Australian Rugby Union

MyRugbyAdmin (MRA) Procedures Manual

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Company Confidential

Revision History

Revision Number	Sections Revised	Revision Description	Date	By	Comment
Version 3.0			23/12/06	MRA Support	
Version 4.0	Entire Document	2006 Document Update	3/3/08	K McFadden	
Version 4.1	Added		20/6/08	K McFadden	
Version 4.2	Added		28/7/08	K McFadden	
Version 4.3	New features		26/09/2012	V Vickery	

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1. How To Log In

To log in to MyRugbyAdmin (MRA), you will need your MyRugby username and password.

1. Go to http://www.tryrugby.com.au
2. At the very top of the screen on the right-hand side you will see **MyRugbyAdmin Link**. Enter your **username** and **password** and click **Go**. [Your username and password will be the same as last year ie your MyRugby log in]
   Note: access codes are personal and should never be passed on. They are not club specific.
   a. My username and password works **> Go to Step 3**
   b. My username and password didn't work!
      i. Click **Forgotten your password?** – enter your first name, last name and email address and a new temporary password will be emailed to you
      ii. If you are still having trouble logging in see Point 22 – MyRugbyAdmin (MRA) Support
1. If this is your first time logging in, read and accept the **Terms and Conditions**. Click on **MyRugbyAdmin** which is just underneath the main banner on the ARU homepage – see below.
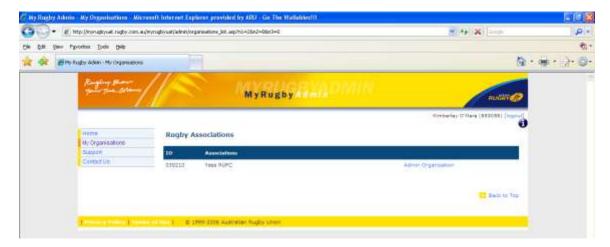
2. A new window will open up like the one shown below. Read the information regarding **What's New** and notice there is also an area labelled **Help and Procedures**. Click on **My Organisations** on the left hand side.

3. The club(s) or organisation(s) you have direct access to will now appear in the middle of the screen.
4. Click on **Admin Organisation** (the link on the right hand side of the club or organisation you wish to administrate) OR click on the name of the organisation to

see the organisations/clubs under its hierarchy (not all administrators will have access to this latter link).

5. You should now have access to your club's or organisation's administration. Extra buttons will appear on the left-hand navigation.

2. Printing Registration Forms

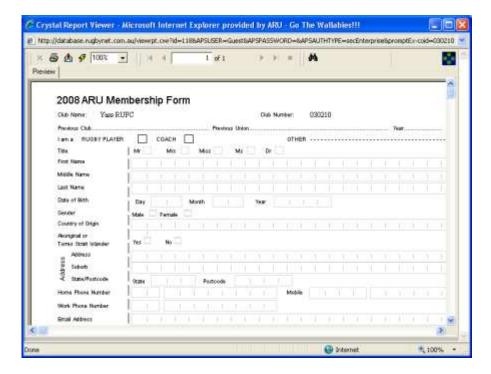1. Click on the **Registration Forms** link on the left hand navigation.

2. Read the information (particularly if you are a first time user) - there are four registration forms from which to choose. Three forms are pre-filled and one form is blank. Click on the appropriate link for each form.
   a. To print pre-filled forms:
      i. Click on the appropriate link to generate one of the following forms:

- **Last Year's Players' Details**
- **Last Year's Members' Details** (does not include players)
- **All Members Registered Last Year** (players and non-players)

    ii.   Once you click the link, a pdf file of the registration forms will be available for you to print.

  b. To print blank registration forms pre-filled with rugby club details only:

    i.   Click on the **Click here to generate blank organisation registration form** link

    ii.   The following screen will open showing a blank registration form pre-filled with your Club Name and Club Number.

    iii.   To print the form, click the printer icon at the top left of the screen above to choose printing options.

