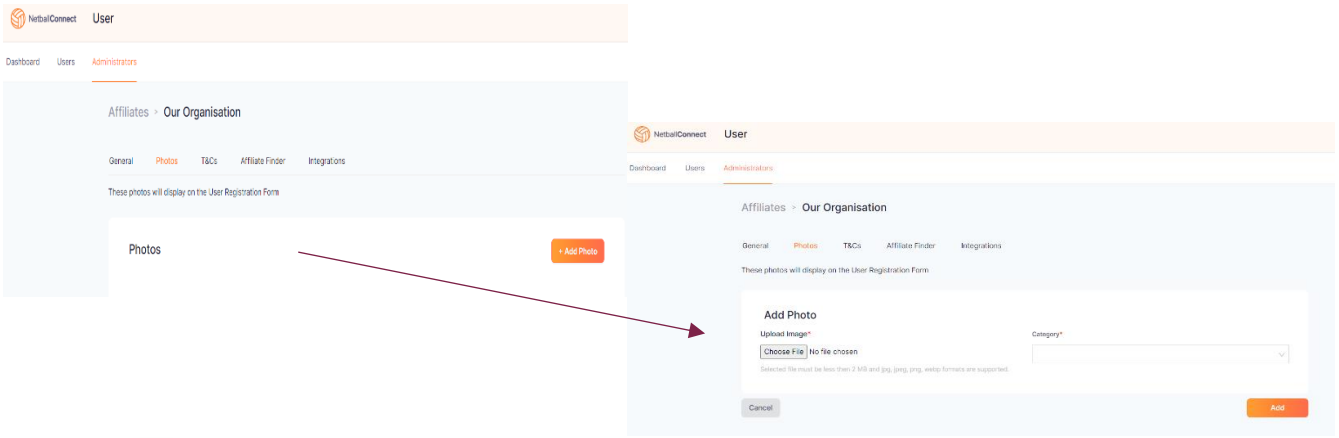
- Admin – grants the User access to all levels of the organisation.
- Web Admin – Umpires – grants access to the umpire/officials platform
- Web Admin – Finance – grants access t the Finance platform
- User – Read Only – grants access to read/view but not edit content.

The User will receive an email with a link to log in as an Administrator of your organisation.

Our Organisation – Photo Tab

Allows you to add Association photos. The photos will be displayed on the User Registration form. You may choose to add logos, images of uniforms or courts etc.

Click +Add Photo, choose file and select the images you wish to upload. Click Add to save the images.



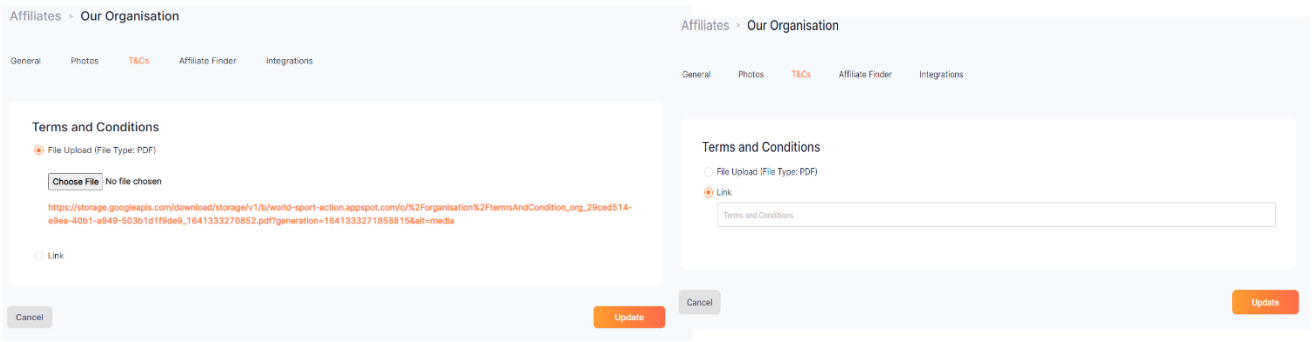
Our Organisation – T&Cs.

Allows you to add the Terms and Conditions of the Organisation. These will be displayed on the User Registration Form.

You have the option to:

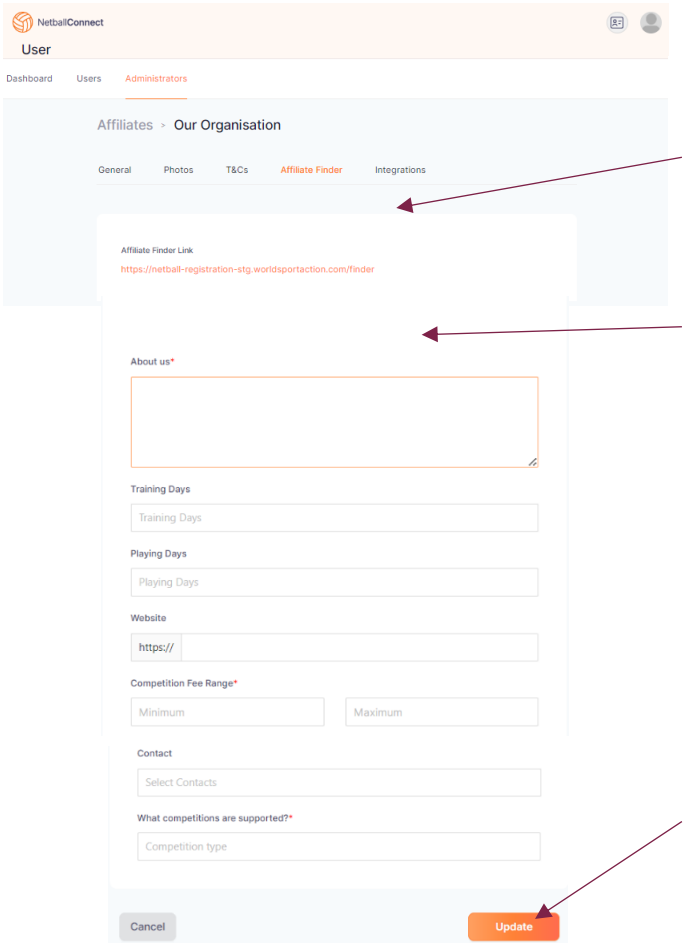
- Upload a File – upload a file from your computer.
- Link – enter a website address to link to Terms and Conditions.

Click Update to save.



Our Organisation – Affiliate finder

Allows you to add information about your organisation that can be used to assist in members being able to find our organisation when using the Affiliate Finder

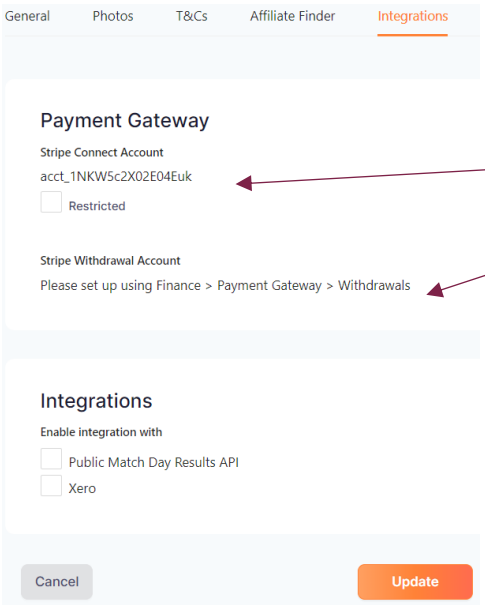


This URL link will take you to want a member will see.

Any information you would like someone searching for a club/association needs to be entered in these sections.

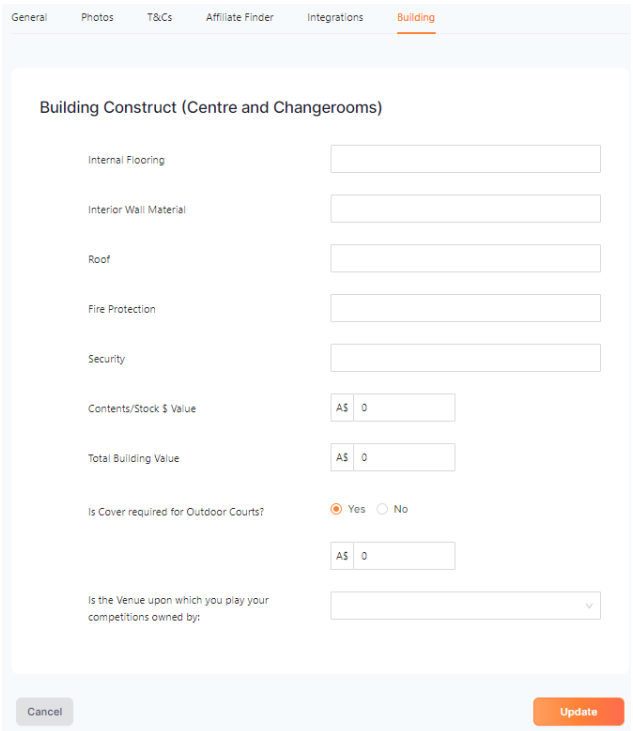
When all information has been completed, select update.

Our Organisation – Integration



Provides stripe account details are here. If the stripe account has been restricted this box will be clicked. If the stripe withdrawal account has not been set up this is shown here.

Our Organisation – Buildings



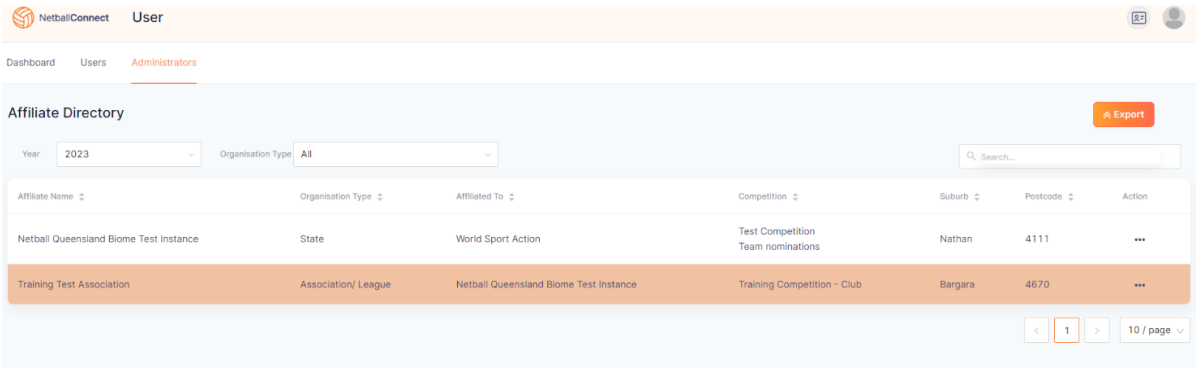
The building section allows you to enter any relevant information around your buildings and content/stock.

Affiliate Directory

This is a directory of all Associations, Schools and clubs in Queensland.

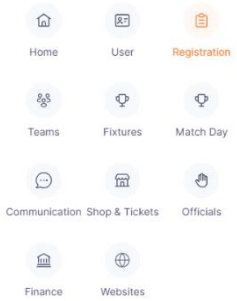
Click on the three dots at the end of each record to view their profile.

Enter details in the search bar to quickly find details.



REGISTRATION MODULE

Registration Dashboard



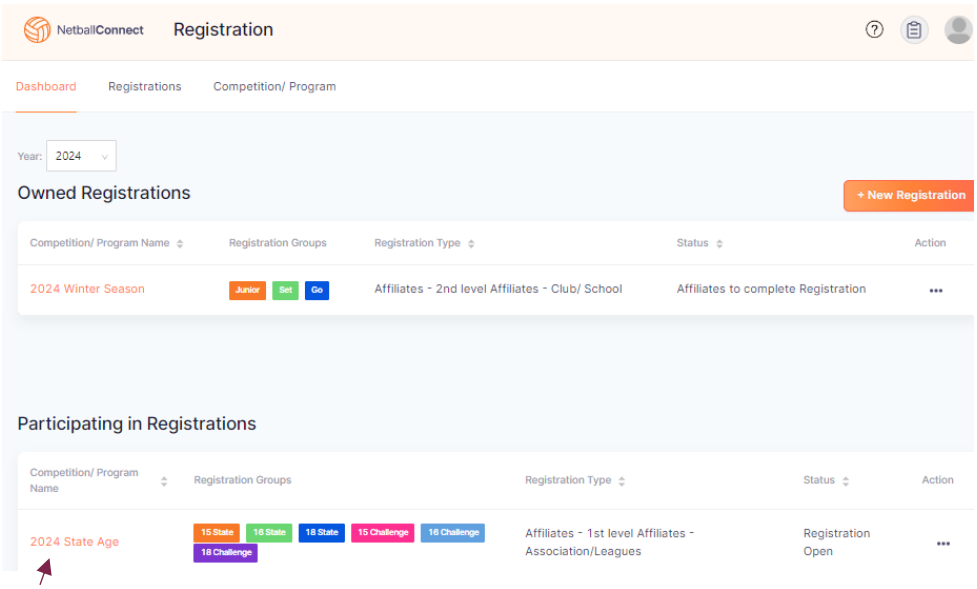
The registration module is where all competition registration details can be found and where all competition and program registrations are created.

The registration dashboard shows:

- Owned competition registration displays all competitions that the Organisation administers.
- Participating-In competition registration displays all competition that the Organisation is participating in.

Registrations for competitions can be created by clicking on the + New Registration

Full details on opening registrations will be discussed on pages 24.

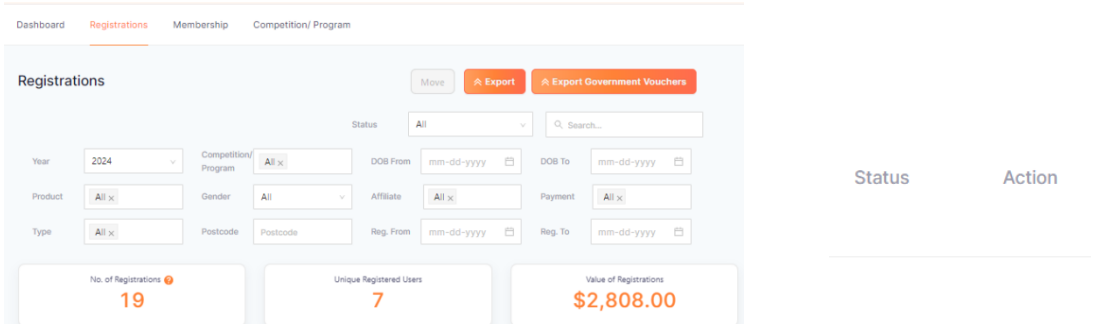


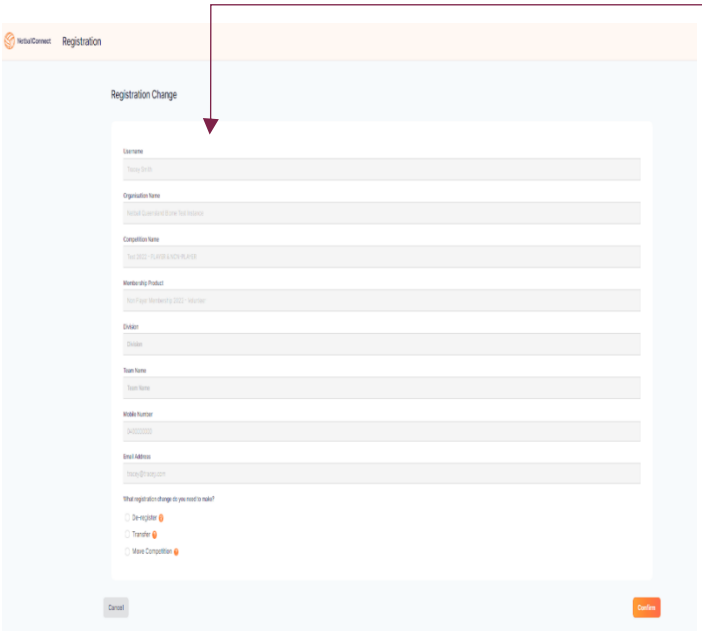
TIP: Click on the Competition name to review registration details of the competition.

Registration – Players, Coaches, Umpires and Officials

The Registration tab displays registrations from players and non-playing members who have registered to a competition. Data can be filtered by year, competition, date of birth range, product, gender affiliate, payment type, membership type, postcode, and date of registration from and to. Enter filters as required, the data will automatically filter based on your selection. If you don't select any filters, all records are listed.

You can export the data by clicking Export button. This will download as an CSV file that can be opened with Excel. You can also click Export Government Vouchers to export any Government Vouchers.





Registration changes can be made by all users.

De-register – This option is available to people who no longer wants to play netball.

Each level of organisation will need to approve whether they want to provide a refund, partial refund, or no refund. Firstly, the club, then the Association, then Netball Queensland. Each party can approve a refund on their portion of the registration. All de-registration is viewable on the registration change dashboard.

Transfer – This is for a player who is wanting to move to another organisation for an upcoming season after they have already registered.

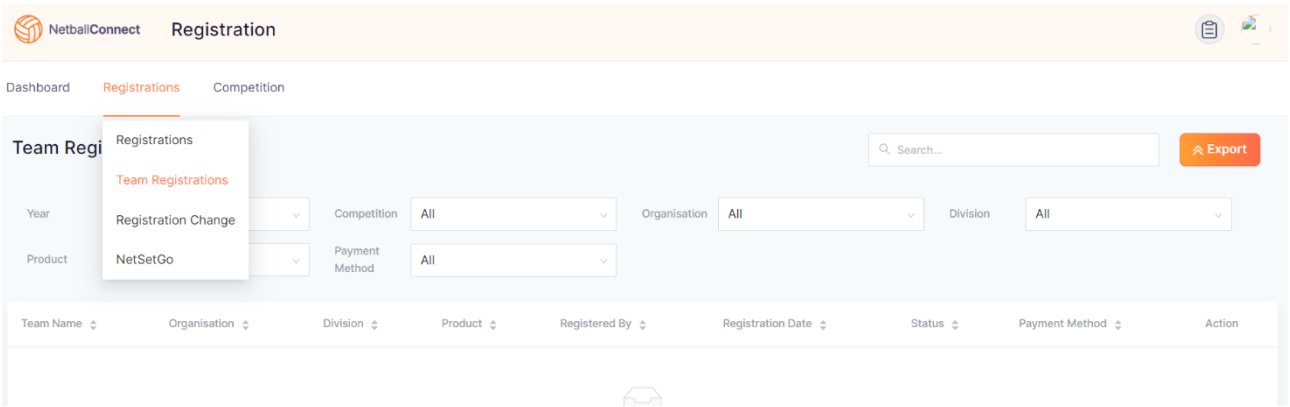
Transfer can be entered by all users. You will need to list who they are transferring to. Both parties will need to approve the transfer. On approval, the participant can be refunded the competition fee and will need to re-register to the new organisation.

Select Confirm to make the change.

Move competition – this is for players who are changing competitions that have the same membership type within the same organisation. No player should be moved if they have outstanding instalment payments.

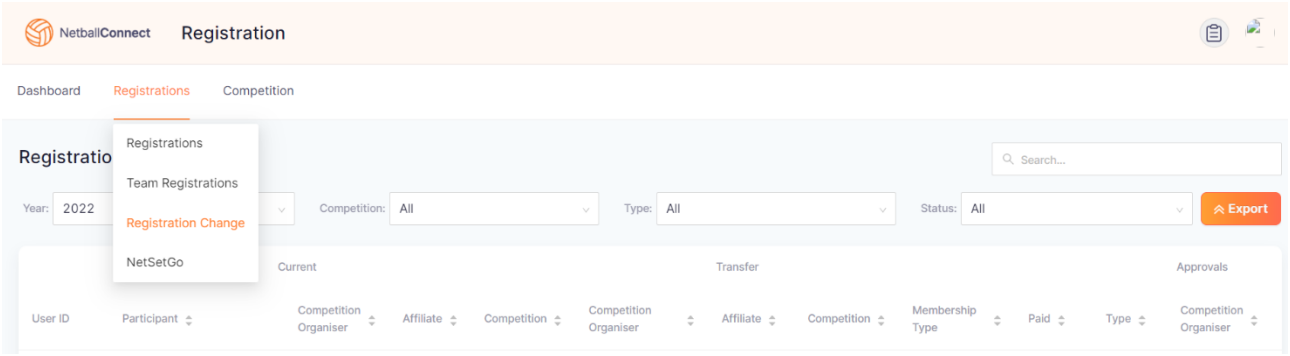
Registration – Team Registrations

As the title suggests, Team Registrations page lists all team registrations. This data can be searched, filtered by year, competition, club, division, membership produce and exported to use as required.



Registration – Registration Change

This will show any registration change requests. You can filter by choosing the year, competition, or type as well as search. Select the three dots and click review to process the registration change.



Registration – NetSetGo

As the name suggest this will show all your organisations NetSetGo registrations.

Registration – Reviewing a De-Registration

Registered players can be de-registered from a competition, prior to the competition being ended, in the instance that they are no longer wanting to playing Netball. If any fees were set at Association level, they can be refunded partially or fully. Every time a de-registration request is made, the association will need to review it.

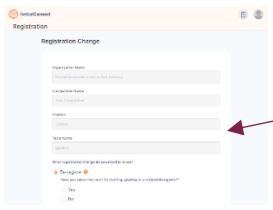
In the instance that an Association has affiliated clubs, and the de-registration is being made by a player who is registered to your competition through a club, the club will need to review the de-registration request before the Association can process anything.

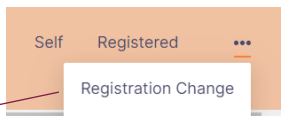
Organisations or participant initiates the de-registration through the user profile or app. They approve the de-registration and apply a partial or full refund as required by the organisation fees paid only.

After the club has approved the de-registration, next in line the Association have the opportunity to approve and refund any fees they have received.

Netball Queensland then have the opportunity to approve and provide a refund on the NQ membership portion.

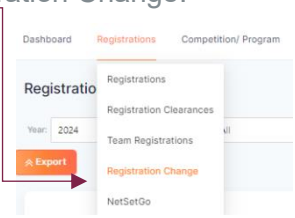
A de-registration can be initiated through the player user profile. Navigate to the User Module, search from the player, and select the ••• under Action. Select edit and then registration change, against the registration you wish to de-register. Enter details of the de-registration. Please include as much information in the comments box as possible so at each level of the process all the information is there.



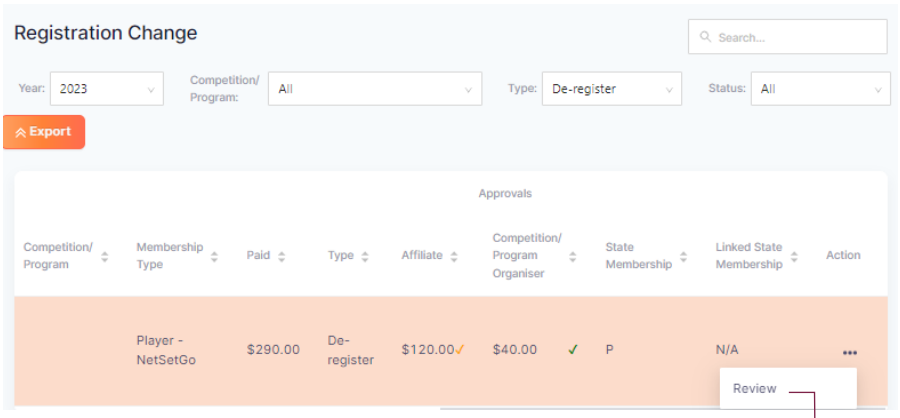


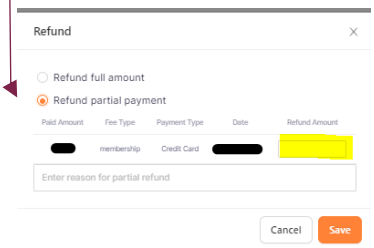
To review a de-registration –

- Select the De-registration tile on the Home page.
- Or select Registration, Registration and then click on Registration Change.



Scroll to the right-hand side of the screen, where you will see three dots for each player who has requested a de-registration. Select Review. From the information provided in the comments section of the de-registration, determine whether you will approve the de-registration and whether you will give a partial, full or no refund.





If you have received fees for this registration, when selecting approved, you will be prompted to choose whether you would like to provide a full or partial refund on that payment. Selecting 'refund partial amount' will allow you to enter what portion of the payment you would like to refund (including a 0 amount, if you don't want to refund anything), whereas selecting 'refund full amount' will refund the full payments.

When the de-registration is approved by a level of the hierarchy, a tick will appear. A ✓ means approved, ✓ is for a Partial refund, ✗ is for declined de-registration and ⚠ is to indicate when an offline refund is required. P indicates the de-registration is pending and a N/A indicates no process is required at that level.

Notes:

- Under the Approval section, the 'Competition Organiser' generally refers to the Association running the competition. If the Competition Organiser has affiliated clubs, and this registration has been made to a club, then the Competition Organiser will need to wait for the club to review the de-registration before they will be able to process the de-registration.
- Affiliate refers to the Clubs.
- State refers to Netball Queensland.

- Once approvals have been made the name of the person and the organisation who processed the de-registration, can be seen on the bottom of the form when reviewing.
- Only once Netball Queensland and the club and/or the Association have approved the de-registration will the refunds be processed back to the method of payment for that registration.

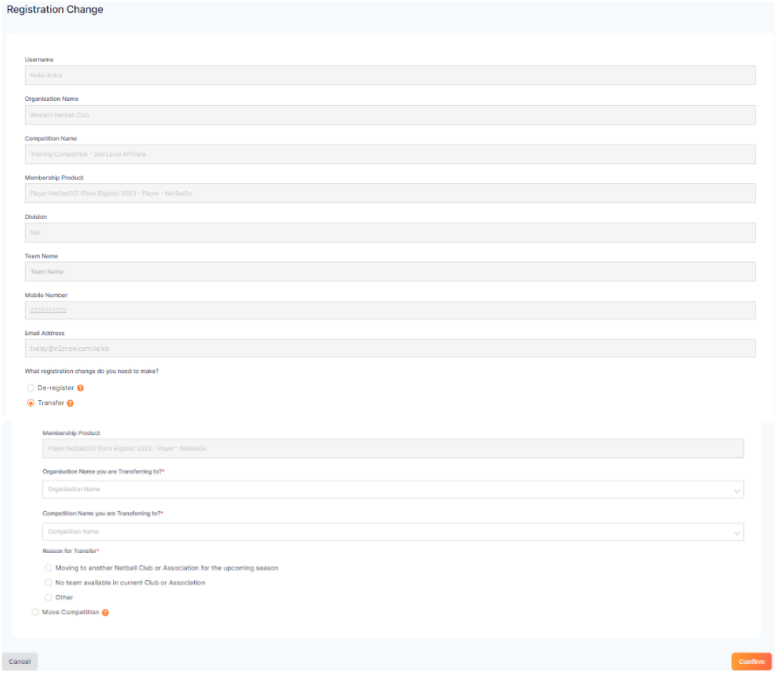
Registration – Reviewing Transfer

Registered players can transfer from one club/association to another. If any fees were set at Association level, they can be refunded partially, fully or denied. Every time a transfer request is made, the association will need to review it.

Player, Association or club initiates transfer through the user profile. The original club approves or decline the transfer and apply a partial or full refund as required on club fees paid only.

After the Club has approved/declined next in the line the Association. They can approve or decline any fees they have received. The new club can approve or decline the transfer.

The Player now needs to re-register with the new club and pay any fees incurred less the Netball Queensland component.



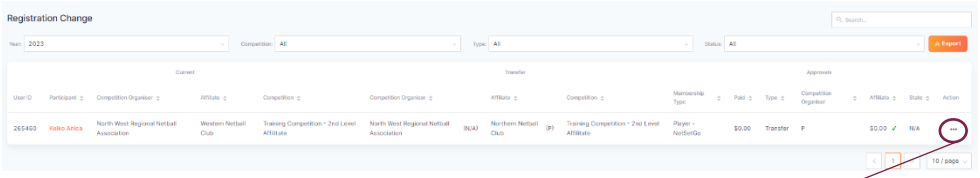
Players, clubs, or Associations can initiate the transfer.

You need to fill in the club and competition they are transferring to.

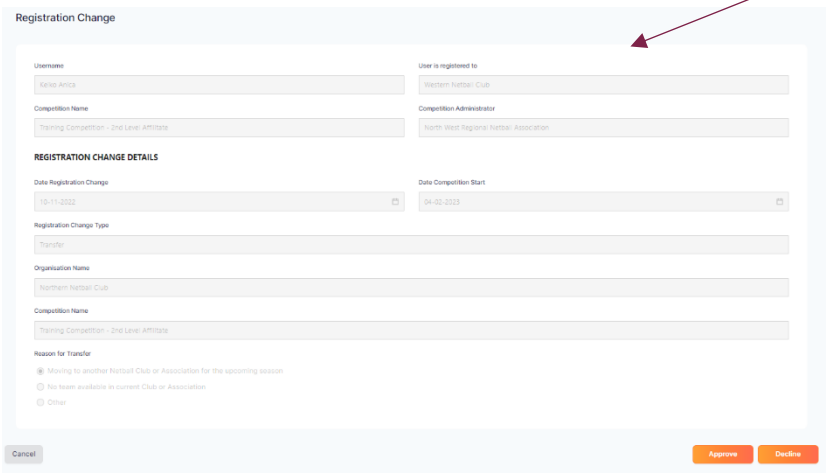
You will also need to provide a reason for the transfer.

Select Confirm.

In the instance that an Association has affiliated clubs, and the transfer is being made by a player who is registered to your competition through a club, the club the player is leaving from will need to review the transfer request before the Association can. All parties involved (the original club, the club they are transferring to and the Association) will need to approve and can provided, if required, a refund.



click on the ••• to approve or deny the transfer.

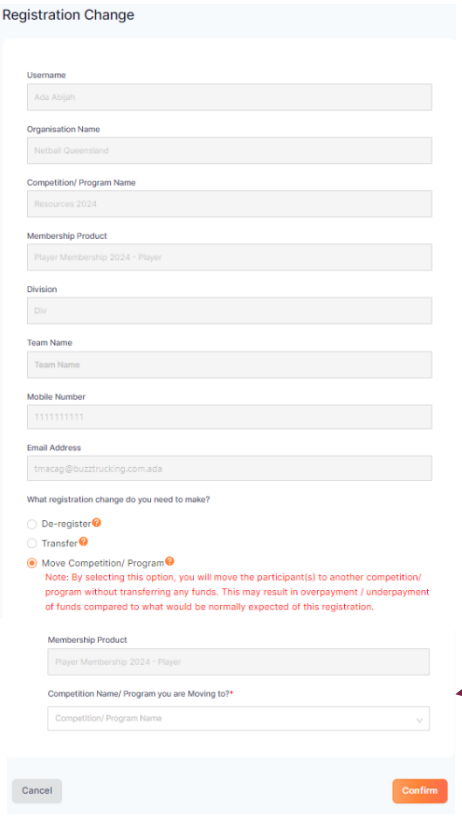


Note: You will only be able to approve the transfer when the previous club or Association has approved the transfer.

Once the transfer has been completed the player will need to re-register with the new club/association. This will include having to pay the new club and association fees and will only then become visible in the new club's player grading. Please be aware that only the Netball Queensland component is capped. Player will be charged the Association and new club component when re-registering.

Registration – Reviewing Move Competition.

Registered players can be moved from one competition to another within the same association without any approvals or transfer of funds. This can only occur if the Membership product is the same within both competitions. This would be generally used if a player has accidentally registered to the wrong competition.

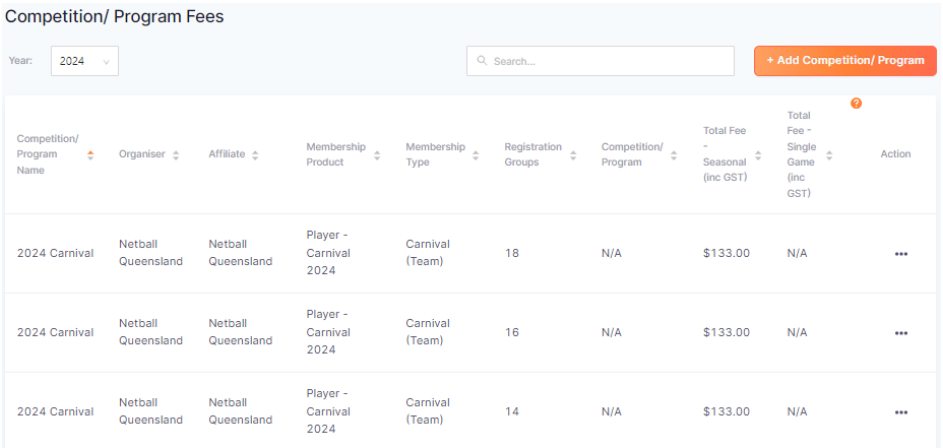


Note: Please check prior to moving a player that they are not owing money on their instalment payments for their registration. Any money still owing on the registration will not carry to the new competition. For example, if a player has an instalment payment still owing, the payments will not continue to be withdrawn once the player has moved competitions.

