CLUBBUZZ USER GUIDE

Contents

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INTRODUCTION

We have set up this guide to help you understand the full functionality of your ClubBuzz website. Please note if you have the Gold Subscription you should also download the Gold Manual from the help menu of your site.

We hope you find this guide useful, if you find any items are not adequately explained or missing please do contact us so we can rectify this

CLUB TAB

Sports Set Up

We have designed the dashboard to walk you through the simple processes to setting up your new club website.

Set up your club sports

ClubBuzz has been designed to accommodate multi sports clubs so firstly you need to let us know which sport or sports your club plays. Click on **New sport** and select your sport from the drop down list. You will be asked for details dependent upon sport chosen such as season dates, home strip and away strip. Complete these fields and then click on **Create new sport**.

NB If your club offers more than one sport, repeat the above process for each sport offered.

Once you have created a sport you will be able to view it in the sports tab. Click on the sport (highlighted in red) to open a new page.

Assign members to a sport

In SPORTS select the relevant sport and then click on **Assign members.** You will be presented with a list of all club members. Just check the box next to each member who play that sport (note if you scroll to bottom you can select all). Just click on the green **Assign members** button to save your changes. It is important that you allocate members to a sport for them to be available for team selection and also to ensure subscription payments are made in the gold package.

Setting up teams

You now need to tell us about all the teams playing these sports so click on **new team** and then complete all the team information as required then click on create new team.

NB If your club has more than one team repeat the above process for each team.

Assign members to a team

In SPORTS select the relevant sport and then click on the team name. You will note that in the team set up you now have minimum and maximum age restrictions, this is to be used for any team where there are age restrictions, e.g. junior teams, veterans etc. Complete this if required and update the team details.

Select the team again and click **Playing members. Y**ou will be presented with a list of all qualifying members for that team (please note if a member has not updated their profile with sport, gender, age etc. then they will not appear in this list).

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To allocate a member to this team simply click the tick box in the left hand column and enter their squad number into the next box – please note squad numbers within a team must be unique.

At the bottom of this page there will be an option to see supplemental members, click **reveal hidden**, this will then allow you to select from all other club members. When you click here you will see all other members listed and a red highlight to show why they are not automatically qualifying members (this could be wrong age, wrong sex or no sex allocated or simply that they do not play the chosen sport). You can select from this group of members in the same way as for the qualifying members.

Once you have allocated all the relevant members to this team click on **Update team members** at the bottom of your screen. You will be taken back to the teams' summary page and will be able to see how many members have been allocated to each team.

Once you have allocated players to a team you will see that their profile now appear against that particular team on the web site with photo, name, squad number and preferred position plus their Bio if they have completed this. If you do not want this functionality you can change the privacy settings on the web site, **visit website, team pages** and select the team. You will see **Privacy settings** at the bottom of that screen just check the box if you want profiles shown or leave blank if not. This means that you can allow some teams to show player profiles and others not (for example some clubs choose not to show junior team profiles).

Assign non playing members to a team

If you want to allocate non playing members to a team, for example a manager or coach, you can do so. Follow the process above to select the relevant team and then click on **Non playing members**. This will allow you to select any member who has been assigned to a sport but selected "non-playing" member.

Setting up competitions

You can now tell us which competitions you play in including tournaments, leagues and knock-out cups. Click on **new competition** and then enter all the required details relating to that competition. You can also allocate teams to each competition – teams can play in as many competitions as you require and more than one team can be in each competition.

Contact details do not appear on your web site but are there for your records only.

URL's (links to a web site page) allow you to add in important links to league or competition websites and you can include a general page, results page and league tables.   These links appear on the "*meet the teams*" page on your web site.

Venue Set Up
Enter your venue details

Tell us which venues you use for training, matches or even a club house address. We use Google Maps to display a map on your venues page.

Click on **New venue** and enter your venue details – then click **Find location**

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If for any reason (quite rare) your venue is not on Google Maps you may need to search for a nearby postcode and drag the marker to the correct place. We recommend that you put in the post code first with town details and then once the area has been located add in the rest of the venue details.

Members

It is not essential to set up member records if you don't want to use the member registration option, however you will always need to set up any member who needs to have access rights to update the web site, is an official or team captain.

You can either set up members individually or if you have a database (as long as it is in CSV format) you can import all your members at once. Please note whenever you add a member they will receive an email from the club asking them to register online and update their member details.