3. If you experience any trouble viewing or printing registration forms see Point 22 – MyRugbyAdmin (MRA) Support.
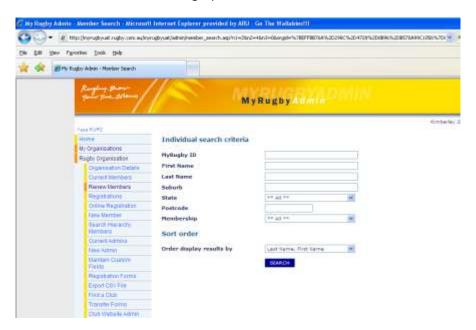
3. Renewing Members

This menu option only shows people who were a member of your club last year that have not yet registered.
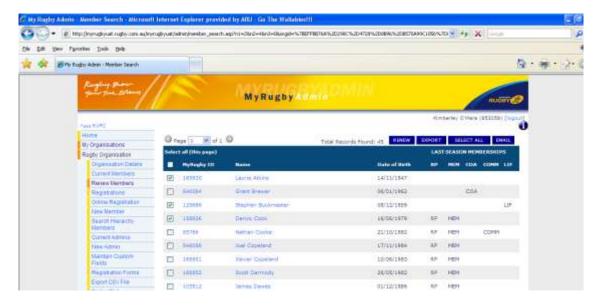
This option is separate to Online Registration – please see the **Online Registration Procedures Manual** for further information.

1. Click on **Renew Members** to bring up the screen shown below.
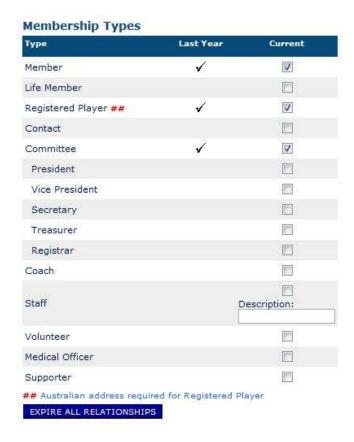
2. You can just click the **Search** button to get a list of all your members who are due for renewal or if you would like to find someone in particular, type in their specific details and click **Search**.
3. To renew members you have two choices:
    a. Bulk renewal – check the box next to the names you want to renew, then click on the **Renew** button at the top. This will automatically renew all members selected. *Note: This is not recommended unless you are sure of the details you are renewing.*

b. Individual renewal – click on the member (either the blue MyRugby ID or the member's name in blue) you wish to renew.

    i. Check the details are correct (update them if need be) and then select the type of membership required. For example, in the screen below the **Member** and **Registered Player** check boxes have been ticked.
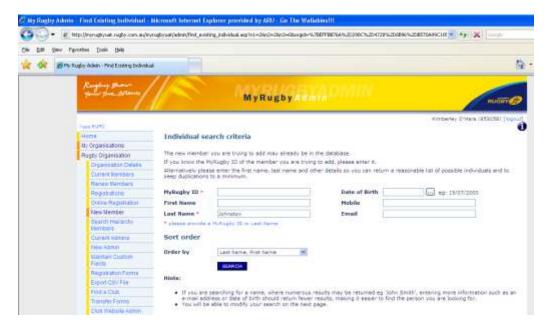

    ii. Click **Save**.

Note: This will move the member from the Renew Members list and place them in the Current Members list.

Please note the new membership types for President, Vice President, Secretary, Treasurer and Registrar.

4. Occasionally a message will appear when bulk renewing a registered member. The message might say the player is missing a **DOB**, **Country of Origin** or **Contact Number**. In this instance you should:
   a. Click on the member/individual from **Renew Members**
   b. Adjust the personal details of the individual you're renewing
   c. Adjust the **Membership Type**
   d. Click **Save** – this has adjusted the individual's personal details and registered the member.

4. Creating New Members

1. Click on **New Member**
2. Enter (at least) the individual's last name into the search and click **Search**. If you are entering a common name like Jones or Smith, you can also enter the first initial or first name of the member to narrow the search.

3. The search will return a list of potential matching names. You will either find the individual you are looking for in the returned list or you will need to create a new individual.
   a. If you found the individual you are looking for:
      i. Click on their name (the blue link)
      ii. Check the relevant membership boxes (as shown below) and click **Save.****

     iii. The member's personal details will open – check their details and adjust if needed. Click **Save**.

*** If a red notification appears at the top of the page telling you that you need to enter a 'Date of Birth for a Player' uncheck Registered Player Membership and click Save. Now you can enter the DOB and any other changes and make the member a Registered Player again.*

    b. If you did not find the individual you are looking for:
       i. Click on the **Add a New Individual** button which is at the bottom left of the list of potential individuals.
      ii. Fill in the personal information (including membership details) and click **Save**.

4. If you're still experiencing problems creating new members see Point 22 – MyRugbyAdmin (MRA) Support.

5. Player Transfers

1. When adding a new member to a club, occasionally they can't be made a **Registered Player**. Instead of having a tick box, it will simply display **N/A**.
2. In this instance it means the player is already registered with another club. You should read the guidelines displayed on www.tryrugby.com.au/policies → Player Transfers – then contact your State or Competition Administrator about how to transfer the player. The other club should follow the de-registration instructions.