Only competitions with the same Membership product will show in the drop-down menu.

Competition/Program Fees tab

The Competition/Program Fees tab under Registration displays a list of all membership items created for various competitions. Use the search function to filter competition information.



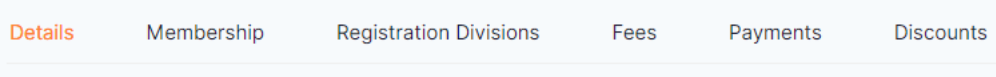
Competition/ Program Name	Organiser	Affiliate	Membership Product	Membership Type	Registration Groups	Competition/ Program	Total Fee - Seasonal (inc GST)	Total Fee - Single Game (inc GST)	Action
2024 Carnival	Netball Queensland	Netball Queensland	Player - Carnival 2024	Carnival (Team)	18	N/A	$133.00	N/A	•••
2024 Carnival	Netball Queensland	Netball Queensland	Player - Carnival 2024	Carnival (Team)	16	N/A	$133.00	N/A	•••
2024 Carnival	Netball Queensland	Netball Queensland	Player - Carnival 2024	Carnival (Team)	14	N/A	$133.00	N/A	•••

This tab also allows you to edit any registration forms that have been created under your organisation's competitions. This will be discussed further on page 37.

REGISTRATION SETUP FOR ASSOCIATIONS WITH AFFILIATE CLUBS COMPETITIONS

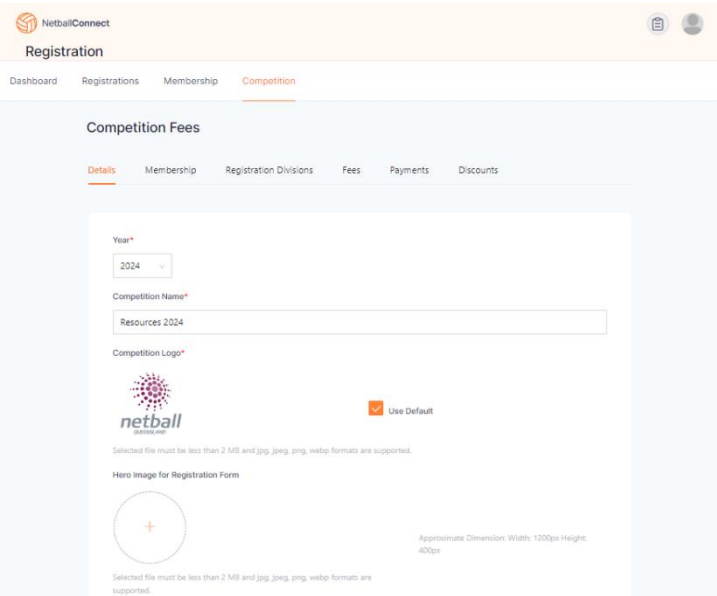
To create a new Competition registration, select + New Registration from the Registration dashboard or from the competition page select + Full Competition option takes you to the first page of opening a registration which also creates the structure of the competition. Each step of the registration process is outlined over the next lot of pages. Once this process is complete, affiliated clubs will receive notification that registrations are open and be able to complete their part of the registration process. If the Association does not have affiliate clubs the process for setting up their registration will be explained on pages 31.

As you progress through setting up registration, you will work through six sections. By clicking on Next at the bottom of each page you will progress to the next section. At any point you can Save as Draft and return to setup at another time.



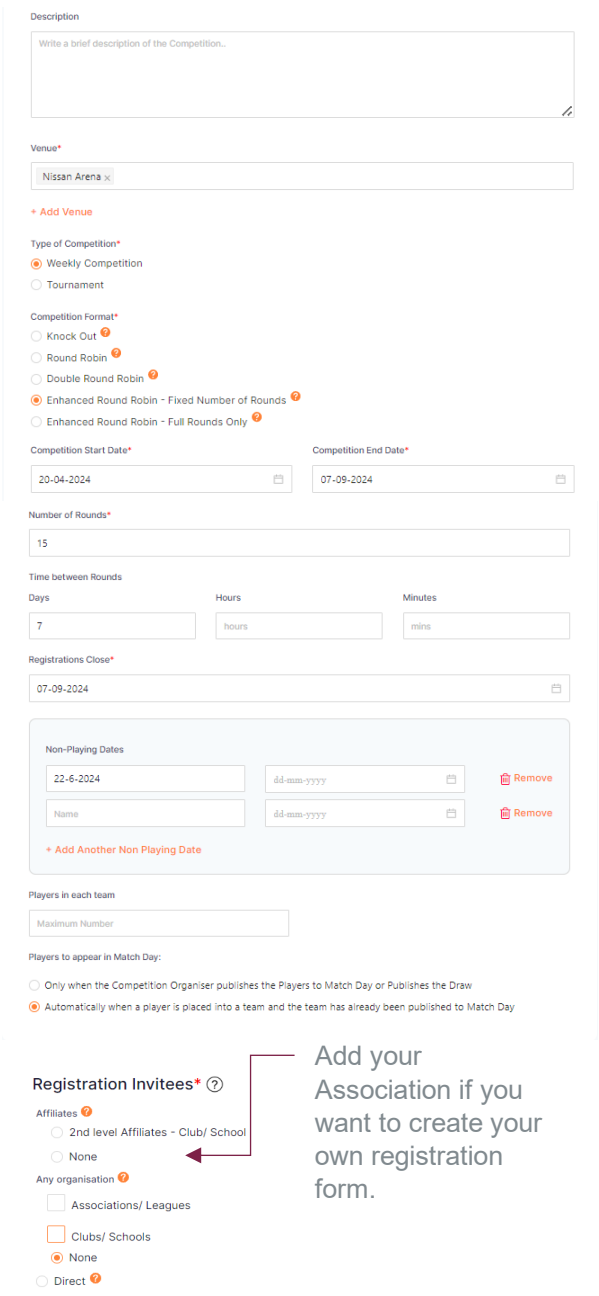
A few things to keep in mind with competition registration in NetballConnect:

- Netball Queensland Membership fees are pre-set by Netball Queensland. This section of the fees is greyed out and cannot be changed.
- Any section that has a red asterisk indicates that you must enter a response or a selection needs to be made prior to moving on.
- Click on the ? at any time for an explanation of the section.
- Participants register to each competition rather than to the Association.



The registration process begins with Competition details. Complete the fields to suit your competition format.

1. Select the year of the competition from the drop-down.
2. Enter the Competition Name. Ensure that you included the year and Association name in the competition name to make it easy to find.
3. Click + to add a Competition Logo. click the checkbox Use Default to use the default logo saved under Our Organisation.
4. Add a Hero Image. This image will appear on the registration form.

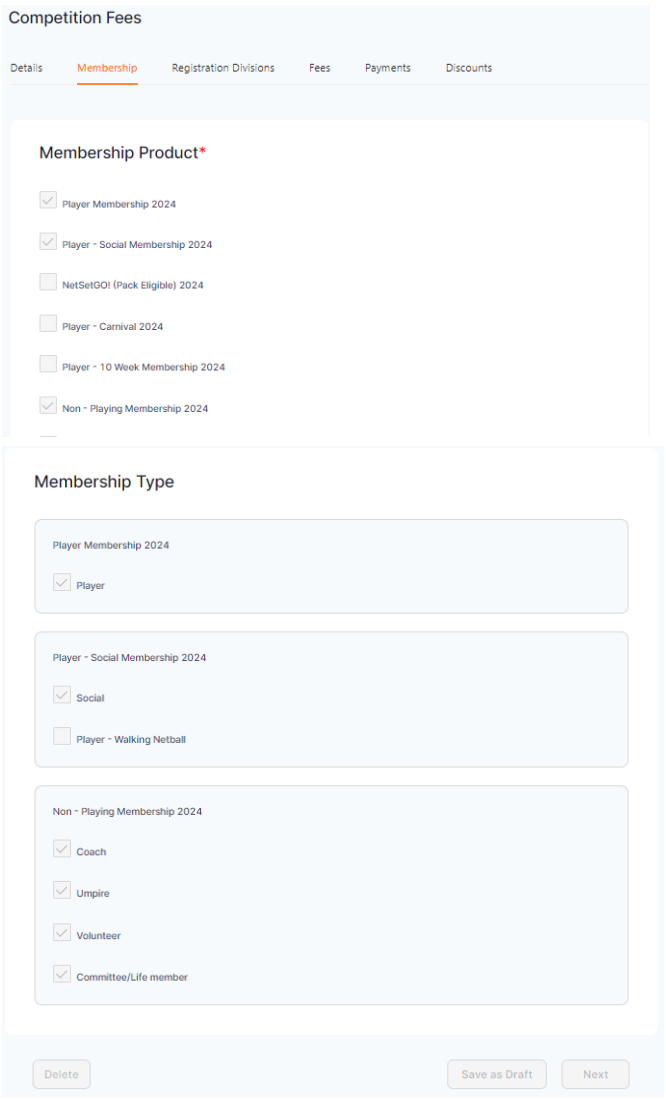


Add your Association if you want to create your own registration form.

5. Add a Description of the competition.
6. Select the Venue from your available list.

7. Select type of competition – weekly or tournament (carnival)
8. Select the competition format. If you have chosen either of the enhanced round robins, you will need to enter number of rounds.
9. Enter Competition start and end date.
10. Enter in the number of rounds.
11. Enter time between rounds.
12. Enter registration close date.
13. Enter any non-playing dates. No games will be scheduled on these dates.
14. Enter the maximum players in each team (if required)
15. Select option on players appearing in Matchday. Option 1 pushes to match day only when the draw is published. Option 2 pushes to Matchday once players are place into teams and saved.
16. Registration invitees allows for automatic notification of competition opening.

Select Save as Draft or Next to progress through registration setup.



The next step of opening registration is selecting the Membership products and Membership types you want available on your registration forms.

These products have been determined by Netball Queensland.

1. Select Membership Product

2. Select the required non-playing membership types (Coach, Umpire, Volunteer and Committee/Life Member)

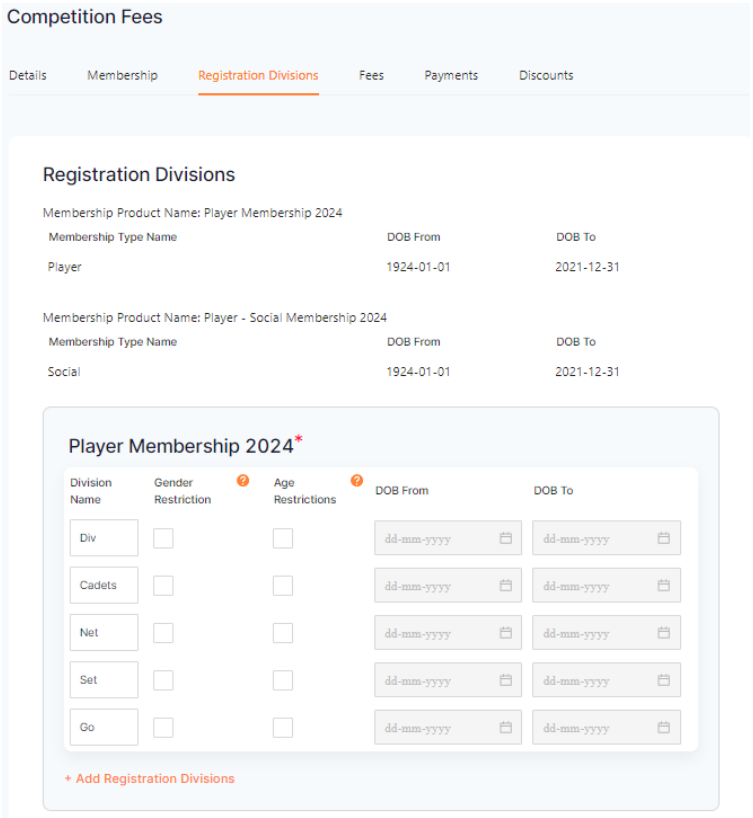
3. Select the required player membership type. Set up for players aged between 2 and 90.

4. Select the required player NetSetGo membership type. Set up for players aged between 5-10.

Save as draft to return to the setup later or select Next to progress.

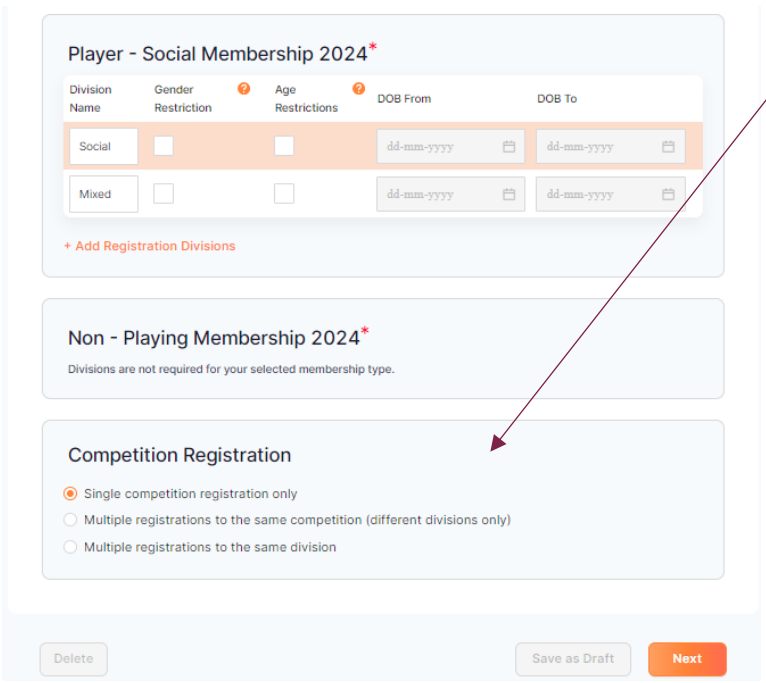
Note:

- Please ensure that all required membership products are selected correctly prior to publishing registrations. Once the registrations are published, you will not be able to add/change membership products.
- All Associations who would like to gain access to the Social Membership type will need to apply by emailing netballconnect@netballq.org.au



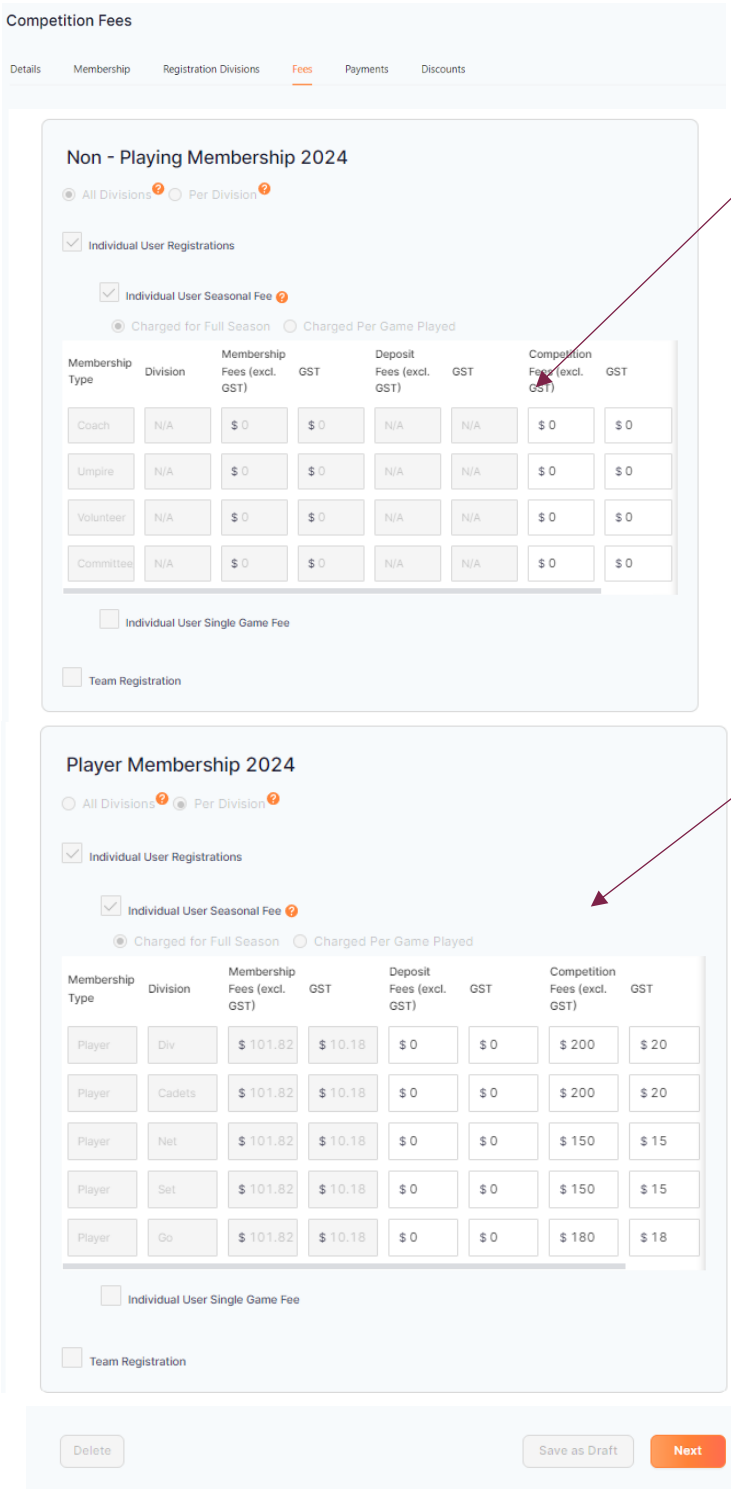
Registration Divisions are the divisions players will register directly into as they go through the registration process.

- Enter registration divisions as required. In this example we have entered Div, Cadet, Net, Set and Go in the Player Membership and Social and Mixed in the Social Membership. Any age restrictions you enter will relate to your rules of competitions.
  Enter Gender restrictions if relevant.



Three competitions registration options are available to players. These will depend on your rules of competition. Select which is appropriate for the competition.

- Single-competition registration only – restricts players to registering to only one team in the competition.
- Multiple registrations to the same competition (different divisions only)- Allows players to register and play in more than one team in the same competition in different divisions.
- Multiple registrations to the same division – allow players to register and play in more than one team in the same division.



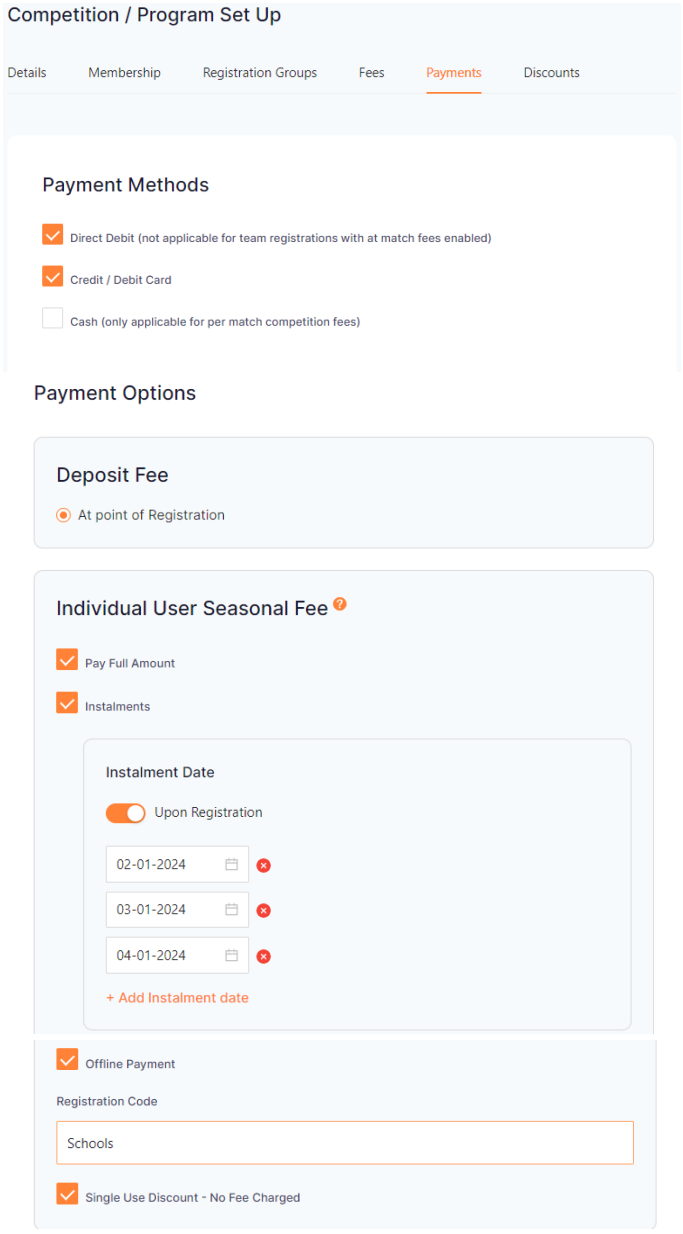
Fees page allows you to enter Deposit fees and Competition fees.

1. Non-Playing Membership fees are set by Netball Queensland and are not editable. We add no nomination or competition fee to this Membership. Associations can add fees by entering them into the competition fees column.

2. Player Membership – select fees by all divisions or per division. Individual User seasonal fee includes the Membership fee which is set by Netball Queensland. This is greyed out and not editable. Associations can add fees by entering in the Deposit and Competitions fees.

Select save as draft or Next to progress.

Note: Any fees that are placed in the deposit fees columns are required to be paid for at the point of registration. Please be aware that if you are planning on using Instalment payments, all deposit fees will need to be paid when the participant registers.



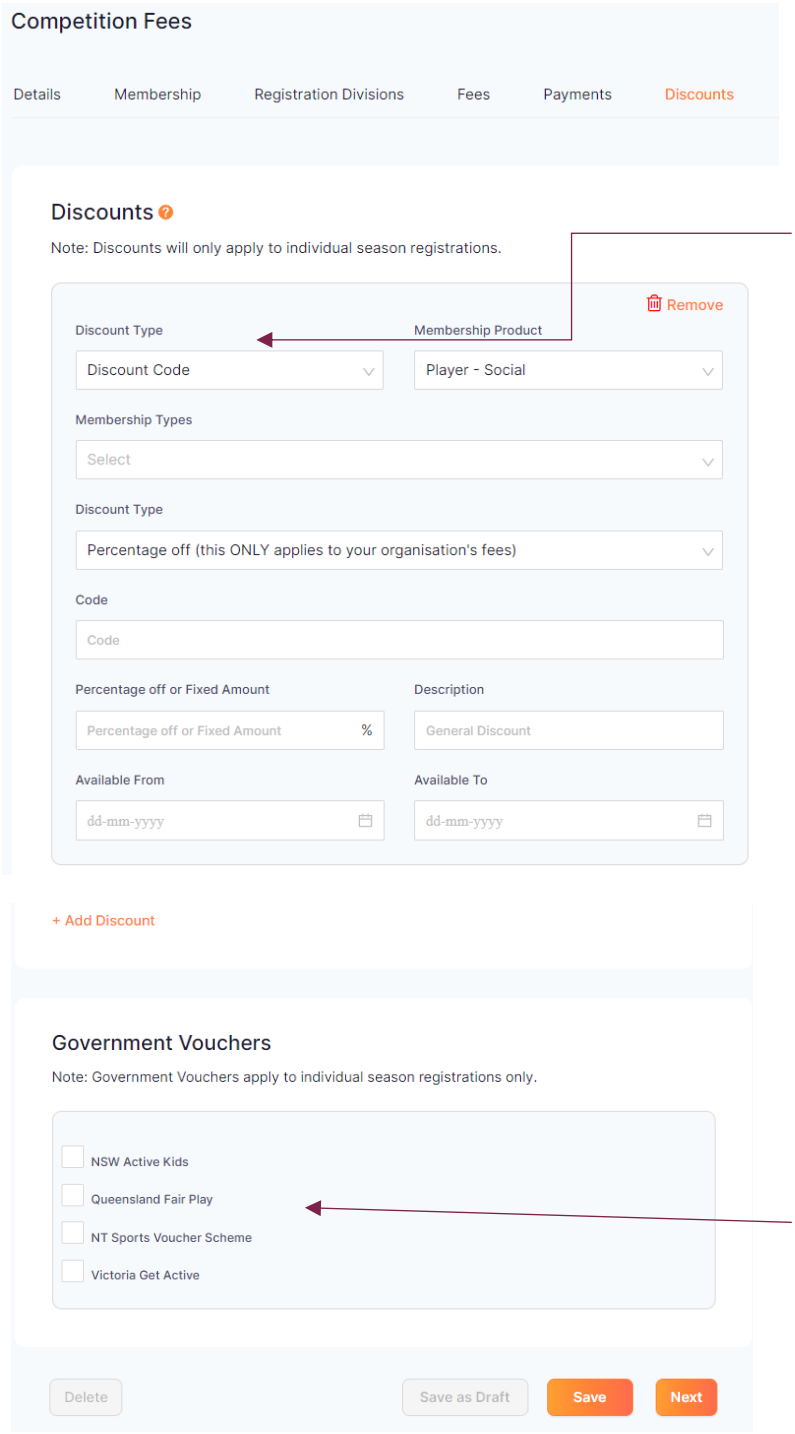
The payment page allows you to select the payment options you want to accept. The options you select here filter through to clubs, please keep that in mind when selecting payment methods.

- Direct Debit – user enters BSB and Bank Details for direct transfer from their bank account.
- Credit/Debit Card
- Cash – note only available for per match and single game competition fees.

Deposit fee – Select this to ensure the Association fee is charged at time of payment.

You can choose how a user will pay their fees:

- Pay full amount at time of registering.
- Instalments – Netball Queensland and the Deposit fee will be charged at time of registering however if you have added Competition fees, these are able to be paid in Instalments. Enter the Instalment dates as required.
- Offline Payments – this option takes the whole fee offline and should only be used by those who do not have the ability to set up a stripe account. These payments must be invoiced and marked as paid when payment is received.
- Single-Use Discount – No fee is charged to the member. Stripe will charge the Association/Club the outstanding amount to Netball Queensland.



The discount page is the last step in the Registration process.

Discount codes at Association level could be used to cover the cost of the Association fees.

Select the Discount type from either Discount code or Family then select the Membership product.

Select Membership type. You will need to create a separate discount code for each membership type you want it to apply for.

Select discount type:

- Percentage off (only applies to your competition fees)
- Fixed Amount (applies to all fees to the end user)

Enter a code for the discount. Share the code with relevant people so upon registration they can enter the code in the appropriate field and the discount will apply.

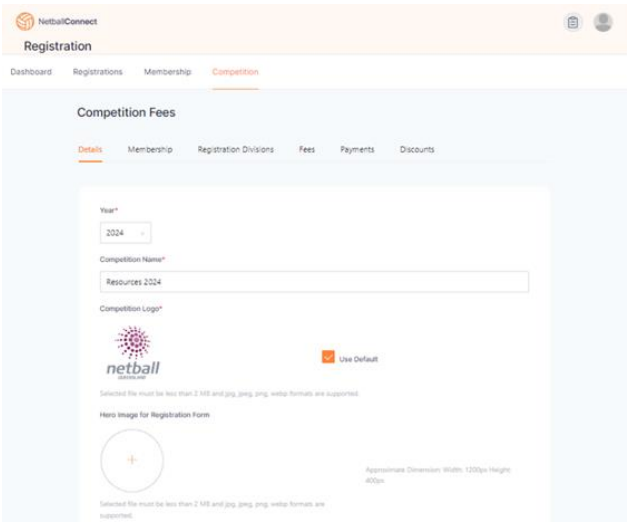
Ensure that the discount code is entered exactly as entered in this section.

Select Queensland Fair play or the NSW Active Kids to allow for Government vouchers to be used.

Please remember that if you don't set up the use of Government vouchers the clubs can't offer the use of vouchers. Also, only those that are set up to accept vouchers by the Government should allow for vouchers to be chosen.

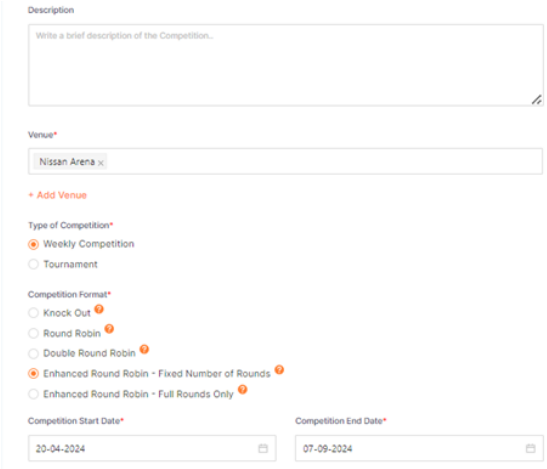
To complete Registration click Publish. You have now successfully opened Registrations for your competition. You may recall on the steps in setting up Registrations was Registrations Invitees; this is where we select to notify affiliated clubs once competition registrations are open. If this have been selected all affiliated clubs will receive a notice on their dashboard Action Box that registrations are not open, and they can commence their process to create a registration form and start allowing people to register.

REGISTRATION SETUP FOR ASSOCIATION WITH NO CLUBS OR A DIRECT COMPETITION.



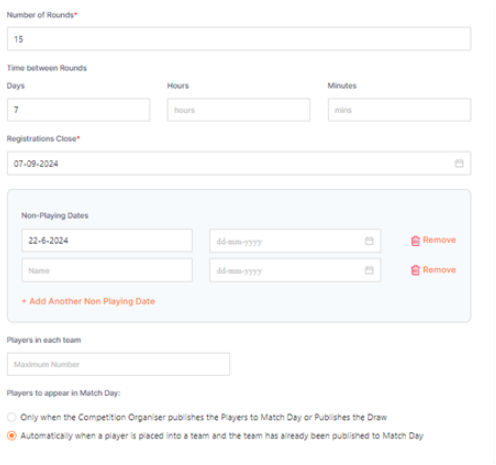
The registration process begins with Competition details. Complete the fields to suit your competition format.

1. Select the Year of the competition from the drop-down.
2. Enter the Competition Name. Ensure that you include the year and the Associations name to make it easier to find.
3. Click to add a Competition Logo. Click the checkbox Use Default to use the default logo saved under Our Organisation.
4. Add a Hero Image. This image will appear on the registration form.



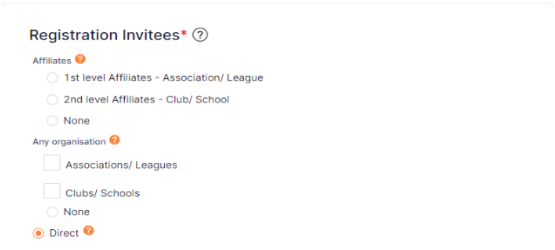
5. Add a Description of the competition.

6. Select the Venue from your available list.
7. Select type of competition – weekly or tournament (carnival).
8. Select the competition format. If you have chosen either of the enhanced round robins, you will need to enter number of rounds.
9. Enter competition start and end date.

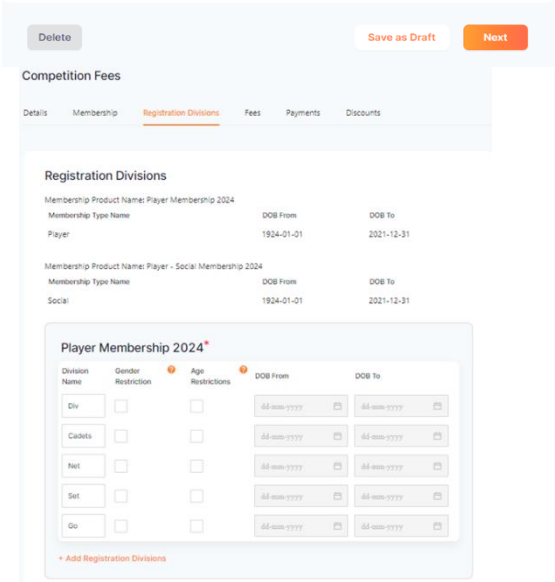


10. Enter the number of rounds.

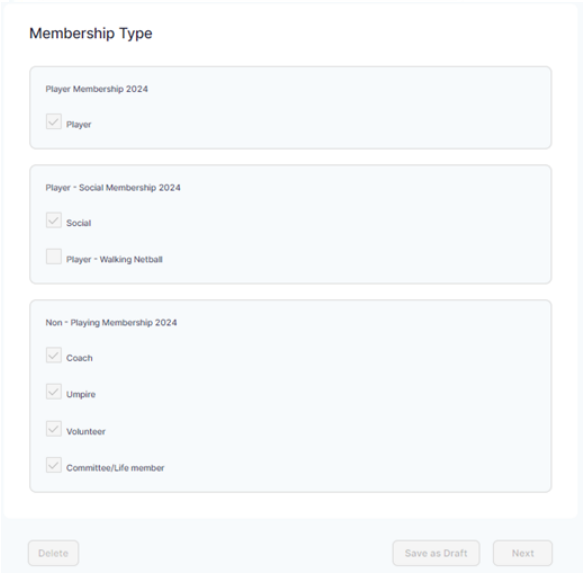
11. Enter time between rounds.
12. Enter Registration close date.
13. Enter any non-playing dates. No games will be scheduled on these dates.
14. Enter the maximum players in each team (if required)
15. Select option on players appearing in Match Day. Option 1 pushes to Matchday once the draw is published. Option 2 pushes to Match Day once a player is place into a team and saved.