Standard member fields are available. However if you want to capture additional information you can add "custom fields". These will capture any free text information and record it on a member's profile.

Adding an individual member

To add members individually (the minimum information you need to add a member is forename, surname and email address.

Click **new member**

You can add in as much information as you like about a member, they will receive an invite to update their details including:

- Personal details
- Medical record
- Guardian Details (if they are a junior)
- Sport Details

Click **create new member**

You will be taken to the member screen where you can add additional information such as **guardian** details for juniors, **sport** details (required if you want to allocate a member to a team) and **roles**.

Importing member details

To import members from a csv file (the minimum information you need to add a member is forename, surname and email address) click **Import members.** You will be asked to **choose file** and then **Upload members.** You will then be asked to match fields from the ClubBuzz database with your data. Click on the dropdown arrow and select the relevant field. When you have completed this with the fields you want to import click **Import members. NB** you can only import standard fields, custom fields cannot be imported.

The fields that you can upload are:

- Forename (compulsory)   Surname (compulsory)
- Address 1   Address 2
- Address 3   Address 4

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- Post Code   DOB
- Gender (state in full male/female)   Home phone number
- Work phone number   Mobile phone number
- Email address (compulsory)   Emergency contact name
- Emergency contact number   CRB number
- CRB issue date

Once you have imported the members you will see a message informing you of the success of the import. If this states for example, successfully imported 12 of 13 members, you will manually need to review which member may not have imported. This will be due to either lack of information in one of the compulsory fields or data that is not formatted correctly.

Member Roles

Edit roles - super-users will be able to set user levels for members you want to help administer the website from the following options:

- Super User – has access to everything
- Treasurer – can administer the financial accounting system
- Club Administrator – can administer sports, teams, members, venues and competitions
- Sport Administrator – can administer teams and competitions for their specific sport
- Communicator – can create, schedule and send email and text messages
- Scheduler – can administer the events schedule and create after-event reports
- Selector – Can manage match selections
- Reporter – can administer after event reports
- Editor – can manage the web site, news, pages, photo gallery and bulletin board
- Contributor – can add photos to galleries and can administer the bulletin board
- Moderator – can edit and delete topics and posts in the members' discussion forum (only relevant in silver and gold package)
- Member – the majority of your members will fall into this category, this gives them rights to update their own profile and access member only pages on the web site.

Applications

Anyone who applies via your website for more details will appear as an applicant in the "Club" tab.

Applicants appear in a list on the website. If you click on an applicant you have a number of options.

- Use the scratchpad – designed for you to make notes on any applicants prior to them becoming a member for example documenting any discussions or details that can be shared with other applicant handlers
- Edit or delete the member – you can make changes to their details or delete their record if they decide not to join the club
- Accept as member – if you are happy to accept them as a member click here and all the information you have already gathered from the member will be transferred to their membership record. An email will be sent to this member once accepted asking them to set up their own login for the site.

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Registrations

Registration handlers

You can decide who applications will be sent to by filters which include:

- Sport
- Males
- Females
- Adults
- Juniors

Click **Add registration handler,** select the name of the member you wish to receive the email from the drop down list, select the sport from the drop down list and then select which type of applications they wish to receive. When you have finished click **Create registration handler** NB you can add a number of handlers. If you do not set up any registration handlers all applications will be sent to the contact email you selected when you set up the website.

Registration Settings

If you want to get all members to update the details you hold on the system annually then registrations are ideal for your club. Once enabled the system will send a series of reminder emails to the member asking them to update their details. If the member does not update their details 6 weeks after the registration date they will be lapsed from the database, meaning they will no longer receive club communications or be eligible for selection where applicable.

If you check the registrations enabled box a series of options will appear.

You set the date by which you require all members to renew by. If you want to allow registrations from new members without approval from the club check this box. If you want to approve all new registrations to the club leave this unchecked.

If you wish members to update their medical record each year check this box.

If you have terms and conditions you wish members to agree to you can upload these here. Please note this must be just one document.

If you are using registrations in silver or gold, this is all you will be required to do. If you are using registrations in silver plus you will be required to set up a payment gateway and membership categories.

Registrations silver plus

When setting up registrations you will see two options:

1. Setup your membership fees by setting annual costs for each of your club's membership categories. Clicking this takes you to a page where you can set up all the different membership categories your club has and the annual fees for each category. Note you will need to assign each member to the relevant category in order for them to pay the correct fee, although a member can change membership at point of registration if required.