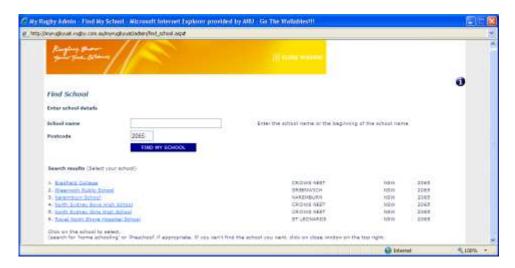# 6. Adding a School to an Individual

1. You can add a school to an individual while editing their **Member Details** through either **Current Members**, **Renew Members** or **New Member**.
Note: Adding a school to an individual is not a compulsory field for members.
2. Scroll down until you see the **School** section which is almost at the bottom of the page. Click the **Find School** button.
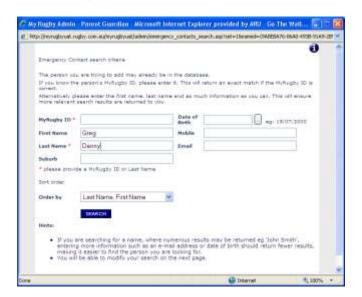
3. Enter the school name (or the beginning of the school name) or the postcode and click the **Find My School** button. A list of schools will appear as shown below.
    a. If your school is there, click on the school's link and it will update the individual's details.
    b. If your school is not there, try a different search – perhaps using a different postcode or a different school name.

4. If you have trouble locating your school see Point 22 – MyRugbyAdmin (MRA) Support.

7. Adding Parent/Guardian Information to an Individual

1. While editing an individual's **Member's Details** through either **Current Members**, **Renew Members** or **New Member** scroll down until you see the **Add Parent/Guardian** button – click it
2. The following screen will appear:

3. Enter (at least) the parent/guardian's last name and click **Search**. If you are entering a common name like Jones or Smith, also enter the first initial of the parent/guardian.
    a. If the search brought up the individual you are looking for:
        i. Click on their name
        ii. Fill in the relationship and contact details
        iii. Click **Use These Details**
    b. If the search doesn't find the individual you are looking for:
        i. Click on **Add a New Individual**
        ii. Fill in the details (including relationship and contact details)
        iii. Click **Use These Details**
4. If you're still having trouble adding a parent/guardian to an individual see Point 22 – MyRugbyAdmin (MRA) Support.

8. Changing/Viewing the Membership Details of Current Members

Note this section only applies to those people who are currently members of your club ie registered this season.
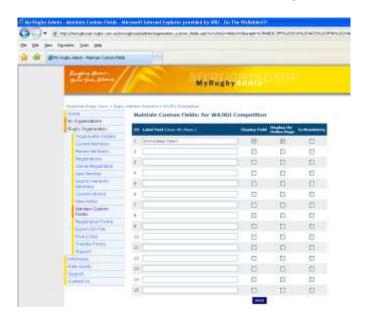
1. Click on **Current Members** from the left hand navigation menu
2. To find someone in particular type in their specific details and click **Search** OR to get a list of all current members leave the search fields blank and click **Search** (depending on how many current members your club/organisation has, this could take some time)
3. Click on the desired name or MyRugby ID number (both blue links) to view that individual's personal information
4. Change any desired information (be careful not to erase any details that you cannot replace). Some information is mandatory (eg address) meaning you won't be able to save an individual's NEW information if these required fields are not completed.
5. Click **Save** (on the bottom right of your screen).

9. Setting up Customisable Fields

Custom Fields help you store additional information against an individual you have registered. For example, you might like to know if they've nominated a team in their registration. These fields are free fields and you can enter any data that you wish.

1. Click on **Maintain Custom Fields** from the left hand navigation menu

2. Insert a label/field name. Up to 15 different labels/names can be inserted.
3. Check the box next to the field name to **Display Field** against members' information.
4. Check the **Display on Online Rego** box if you would like this field to show up when members are registering online.
5. Check the **Is Mandatory** box if you information in this field is required at all times.
6. You can come back to this section whenever you wish to change the label/field name. However remember that data stored against an individual in the field previously will remain - it is strongly advised that you add extra custom fields instead of renaming fields.

10. Adjusting Customisable Fields

When you edit a member's details (from either Current Members, Renew Members or New Member), click **Custom Fields** from the left hand navigation as shown below.