16. Registration invitees allows for automatic notification of competition opening. Select Direct to have members register directly to the Association.



Select Save as Draft or Next to progress though registration setup.



The next step of opening registration is selecting the Membership products and types you want available on your registration forms.

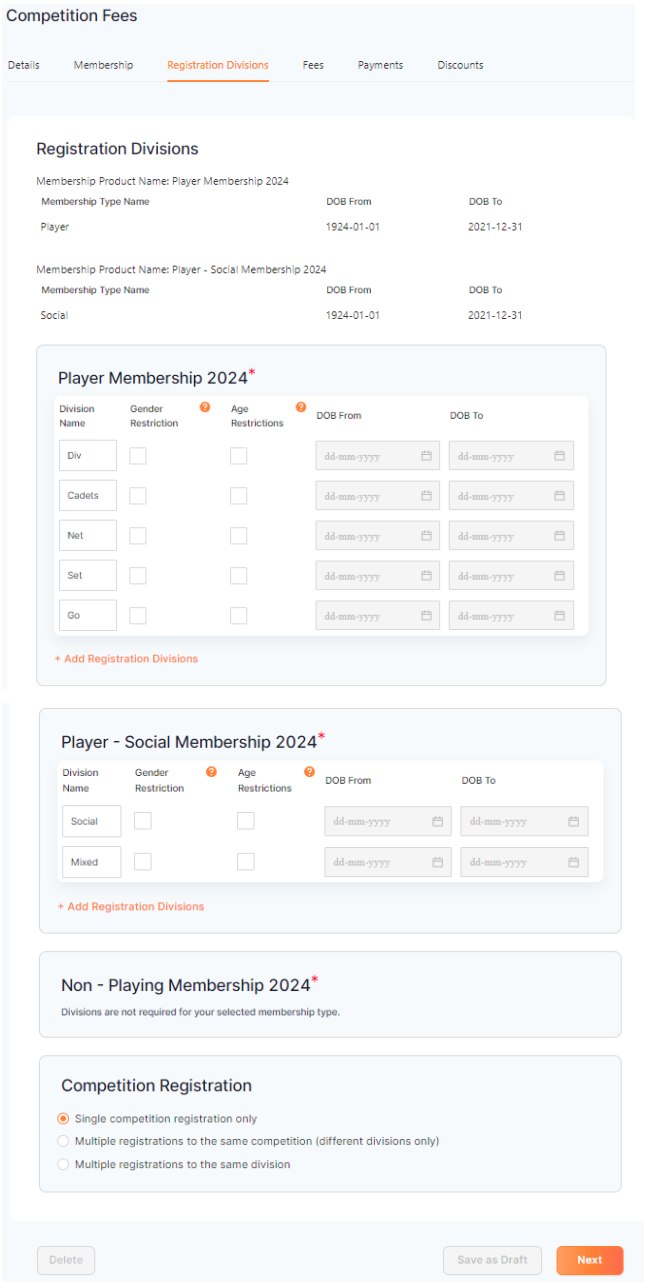
These products have been determined by Netball Queensland.

1. Select Membership products.
2. Select the required Non-playing Membership types (Coach, Umpire, Volunteer and Committee/Life Member)
3. Select the required Player membership type. Set up for players aged between 2 – 90.
4. Select the required Player NetSetGo membership type. Set up for players aged between 5 – 10.

Save as Draft to return to the setup later or select Next to progress.

Note:

- Ensure that all required membership products are selected prior to publishing registrations. Once the registrations are published, you will not be able to add/change membership products.
- All Associations who would like to gain access to the Social Membership type will need to apply by emailing netballconnect@netballq.org.au.



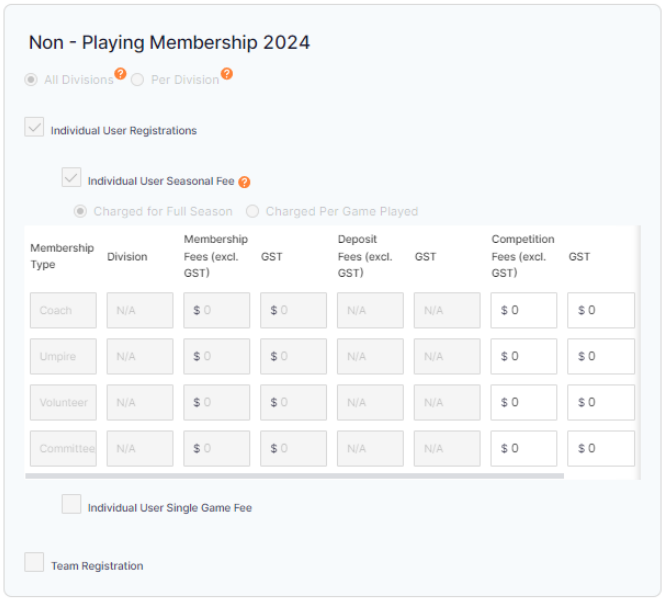
Registration Divisions are the divisions players will register directly into as they go through the registration process.

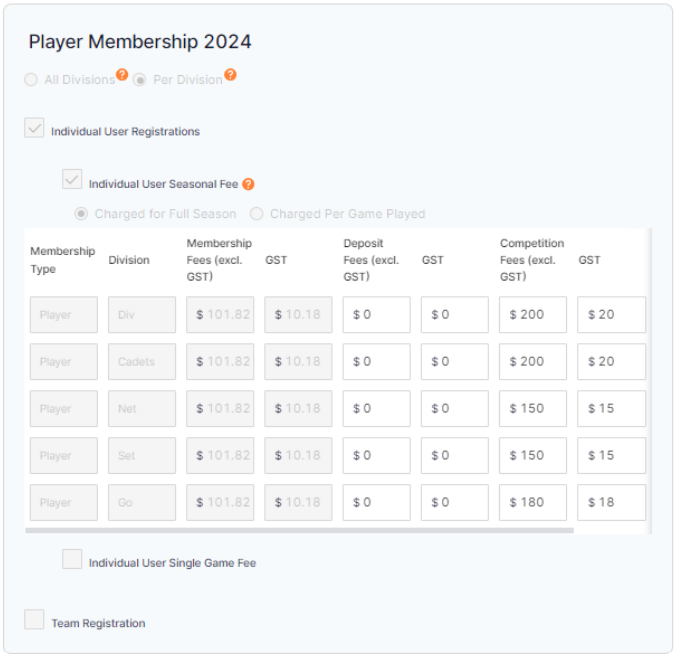
1. Enter registration divisions as required. In this example we have entered Div, Cadets, Net, Set and Go in Player Membership. Social and Mixed in Social Membership. Any age restrictions you enter will relate to your rules of competition.
   Enter Gender restrictions if relevant.

2. Three registration options are available to players. These will depend on your rules of competition. Select which is appropriate for the competition.

- Single Competition registration only – restricts players to registering to only one team in the competition.
- Multiple Registration to the same competition (different divisions only) – Allows players to register and play in more than one team in the same competition in different divisions.
- Multiple registration to the same division – allows players to register and play in more than one team in the same division.

Select Save as draft to return to later or Next to progress.





Note: Any fees that are place in the deposit fee column are required to be paid for at the point of registration. Be aware that if you are planning on using instalment payments, all deposit fees will need to be paid when the participant registers.

Fees page allows you to enter Deposit and Competition fees.

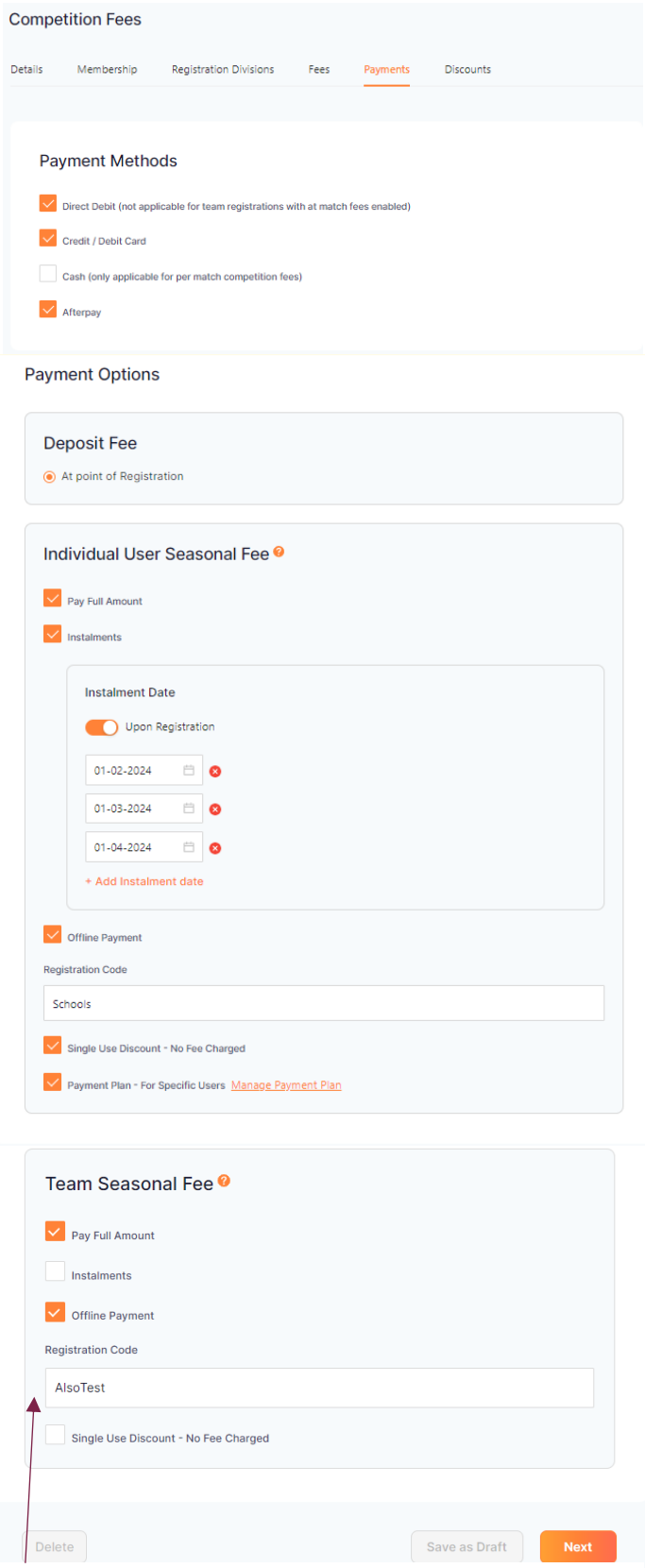
1. Non-Playing Membership fees are set by Netball Queensland and are not editable. Netball Queensland have added no deposit or competition fee to this Membership. Associations can add fees by entering them into the competition fees column.

2. Player Membership or Social Membership – select fees by all divisions or per divisions.

   Individual User seasonal fee includes the Membership which is set by Netball Queensland. This is greyed out and not editable. Associations can add fees by entering in the Deposit and competition fees.

   To allow for team nominations select team registration. This includes the Player registration, but it can be taken off during the registration process.

Select save as draft or next to progress.



If using Team registration, you will receive an option to set up team seasonal fee.

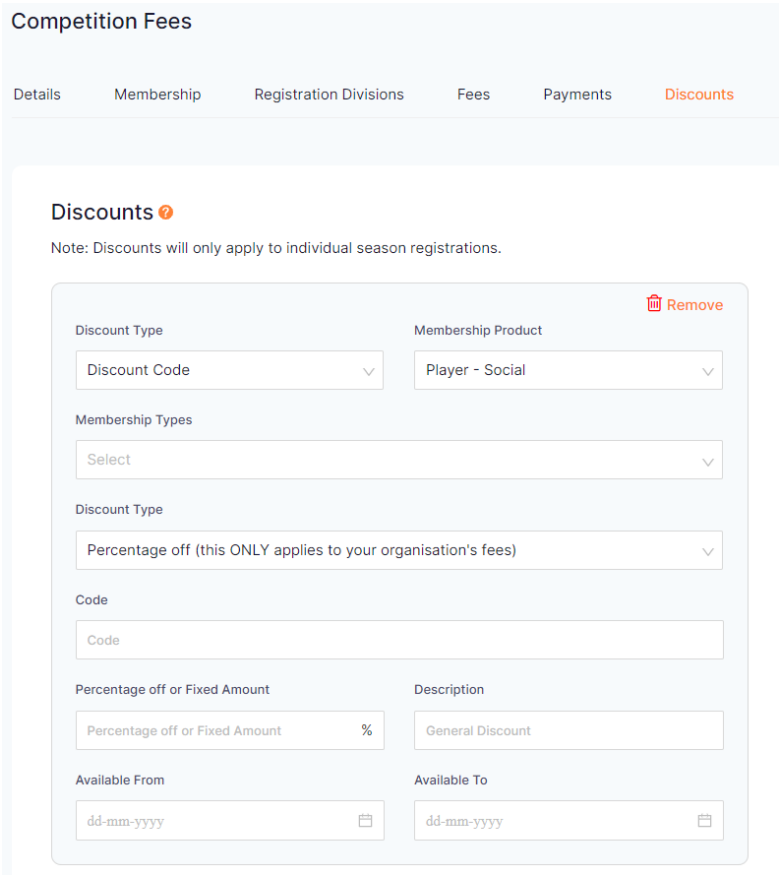
The payment page allows you to select the payment options you want to accept.

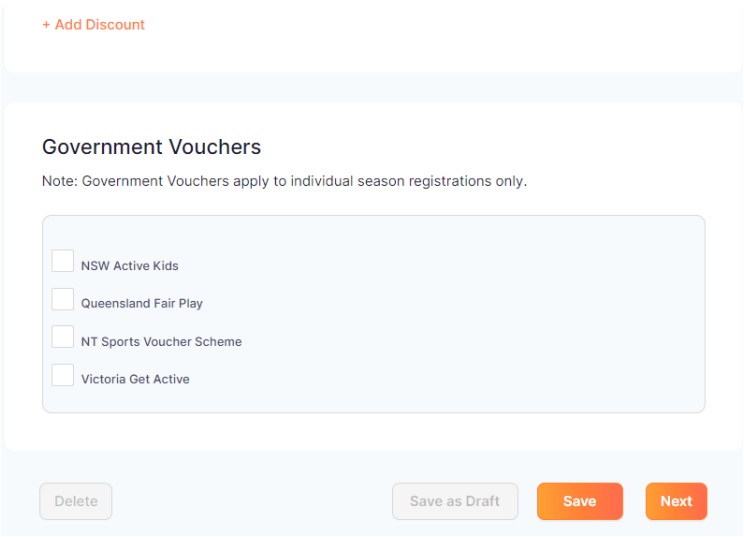
- Direct Debit – users enter BSB and Bank Details for direct transfers from their bank account
- Credit/Debit Card
- Cash – note only available for per-match and single game competition fees.
- Afterpay

Deposit Fee – Select this to ensure the Association fee is charged at time of payment.

You can choose how a user will pay their fees.

- Pay full amount at time of registration.
- Instalment - Netball Queensland and the Deposit fee will be charged at time of registering, however if you have added Competition fees, these are able to be paid in Instalments. Enter the Instalment dates. Once published instalment dates should not be changed. Government Vouchers and discount codes can not be used if using instalment payments.
- Offline payments – this option takes the whole fee offline and should only be used by those who do not have the ability to set up a stripe account. This payment must be chased up and marked as paid when payment is received.
- Single use discount – No fee is charged to the member. Stripe will charge the Association/club any outstanding amount to other organisations.
- Payment plans – this option allows for the Association/club to set up a payment plan for their members. Association/clubs will be charged any outstanding amount owing to other organisation. Click on Manage payment plan to set up. Further information regarding payment plans can be found on page.





This discount page is the last step in the Registration process.

Discount codes at Association level could be used to cover the cost of the Association fees.

Select the discount type from either discount code or family then select the Membership product.

Select Membership type. You will need to create a separate discount code for each membership type you want it to apply for.

Select discount type:

- Percentage Off (only applies to your competition fees)
- Fixed Amount (applies to all fees to the end user)

Enter a code for the discount. Share the code with relevant people so upon registration they can enter the code in the appropriate field and the discount will apply.

Ensure that the discount code is entered exactly as entered in this section.

Please be aware that Discount codes cannot be used when registering a team. They can only be used on individual registration.

Select Queensland Fair Play or/and NSW Active Kids to allow for Government vouchers to be used.

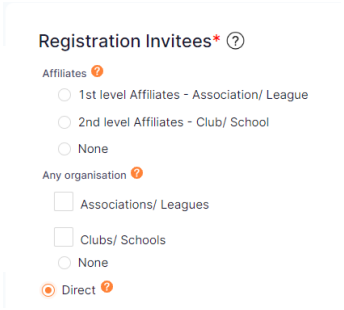
Please be aware the Government vouchers cannot be used when registering a team only individual registration.

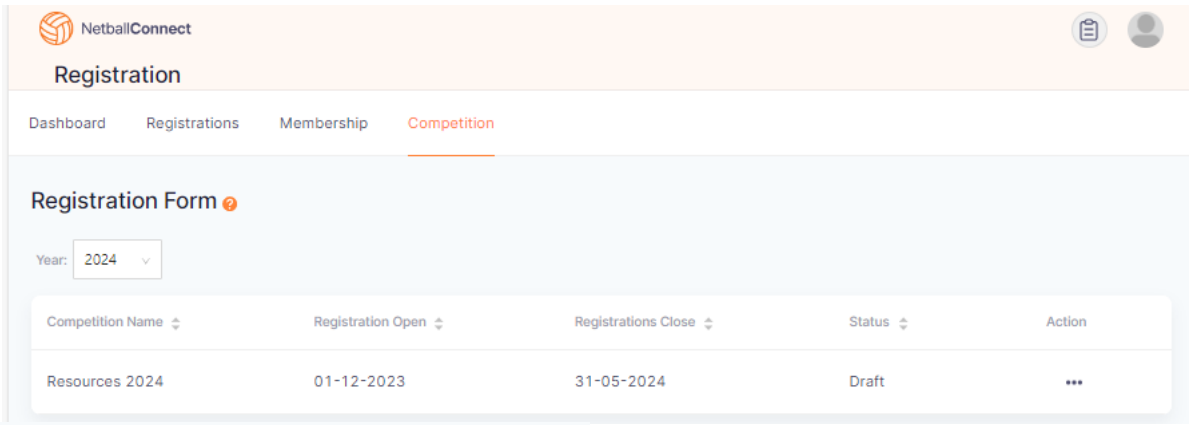
Government vouchers cannot be used with instalment payments.

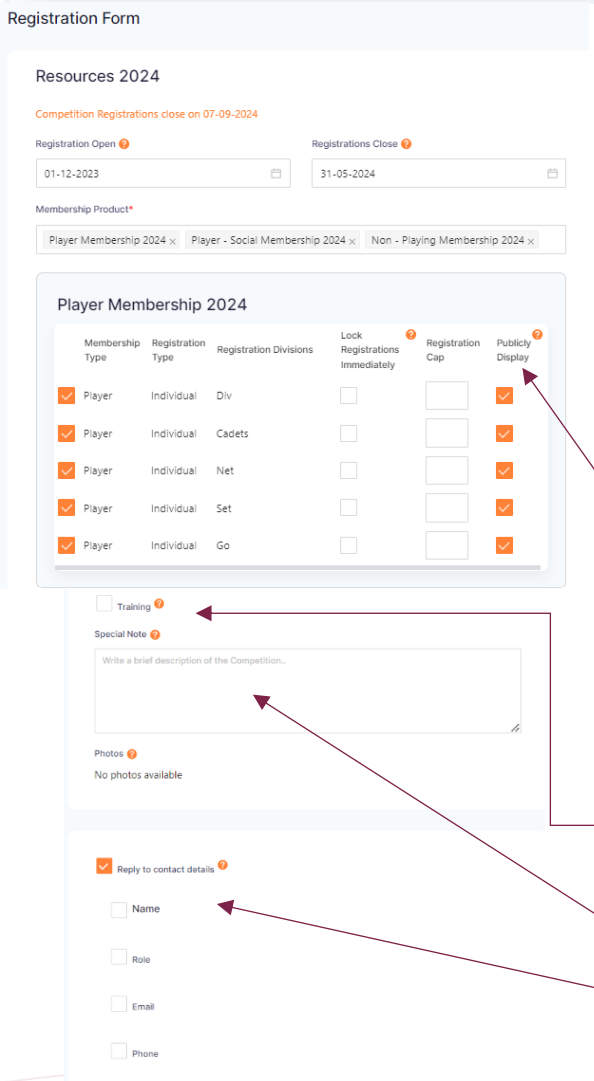
To progress click Next. This next step is adding specific details to your registration form.

Creation of Registration forms

After you have created and published your competition registration, you will see the competition listed under Registration form. Select the three dots form the action column alongside the competition you wish to create your registration from for and select edit.

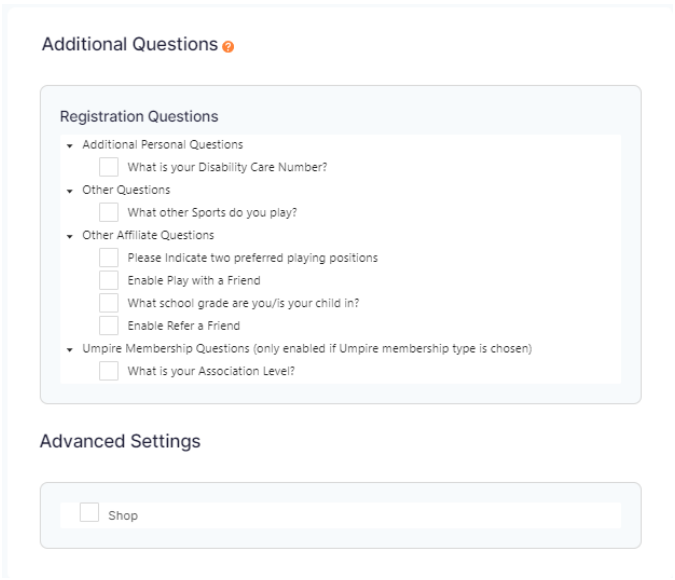






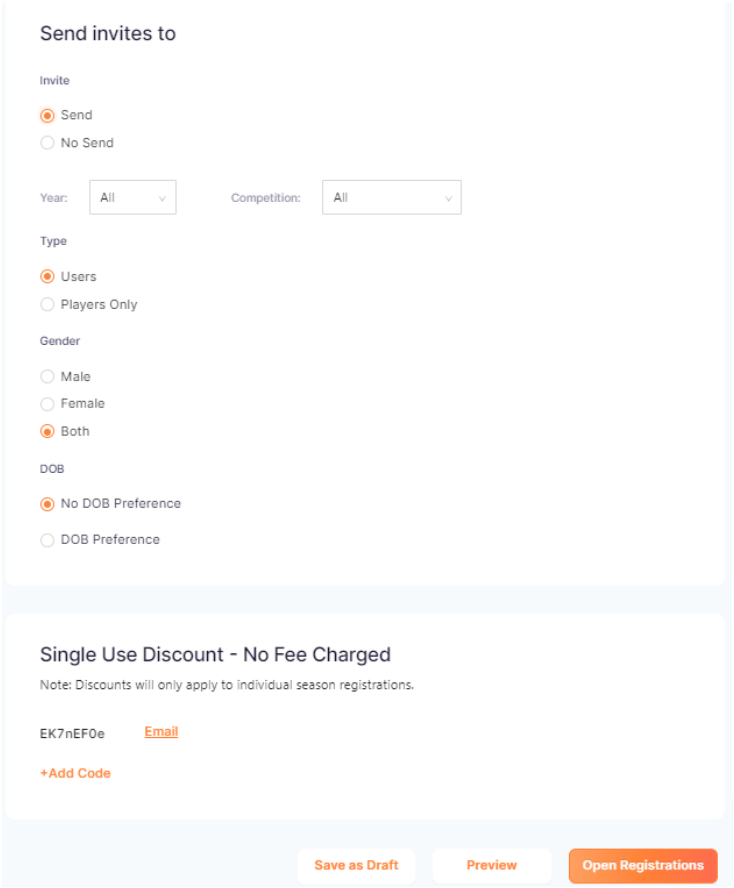
1. Enter Registration open and close dates.
2. Select Membership products.
3. Select Membership types you want to make available on your registration form.

   Lock registration immediately allows you to remove the selected Membership type from the Registration form.
   Registration Cap – enter a number in this section if you can only accept a limited number of de-registrations for the specific membership type.
   Publicly Display allows for the registration to viewed by anyone who has the app. If this is unticked only those with the hidden URL will be able to register for this division/competition.
4. Option to include training information if relevant. Including training days, times and venues.
5. Enter any Special notes you wish to appear on the registration form.
6. Enter contact information of your Association contact so people registering know who to contact if they need assistance.



7. Option to select from these additional questions for people to answer during registration. These questions are set and Association are not able to add their own.

8. Select shop if you want to make association products available for purchase at time of registration.

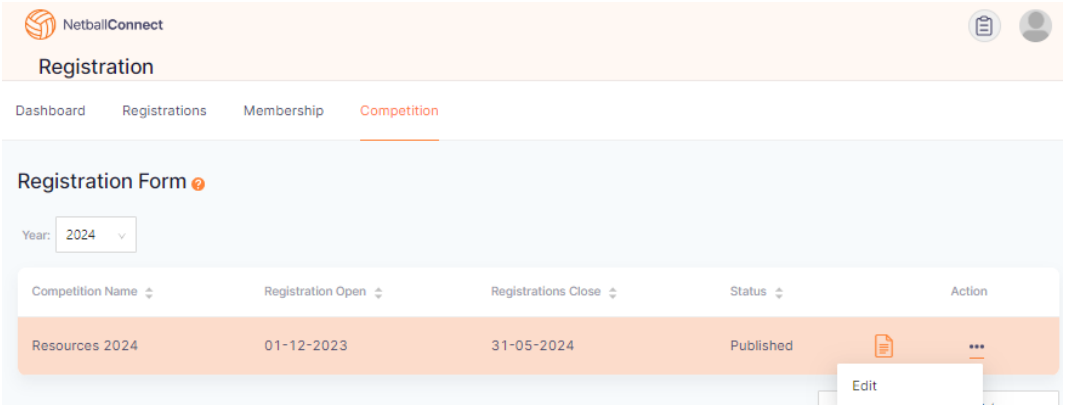


9. The final step of creating your registration form is to send invitations of your link to users.
   Select from the various filters available, once you click Open registrations, invitations will be sent via email those people.

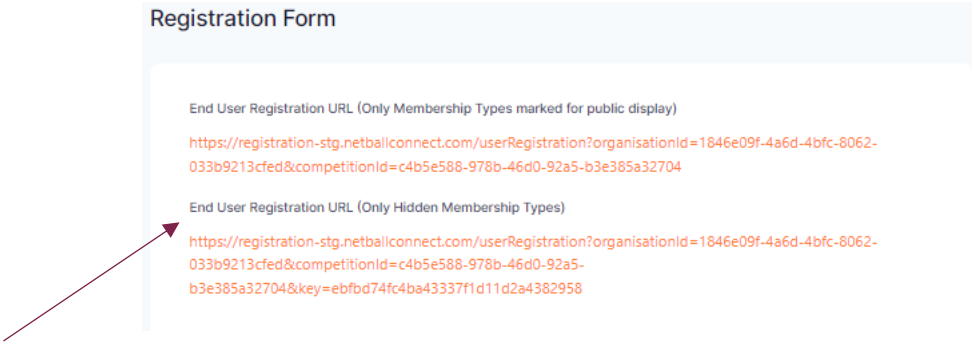
On clicking Open registrations, the registration form page is displayed in the app (if the public display boxes have been ticked)

If you have chosen to offer a single use discount you will find the option to add a code at the bottom of your registration form. This code can be emailed out to individuals to use for registration.

You will now see the paper icon has appeared. Click on the icon to open the registration form in a different website tab. You can also access the registration form link by clicking on the three dots ••• in the Action column. Select edit.



The registration form now displays a URL link. This link can be shared with your community so they can begin registering. You can update the registration form at any point. Click Update at the bottom of the page to save any changes you have made.

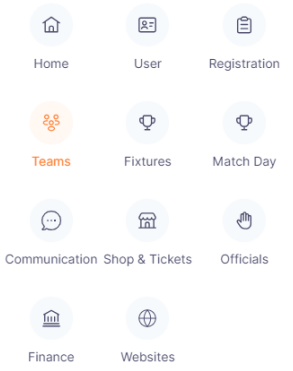


For those registrations that you want to be hidden. The hidden membership URL is the link that can be sent out to the members you would like to have access to this registration.

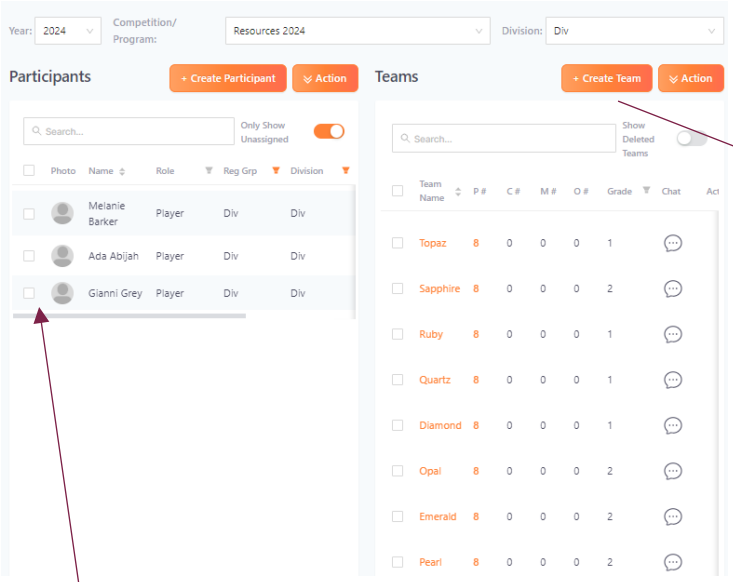
You have now successfully opened Registration for your Association. Player registration will begin to come in and from here associations will begin to select teams before submitting team to create fixtures. Player grading and Team grading is done through the Competition Module.

TEAMS MODULE

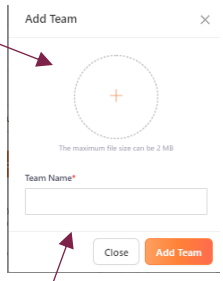
Team Sheet



Team Sheets are now where Associations or clubs can create teams and add players to their assigned teams. By filtering the Competition/Program you will be able to see all players that have registered to this Competition/Program.



To create a new team click on + Create Team.

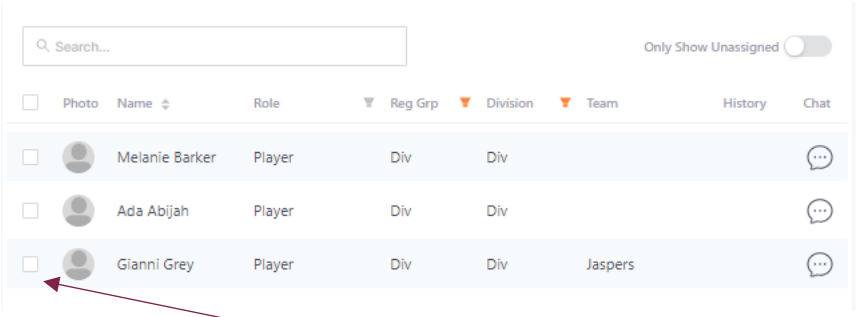


Add team name and logo (if required) and click add team. Remember to check the registration group to ensure you are adding the team into the correct group.

All registered players for a registration group will show on the left-hand side of the screen. All created teams for a registration group will be listed on the right-hand side of the screen. To add a player/s into a team click on the square/s to select and left-hand click to pick up all selected players and drag into the assigned team. Players can be moved from a registration group to another by clicking on Action and selecting change division. This can be done with a whole team by select the action on the teams side.

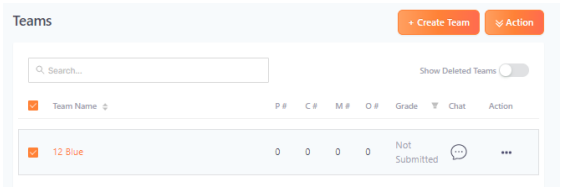
P# column shows how many players have been added to a team. Coaches, Managers and Officials (stats or primary carers) can also be added to the team during this process and will show in the other columns. You can also add information regarding the team by clicking on 💬.

If you need to remove a player from a team. Make sure that this toggle Only Show Unassigned has been turned off. This will now show all participants and the teams that they have been assigned to.



To remove a player from the team, click on the box next to their name. Click on Action and select remove from all teams. You will now be able to put that player into another team.