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2. To accept payment when your members register, please configure at least one payment gateway first. Clicking this link takes you to the GoCardless set up screen. If you choose not to use GoCardless member payments will default to cash/cheque.

PLEASE NOTE AS SOON AS REGISTRATIONS IS ENABLED IN SILVER PLUS FEES WILL APPLY TO MEMBERS REGISTERING SO IT IS ADVISED THAT YOU SET THIS UP APPROX 5 WEEKS BEFORE YOUR ANNUAL RENEWAL DATE

Committee Members

If you want your committee/management team to be highlighted within your website then you will need to publish the committee page in website settings (more details later). Use the committee members section to add Committee members, coaching staff, team management or other club members you want to highlight and include.

Just click on any section to start adding members. Select the member from the drop down list and then start typing their role in the role box. If the role is one the system recognises you will be presented with a choice, if not just type in full the role they hold. You can opt to publish their email address by clicking on the check box. To sort committee members into the order you want them to appear on the website simply click and drag to the required position.

Member Categories (silver plus and gold)

As defined above this is where you add your member categories (unlimited number of categories). There will be two default categories one for adults and one for juniors that new members will be automatically allocated to. You need to manually assign members to the correct category. You can edit your default categories and this is where you can select the maximum age for junior membership categories.

Mass assign members

Clicking mass assign will open a screen with all your members listed. Just select the relevant category for each member and then click the green Assign Categories button.

WEBSITE TAB

We have loaded up some sample content into the site. Obviously you want to make this your own so the website tab is where you start to personalise your site. Your home page is the first contact many people have with your club so make it upbeat, interesting and not too wordy!

Homepage

Click on **Edit homepage**, you are then able to change the strapline that appears on your homepage, the homepage wording, the join now panel and wording plus add a flash notice. Just make the changes you require and then click **Update homepage.**

At the bottom of the homepage screen click **Configure poster images.** This will allow you to add up to three photographs for your homepage slideshow. Ideally these photos should be 960 x 350 pixels, a good idea is to resize your photographs in something like photo-shop first.

Click on **New poster image,** then **choose file,** then **Create poster image**

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News

In the **News** tab, click on **New article.** Give your article a name and then add in an excerpt (which only needs to be a couple of sentences as this will appear on the news headlines on your home page. Then in the main body box write your article in full. When complete click **Create new article.**

To add in an RSS feed click on **New feed.**

Paste or write the Feed address into the URL box and then click **Create new feed.** You can add up to 3 news feeds on your website.

(To find an RSS Feed, look for the RSS Feed on the site you want to take news from. Obtain the RSS URL (It is often called the link address) and copy this. This is what you paste into the URL box as directed above.

Public Pages

You can use our system pages and create as many additional pages as you wish.

System pages "About the club" and "Our sports" are published already on your site. The "About the club" page is compulsory, however if you don't wish to use the "Our sports" page which is mainly designed for multi sports clubs you can turn this page off by turning it to a draft page. To do this click on **"Our sports"**, scroll to the bottom of the page and use the drop down arrow to change Published to Draft. Then click on **Update page.**

There are three other system pages which are not published on your site. If you wish to use these then click on the page name, add in the text and information you require and change the status from draft to published. Then click on **Update page.**

Fundraising Page

If you activate the fundraising cause in the Account tab you will see a new custom page appear with the same title as your fundraising cause. This page name is editable and should be changed to reflect it is a fundraising page. You can also edit the detail in the page to help encourage fundraising.

Custom pages

Now you can add in as many custom pages as you want for your club.

1. Click on "**New custom page**"

2. Enter a title for your new page, this will appear on the side menu of your web site

3. When you enter a title the permalink will auto populate, you can edit this if you want to but this is not necessary (can be used to optimise search engine results)

4. Place your text in the main text box, you can use the toolbar to format if required

5. When you are happy with the content click "create new page"

6. To view your changes click "back to web site" and you can review your changes on the actual web site

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Custom pages can be grouped together under a "parent page" so for example if you want to have a junior section with pages attached then make your "junior page" a parent page to the additional pages. To do this in **edit private pages** select the parent page you want your page associated with from the drop down list next to **Parent page.**

Shortcodes

If you want to embed content from Fixtures Live, Twitter, Facebook, Full Time or some other sites please click on **what are shortcodes** *and follow the instructions.*

Hints and Tips for adding URL's and Email addresses in public pages

When you are editing a custom page you have the option to add in a range of links, whether to an external website, a page in your website or a document download. This guide focuses on the first two of these options.