1. Enter the relevant information
2. Click **Save**
3. You can export this data at a later date – see Point 13 – Exporting Member Information.

11.   De-Registering Members

1. Click on **Current Members**
2. View the member you want to de-register by searching for them, then clicking on their name or MyRugby ID to bring up their personal details
3. Simply un-tick the boxes which specify their type of membership and click **Save** (in the bottom right of your screen)

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a. If a message appears saying you need to enter personal details that are missing – and you don't know the personal details – do NOT enter fake data. Instead click **Expire All Relationships** located just below the membership types. By clicking this button it de-registers the members without saving changes and without the validation ie without checking for phone numbers, address etc.

12.   Using Search Hierarchy Members

This function is not useful for club administrators. This function is used by competition and state union managers. This allows them to search for an individual or subset of data that has been registered to an organisation under their authority/jurisdiction.

This function allows competition or state union managers to quickly identify where a member is currently registered.

1. Click **Search Hierarchy Members** from the left hand navigation
2. Enter the relevant search criteria and click **Search**

3. From here you can:
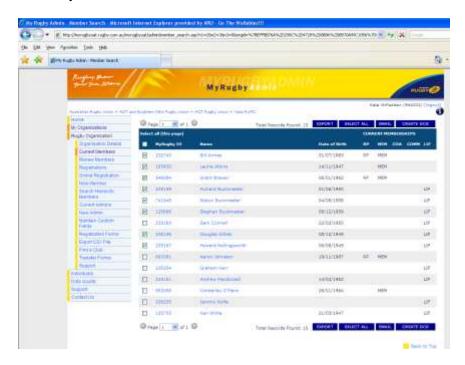   a. Change/View the Membership Details of Current Members (see Point 8)
    b. Export Member Information (see Point 13)
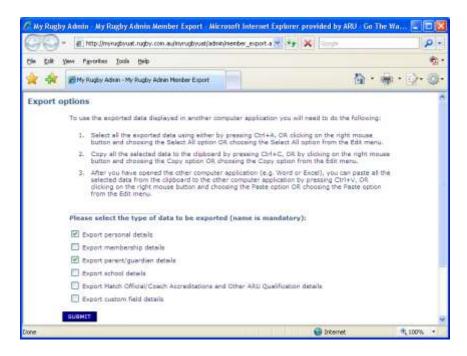   c. Use the Bulk Email Feature (see Point 17)

13. Exporting Member Information (Part 1)

1. Click on **Renew Members** (for last year's members) or **Current Members**
   - If you want Current Members and Renew Members together in one list go to Point 14 – Exporting Member Information (Part 2)
   - *Note: you cannot view a list of people that were members over one year ago (pre last season)*
2. Enter the last name (at least) of the person you want to view OR submit a blank search to see all the names in the list
   - *Note: if you type in a person's name and it doesn't appear, then that person IS NOT or WAS NOT a member*
3. Check the box(es) next to the name(s) desired and click **Export** (at the top right of the page).
   - To select all the members on the page, use the top most check box
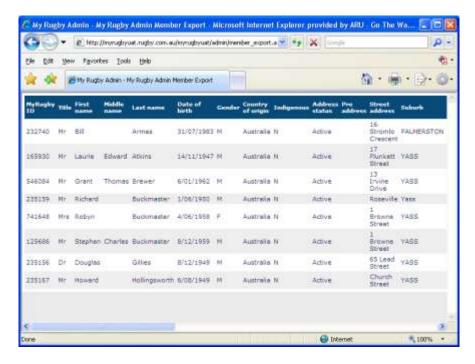   - You can now navigate to the next page and select more members and then click **Export**

4. Choose which information you want exported and click **Submit**

5. You should now see a table of the member(s) and their information in table format (as shown below)

6. To copy the information into a Microsoft Word document or Microsoft Excel spreadsheet do the following or read the instructions on the previous screen:
   - Click and drag your mouse over the desired information or press **Ctrl+A** to select everything
   - Press **Ctrl+C** to copy
   - Open the Word or Excel program and press **Ctrl+V** to paste it into the new document

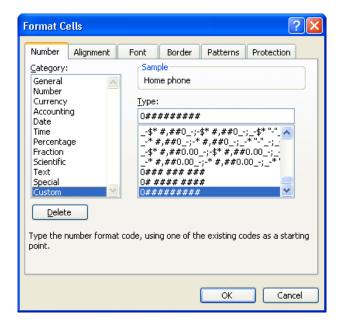7. If you're still having trouble see Point 22 – MyRugbyAdmin (MRA) Support.