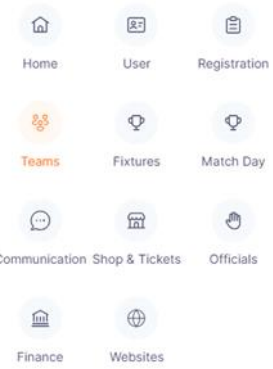
Once players have been added to the teams, click on the box for each team or the box at the top to select all and click Submit For Grading.

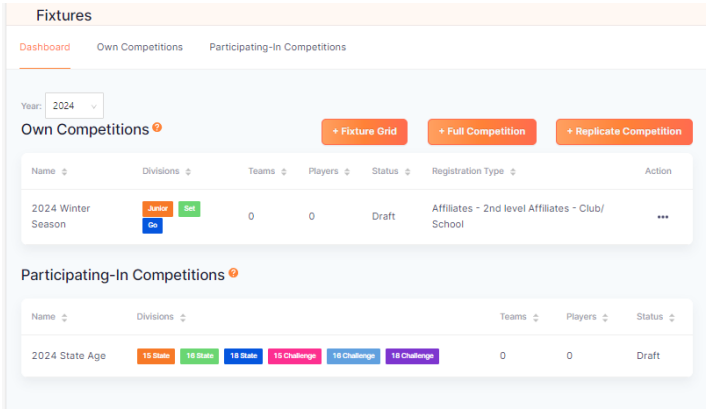


FIXTURES MODULE

Competition Dashboard

The competition dashboard displays the Association competitions. Competitions created via the Registration module, are pushed through, and appear on the Competition dashboard along with any other competition created.





Owned Competitions

Competitions managed and administered by your association, for each competition you will work through steps to define the competition parameters.

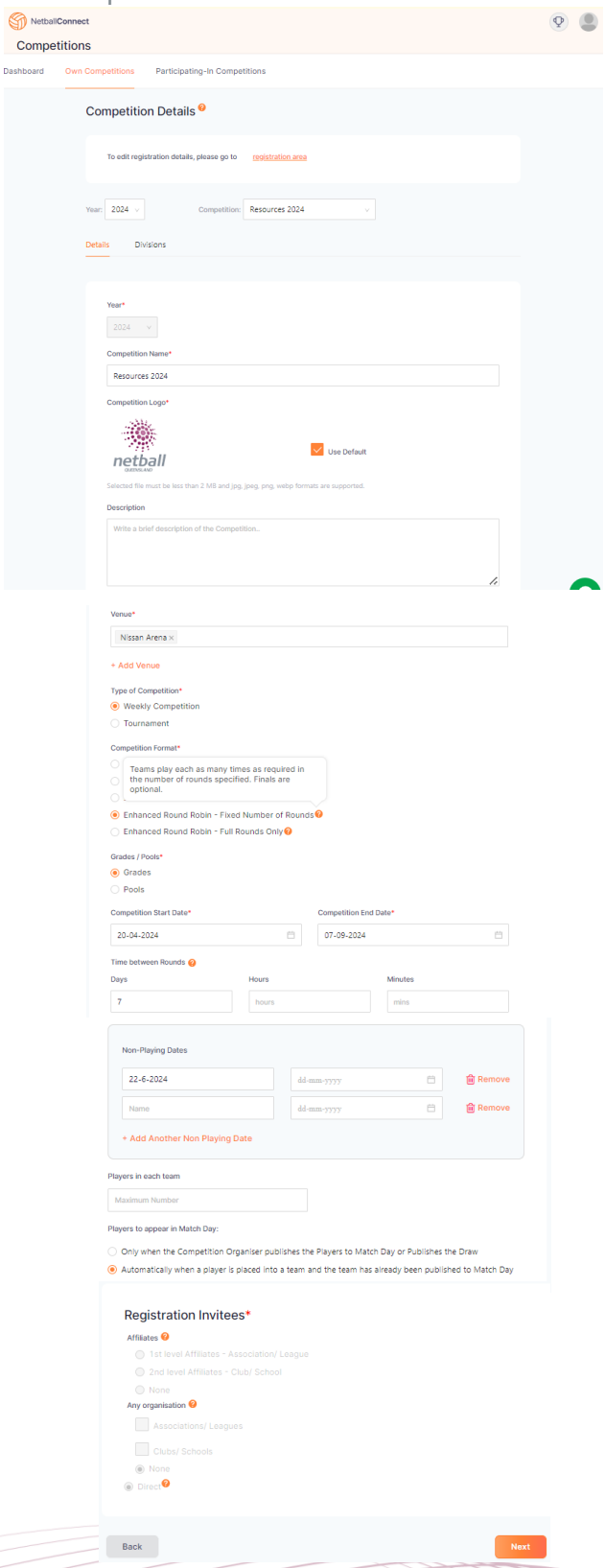
Participating In Competition

Competition the Association is competing in. For this competition you may need to complete player grading, adding players to teams and then propose team grading.

Owned Competition

Competition Details

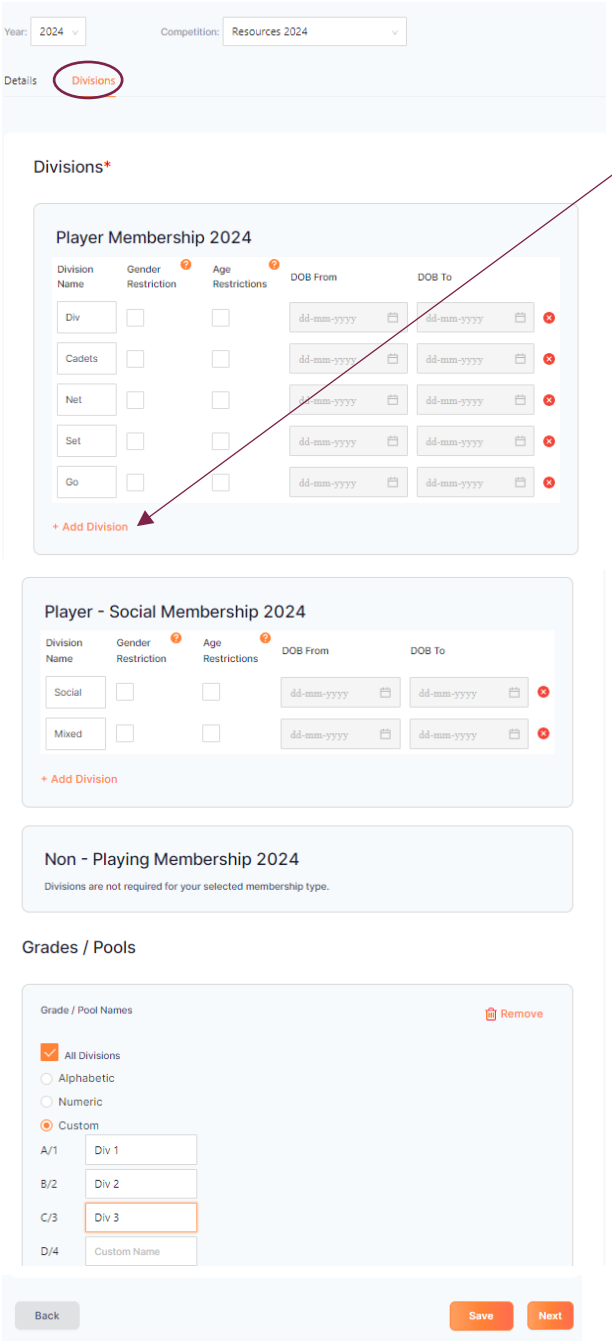
All Owned Competitions progress through settings that allow you to fully customise and define your competition parameters. In the following pages we will explain in detail all the settings available to you when creating a competition. Access the competition by clicking on the competition name in the dashboard.



Competition setup under Registrations effectively create the structure of the competition at the same time as opening Registrations. Which means the competition details have already

Competition Format

- Knock out – Teams are eliminated progressively. Each winner will play another until only the final two teams meet.
- Round Robin – each team play each other once.
- Double Round Robin – each team play each other twice.
- Enhanced Round Robin – fixed number of rounds – teams play each other as many times as required in the number of specified rounds.
- Enhanced Round Robin – Full rounds only – Teams in the same grade play each other an equal number of times, the number of rounds specified is the maximum number of rounds.



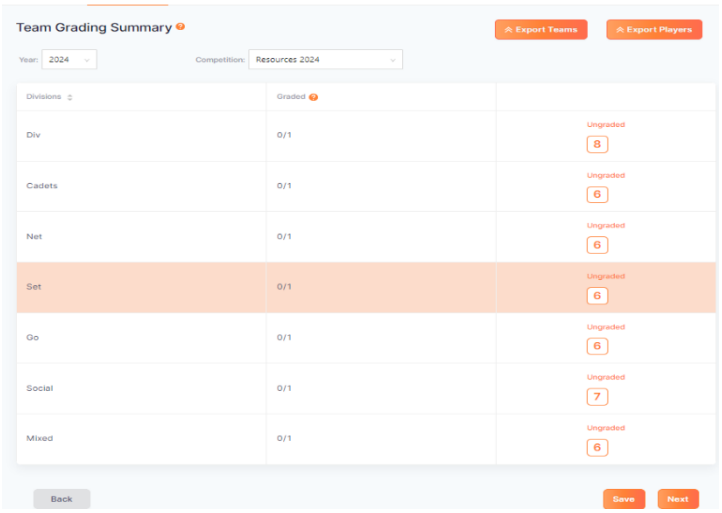
Registration Groups were setup during Registration, update if necessary.

Registration Groups can be added after registrations have opened but they should not be removed/deleted.

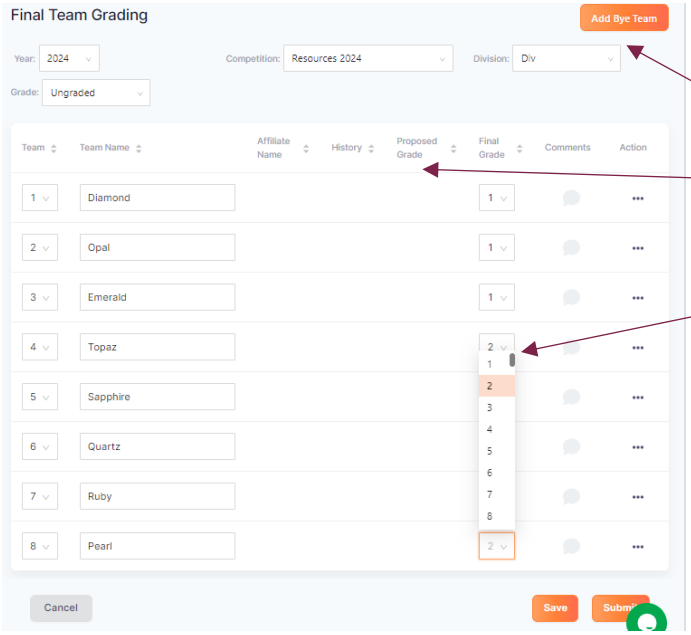
To change the name of the grades for your competition, click on either all divisions or choose relevant divisions that have the same name for their grades. Choose either Alphabetic, numeric, or custom. If you want different grade names for different divisions, select Custom

Click Save to exit and return to complete later or next to continue.

Team Grading



The Team grading section shows a list of teams submitted to your competition. These will be either affiliated club teams that have been submitted, or teams created by you for direct competitions. All teams will be submitted with a 'proposed grade' and the Association must enter a final grade to progress through the competition setup. If this is a direct registration, then the teams will sit as ungraded (please see above screenshot). Click on the orange square 8 to finalise grades. The number indicates the number of teams in the grade.



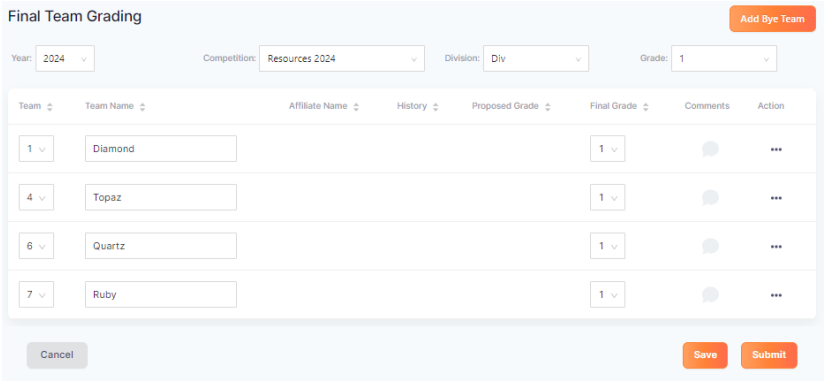
If required, the Association can add a bye team to the grade by clicking here.

If teams have been nominated by affiliated clubs each will have a proposed grade

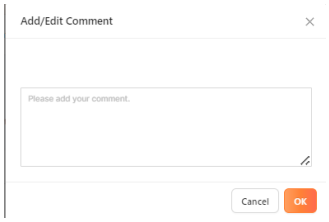
Final grade indicates which grade the association has decided to grade the team in. This can be adjusted by clicking on the drop-down box.

Once all teams have been given a final grade, click submit.

Team ranking numbers must be consecutive. You will receive an error message if this is not correct.

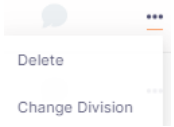


Comments column displays comments entered by affiliated clubs when submitting teams. The Association can review and reply to the comment as required.

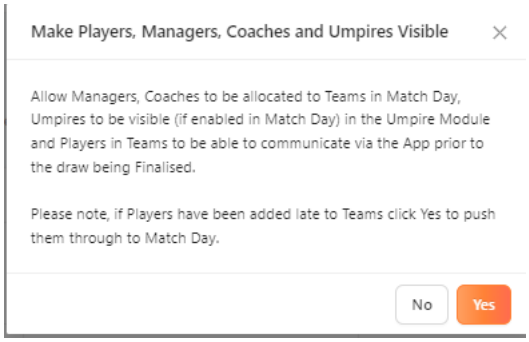


The Action column allow for a couple of changes to teams.

Options to delete or change divisions if the team has been submitted into the incorrect divisions.



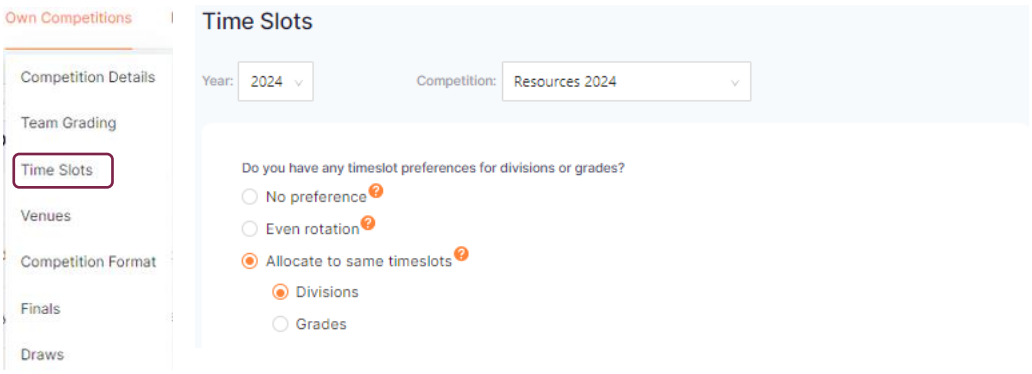
Once you are ready to move to the next stage in setting up your competition you can click on next. This will prompt a pop-up screen. By clicking yes to this screen, it will make your grades and teams visible in Match Day. It will also push any players that have been added to team to the team list in Match Day.



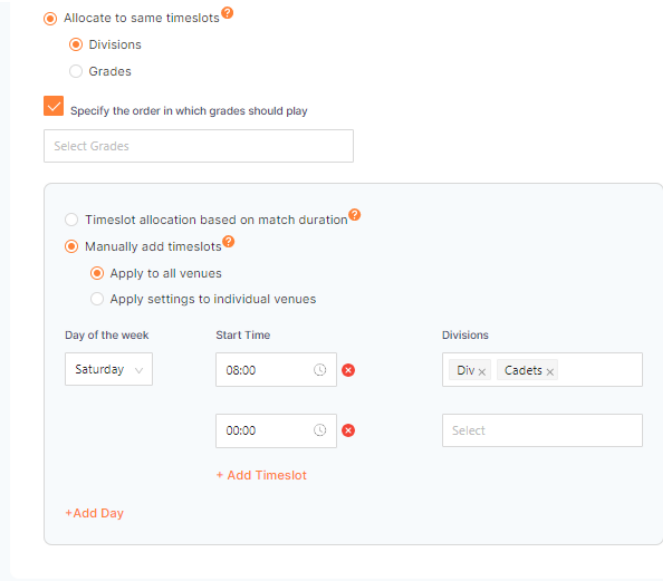
If you add players to team list after the competition has been published, you can use this to push them into the team list in match day as well. This will not change any draws that have been created.

Time Slots

Time slot settings allow for the following preferences:



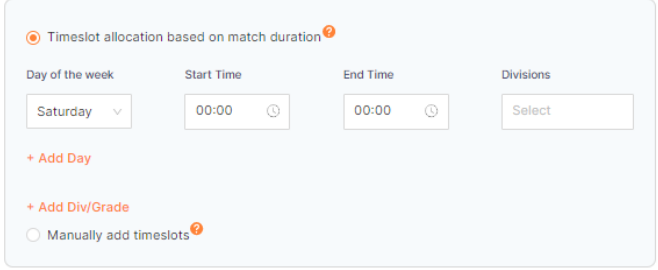
- No Preference
- Even Rotation means the chosen category (division or grades) will rotate evenly through the time slots available.
- Allocate to same timeslots means the chosen category (divisions or grades) will be allocated to those timeslots.



If certain grades should be given priority in a timeslot, select the tick box and put grades in the order of priority.

You can then determine whether you have timeslots based on match duration or if you manually add the timeslots.

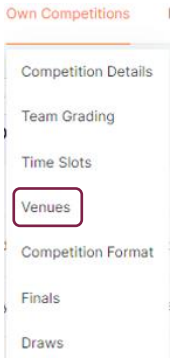
Depending upon what you select as your preference above will determine whether you add the divisions or grades to the timeslots.



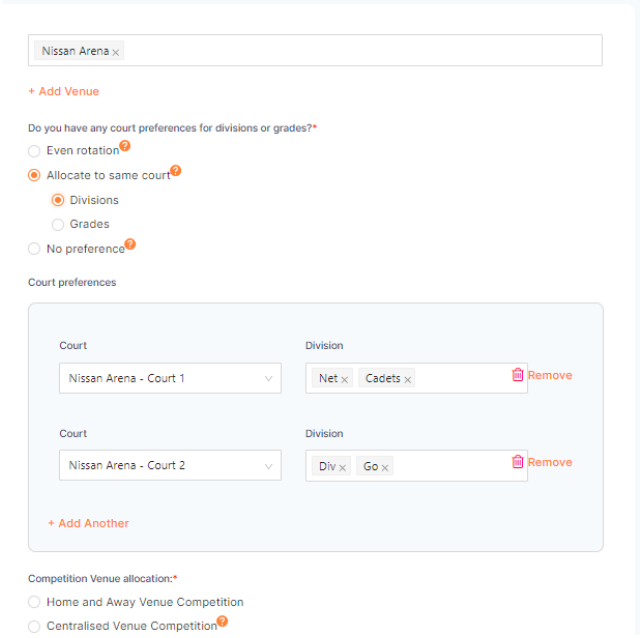
If you have chosen Allocate to same timeslots by divisions, and then select Timeslots allocation based on Match duration, you will need to specify in order first to last which divisions you want to play.

If you select Allocate to same timeslots by divisions, and then select Manually add timeslots, you will need to specify the day and start date of the match and the divisions you want to apply to

Venue

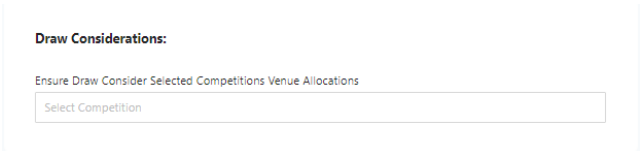


The Venue section in competition allows you to allocate court preferences for divisions or grades.



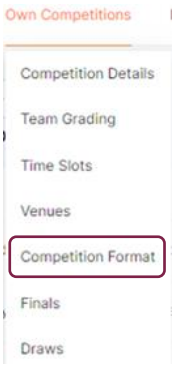
- No Preference
- Even Rotation means the chosen category (Division or grades) evenly rotate across courts.
- Allocate to same courts means the chosen category (divisions or grades) will be allocated to the same court.
  If you select this option enter the courts and allocate the division or grades to the relevant courts.

The final step in Venues is to select if the competition is a Home and Away or Centralised Venue Competition.

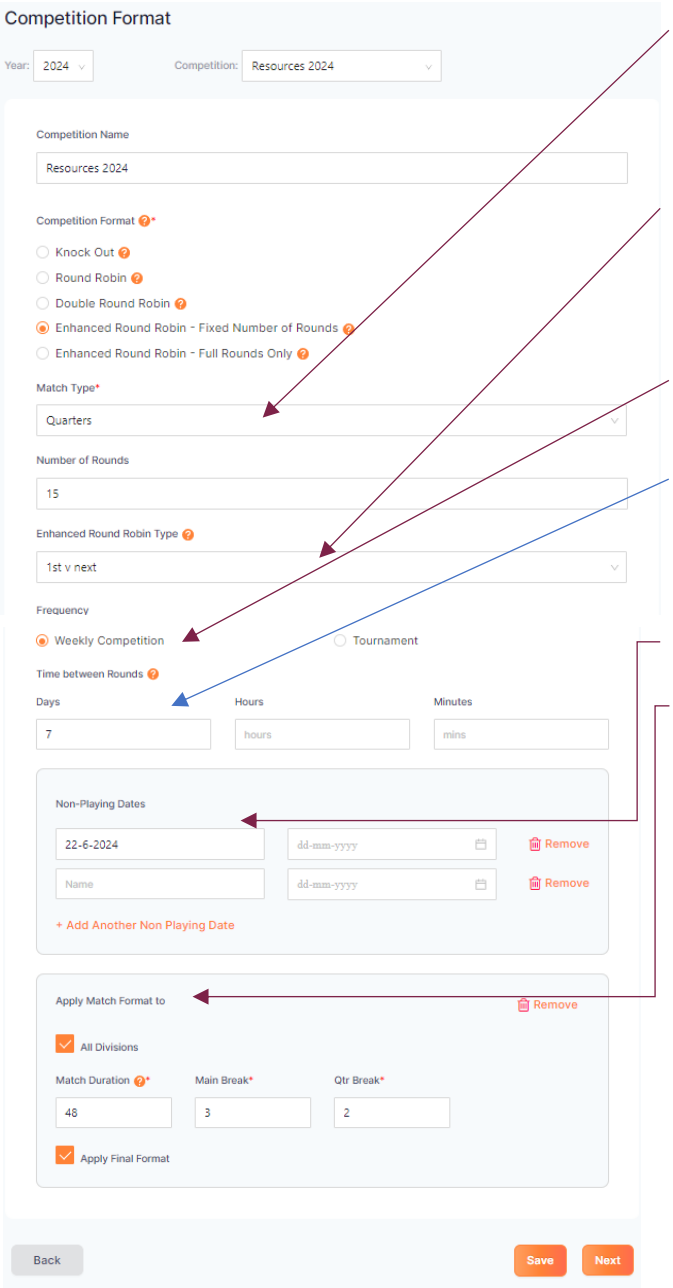


Draw Consideration is used when the organiser has multiple competitions that use the venues on the same day. This ensures that when creating the draw there is no court clashes.

Competition Format



Competition format allows you to set the parameters of your competition. Some of these settings have populated from earlier pages.



Select if games are quarters or halves.

Enter the number of rounds for the competition.

If enhanced round robin has been chosen, you will be given an option on how the draw will be generated.

Select weekly or tournament (carnival) style of competition.

Time between rounds – enter days, hours and/or minutes. Be aware when entering time between rounds for a carnival that it is the time when one division plays each game.

Include any Non-playing dates.

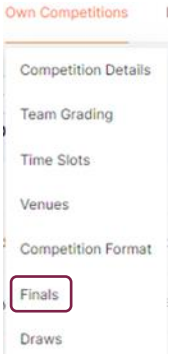
Enter Match Duration details. These can be the same for all divisions or if you have games for younger players that do not go for the same duration you can add specific match duration details by divisions. Match duration should be the total amount of each quarter/half not including breaks.

Select Apply final format if you are planning on running finals for this competition.

Click Save or Next to progress.

If you did not select Apply final format the next step is to create a draft draw.

Finals



Enter Finals start date and times.

Select Fixture template from available options. There is an option to create Custom Finals. For a full explanation check the separate resource for Custom Finals

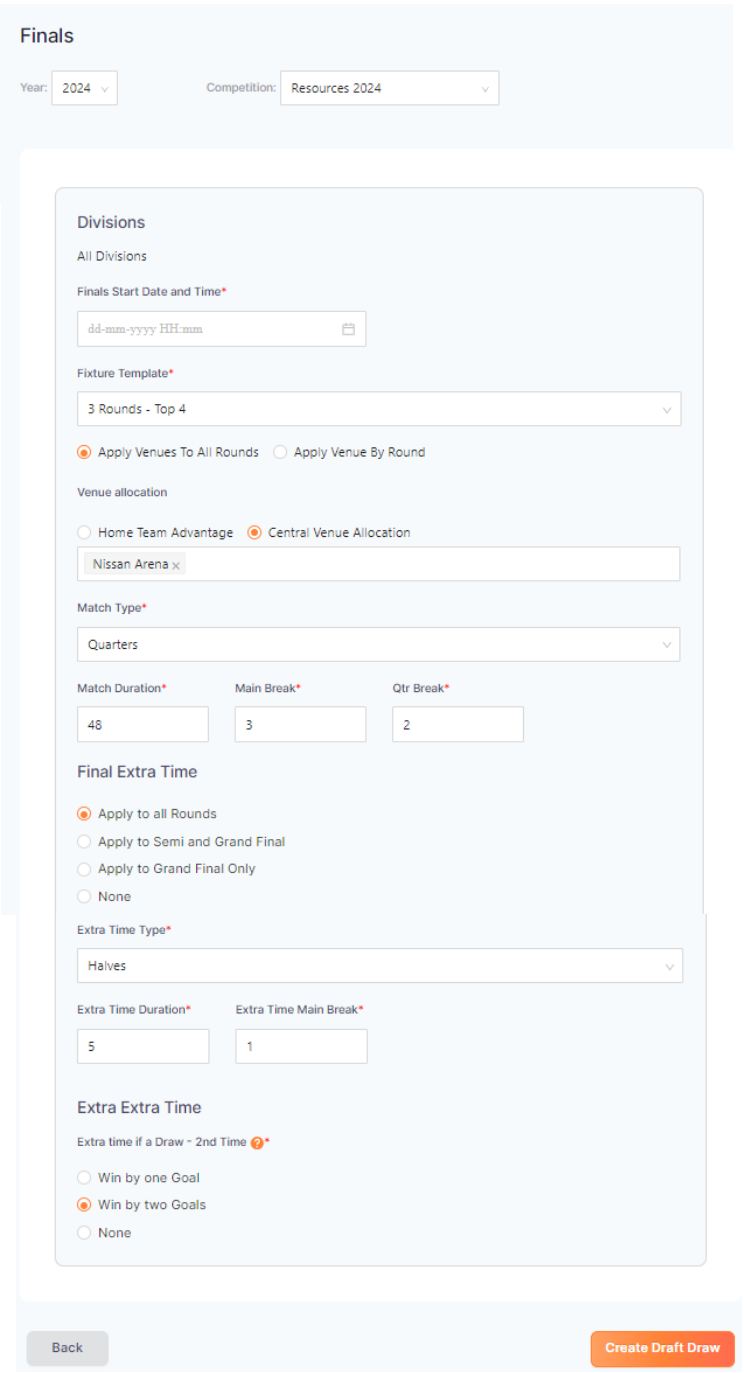
Apply Venue allocation either for all rounds or by rounds. Enter in the Venue.

Select Match Type – Quarters or Halves

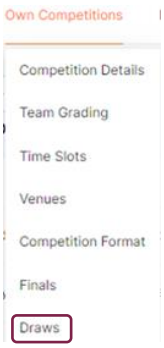
Enter Match Duration, breaks and time between rounds.

Select Final extra time settings in case of a drawn game.

Extra Extra Time settings – 1 Goal wins, first to be ahead by 2 goals win.



Draws



The final step in creating a competition is the draw. It has been created for all divisions and grades for the entire competition with all the parameters set.

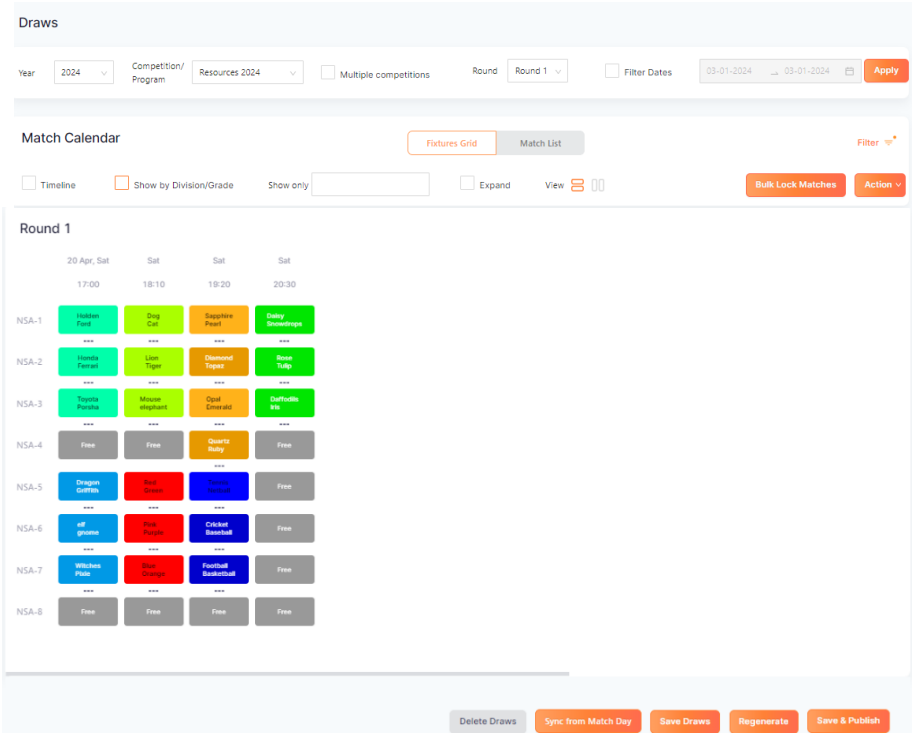
The draw screen allows you to see:

- All rounds or one round at a time
- All venues or one venue at a time
- Multiple competitions
- Filter by date

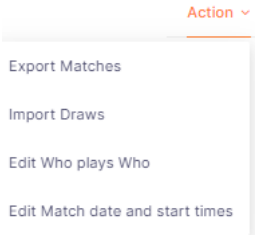
Match Calendar allows you to view by:

- Chose fixtures grid or match list
- Timeline
- Show by Division/Grade
- Show only – allows you to chose one division/grade
- Expand
- Change view

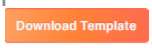
Filters can be opened up by clicking on filter on the right-hand side. Filters includes venue, divisions, times slots and organisation.



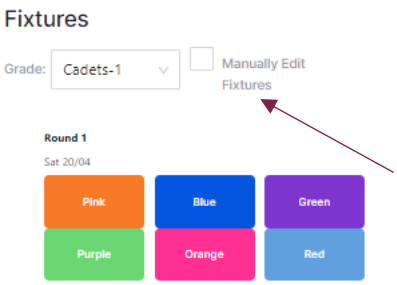
The draw screen has a unique drag and drop functionality where you can choose to move the games to different courts and times.



The Action button allows you to import and export draws, manually edit who plays who as well as editing match date and start times.

- Export Matches allows you to export a spreadsheet of the draw.
- Import draws allows you to create a draw in a spreadsheet and import it into the competition. To do this you need to export a template by selecting 

. Enter in all the games you wish to import and save as a CSV file. Then select choose file and Upload.
- Edit who plays who allows you to adjust which teams play each other by dragging and dropping which teams player each other. Each division/grade are displayed separately.



Note: the draw creating algorithm will not allow duplicates. If you make changes, it will implement a change and update future rounds to ensure an even rotation of teams playing each other.

If you select Manually edit fixtures this option will not happen. Any changes will not affect the rest of the draw.

- Edit Match date and start times allows you to adjust the dates and start times for each round.

Any changes here will move all games at these dates and times to the adjusted dates and times. Click save to return to the draw page.

Publish the Draw

Save Draws

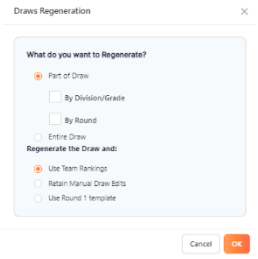
Save Draws will save the created draw without make it public. You can return to this point and publish the draw later.