Firstly find the URL you want to link to, either an external link or a page within your own website. For example:

http://resourcecc.clubbuzz.co.uk/clublife/activities

Then go to the page you want the link to appear from and open the text editor. Start to type in your text. Highlight the words you want the link to come from – for example highlight "click here"

Then click on the hyperlink icon (the world with a chain link in front). This opens a new window. Type in your URL in the URL box then click OK.

Simply update the page and then the link will work directly from your website when you click on the "click here" text from the website.

If you wish to do the same to link to an email address simply follow the instructions as above until you get to the link box. Then click on the dropdown box next to protocol and select other. To include an email to be sent to support@clubbuzz.co.uk you would type the following in the URL box type in mailto:support@clubbuzz.co.uk

Just choose the email address you want to use and this will work in the same way as URL's

Team Pages

These are designed predominantly for team sports, however are often used by tennis, athletics and other individual sports too. If you don't want to have team pages simply click the "Switch to Club Life mode" (see below for more details)

Those who opt for teams will now see that any teams you uploaded earlier are shown. Click on a particular team to add a description and team photo to the team page. Just type in your text in the text box and then click on **choose file** to upload a team photograph. Privacy settings allow you to set whether player profiles are visible on this page. If you do not want these to be visible do not click on the **show player profiles** box. If you do want them to be visible click this box. When complete click **Update page**

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Club Life Pages

This is designed predominantly for non-sports clubs, clubs that don't have teams or clubs who just wish to present their website in a slightly different format. Non-sports clubs will automatically be allocated club life pages with no option to switch from team pages. Other clubs need to switch to Club Life pages from Team pages as highlighted in the team pages section.

System Pages in Club Life

Once you have switched to Club Life you will see a number of CL system pages.

The first of these is the important page, where you can set you menu header for the website. Click on this and you will see two fields, title and menu label. Title will set the title of the webpage as in all custom pages. Menu label will change the menu header seen at the top of each page from Club Life to your chosen name (maximum 20 characters including spaces).

Meet the members page is a page where profiles of all your members wills how. If you do not want this option then click on meet the members and change from published to draft.

Club activities page is a page where your calendar activities will be shown in table format. As with other pages you can have this as published or draft if you do not want to include it.

Other Pages in Club Life

See custom pages as club life pages work in exactly the same way.

Contact Forms

This is your opportunity to edit these standard pages that tell others about your club and how to find and contact you.

Click on **Edit contact pages**

You will be presented with three editable areas:

Join the club – change the text as you require. You can also select from three different levels of form details to appear on the website application page. Click on the "**?**" for details of each form.

Contact us – change the text as you require

Find us – change the text as you require

Click **Update contact pages**

Photo Gallery

This is where your members can view photographs from events, matches, socials etc. You can set up collections of photographs which will be listed on a navigation bar on the left of the page.

Click **New collection**

Give your collection a title which will appear on the gallery menu. Then add in a description of the collection. Click **Create new collection.**

You now have the option to upload photos individually or to do a bulk upload.

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To upload one photograph click **New photo.** Click on **Choose file** and then if you wish give the photograph a title. Click **Create photo.**

To upload a number of photographs click **Bulk photo upload.** Click **Upload photos.** Select the photos you want to upload using the CTRL/CMD. Please note these will upload in an order dictated by size and speed of connection, so if you need photos to be in a set order you are best to upload individually.

You can select which the order photo collections are shown by giving each one a priority number. The higher the number the more important you rate the collection and the closer to the top of the menu it will appear.

You can make a collection private so that it will only show in the members' area and not be accessible by non-members of the club. This is particularly useful for junior photo collections.

Member's Area

These pages are limited so only members can view them – we have provided you with a Bulletin board to put notices etc. on, events calendar and then you can create as many private pages as you want here.

Bulletin Board

Click on **New bulletin.** Give your bulletin item a title and an expiry date. Put the text required in the message box and then click **Create new bulletin.** If you are working on a bulletin item but are not ready to publish, simply switch the status from published to draft. When you are ready to publish switch status back to published.

Private Pages

See custom pages as private pages work in exactly the same way.