14.   Exporting Member Information (Part 2)

2. Click on **Export CSV** File from the left hand navigation
3. Click on the **Export Members** link

4. Select the information you wish to export and press **Generate CSV File** (a CSV file is a text file that can be opened up in many applications to create a spreadsheet).
    a. To view the export file in your web browser click on the blue link displayed
    b. If you want to save the file to your computer, right click on the blue link and select **Save Target As…** then choose the destination for saving and give it a relevant file name
5. Once the information has been exported to the spreadsheet you will notice that all phone numbers are missing the 0 that comes first in mobile numbers and area codes. To add the zero:
    a. Highlight the phone columns (left-click the top of the column with the letter and then drag across)
    b. Right-click the columns and choose **Format Cells**
    c. Under the **Number** tab click the **Custom** category
    d. In the box listed **Type** enter: 0######### (a zero and nine hashes). This should automatically enter the missing zeros.

6. If you're still having trouble see <u>Point 22 – MyRugbyAdmin (MRA) Support</u>.

15. Exporting Registered Playing Number Totals

This function is more useful for competition and state union managers than club managers. It allows the manager to quickly view registered player totals for all the clubs and competitions that the manager oversees.
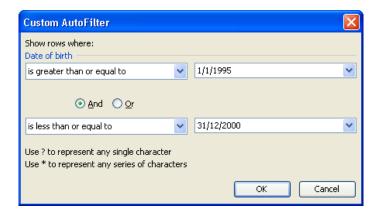
1. Click the **Export CSV File** from the left hand navigation
2. Click **Export Players Count**
3. Click the **Generate CSV File** from the main screen
4. When the process is complete, the screen will refresh and a blue link will appear in the middle of the screen
5. Read the instructions and click the file (**xxx.csv**)

16. Filtering Exported Lists in Excel

After pasting information or opening a CSV file in Excel:

1. Go to the **Data** menu, choose **Filter** and then click on **AutoFilter**
2. To display only the rows that contain a specific value (eg suburb) click the arrow in the column that contains the data you want to display
3. Select which value you want to filter (all other values will be hidden once pressed)
4. To find people of a certain age group:
   a. Select **Custom** as the filter value
   b. Once there you can set limits to the age group. In the example shown below the **Custom AutoFilter** would filter out people who were not born before 1/1/1995 and after 31/12/2000.
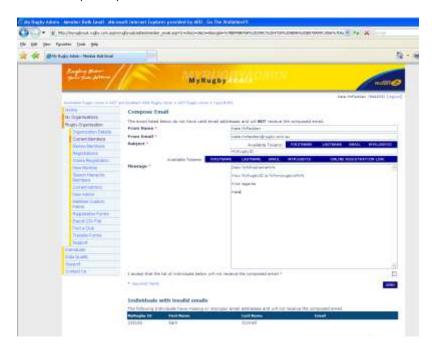
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5. For more information, refer to the help manual accompanying Microsoft Excel.

17. The Bulk Email Feature

1. Click on **Renew Members** (for last year's members) or **Current Members**
2. Enter the last name (at least) of the person you want to view OR submit a blank search to see all the names in the list
3. Check box(es) next to the name(s) you wish to email and then press the **Email** button at the either the top or bottom of the page
4. You will see the next page is split into two sections: the email edit boxes and a list of people with invalid (or no) emails.

5. In the email edit boxes, the **From Name** is the name that appears on the email as the *sender*. Make sure that the name is as intended.
6. The **From Email** is the email listed as the *reply to* address. You should note that any mailer daemons or failed emails will be posted to this address. Make sure that the email address is correct.
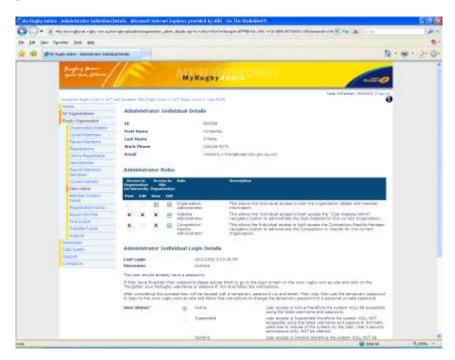
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7. Place the **Subject** title in the space provided. If you want to personalise the email for each of its recipients you can press the "**Firstname**", "**Lastname**", "**Email**", or "**MyRugbyID**". Doing so will have that personalised object automatically inserted to each email.
8. Insert the body text in the space provided using the personalising steps shown previously.
9. Check the box to acknowledge that the bottom list of names will not receive the email.
10. Click **Send**.
11. If you're still having trouble see Point 22 – MyRugbyAdmin (MRA) Support.