Save & Publish

Once you are ready to make the draw public you can select save and publish. You have the option to publish ‘All’ or ‘Part’. Select part to select individual rounds and/or divisions to publish.

Regenerate

Regenerate gives you the option to save the draw based on changes made to the draw after publishing. When regenerating a draw to match, you will be prompted to make choices on how you would like the draw to be regenerated.



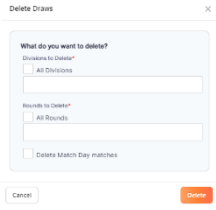
If rounds have been played, ensure that you chose a part of draw and select the next round that you will be playing. For example, if you have played 5 rounds then you would put by Round and select round 6.

Sync from Match Day

Allows for any changes that have been made in Match Day to be adjusted in the competition draw.

Delete Draws

Allows you to delete the draw. This will prompt a pop-up screen to choose what you would like deleted. All Divisions or part, all rounds or part and any matches in Match Day.



Once you have published the draw, the fixture is pushed through to Match Day.

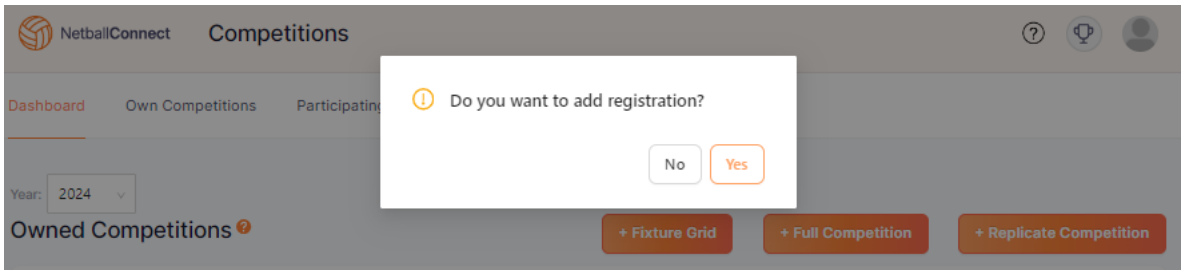
POTENTIAL ERRORS

You might find that errors are preventing you from creating the draw or creating a compromised draw. See from the following list of likely errors that may help you decipher wat the error you receive means.

- Insufficient court availability – If you have provided insufficient courts and/or timeslots this will cause the draw to generate games outside of what you are requiring. For example, on another day, games sitting not in draw.
- Attempting to create a draw outside of a venue allocated availability (unavailable during a particular time or day). The timeslots that you have allocated are outside of the venue’s availabilities. Venue availability must be adjusted in Maintain Venue and courts on the Home page. This can only be adjusted by the organisation that manages the venue.

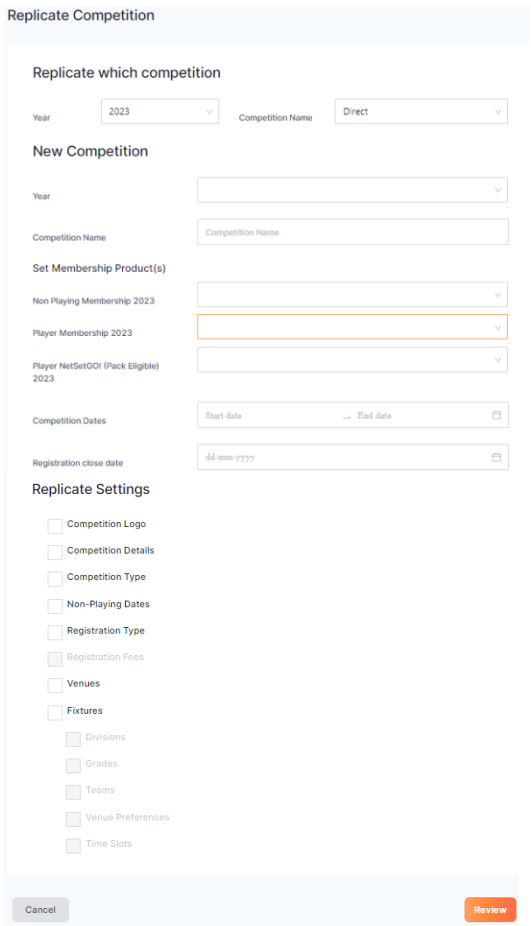
+ Full Competition Allows you to create a competition with or without registrations. From the Competition dashboard select + Full competition.

You will be asked if you want to add Registration, click ‘Yes’ if registrations are needed for the competition and the registration module opens so you can go ahead with the process of opening registrations and competition creation as covered in the Registration Module.



Click No and you can create a competition without registrations.

+ Replicate Competition allows you to create a competition by replicating an existing one. This saves a lot of administrative time in using the competition settings as a template and selectin all the parameters you will use over and over for each competition your association runs. From the competition dashboard select + Replicate Competition.



Select the competition you wish to replicate.

Select the year for the new competition.

Name your new competition.

Select Membership product types that you would like to use.

Select competition dates.

Select Registration close date.

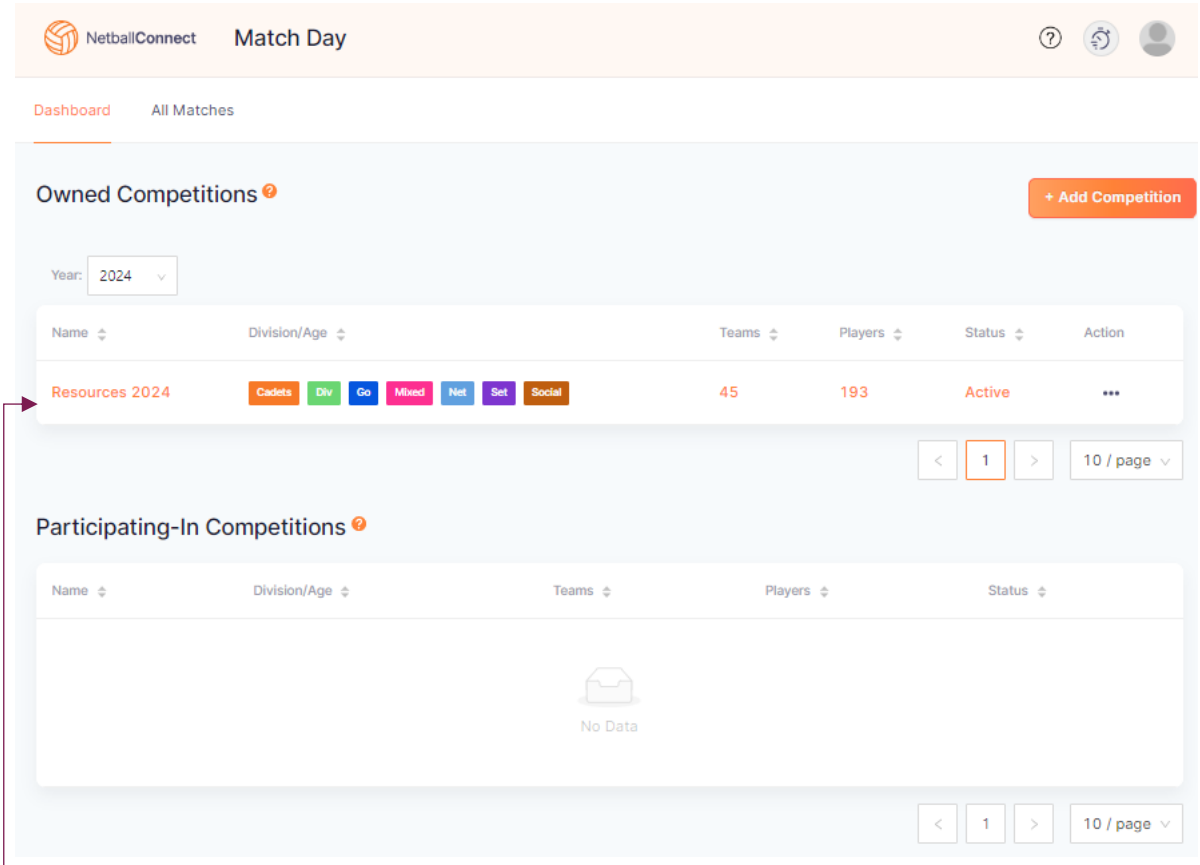
Choose the setting you want reflected in your new competition. You have the opportunity to update and change this information to suit your new competition parameters upon review.

Note: any elements you do not select here will need to be completed before publishing the competition.

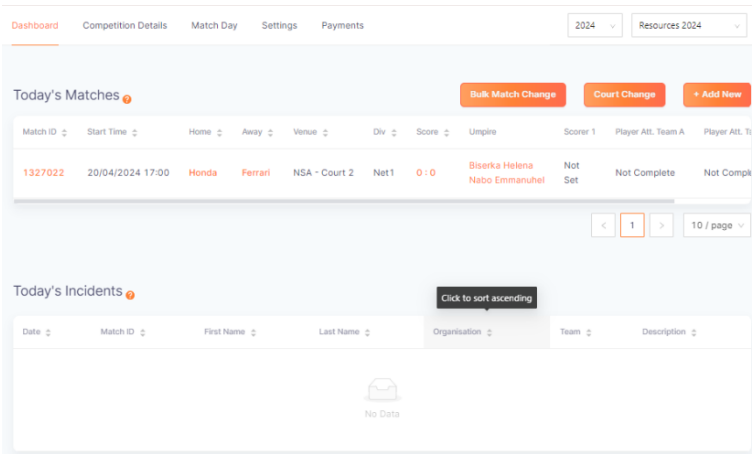
From this point you are taken to the remainder of the competition setup process.

MATCH DAY

Upon hitting Save & Publish in the Competition module the fixtures are pushed through to Match Day Module. Association Administrators will use for game day. The home page lists the Associations managed competitions and competitions the Association is participating in.



Click on a competition to view the Match Day dashboard.

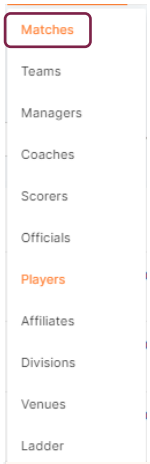


The dashboard for each competition displays upcoming matches, and the status of those matches and any incidents.

You will see the score, who the umpires are, whether a scorer has been assigned, whether the teams have completed team attendance, and the status of the game in this section.

Competition Details

Matches

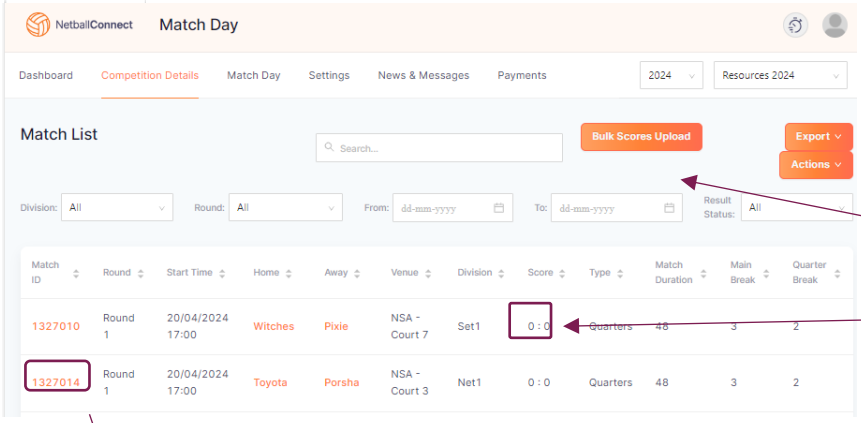


If you are using the Match Day Competition Management system, when you generate and publish a draw this will automatically populate your match list.

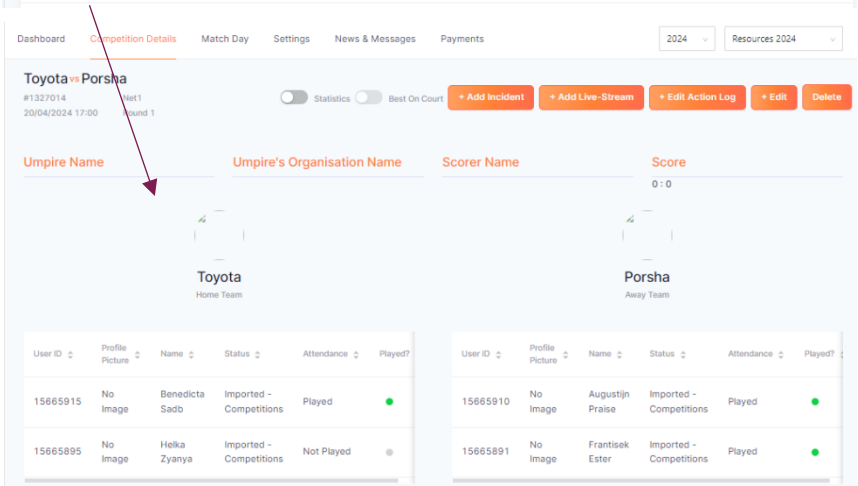
The Matches page allows you to see all upcoming matches. You can choose to import or export your match list.

You can manually add a match or make holistic changes to the matches through this screen.

Please note: This screen updates when you refresh or click in and out. It is not automatic.



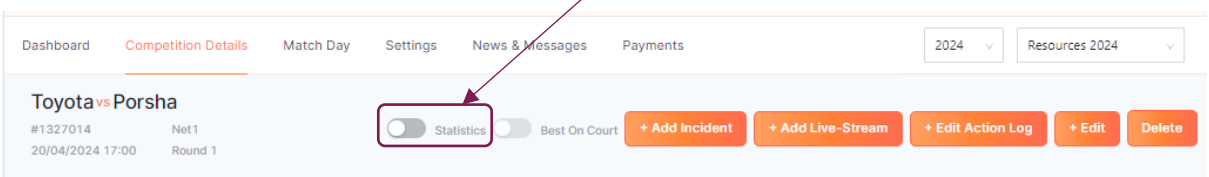
Bulk scores upload activates the score fields so you can easily enter or edit scorers.



Click on the Match ID to access additional functions for the game.

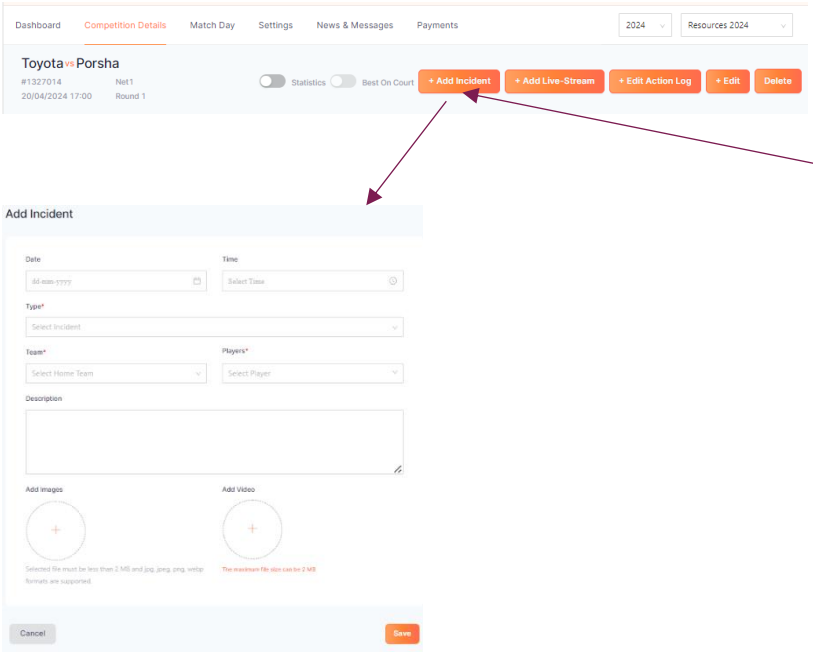
You will see a list of players – included is their profile picture, registration status and attendance. Green dot shows the players have taken the court.

To mark player attendance, slide the toggle for Statistics. This will give you the team list to mark each players attendance.



To add the Best on court or Voted Award – Best and Fairest points (if activated in settings) to a player toggle Best On Court. Scroll to the bottom of the screen, select players from the drop-down menu and select save.

To add borrowed players, click on + Borrow player and add players' name. This can also be completed in the app by the managers if using livescores.

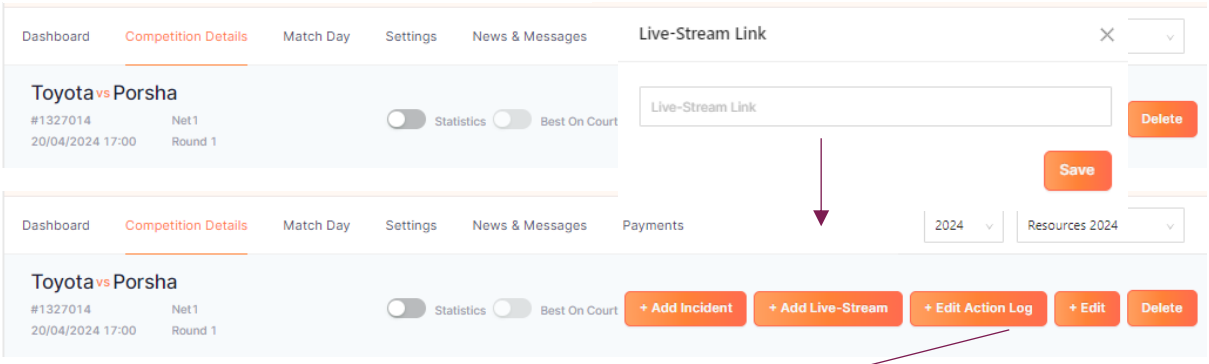


Incidents can be added through the Match Day module.

Select + Add Incident and enter details as required.

Incidents that can be reported are Other, Discipline, Injury – Ambulance and Injury – First Aid.

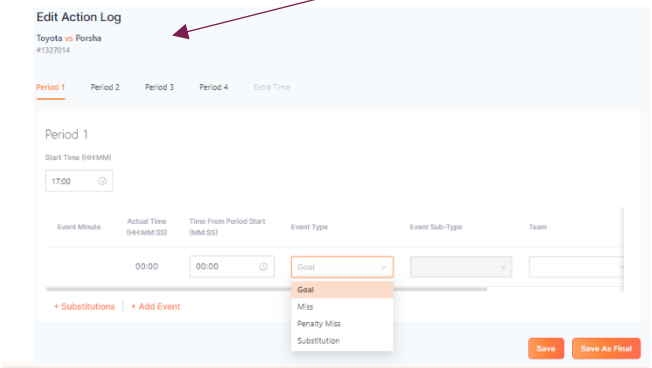
+Add Live Stream allows you to enter a link to Live Stream Games

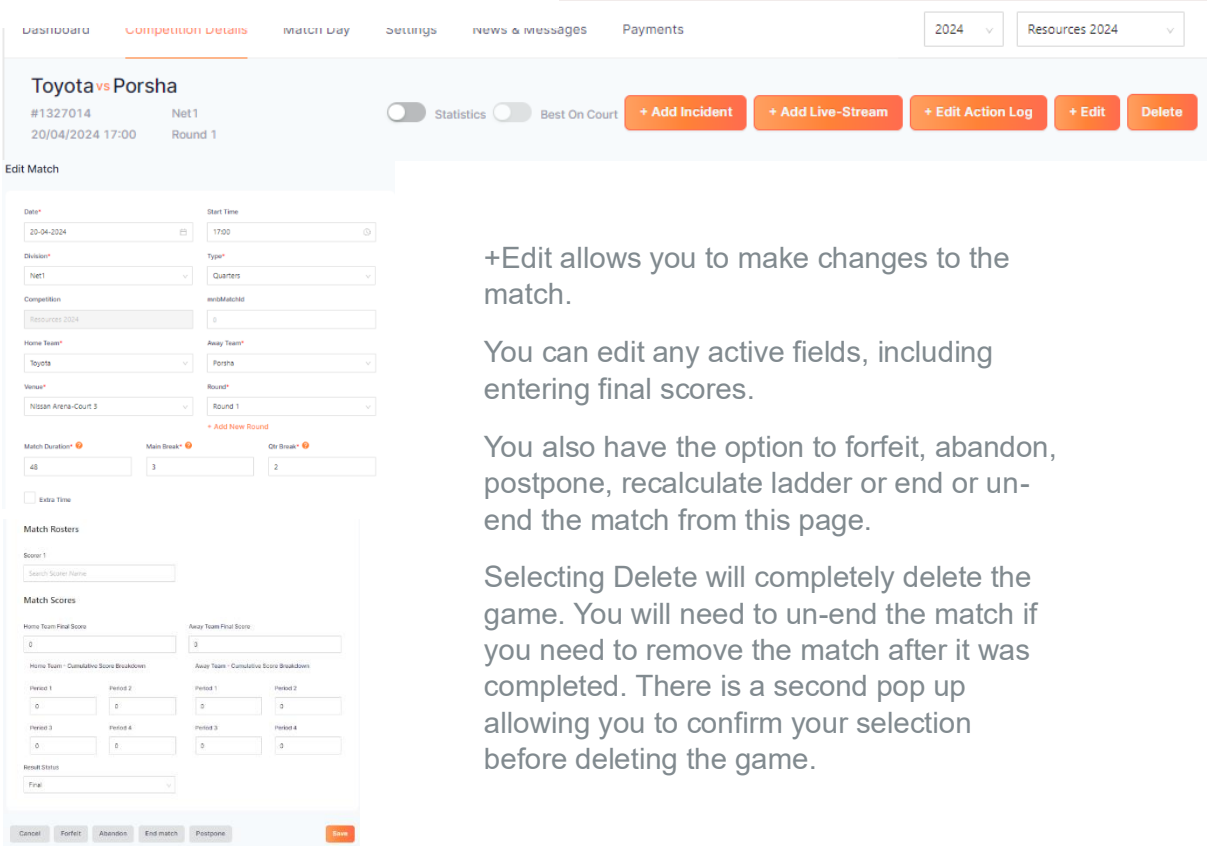


+Edit Action log allows you to add event or substitutions that have not previously been added to a match.

Events can be goals, misses, penalty miss and substitution.

Events can be added to each period and at added times.



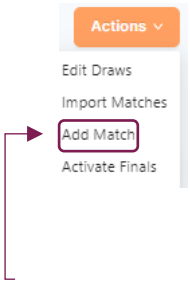


+Edit allows you to make changes to the match.

You can edit any active fields, including entering final scores.

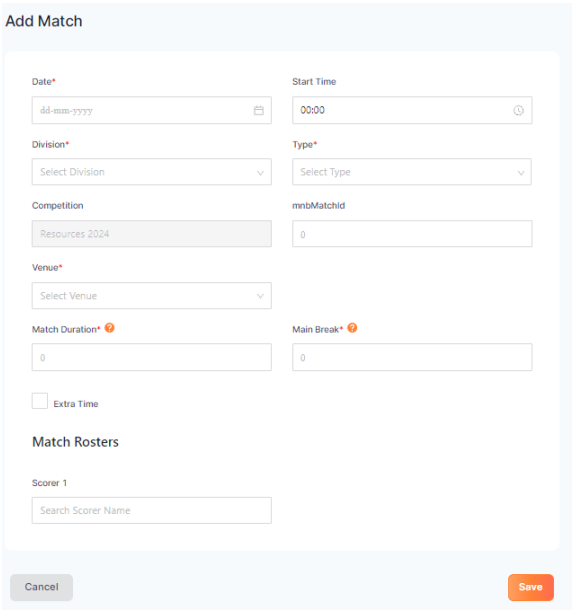
You also have the option to forfeit, abandon, postpone, recalculate ladder or end or un-end the match from this page.

Selecting Delete will completely delete the game. You will need to un-end the match if you need to remove the match after it was completed. There is a second pop up allowing you to confirm your selection before deleting the game.



The Action button in Matches gives you the option to edit the draw, import matches, add matches, and activate finals. Using the edit draws option will take you back to the draw set up in competitions. Import matches allows you to use a template to add bulk extra matches that have not been included in the draw set up. A reminder when importing matches, you need to ensure divisions, rounds, venues, teams and players are setup prior to manually loading a match.

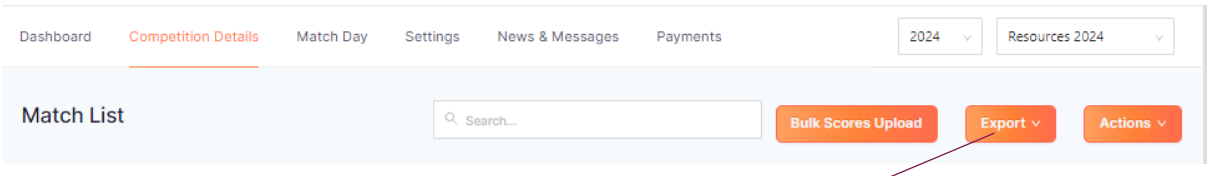
Adding a match allows you to add a single match to the competition that was not included in the draw set up.



When adding a match make sure that your match duration is the total game time excluding breaks, i.e., if the game is 4 quarters, then your match duration needs to be a number divisible by 4. Please ensure times are placed in minutes not seconds.

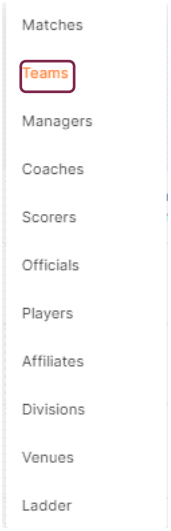
You can choose to name the umpires and scorers in this screen or leave this blank and this can be done by the Managers or Scorers in the App.

Within Match Day you can easily export matches by clicking on Export to download the draw into an excel as a CSV file to be used anyway you require

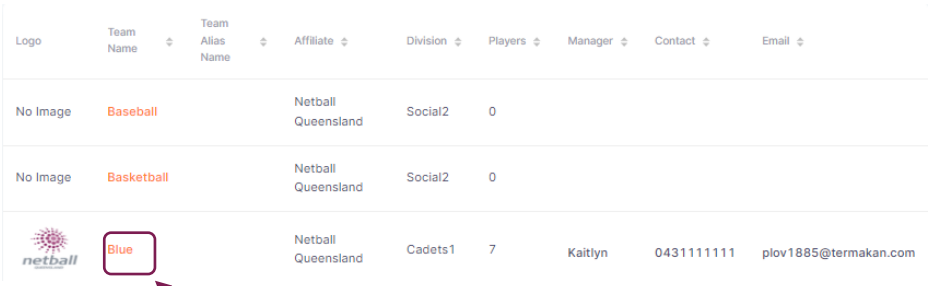


Match ID	Round	Finals Alia	Start Time	Home	Away	Venue	Division	Type	Score	Match Du	Main Brea	Quarter Break
1327010	Round 1		########	Witches	Pixie	Nissan Are	Set1	Quarters	-	48	3	2
1327014	Round 1		########	Toyota	Porsha	Nissan Are	Net1	Quarters	-	48	3	2
1327015	Round 1		########	Volleyball	Bye	Nissan Are	Social1	Quarters	-	48	3	2
1327018	Round 1		########	elf	gnome	Nissan Are	Set1	Quarters	-	48	3	2
1327022	Round 1		########	Honda	Ferrari	Nissan Are	Net1	Quarters	-	48	3	2
1327025	Round 1		########	Dragon	Griffith	Nissan Are	Set1	Quarters	-	48	3	2

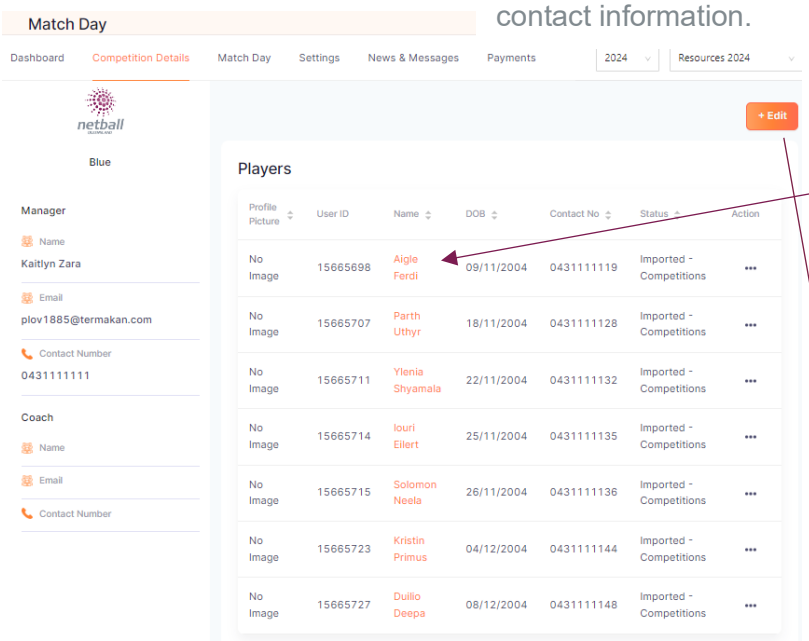
Teams



By clicking on Teams, you will see all teams within this competition, including current Manager's names, phone numbers and emails. Click Export to download into Excel. By clicking on team grading, you will be taken to competition management where you can review the Team grading process and make changes if required.

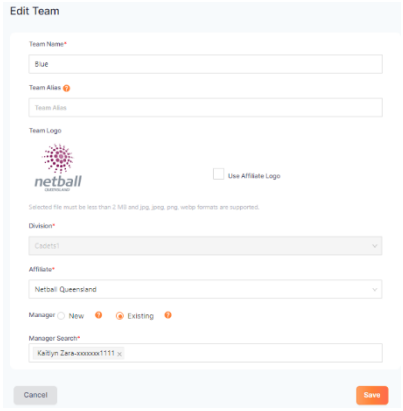


Tip: Click on a Team name to review details. You will see a list of players in the team, Manager and Coach contact information.

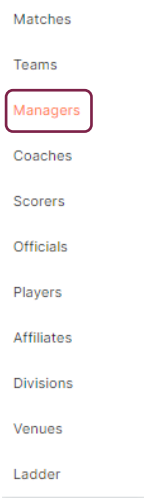


Click on a player's name to review player details.

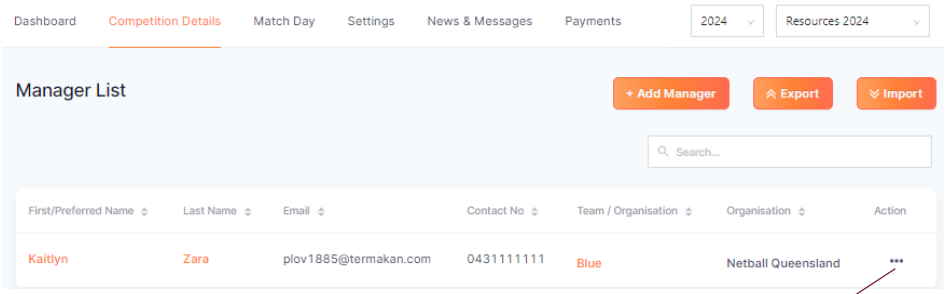
Click + Edit to amend team information, including adding a new team manager.



Managers



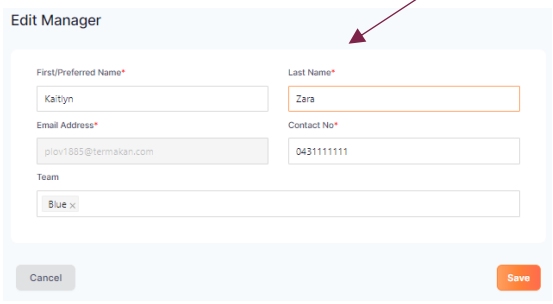
This section displays a complete list of Managers and the teams they are assigned to. Managers can assign scorers to games in the app, they also can communicate to their teams in the app. A team can have as many managers as they wish. Click export to download excel of all Managers. Enter a name in the search field to quickly search for a manager.



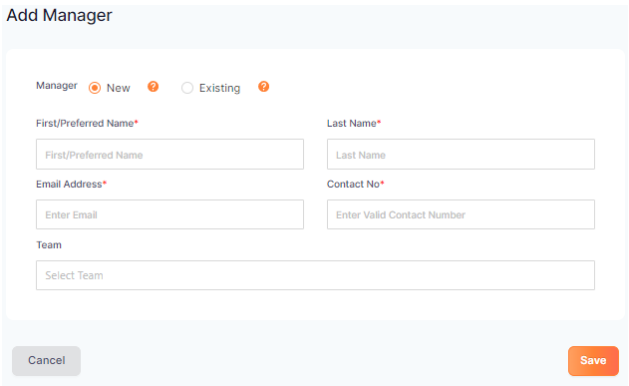
Click the manager's name to review their details including the teams they are managing.