Sponsors

If you want to add sponsor logos to your site click on **Sponsors.** Click **New sponsor.** Add in the name of your sponsor, the **Target URL** (the website page they want your link to land on) and a logo or banner, click on **choose file.** Once you have completed this information click **Create new sponsor.** Sponsors logos will display randomly on your site, changing as pages are refreshed. However you can select one or two sponsors as your priority sponsor which means that their logos will always be displayed.

Website Settings

Colour scheme

Here you can choose your colour scheme, just check the box next to your preferred scheme.

Social Media

If you have a twitter page, facebook page or Google + page you can add in your page details, these will then appear on your public pages. Please note to link to a facebook page this cannot be a group page or an individual's page. So from your own facebook page you can create a page for your club by clicking on far right drop down arrow and selecting create page.

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Privacy settings

These can be set so that you can choose what can be seen by visitors to your website.

- **Show match reports** can be set so that these can be viewed by any visitor or by members only.
- **Show contact details** can be set so that you can opt whether to show club contact details on the **Get involved** page
- **Disable member forum** can be checked if you do not wish to have a member forum.
- **Disable member list** can be checked if you don't want a members list shown in the member area.

Advanced Settings

This enables you to utilise Google Analytics to analyse your website statistics, e.g. number of visitors, number of unique visitors etc. Set up an account with Google Analytics and simply type in your Google Analytics Profile ID in the format UA-XXXXXX-X

SCHEDULE TAB

Calendar

Click on **Calendar.** You have the option to **Import fixtures,** create a **New team event** or create a **New club event**

Import fixtures

To import fixtures you click **Import fixtures,** select the team and then **Choose file**. You will need to import the data directly from a CSV (comma separated values) file. Most spreadsheet programmes allow you to export your spreadsheet as a CSV file.

Before you upload the data file, double check that your data includes only the following required fields: Date, Time, Fixture (home/away) and Opponent. Also, watch out for the formatting of dates and times numbers as any errors will cause that record to fail importing.

Accepted date formats

- dd/mm/yyyy
- d/m/yy
- yyyy-mm-dd
- dd mmm yyyy (eg. 18 dec 1979)

Accepted time formats

- hh:mm am/pm (eg. 3:45 pm)
- hh.mm am/pm
- hh:mm (24hr, eg. 13:45)
- hh.mm (24hr)

Fixture – you must type home or away in full

Once done, click the **upload fixtures** button.

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Once the fixtures have uploaded you will be presented with a table to complete the venue selection for each fixture.

Team Event

To create a new team event click on **New team event** and complete the requested information.   Click **Create new event.**

Club Event

To create a new club event click on **New club event** and complete the requested information. Click **Create new event**

Upcoming

This allows you to view all upcoming events but also has options to click to the next week, fortnight or month.

Today

This allows you to view all calendar items either on today's date or to jump to a date of your choice.

Match Selections (not available in Bronze)

You can choose the match from a list, or to make it easier filter matches by team.

Click on the match you want to select for. You will be presented with a screen which shows your allocated club members. You can select for this match by checking the tick box in the left hand column and you can select position (not mandatory). If you want to include a member who is not normally allocated to that team click **Wider selection** top right of screen and you will be shown a list of other members from different teams. Simply check against the member you want to include and click **Add to selection** at the bottom of that window. You will then see their name added in the members playing cover section, check against their name and then when all selections have been made click on **Update match selection** at bottom right.

To notify players of their selection then go back into that match and click on **Notify selections**, top right of screen. This gives you the option to send notifications to all who have not yet been notified or reminders to members who have been notified but not yet responded.

The far right hand column of selections will tell you the status of each member:

- Blank if no notification been sent yet
- Notified date – if notification sent but no response received
- Declined – if they have been notified but sent back an unavailable message
- Accepted – if they have been notified and responded that they are available

Please note members will be notified via their preferred contact method which is set on their member screen, so if they have opted for email they will receive an email and if they have selected SMS they will receive a text. However if you have no SMS credits the system will send them an email

If a member receives an email they will have a choice of links to click on which will then confirm their availability or otherwise. If a member receives a text they must respond in the prescribed manner which will be YES followed by a 6 digit number or No followed by a 6 digit number (this number relates

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to the date of the match and is the unique identifier for the match). This is clearly stated in the text that they receive and they must leave a gap between the Yes or No and the 6 digit number

The selection page will be updated as the members respond either by email or text

Members Update Availability on their Profile

Members can go into their own profile and update selection so that if they have selected available but become unavailable they can amend their response here. Members can also update dates they are unavailable in advance so that they can be excluded from selection.

