

SportyHQ Pennant System: Amending Player Profile Information by a Club M&P Representative (v2)

7th February 2019

Problem

As a Club Administrator I have a player at my club who has asked me to amend some of their stored player profile information within SportyHQ.

I may also want to change or modify the state of a player as well.

Am I able to do this?

Prerequisites

The M&P representative must be registered as a SportyHQ Club Administrator.

The player concerned must be a member of your club.

If the player concerned is a member of several clubs then they must have enabled 'access' by your club to their personal information.

Note:

Players should be encouraged to 'pro-actively' manage their own personal data by logging on themselves to reduce tasks of club M&P representatives.

Solution

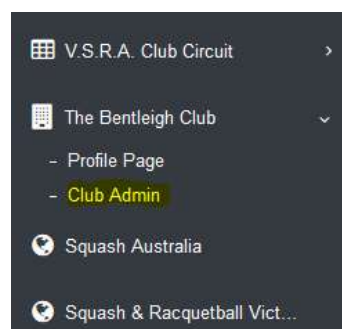
1. Go to <https://www.sportyhq.com/> and **Login** normally.
(top right hand corner)



2. On the 'left hand menu' Select the '**Club Admin**' option.

Note:

If this option is not available then you will need to contact the Club Circuit M&P Chairman.



The SportyHQ 'Facility Administrator' screen will appear







3. Go to **Membership > List All Members**

The List Players screen will appear (see below)

Membership


Manage your user data, membership p
online payments and communication ui
one roof.

Search & Manage


-  [Add New Member](#)
-  [Search Members](#)
-  [List All Members](#) **302**
-  [Member Check-in](#)

You will now have access to all club members who are known by SportyHQ to belong to your club.





+ Add New Member

 Export Members

Members

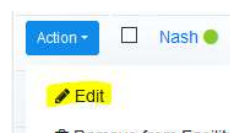
 Hide Inactive

302 Results

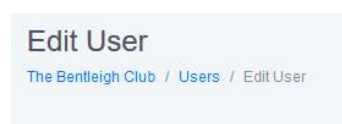
	↑↓	↑↓	↑↓	↑↓	↑↓	↑↓
	Last Name	First Name	Email		Discipline(s)	
Action ▾	<input type="checkbox"/> Nash 	Tony	 Send Email		Squash (Singles)	
Action ▾	<input type="checkbox"/> All Jones 	Liam	 Send Email		Squash (Singles)	

The easiest task for an administrator to complete is a simple edit within the player profile.

4. Choose **Action > Edit**



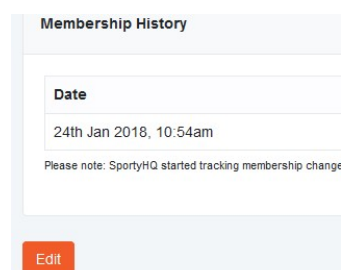
The Edit User screen will appear



5. Complete required changes and select the **'orange' Edit** at the *'bottom of this screen'* to complete the registration of changes within SportyHQ

Note:

If access to personal details is not available see **Access to Personal Information Denied** on page 3

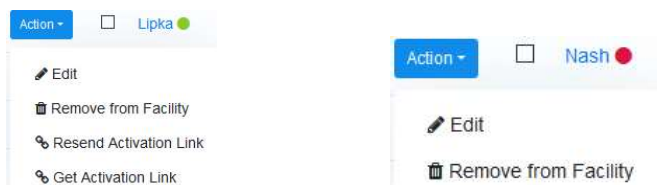


6. You can now logoff and exit SportyHQ

Other Change Options

Club Administrators can also complete a number of other actions depending on the player situation:

- Players who are unknown to the club can be 'removed from the facility'.
- Players who are currently not involved with the club can be set as 'inactive' awaiting their return.
 - This normally set from within the player profile.
- Players who are not activated can be notified by email ('Resend Activation Link') to enable them to activate themselves.



Explanation of 'green and red circles'

a) The '*two green circles*' below indicate that the player is a current 'active' member of the club and has been activated on SportyHQ.



b) The '*red circle*' below indicates that the player is an 'active' member of the club but has not been activated on SportyHQ.

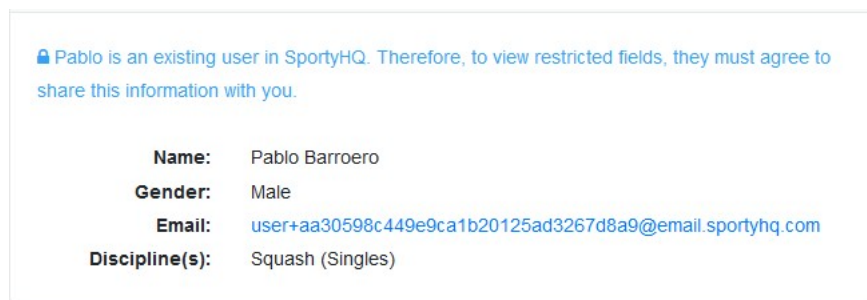


c) The '*red circle*' below indicates that the player is a current 'inactive' member of the club but is currently activated on SportyHQ



Access to Personal Information Denied

There will be some occasions when access to personal information is denied as per the following screen capture:



The player will either need to grant your club access or in the case of an unknown email address where the player is unable to access his profile please contact Club Circuit at secretaryclubcircuit@gmail.com