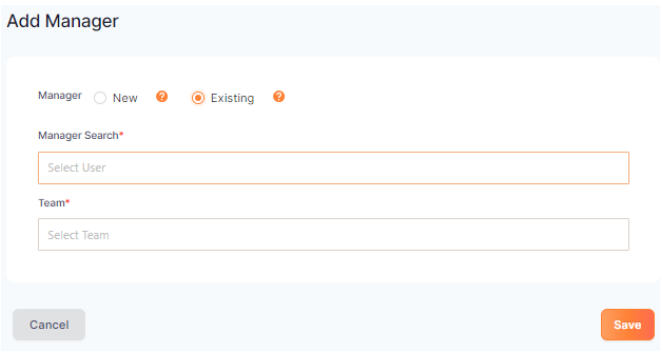
Click the team to review the team details.

Click ··· to edit the Manger. You can add or remove teams in the profile. Clubs can manage their team managers.



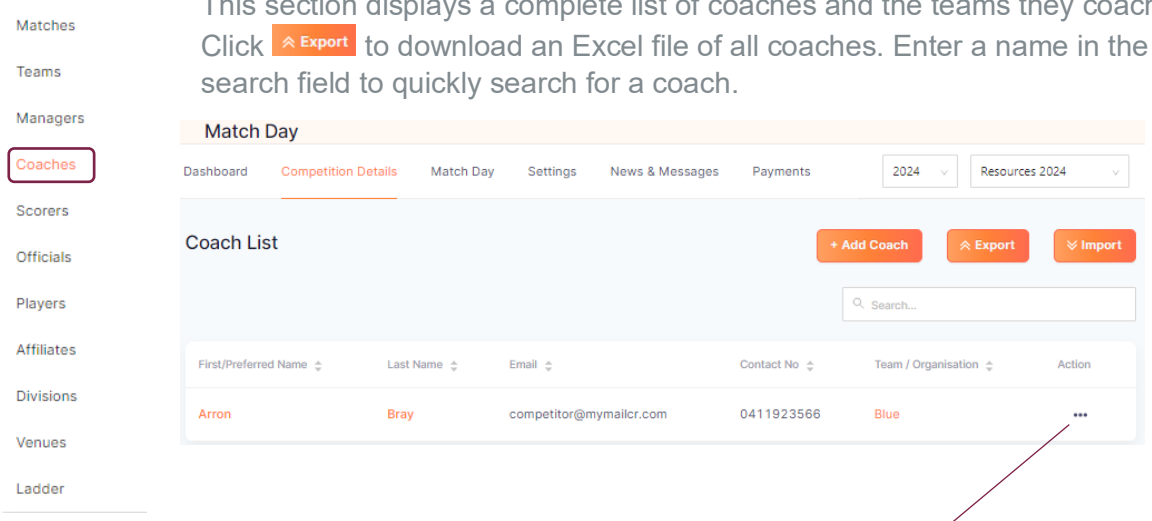
To add a new manager to a team, click + Add Manager. To add a new or existing manager, simply complete the fields. Make sure to use the same email and phone number so that the same user profile is used. Only those members that are following the competition will be found when using existing manager.





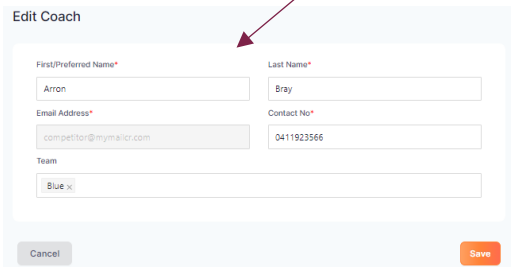
Coaches

This section displays a complete list of coaches and the teams they coach. Click Export to download an Excel file of all coaches. Enter a name in the search field to quickly search for a coach.

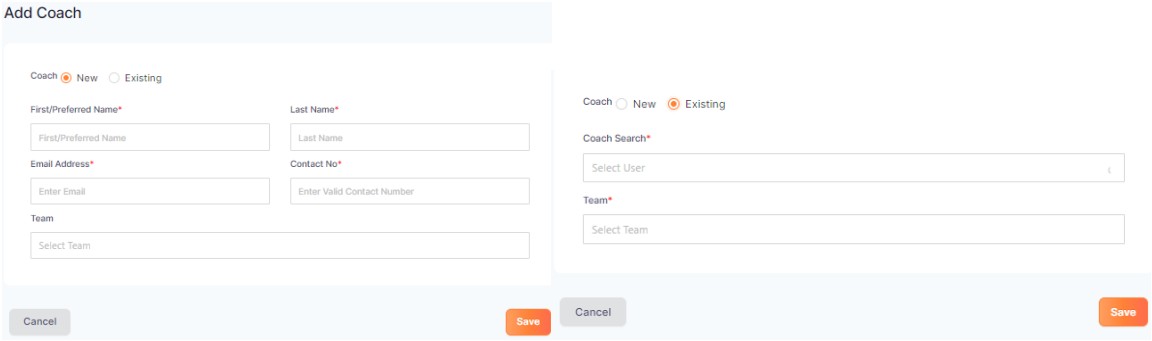


Click the coaches name to review their details including the teams they are coaching. Click the team to review the team details.

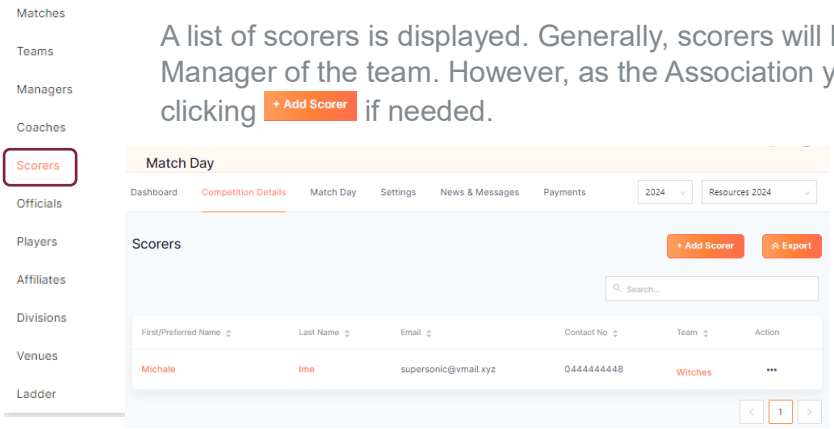
Click ••• to edit the Coach details. You can add or remove teams in the profile. Generally, clubs will manage their team coaches.



To add a new coach to a team, click + Add Coach. To add a new or existing coach, simply complete the fields. Make sure to use the same email and phone number so the same user profile is used. Only members who are following the competition will be found when using add existing coach.



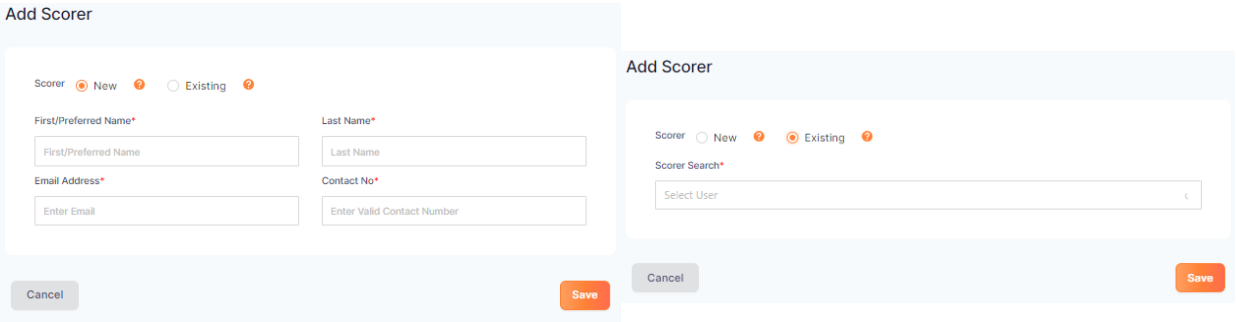
Scorers



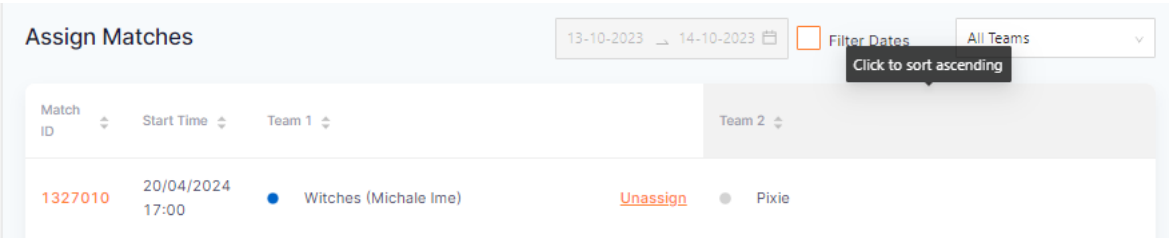
A list of scorers is displayed. Generally, scorers will be allocated by the Manager of the team. However, as the Association you can add scorers by clicking + Add Scorer if needed.

Click Export to download an excel file of all scorers. Enter a name in the search field to quickly search for a scorer.

To add a new scorer, click + Add Scorer. To add a new or existing scorer, simply complete the fields. Make sure to use the same email and phone number so the same user profile is used. Only members who are following the competition will be found when using add existing scorer.

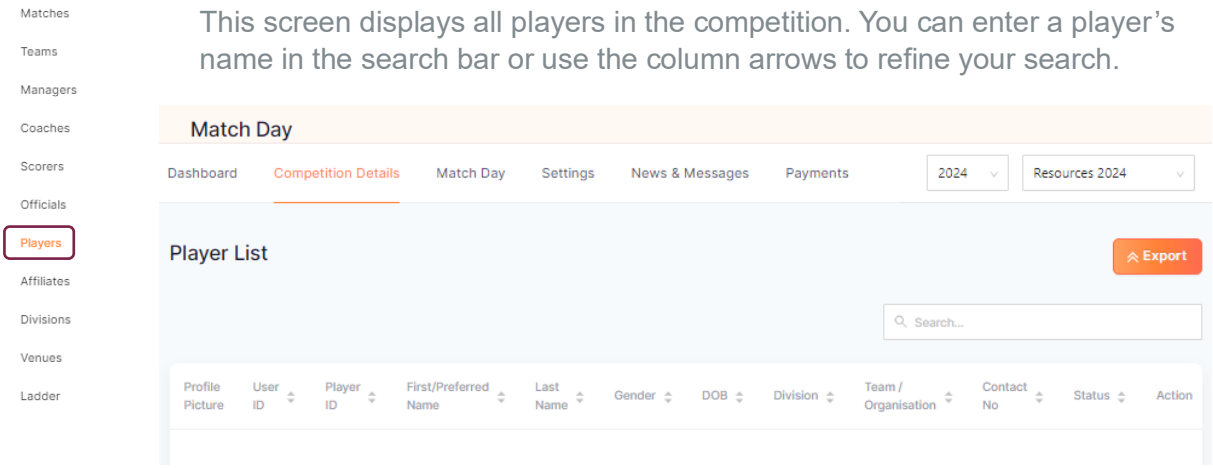


Click save. A list of matches will appear. Click assign to allocate the person to score the game. There will now be a blue dot next to this game.



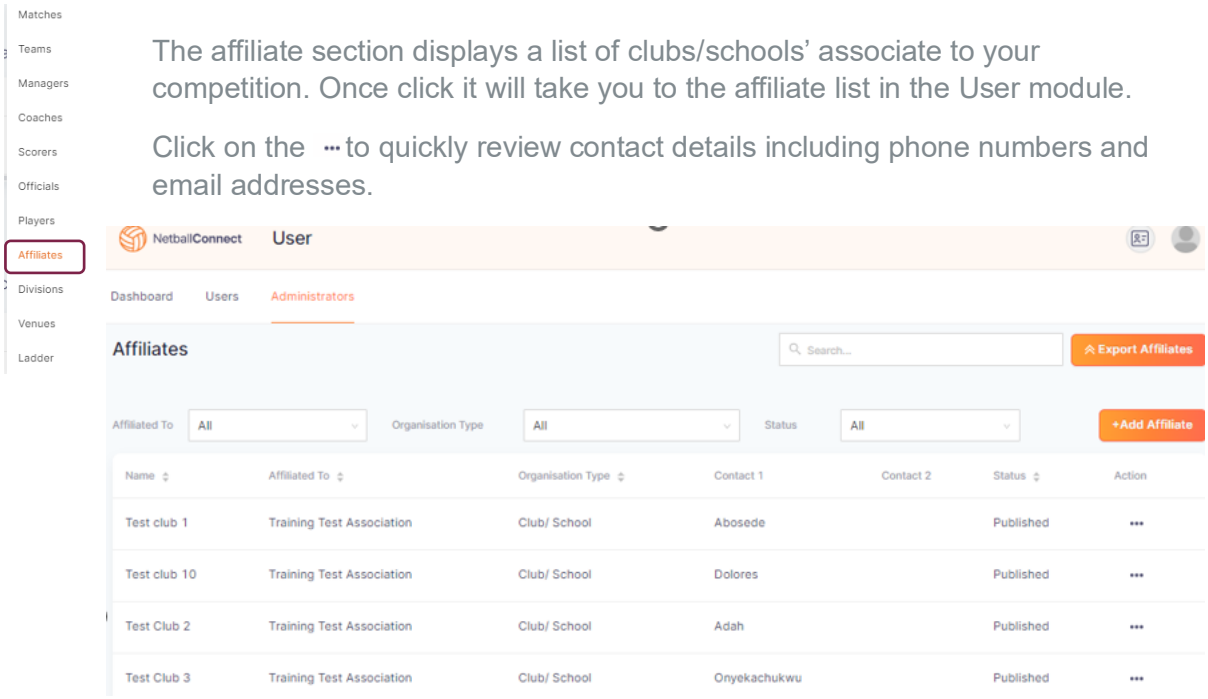
The Scorer will now need to accept to be scorer on her app and once this has occurred the dot will change to green.

Players



This screen displays all players in the competition. You can enter a player's name in the search bar or use the column arrows to refine your search.

Affiliates



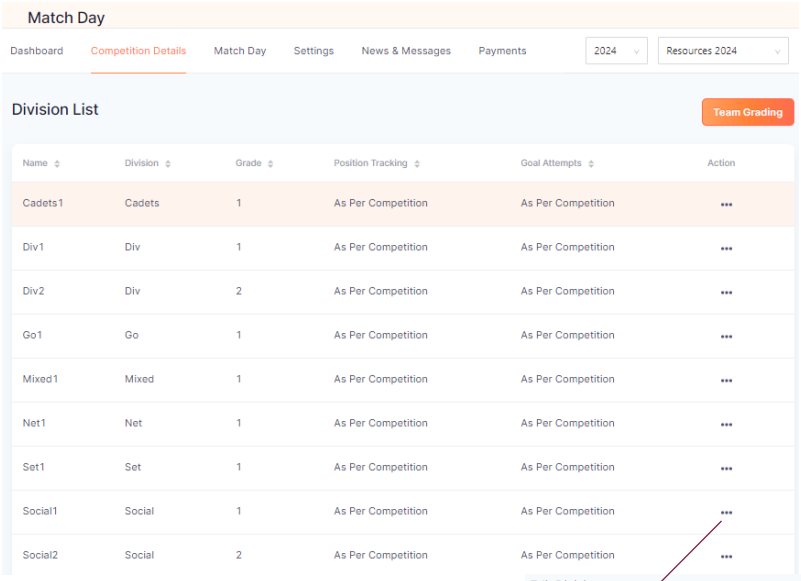
The affiliate section displays a list of clubs/schools' associate to your competition. Once click it will take you to the affiliate list in the User module.

Click on the ··· to quickly review contact details including phone numbers and email addresses.

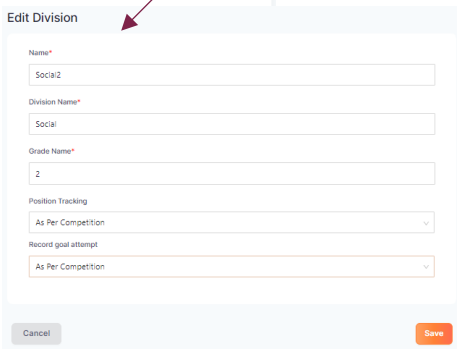
Divisions

- Matches
- Teams
- Managers
- Coaches
- Scorers
- Officials
- Players
- Affiliates
- **Divisions**
- Venues
- Ladder

Displays the Division list of the selected competition.



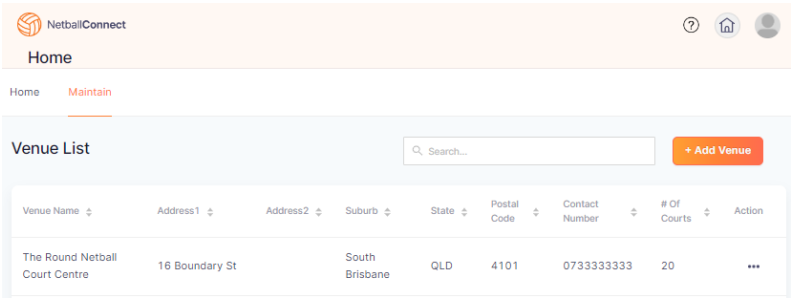
Associations can adjust division names by clicking on ••• and entering the change.



Venues

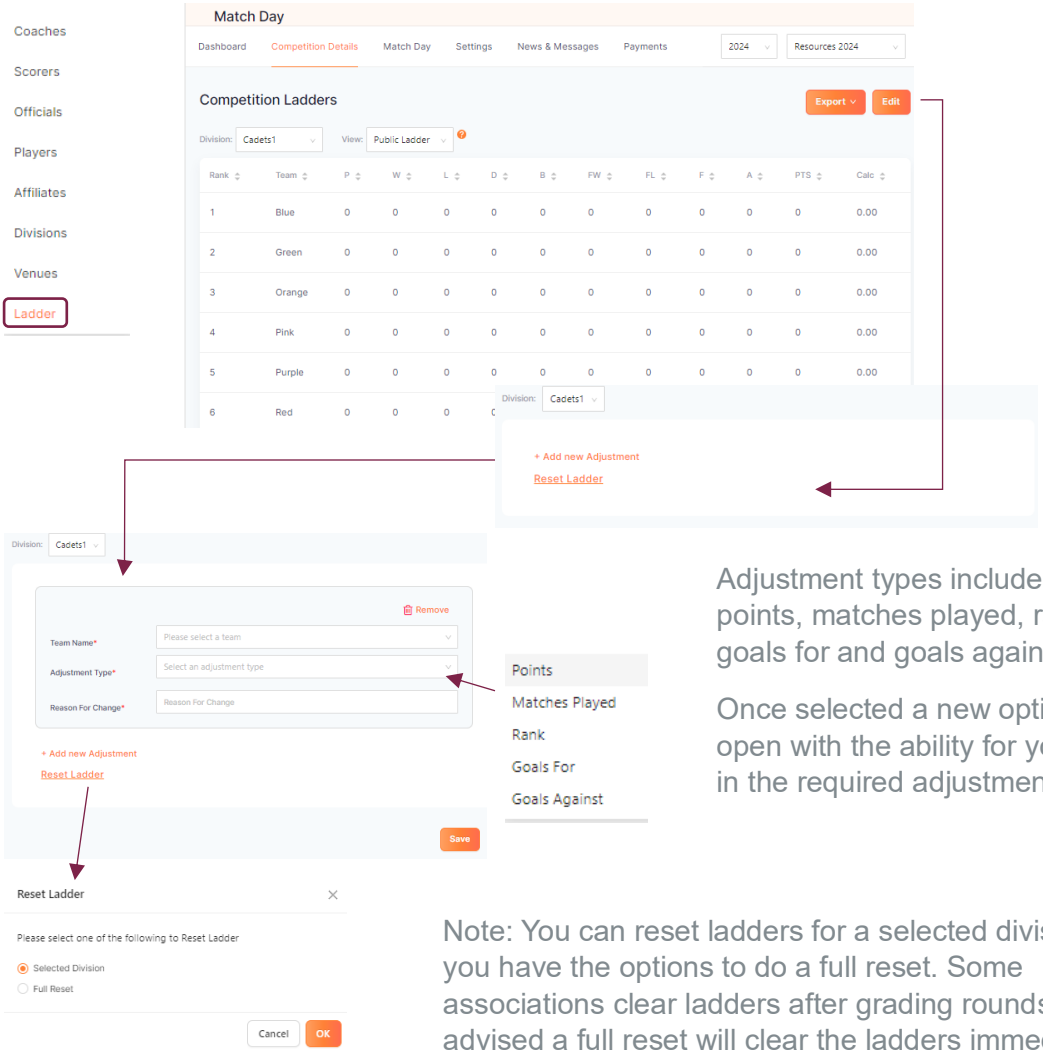
- Matches
- Teams
- Managers
- Coaches
- Scorers
- Officials
- Players
- Affiliates
- Divisions
- **Venues**
- Ladder

Displays a list of venues in the system. Once clicked it will take you to the Venue list in the home screen.



Ladder

Click Ladder to review the ladder for the selected divisions. Click Edit to add an adjustment to the ladder.



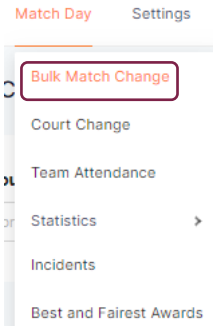
Adjustment types include adjusting points, matches played, rank, goals for and goals against.

Once selected a new option will open with the ability for you to put in the required adjustment.

Note: You can reset ladders for a selected division, or you have the options to do a full reset. Some associations clear ladders after grading rounds be advised a full reset will clear the ladders immediately.

Match Day

Bulk Match Change

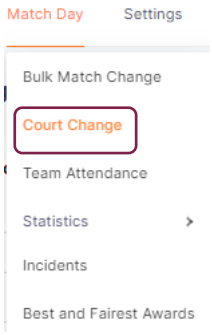


Bulk Match Change allows you to easily change several matches at once. Complete the required fields and click Save.

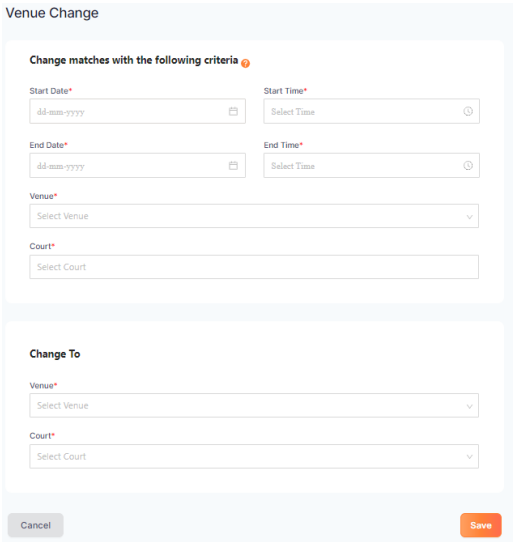
Options for changes are:

- Push Back – push back one, a number or all games to a day or time that suits.
- Bring forward – bring forward one, a number or all matches that are incomplete or not played.
- Abandon Matches – Abandon one, a number or all matches that are incomplete or not played.
- End Matches – End one, a number or all matches
- Double Header – create a double header where two rounds are played in the one round allocation i.e., Round 2 is rained out and the Association decides to play round 2 and round 3 together as two half matches.
- Postpone matches – postpones matches.

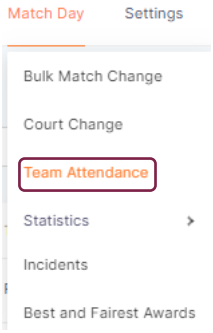
Court Change



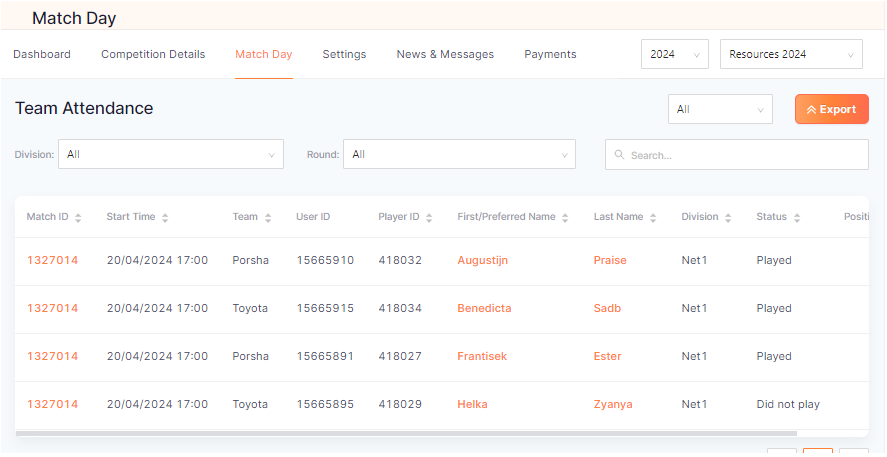
Court change allows you to change courts for games. Complete the fields to make the change and click save. The change will be reflected in the match list.



Team Attendance



The Team attendance screen show you who played, didn't play, or was borrowed.



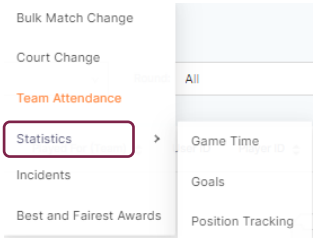
You can easily customise a search by choosing the status.

- Borrowed Player
- Did not play.
- Played

You can further filter by division, round, or use the search. For details of a match or player click on the orange text to review. All team attendance can be exported to excel.

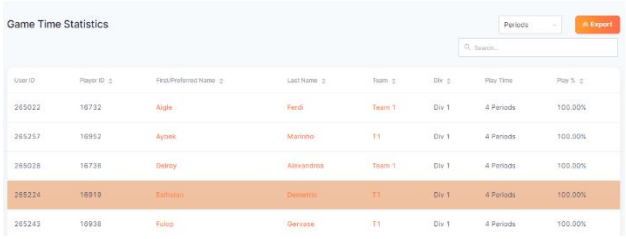
The Borrowed players filter allows you to see all the players who have been borrowed, by the team they belong to.

Statistics



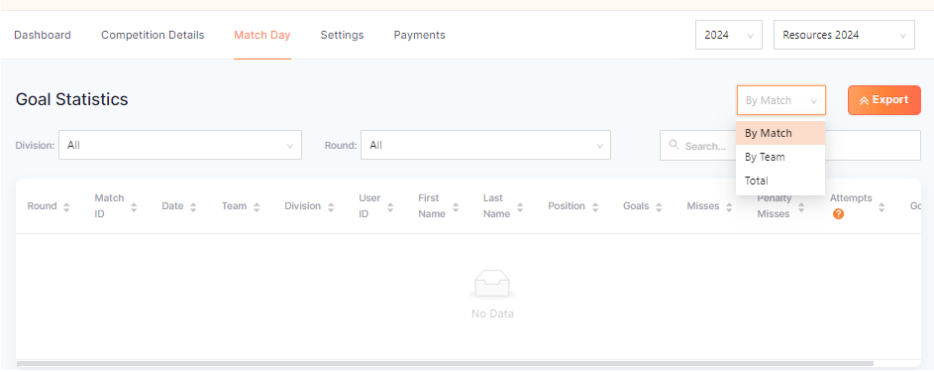
Game time statistics

You can also view game time for players and filter by minutes, period, or total games.



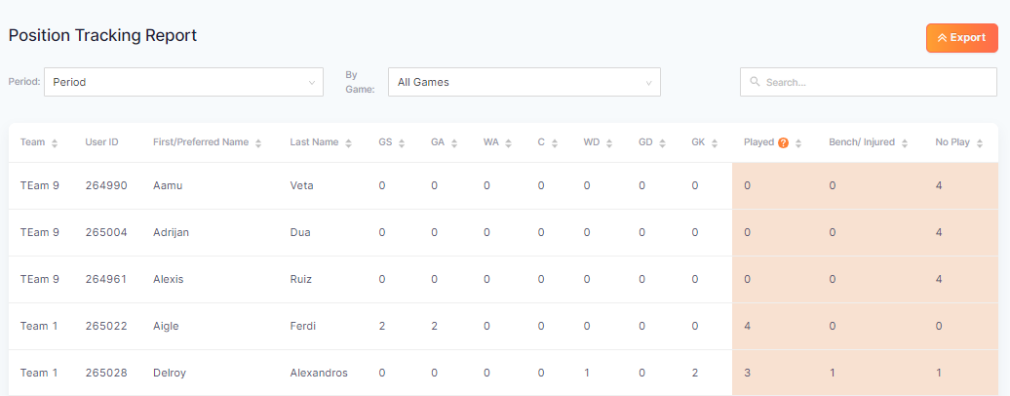
Goals

If the competition organiser has enabled ‘Record goal attempts’ in settings panel, then you will see goal shooting statistics for shooters. These statistics will list attempts, goals, and goals % by the game or by the total.



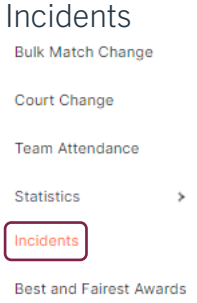
Position tracking

You can also view position tracking statistics this shows you the positions players have played. You can view by period, play % or by minute.

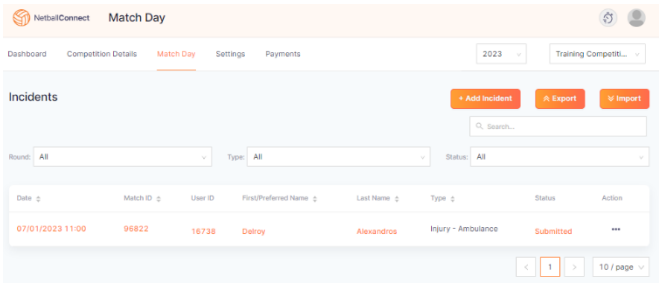


Team	User ID	First/Preferred Name	Last Name	GS	GA	WA	C	WD	GD	GK	Played	Bench/ Injured	No Play
TEam 9	264990	Aamu	Veta	0	0	0	0	0	0	0	0	0	4
TEam 9	265004	Adrijan	Dua	0	0	0	0	0	0	0	0	0	4
TEam 9	264961	Alexis	Ruiz	0	0	0	0	0	0	0	0	0	4
Team 1	265022	Aigle	Ferdi	2	2	0	0	0	0	0	4	0	0
Team 1	265028	Delroy	Alexandros	0	0	0	0	1	0	2	3	1	1

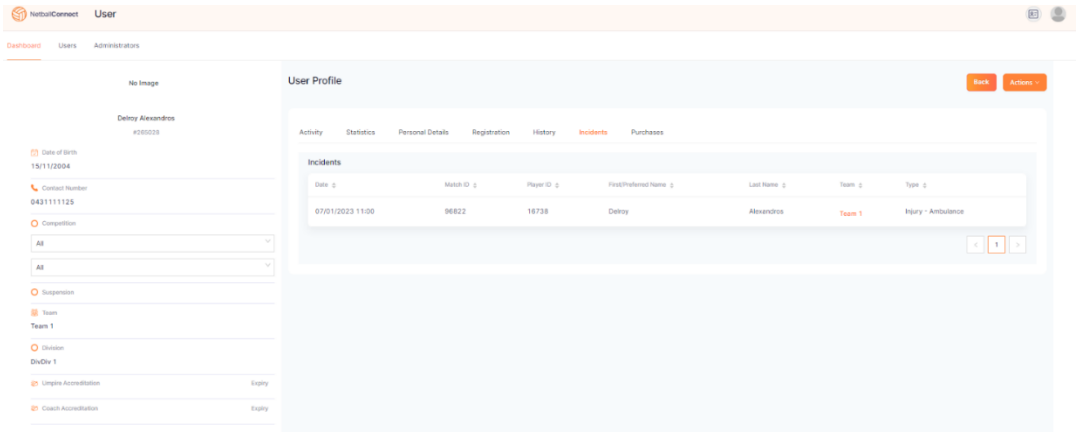
Incidents



If activated, Incidents can be lodged either in app or via the Matches section will appear here. Incidents can be lodged for injury or disciplinary, for player or spectators.



These incidents also appear in the player profiles.