Match Records

To record a match result, click on **match records** and select the match you want to record the result against, complete the match record with all the relevant details and then click **update match record.** In Gold you also have the option to update player records which is where you can confirm selection and confirm match fees collected on the day. This then interacts with the financial system adding any due fees to the member account.

Training Records

You can create a training record, recording who attended and can also add attendees from outside of the squad by clicking non squad attendees. In gold you can allocate fees paid at training. This then interacts with the financial system adding any due fees to the member account.

COMMUNICATE TAB (not available in Bronze)

Email

In order to send bulk emails, select **Email.**

To create an email click on new email message you can then choose your recipients by clicking on **Add recipients**. You can either select members one by one from your membership database or use the filters to narrow down your search. Click on **Show filters**. This allows you to sort by:

- Name
- Gender
- Age range
- Category (if applicable)
- Sport (if your club is a multi-sport club)
- Team
- Non-playing members
- Committee members

Once you have selected your options click **Filter members** and you will be presented with a list of all members who match your filters. At the bottom of this list you have the option to select **All** this will auto check the check box next to each member. When you are ready, click **Add members**, you will then be returned to the previous screen. You can now add your message or if you require go back in and add more members to the recipients list.

Give your email a title and complete the body text. The email will default to "send immediately". However if you don't want it to be sent until a specific date you can select change and set the date
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and time the email should be sent. This means that you can set up an email to be sent in the future if required. Once ready then click save and send.

Text messages (only available in UK)

In order to send a text click **Text messages.** To get started click **New SMS message,** you will be taken to a new screen where you can add recipients in the same way as for email communication.

Type in the body of your text message, please note one text credit allows you up to 160 characters, any more will cost you more. The character counter is there to help you manage the length of each message. If you exceed 160 characters the message will cost you 2 credits (and an additional credit for every time you exceed a further 160 characters); the Cost credits box will indicate the total number of credits being used for that particular message so you know what you are spending.

Please note that members cannot respond to this email address or text so you may need to give them an alternative to respond to if you require a response.

SMS Purchase

To purchase SMS credits go to ACCOUNT and Subscription. In the top right hand corner click **Purchase SMS credits**. You will be presented with a menu where you can choose the number of credits you wish to purchase. Select the bundle you wish to purchase by clicking in the check box on the left and then click **Purchase credits**. This will redirect you to your PayPal account where you can complete your transaction.

When you return to the Subscription page you will see how many SMS credits you have available.

Custom Emails

This allows you to send an email to a member when they join. Although the member gets a standard email generated by the system, this gives you the opportunity to ensure they get a personalised message that gives them club specific information.

Give the email a meaningful title and then type in your message in the **Body** area. Please note the tags that are listed under this box will help you to make your email more personal and can be easily incorporated into your email. When finished click **Create custom email.**

But if one person handles all female enquiries including juniors you would tick

- handles females
- handles juniors
- handles adults

If no-one is selected, emails will default to the email address which you used when setting up your account details. When you have completed your selection click on **Create application handler**

REPORTS TAB

There are a number of reports available which can all be viewed on screen, downloaded as a pdf or downloaded as a csv. These are designed to give you a range of information. Please note depending upon your subscription type some reports may not be relevant/available to your club.

If you require further support please email us: support@clubbuzz.co.uk or visit our Get Satisfaction Page

Member Reports

You can filter member reports by gender, age range, category (where applicable), sport and team. The available reports are:

Members List – summary of members include name, dob, age, email address, telephone, membership category, teams played for, emergency contacts and medical record (yes/no)

Contact List – summary includes name, email, telephone, preferred contact method, parent/guardian, address.

Registration status (where registrations are enabled) –includes name, registration status, date last registered, date registered to

Registration payments (where registrations are enabled) – includes name, registration status, payment method and payment status

Medical History – includes name, emergency contact details and a summary of their medical record

Vetting and Barring – Includes name and DBS issue date, type and number. It still includes details on ISA type as historical data may be held on the system, it also includes sports the member is involved with either playing or non-playing

Juniors List – includes name, dob, age, guardian details, email address, emergency contact details and medical record on file (yes/no)

Applicants List – includes applicants name, dob, age, email address, phone number and sport they are interested in.

Upcoming Omissions – this report shows members who are unavailable for selection and includes their name, team(s) and the dates they are unavailable from and to and the reason.