18.   Creating a New Administrator

All new administrators need to be a current member of the relevant club or organisation first. See **Renewing Members (Point 3)** or **Creating New Members (Point 4)**.

1. Click on **New Admin** from the left hand navigation.
2. Type in the current member's last name (at least) and **Submit** the search.
3. Click on the name of the person you want to give administrator access – the following screen will appear

4. Assign the appropriate administrative privileges.
    a. If they have a username already defined **> go to Step 5**
    b. If you need to supply a **username/password**:
        i. Make sure you write them both down
        ii. Both usernames and passwords must be of six characters or more
        iii. The username should not be club related (if the member changes clubs, their username will stay the same)
        iv. The password cannot contain the username
        v. Usernames and passwords are for that individual ONLY

5. Make sure the **User Status** has the **Active** button selected
6. Select either **Permanent** or **Temporary** for the **Password Status**. If you select Temporary the individual will be prompted to change their password the first time they log in. Setting a Temporary password is recommended.
7. Click **Submit**
8. If you're still having trouble see Point 22 – MyRugbyAdmin (MRA) Support.

19. Removing Administrative Privileges

1. Click on **Current Admins**
2. Select the name in question (*Note: if the name isn't there, they are not an administrator*)
3. Un-tick the boxes that are no longer required (if you remove all the ticks the person will no longer have administrative access to your club)
4. If you're still having trouble see Point 22 – MyRugbyAdmin (MRA) Support.

20.   Club Website Admin

The Australian Rugby Union provides clubs, State and Sub-Unions, and Referee Associations with access to administer their own free website. These websites are called RugbyNet websites as their URL consists of clubname.rugbynet.com.au.

If your club or state union has set up a RugbyNet website (and if you have been granted appropriate privileges (see Point 18 – Creating a New Administrator) the **Club Website Admin** option in the left hand navigation will allow you to make changes to your website and then publish these changes.

Each club can assign one or more people with access to administer their RugbyNet website. The websites are administered using a tool called Verve and clicking on **Club Website Admin** will open Verve. Within Verve there are clear instructions and training manuals on how to edit and publish websites however for more information see Point 22 – MyRugbyAdmin (MRA) Support.

21.   Competition/Results Manager

The Australian Rugby Union provides clubs, State and Sub-Unions with access the the Interfuse Competition Management system. For more detail on the Competition Management system, please see the www.tryrugby.com.au website under Administration -> MyRugbyAdmin

22.   MyRugbyAdmin (MRA) Support

There are a few places you can find help when the need arises.

- The Online Help Screens in MRA (shown by an ⓘ icon)
- For more detail on the systems available and the latest updates, please see the www.tryrugby.com.au website under Administration -> MyRugbyAdmin
- The **Support** link on the left hand navigation in MRA which holds:
  - o   this Procedures document
  - o   an Online Help Presentation/Demonstration
- The **Contact Us** link on the left hand navigation in MRA (you can fill in a form and submit your query)
- Direct contact (clearly state your name, club, phone number and problem):
  - o   Email – myrugbyadmin@rugby.com.au
  - o   Phone – 02 8005 5600 (Mon to Fri 9:00 to 17:00 EST)

23. Insurance and Policy Information

For the most up to date, plain English information on the ARU Insurance plan please visit our Insurance plan website. http://www.gowgatessport.com.au/rugby/

For other information regarding insurance and policies please refer to www.tryrugby.com.au/policies -> Administration section -> Policies and Procedures on the left.

Otherwise contact **Greg Denny**: greg.denny@rugby.com.au or 07 3354 9358.

24. FAQs

Do we still need to fill out registration forms?
All members MUST fill out a registration form every year. A player who is not registered on an official ARU membership form is not insured.

How do I change the contact information shown about an administrator?
The information shown about administrators (Name, Contact Numbers, Email) is derived from the information saved in that individual's personal information. To edit this, go to **Current Members** (or **Renew Members**) and search for their name. Once selected, you now have access to change any of their details, including their contact information. Once saved, the clubs information will automatically be updated.

How do I make someone a club contact?
The title of **Contact** is actually a membership type (the same as Committee, or Coach, or Player). To give someone this title, edit his or her personal details, click next to the **Contact** membership type, and press **Save**.