Best and Fairest Awards

Bulk Match Change

Court Change

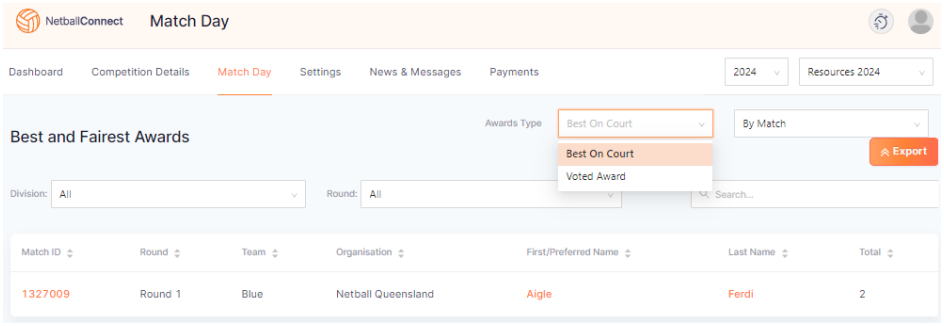
Team Attendance

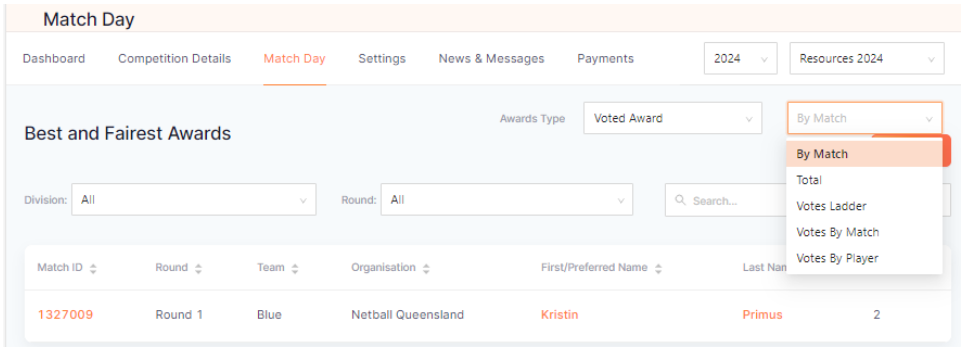
Statistics

Incidents

Best and Fairest Awards

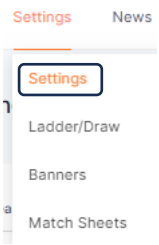
The competition organisers have enabled voting Best and Fairest awards. This can be filtered by match, total, votes ladder, votes by match and votes by player. You can export the list on an excel.



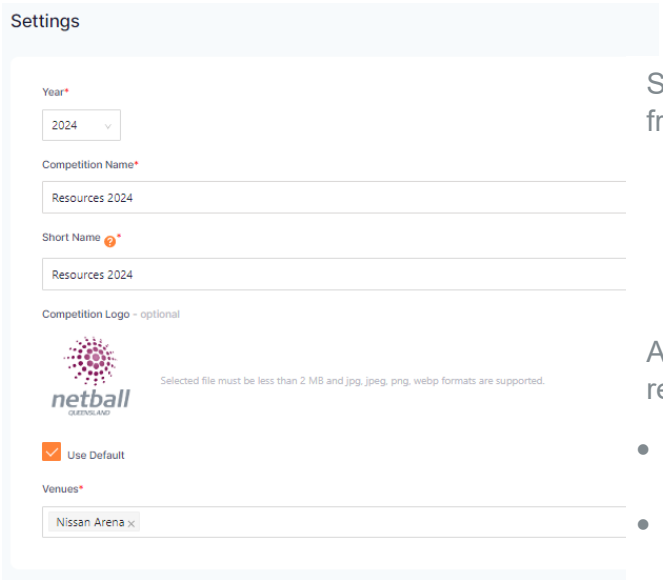


Settings

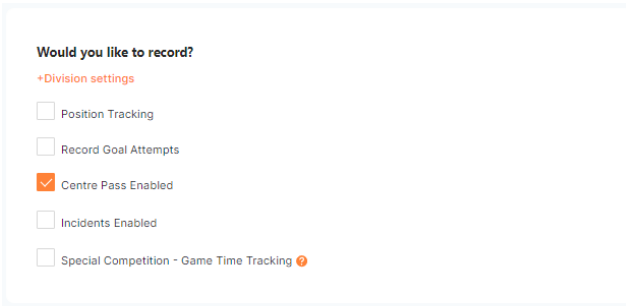
Settings



The setting screen allows you to change key settings that appear in the App.

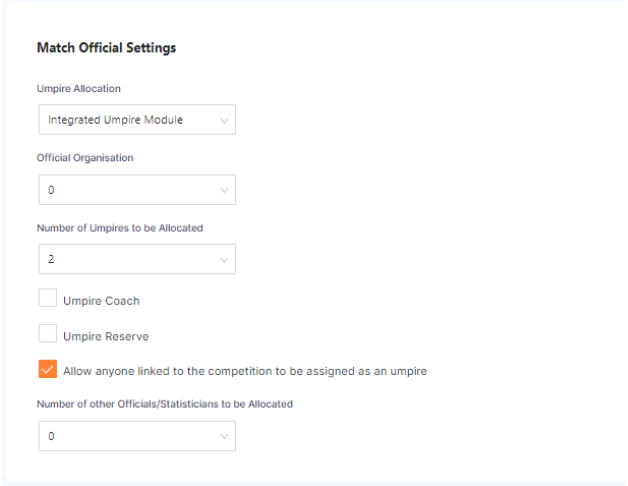


Some details shown here have filtered from competition setup.



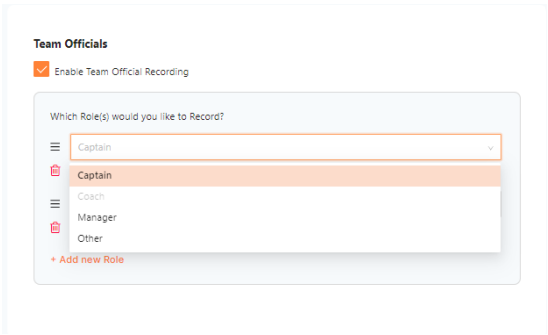
As an Association you can select to record the following:

- Enable position tracking – recording the position each player plays.
- Record Goal attempts – see the shooting stats including attempts, goals and goal percentage.
- Centre Pass – this allows you to display who centre pass it is.
- Incident tracking – allows for record of incidents, both injury and disciplinary.
- Game Time tracking – record the time (either minutes or periods) the player plays. This also allows players to be swapped during the game.

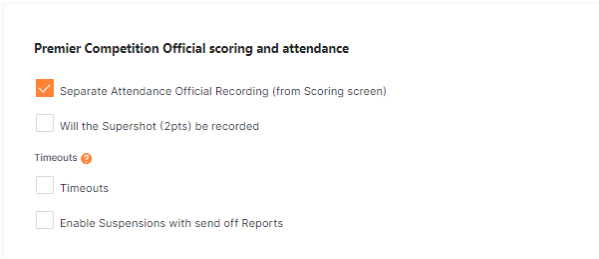


It also enables you to record Match officials.

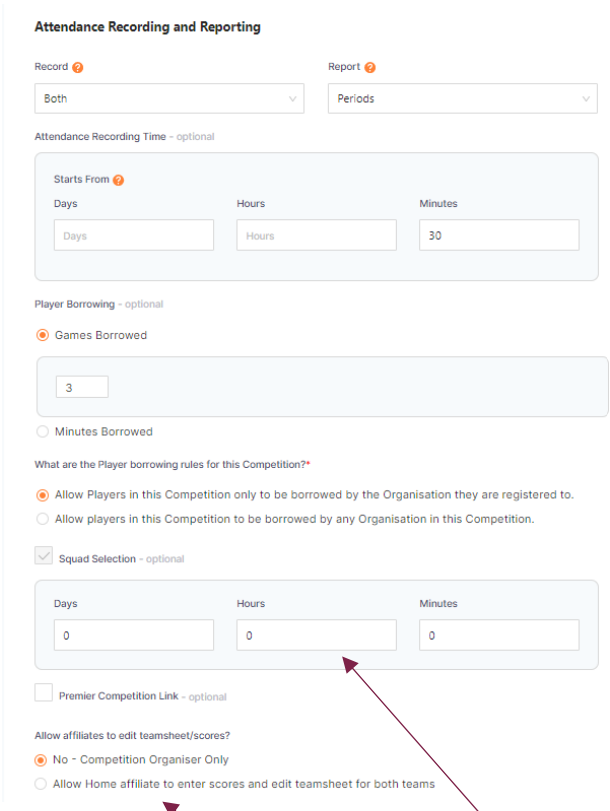
- At courts – this allows the scorer/manager of a match to document the umpire's name and club.
- Integrated – if you are using the Netball Live Scores umpire solution you will want to select this option as it will prepopulate with the rostered umpire details.



This enables the recording of Team officials. To add roles, click + Add new Role. If the role is not listed select other and type into the freeform box what the role is called



Premier competition option. This allows for there to be a separate recording device to be added to the Live scoring. This can be used when using rolling subs to record court time. It also allows for the recording of the 2-point shot, timeouts, and suspension reports to be enabled.



This setting allows you to decide what attendance recording style you want.

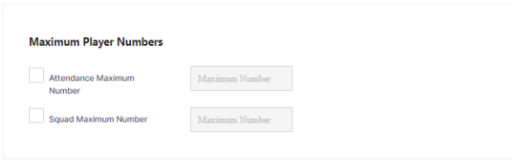
- Own – only record attendance for your own team players.
- Oppositions – a team can only see the oppositions players and add borrowed players from their own team.
- Both – both teams can see and record attendance for other teams and their own players.

Attendance recording time – this allows you to set how long before a match starts the manager/coach can submit team attendance.

Squad Selection – enabling squad select means managers/coaches can submit their nominated squad for a match, they then complete their attendance from this list.

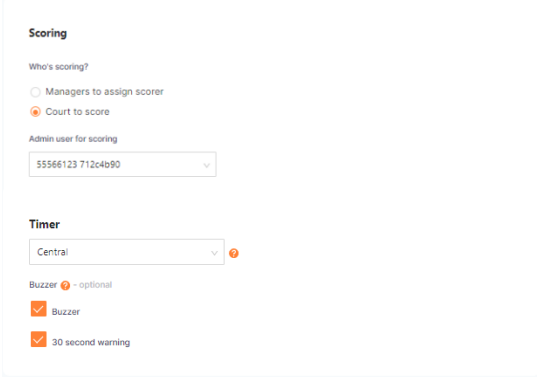
Days, hours, minutes allows you to set how long before a match starts the manager/coach can submit their squad.

Option to allow affiliated to enter team sheets/scorers



Enter in Maximum player numbers. This is either attendance number or squad maximum numbers.

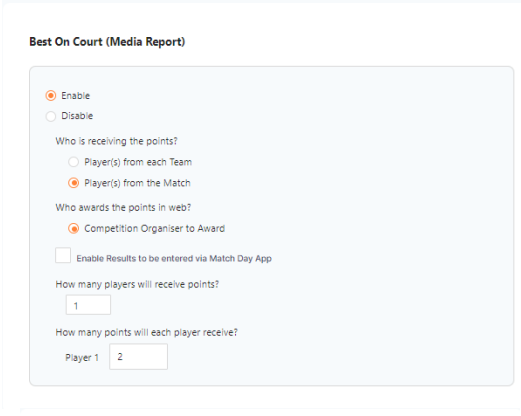
Allows for only Coach and Management to see statistics or to be available for everyone to see.



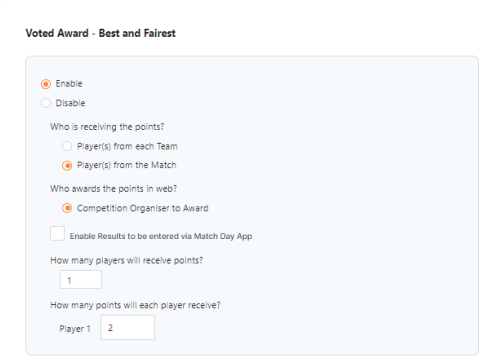
Scoring can be set either as the Manager to assign or Court to score. By using Court to score you can set up a device to be used for live scoring that is only for the one court.

Timer – select timer settings.

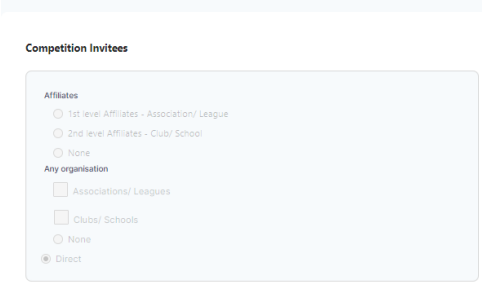
- Central – games start, break and end at the same time. Scorer has no ability to pause.
- Central with per match override – games all start at the designated time but can be paused and resumed by the scorer at any time throughout the game.
- Per Match – Games are started and paused by the scorer, but the break time is set to the defined period and cannot be paused or changed.
- Per Match per period – Games and periods are started and paused by the scorer.
- Buzzer – sounds the beginning of the match as well as each period. It can also give a 30 second warning before play resumes.



Best on Court – to enable the ability for players to receive votes. This can be set for a player from each team or a player for the match. Either the competition organiser or the teams can award the points. You can select the ability to enter results via Match Day app. You can set the number of points a player receives as well and the number of players to receive points.



Voted Award – Best and Fairest allows for player to receive votes. Similar set up as the best on court.



Ladders/Draws

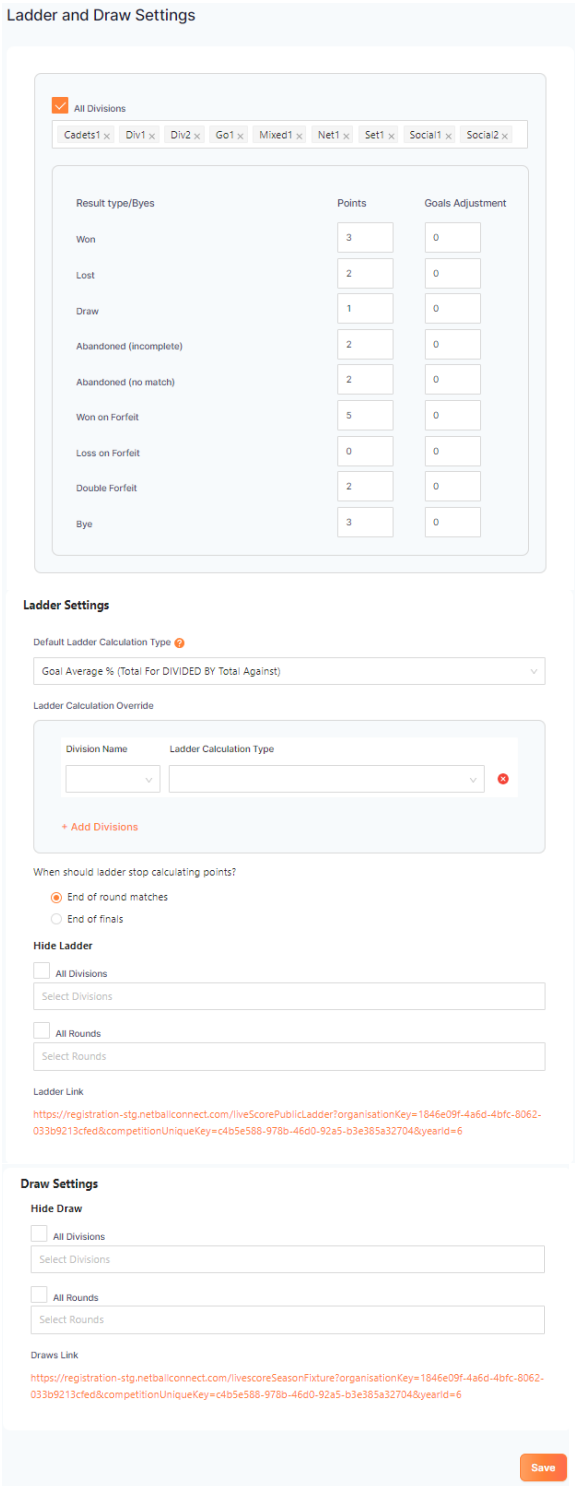
Settings

Ladder/Draw

Banners

Match Sheets

The ladder screen allows you to set Ladder points for all divisions. You can set the same points for all divisions, or you can add a new ladder format for individual divisions as required.



Select the divisions you would like to have ladders.

Select point value for the results.

Goal adjustments can also be added if required.

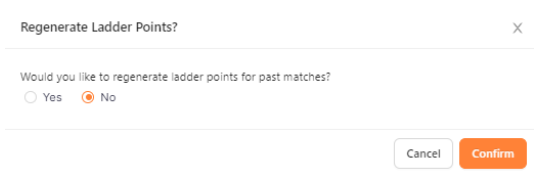
Ladder Settings – select the ladder calculation type.

- Goal Average – total goals for divided by the total goals against
- SMR% - (Total goals for divided by the total goals against) divided by the number of games played.
- WIN% - Number of games won divided by the number of games played.

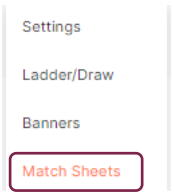
Option to have divisions with different ladder calculations.

The ability to hide the ladders and draws as well as links for you to add to your websites.

Any changes to the ladder points after the start of the competition will prompt a pop up that will question if you want to regenerate ladder points and confirm.

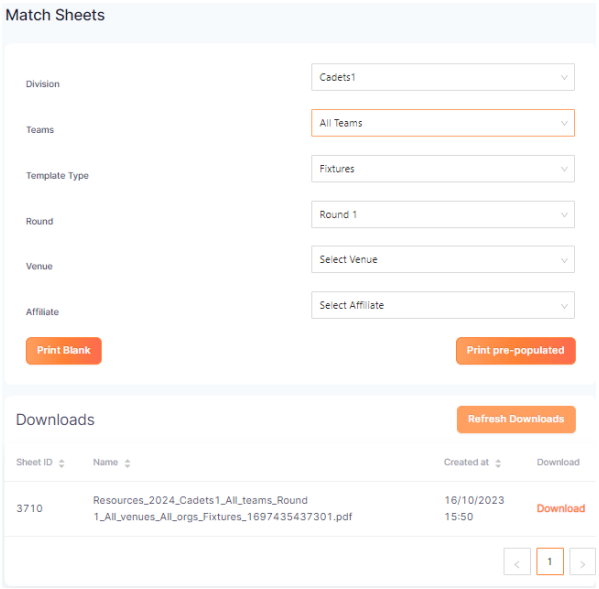


Match Sheets



Match sheets can be printed for paper scoring. There is different template to select from.

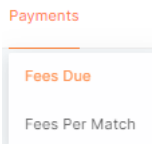
To print match sheets, enter your preferred settings, select Print pre-populated and then Refresh Downloads. The select download next to the sheet if you want to print. You can print blank match sheets if needed by selecting Print Blank.



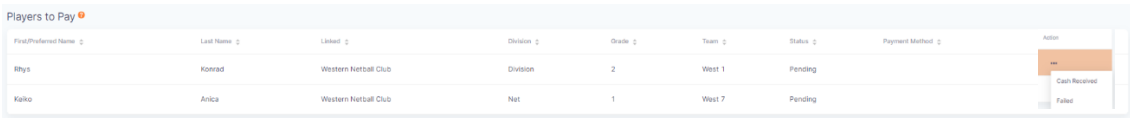
News and Messages

The News and Messages page is now only available to remove past communication. All future communication needs to be completed in the Communication module.

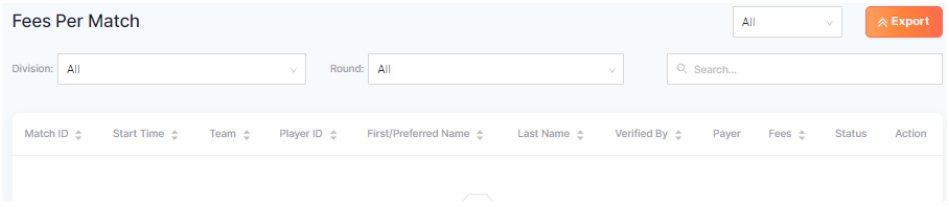
Payments



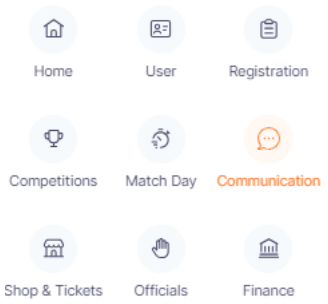
Fees due – This page shows any players who has outstanding fees due. Click on the three dots to mark as cash received.



Fees per match – will show any teams that have outstanding match fees. This is for registrations that were set up with a weekly payment.

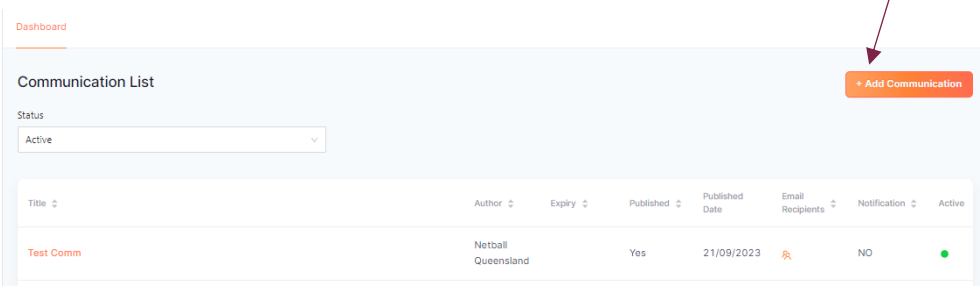


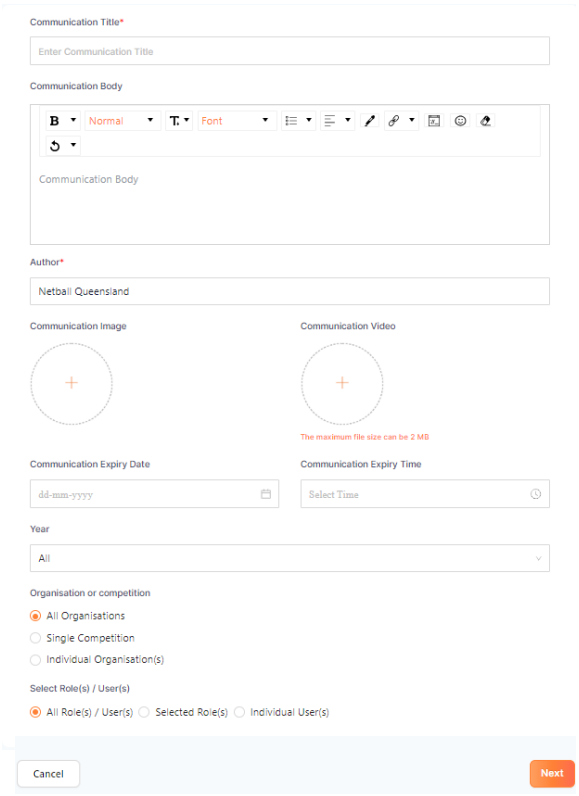
COMMUNICATION



The Communication tabs allows you to load news and events you would like to share with your communities directly through the NetballConnect app.

To add a new communication, select + Add Communication.





Enter in Communication title.

Enter information you want to pass on.

Add any Images or videos you wish to share.

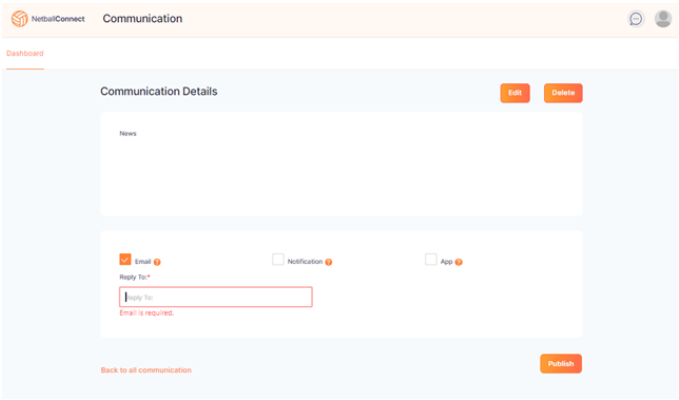
Enter Expire dates and times.

Enter year.

Enter the organisation or competition selection.

Select role.

The next page asks whether you wish to publish and the method you would like the recipients to receive the communication. This page allows you to edit or delete the communication.



Email – Communications is delivered via email. A reply to email is required to be entered.

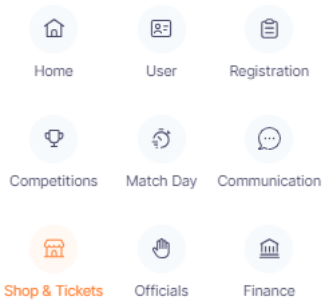
Notification – is push notification delivered to the home screen of a mobile device.

App – communication will be saved and available on the news page of the NetballConnect app.

You can choose one or all options.

Note: If you choose Notification the app option will be automatically chosen as well.

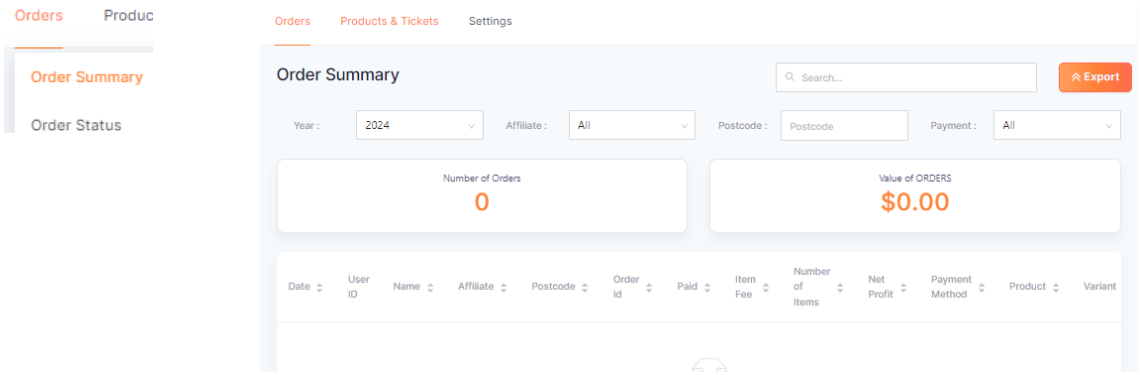
SHOP & TICKETS



The Shop and Ticket module enables you to sell your products or tickets to events directly to your netball communities online and through the NetballConnect app.

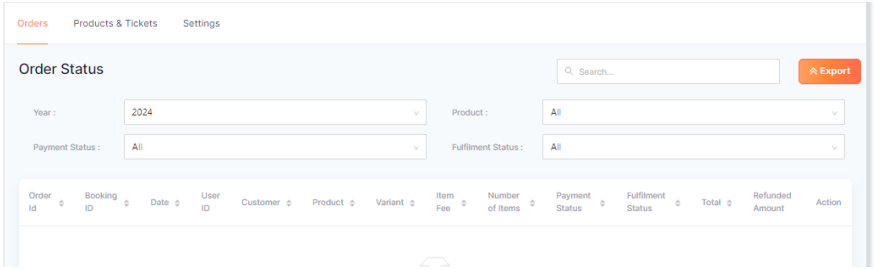
Order

Order Summary



The Order Summary page will give a summary of your orders. This can be sorted by various filters or enter a name into the search bar to find orders easily. Select export to download the data to Excel.

Order Status



Either click on the Order ID on the order summary page or select Order Status in the dropdown to review the status of an order.

Select the ••• to process a refund, a partial refund or mark as picked up or shipped.

Products and Tickets

Products

Products & Tickets

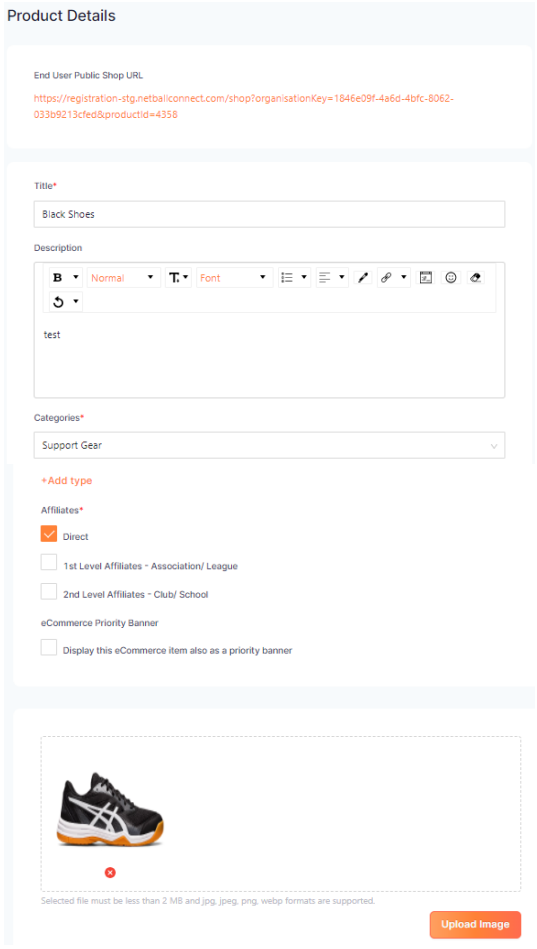
Products

Tickets

Inventory

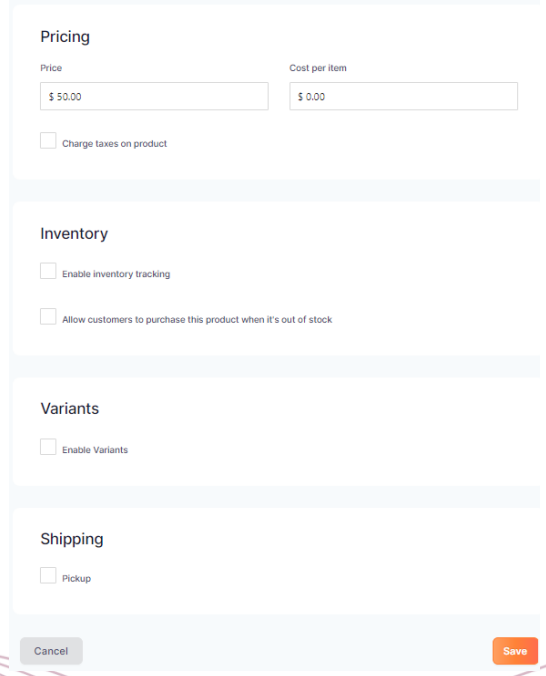
The products tab lists all current products available for sale. Click ••• in the top right-hand corner to edit the product.

Adding a new product is easy. Complete all the fields as required.

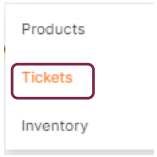


Inventory tracking is not mandatory, if you wish to track your stock levels, select Enable Inventory tracking.

Variations allow you to add different varieties of the same product, i.e., different sizes.

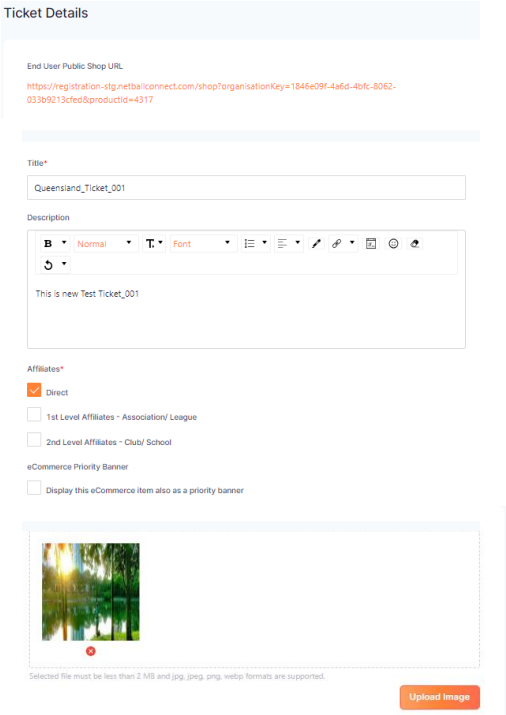


Tickets

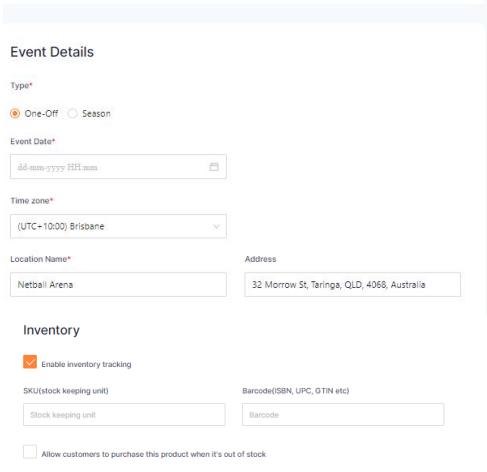


Associations and Clubs can now create their own tickets for events. Similar to the products you can add a new ticket by clicking on + Add a Ticket

Similar to the add a product. To create a ticket, you need to fill in the relevant information.

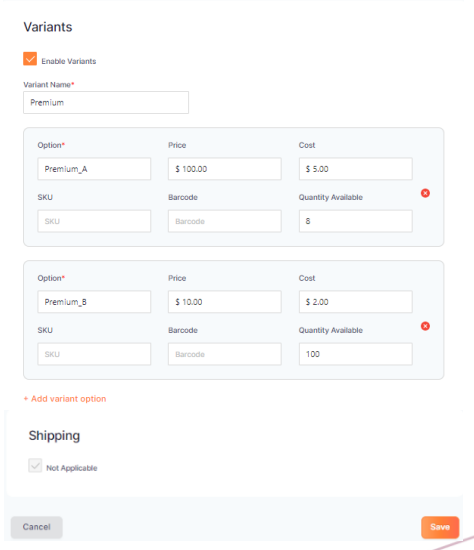


Need to select whether the event is a one-off event or a seasonal event.



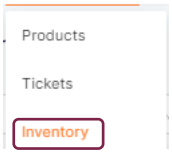
Like with your product you can choose to enable tracking on the number of tickets sold.