Member Roles – This report shows you which of your members have been allocated to each of the user roles that help administer the system.

Member Activity – This provides a summary of when your members last logged in to the website if at all and shows name, email address and date of last activity.

Member Custom Attributes – This provides a summary of all the custom fields you have added to the member record.

Missing Information – this report is designed for clubs to see three key fields for each member which are seen as particularly important. These are dob, age and email address

Team Reports

You can filter team reports by gender, adult/junior, sport and team. The available reports are:

Player allocation – this summarises by team squad number, name, gender and preferred position

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Match reports

You can filter match reports by date range, gender, adult/junior, sport and team. The available reports are:

Selection Report – this provides a summary of match details, date, team, opposition, home/away, venue and start time plus a list of all selected members with an update of their availability.

Match History – this provides a summary of match history including date, team, opposition, home/away, venue, start time, result, time played and scorers plus a list of all players with detail applicable to sport e.g. position, scored/assists/cards etc

Scorers and Assists – this provides a summary of members with date, scored/runs and assists/wickets

Player of the match – this provides a summary with name, date of game and team for any player of the match nominations

Disciplinary – for sports where cards are shown this gives a summary of name, date of game, card type and team.

Matches by venue – this allows you to select one specific venue or ALL venues and you will see a summary of Venue, team, date, start time, opponent and type of event

Calendar Reports

You can filter calendar reports by start date, end date, event type and sport. The available reports are:

Events Report – this shows you date and time of events, the nature of the event, type, venue and any notes associated with the event.

Training Reports

You can filter training reports by start date, end date, gender, age, sport and team. The available reports are:

Training attendees – this will show you the date, name of all attendees and the team.

Financial Reports

These reports are only applicable to clubs using Gold. The available reports are:

Club Accounts – a summary of all account codes with code number, account name, this year and last year figures.

Members Accounts – a summary of all member accounts with member name and number, last statement amount due and year to date amount due.

Queried Charges – shows any charges under query and includes date, member name, description and amount.

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Committed Instalments – shows any charges written to accounts for the future e.g. committed instalments for subscriptions and shows Name of member and date of each of their committed instalments with description and amount.

Minimum Direct Debit – shows member names, statement and balance due where any member does not have a large enough balance to meet the minimum DD amount.

Family List – shows all rebate group members in family groups with primary member highlighted, email addresses, home address, phone details and teams each group member is associated with.

Transaction Reports

These reports are only applicable to clubs using Gold. You can filter transaction reports by start date, end date, club account, or member account. The available reports are:

Transaction log – shows date, code, account, description, entrant and amount.

FINANCIAL ACCOUNTING TAB – see Gold Manual

ACCOUNT TAB

This tab is where you can manage your subscription account and other administrative tasks within your ClubBuzz site.

Club Details

You can add two logos, the first does not have a link but the second links to a URL of your choice.

You add you Club Administrator in here, this person will receive system notifications and emails. This person will be added to the ClubBuzz distribution list for important notices regarding the system and newsletters. It is important that this name is kept up to date.

Correspondence address, email address and telephone number to be added for our records and will also be included on your website (unless you disable in website privacy settings)

Domain Name

Your site comes with a .clubbuzz subdomain, however if you already have a website address that you want to use you need to follow the guidance on the mapping your domain name link and then put your website address in the mapped domain box.

Fundraising Cause

Full details are provided in the fundraising guide which you can download from the help menu. This is a simple to set up fundraising initiative which costs you nothing but can raise your club a great amount of funds. All you need to do is add in your club name /or fundraising initiative in the description e.g. Changing Room Fund, XYZ Sports Club etc and select a member to be the administrator.

Subscription and purchase SMS

Subscriptions

You can manage your subscription type from this page, just choose the plan of your choice and then select your payment method. If your club prefer to pay by cheque or ban transfer please contact support@clubbuzz.co.uk and we will provide an invoice.

Purchase SMS credits

Credits are purchased in bundles of 100 at £7.50 per bundle. Select the number of credits you'd like to purchase. You will be forwarded to PayPal to confirm payment.

Cancel Subscription

Clearly we hope you never need to use this menu item! Before using it we would welcome you contacting us directly so that we can address any concerns or queries you may have. However if you do cancel via this page please do provide us with a reason as this helps us to improve our services in the future.

If you require further support please email us: support@clubbuzz.co.uk or visit our Get Satisfaction Page