Variants can be added so that you can have different tickets for different scenarios. For example, you might offer a different price for adults and children etc.

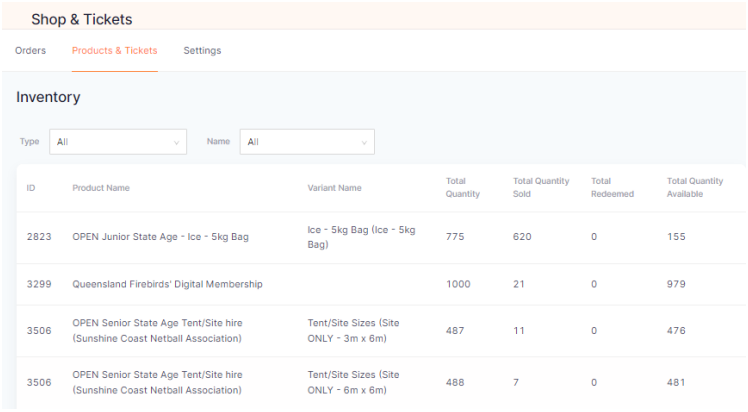


Once saved you can go back into the ticket to download the URL to pass onto your members.

Inventory

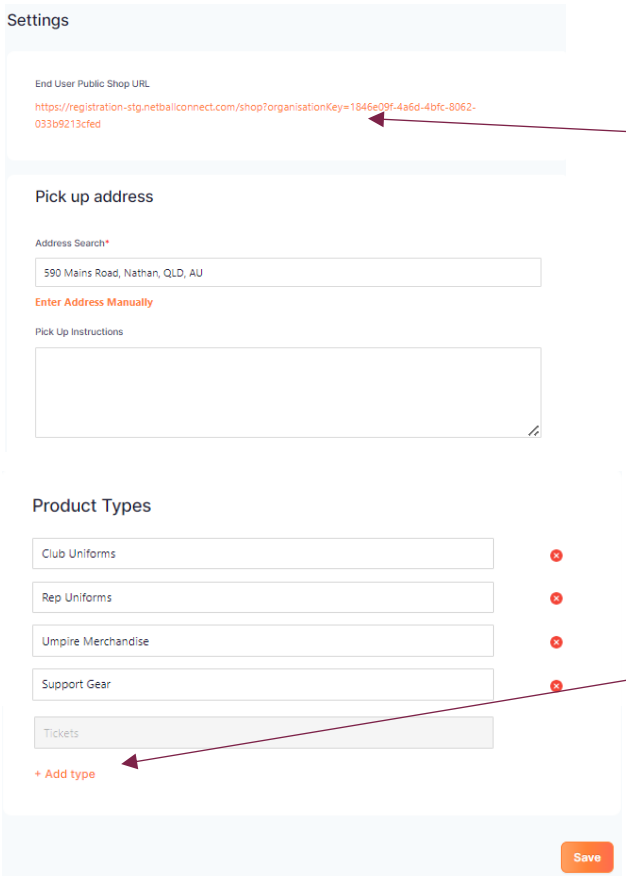


Inventory gives you an overview of all of the organisation's products and tickets and the quantities sold, redeemed and total available.



ID	Product Name	Variant Name	Total Quantity	Total Quantity Sold	Total Redeemed	Total Quantity Available
2823	OPEN Junior State Age - Ice - 5kg Bag	Ice - 5kg Bag (Ice - 5kg Bag)	775	620	0	155
3299	Queensland Firebirds' Digital Membership		1000	21	0	979
3506	OPEN Senior State Age Tent/Site hire (Sunshine Coast Netball Association)	Tent/Site Sizes (Site ONLY - 3m x 6m)	487	11	0	476
3506	OPEN Senior State Age Tent/Site hire (Sunshine Coast Netball Association)	Tent/Site Sizes (Site ONLY - 6m x 6m)	488	7	0	481

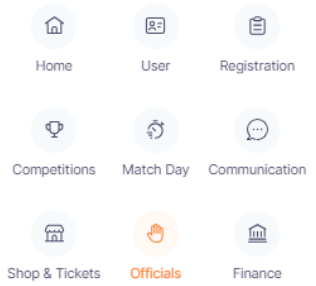
Settings



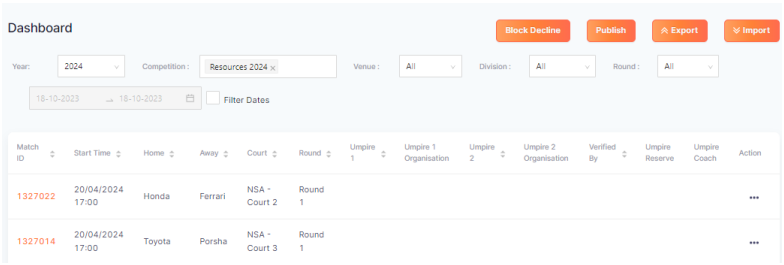
The final tab is Settings. This is where you add details for order pick up. It also provides a link for access to the Public Shop.

Within this section you can add new product types that you would like your products to sit under. Click add type and fill in the freeform box.

OFFICIALS



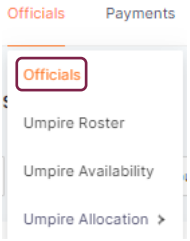
The Official Module allows you to manage umpire allocations and payments for matches.



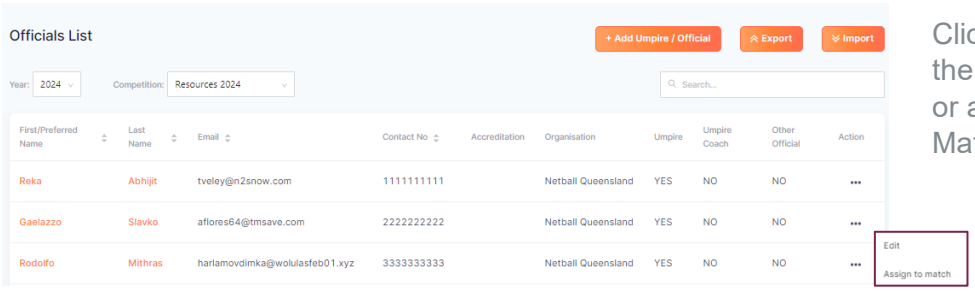
Dashboard – shows all games and umpires that have been allocated for each game. This can be filtered by Competition, Venue, Divisions, dates, and rounds.

Officials

Officials

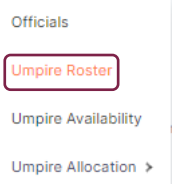


Officials page shows the list of current umpires for this competition. From this page you can add or import new umpires in. You can also export an Excel list.

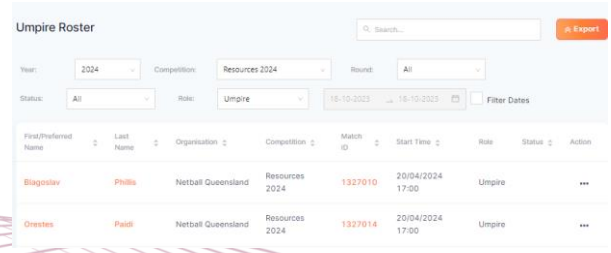


Click on ••• to edit the Umpires details or assign them to a Match manually.

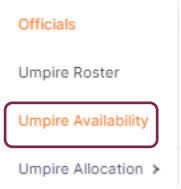
Umpires Rosters



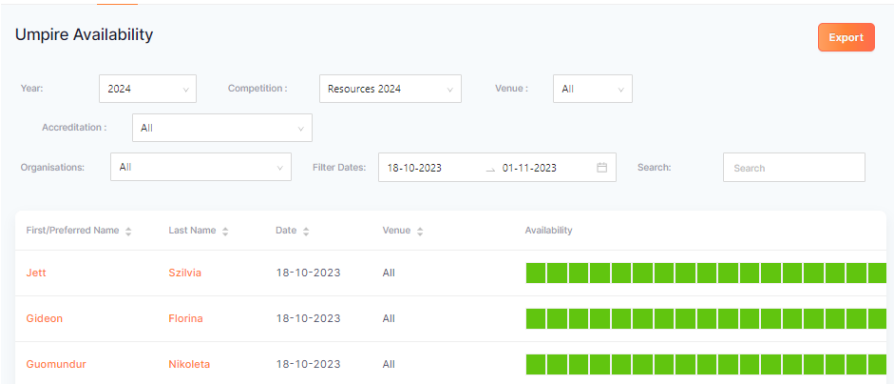
The Umpire Roster shows the list of umpires. By clicking ••• you can accept, decline or unassign an umpire's allocation.



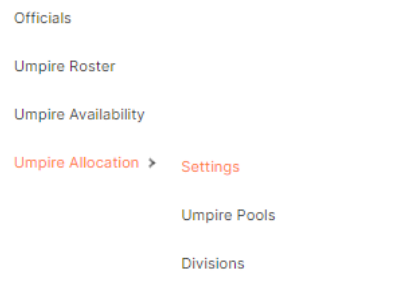
Umpire Availability

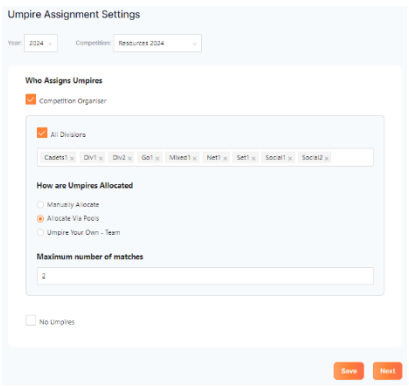


Umpire availability shows the umpires availability over timeslots and rounds. This can be filtered by date, accreditations, organisations, and venues. Umpires can adjust their availability through their app under their profile details.



Umpire Allocation – Settings





Select who you would like to assign umpires.

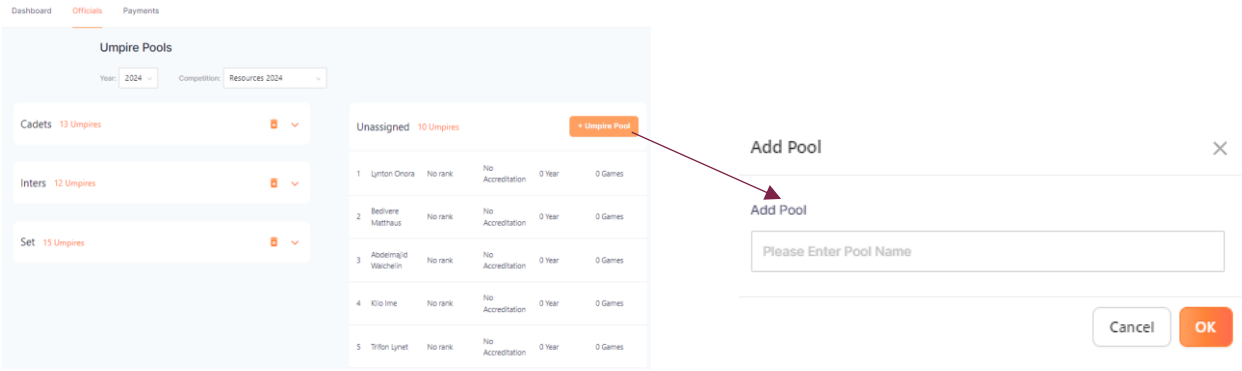
- Competition Organiser
- Affiliate Organiser
- No Umpires

Select which divisions they will be assign the umpires for. Click All divisions if it's all.

Select how the Umpires are allocated.

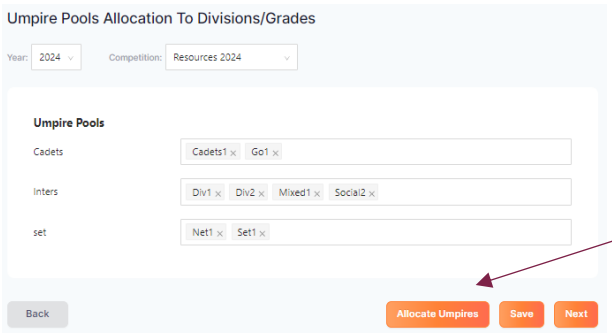
- Manually
- Allocate via pools
- Umpire your own team

Select next.



If enabled Umpire pools, click on + Umpire Pool. Add the name of the pool. Then drag and drop the umpires into each pool. If wanting to add more umpire, click on Load more .

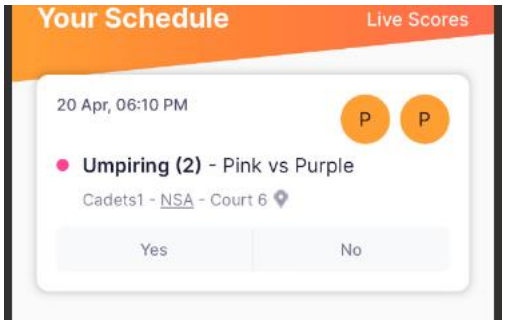
Once all umpires have been added to the pools, select next or save.



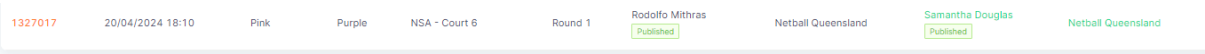
Allocate Divisions/Grades to the pools and then select Allocate Umpires.

Select the round on which you want to allocate the umpires to and click ok. Once this is completed umpires will be allocated to those divisions for the select rounds.

Once allocated all umpires will receive a notification on their NetballConnect app which will allow them the ability to accept or decline the allocation.



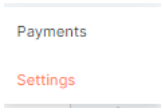
If the umpire has accepted the allocation the name will show on the dashboard as green



If the umpire declines the allocation the name will show on the dashboard as red.

If the umpire declines the allocation, you can reassign the match to another umpire by clicking on ··· and selecting edit Umpire/Official.

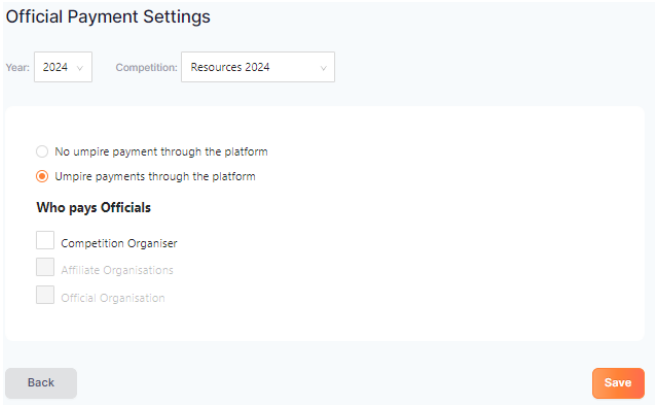
Payments Settings

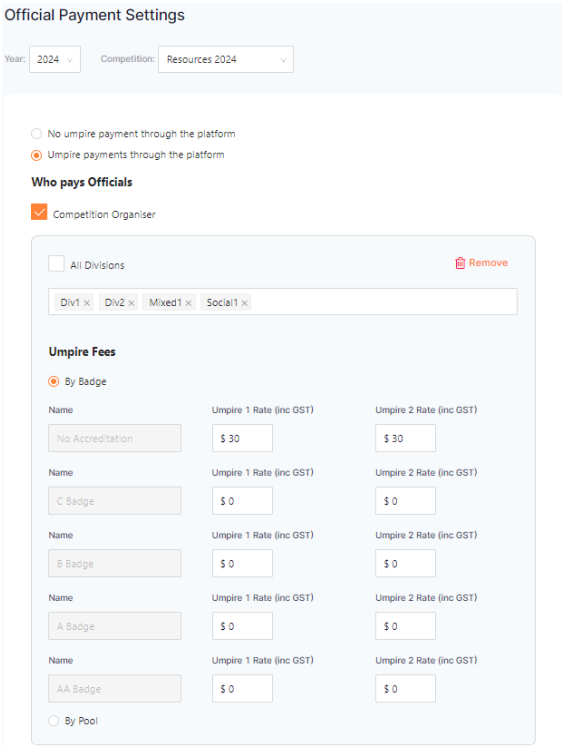


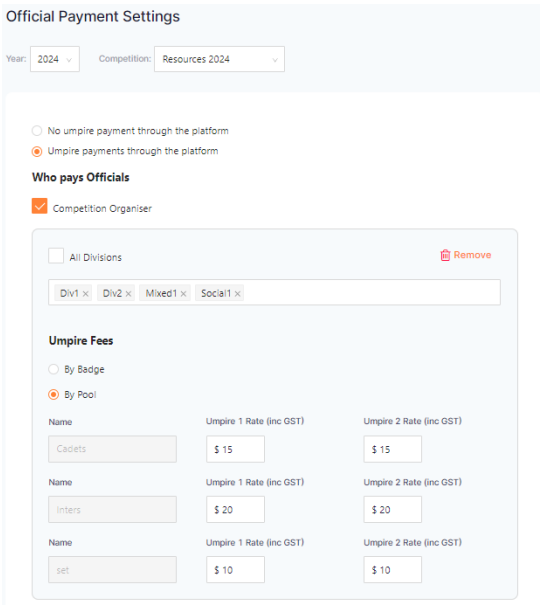
The organization can decide if they would like to pay the umpires through the system. The following information will provide the steps need to be taken to set up umpire payments in NetballConnect

The organisation can choose to either not set up payments through the system or pay through the system.

If not a direct registration the organisation can choose who will make the payments.





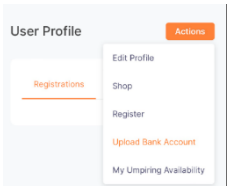


If the organiser chooses to pay through the system, there is two options on how the payments will be sorted. It can be either by Badge or by pools.

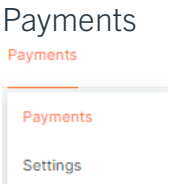
If choosing to pay by Badge, please be aware that this is reliant on the Umpire ensuring that they have added their Umpire badge into their profile. The system only recognises the National Badge accreditation (C Badge, B Badge, A Badge etc). For those organisations that use association level badges you will need to pay by pool to allocate pay rate for those levels.

You will need to add a payment rate for both Umpire 1 and Umpire 2 if you have two umpires per game. If selected, you can also add pay rates for Umpire reserves and Umpire coaches.

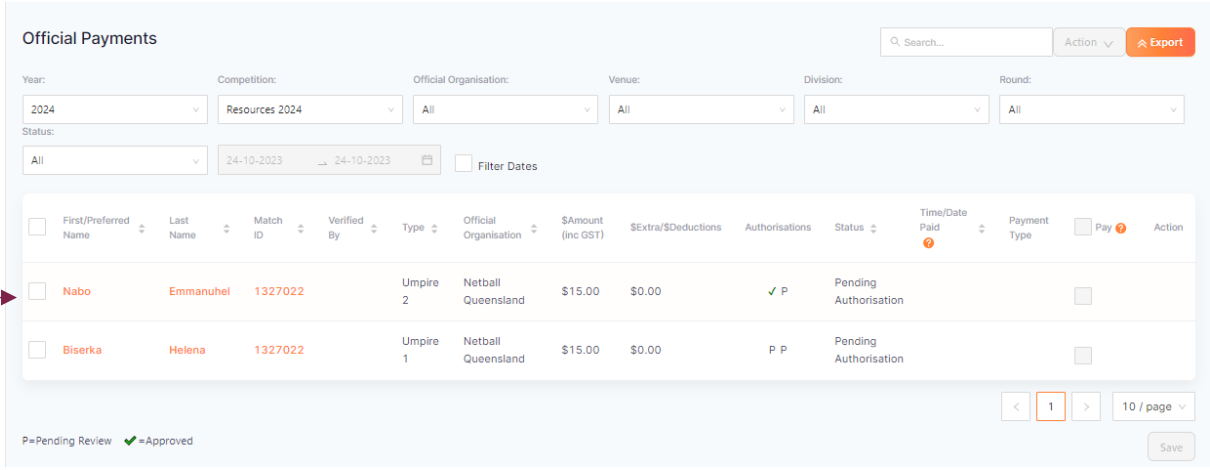
For umpires to be able to receive payments through NetballConnect they will need to ensure that they have set up their payment option in the app. This can be found by clicking on more, my profile, my full profile. Select action and click on Upload Bank Account. Please ensure that the umpires are selecting individual/sole trader in the first page otherwise they will need to supply an ABN to proceed.



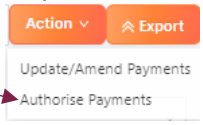
Payments



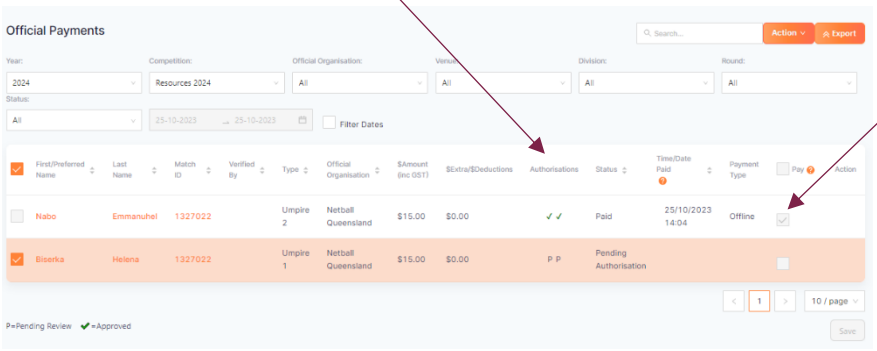
Once an organisation has set up its payment rates, they can start paying their umpires. This is done in Payments, payments. This screen will provide the organisation a list of all umpires that have completed games and require payment. This screen can be filtered by competition, organisation, venue, divisions, rounds, status, and dates.



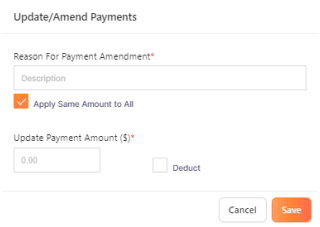
To authorise a payment, the authoriser needs to click on the square next to the umpire's name and then click Action. Select authorise payments.



Each authorisation must be made by two people. Your organisation will need to set up who that will be. In the authorisation column ticks mean that it has been approved and p means it is pending and yet to be approved.



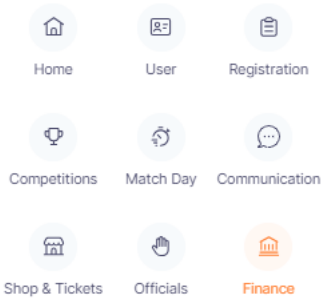
Once the payment has been authorised twice by the two people, you can click on the box to pay the umpire.



If you would like to amend set payments for a one off change click on the box on the Name of the umpire, select update/amend payments and fill in the details.

This needs to be completed prior to the payments being approved.

FINANCE



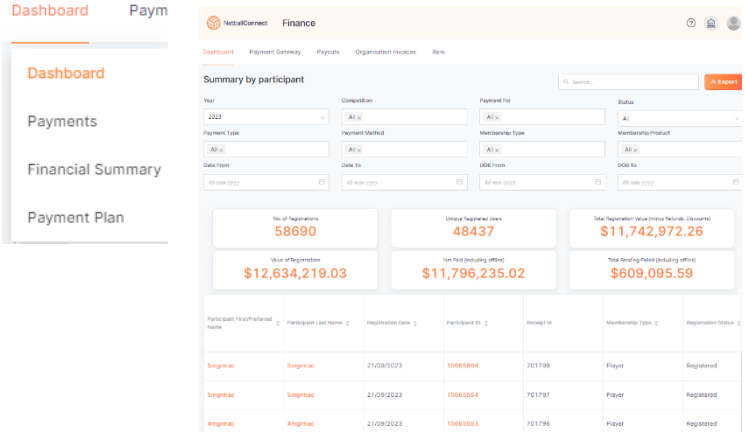
The Finance Module captures and stores data for all payments received by your Association.

The Finance Dashboard lists all transactions and records the participant/user who made the payment, competition, affiliate, date, payment method and if the payment has cleared. Please be advised delays can occur with direct debit payments. It will give you a summary by participant or payments.

Click export to download data to Excel.

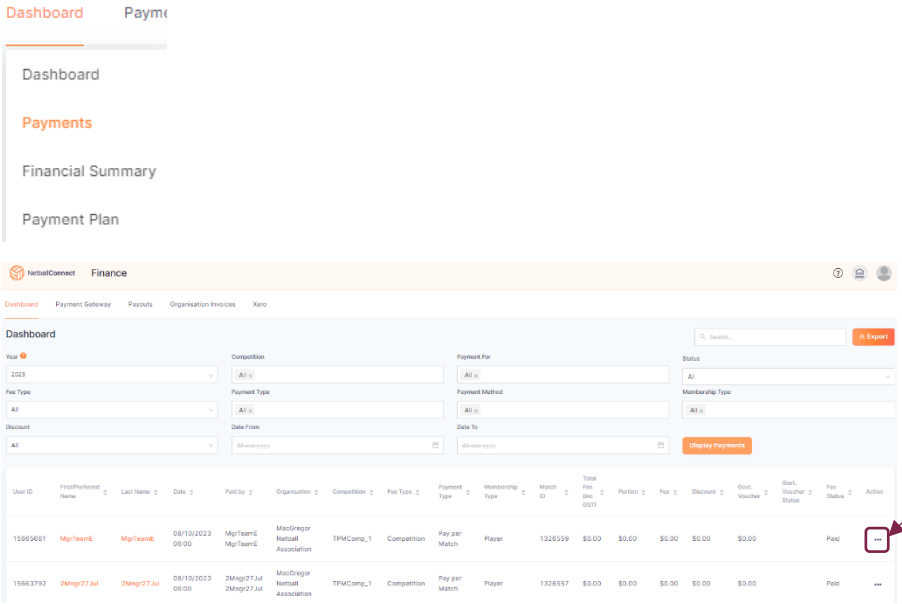
Dashboard

Summary by Participants



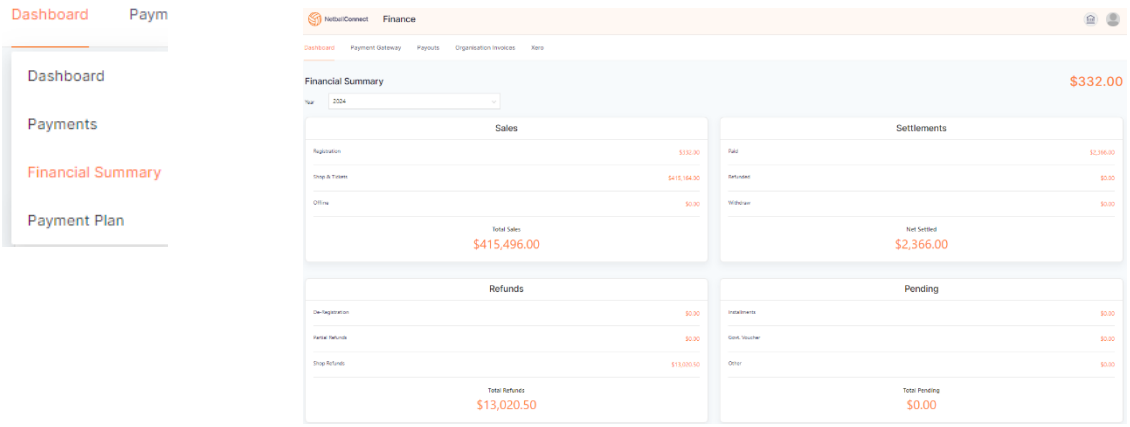
Summary by Participants shows the list of transactions for each registration. This can be exported in an Excel spreadsheet.

Payments



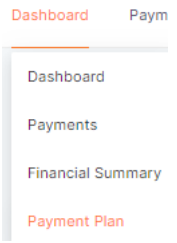
Click here to view the invoice.

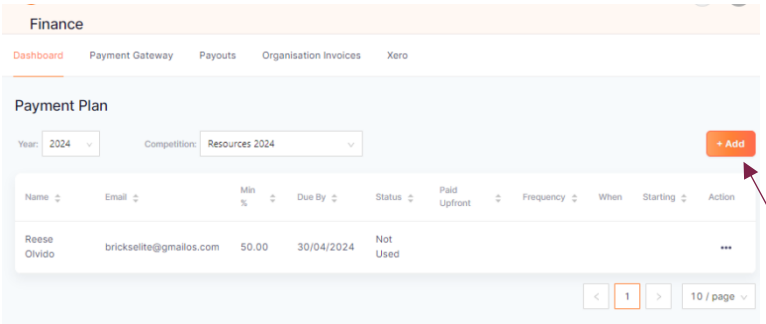
Financial Summary



The Financial Summary provides an overview of the organisation's finances. This can be filtered by year.

Payment Plans

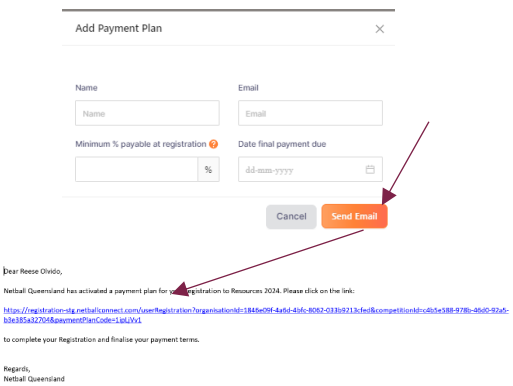




When you have a member who would like to have a payment plan, it can be set up on this screen.

Any payment plans that have already been set up can be seen here.

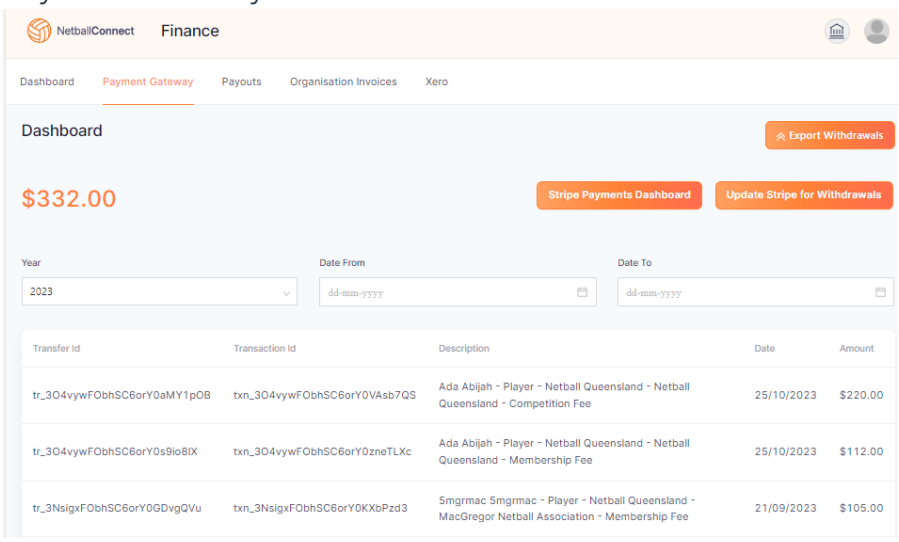
To add a payment plan click on + Add



Fill in the participants details along with a minimum payment and a final date for the payment to be finalised. All fees (Netball Queensland and Association) will be taken from the Club/Associations bank account and will incur the usual stripe transaction fee for each transaction. Click on send email. The below is an example of what the email looks like that is sent to the participant including the link in which they need to use to register with.

By clicking on the ••• you can resend the email or delete the payment plan.

Payment Gateway

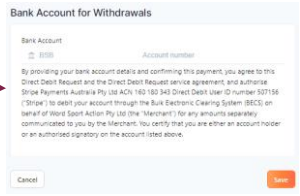


The Payment Gateway tab list all payments made through Stripe payment gateway. You have the ability to search a year or specified date range. Select Export Withdrawals to download as excel spreadsheet.

Stripe Payments Dashboard

Update Stripe for Withdrawals

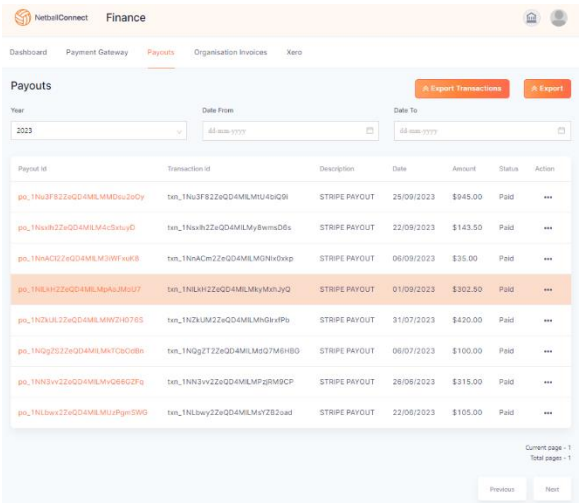
The Stripe payment dashboard redirects you to the organisation login. Update Stripe for Withdrawals allows you to update your stripe account for withdrawals.



Within this area you can see the payout listings for all recent payments that have been settled with Stripe.

This area also allows you to update your organisation account details. It allows you to update the Association account representative by adding and removing any members.

Payouts



The payout page allows you to export and view all payments that have occurred during each payout to the organisation.