

BURY RANGERS

Parent user guide for www.buryrangers.com



- Parents registering on www.buryrangers.com for the first time should follow the whole guide.
- Parents who are existing users and already registered can jump to Page 10.
- If you have any questions on the content of this guide, or require assistance with our online process, please see the FAQ on Page 8 or you can email us: website-help@buryrangers.com

BURY RANGERS

How to register to use the club website

Access to private content within our website is safeguarded by controlled membership access rights. If you cannot access certain content, it is likely you still need to register. This should take you around 5 minutes and this section explains how to do this.

E.G. To access photos of junior players, or pay player subs etc., you first need to register and be approved for a Parent membership.

How to register as a parent on www.buryrangers.com

STEP 1 2 3 4 5 FINISH

- The new Bury Rangers website is run using Pitchero, a specialist sports web management platform.
- In order to use the enhanced features of the website, such as player registration and payments, parents first need to register to join our club website.
- Once set up, you can download and use Pitchero via an app on your phone/tablet etc. but please do not attempt to set up your account via your phone. The whole set up is much easier using a desktop/laptop.
- From the www.buryrangers.com home screen first click the **“Join this club website”** button at the top of the screen.
- You will then be presented with the page shown on the right, where you have a choice to use One-click signup (if you are a Facebook user) or you can provide the details requested.
- After ticking the “I’m not a robot” box, click the green **“Register”** button.
- If you receive a message advising your email address already exists on the database, please follow the password reset links on the website. If you are still having difficulty, please contact your Team Admin or email: website-help@buryrangers.com

The screenshot shows the Pitchero website for Bury Rangers FC. At the top right, there is a green button labeled "Join this club website" and a "Login" link. The main header is red and contains the club logo, name "Bury Rangers FC", and tagline "Hertfordshire's first FA Charter Standard Community Club". Navigation links include "Home", "News & Calendar", "Teams", "Forum", "Videos & Photos", "Payments", "Contact", and "Information". Below the header, the page title is "Join Bury Rangers FC" with a red "Join This Club Website" button. The registration options are: "One-click signup with Facebook" with a "Signup with Facebook" button, and "Or, signup with your email address" with input fields for "Your name", "Email", "Password", and "Telephone" (with a dropdown for "+44 (United Kingdom)"). A reCAPTCHA "I'm not a robot" box is present. A green "Register" button is at the bottom. A note says "We've got an awesome support team ready to give you a helping hand." and a footer states "By registering you agree to our Terms & Conditions".

How to register as a parent on www.buryrangers.com

STEP **1** **2** 3 4 5 FINISH

Next tick the relevant boxes for the roles which apply to you (*not your child*).
e.g. A parent should tick “Club Member” and “Parent”.

All parents/carers should register with the parent role to connect their user account to their children currently playing for the club. The parent will then be able to control availability, receive communications from the club and also make payments on behalf of their children.

Important: The parent **MUST NOT** tick the Player box! When registering as a parent you will be asked for your child’s details at the next stage of the set up. However, if you also perform another role within the club, e.g. Coach or Team Admin, you should tick those roles too at this stage, then click “**Next step**”

IMPORTANT NOTES TO PARENTS

- **Please ensure you tick both “Club Member” and “Parent”**
 - *You need to tick both to facilitate alerts, online player registration and subs payments.*
- **As stated above Parents must not tick the ‘Player’ box**
 - *You will enter child details at the next stage of the set up.*

Choose My Roles Manage My Membership

1. Your details > 2. Choose your roles > 3. Registration form

Which of these roles best describes you?

- Club Member**
View private areas of the site including team selection, player stats, videos and photos.
- Player**
Manage availability and receive instant notifications when you've been selected to play.
- Coach**
View private areas of the site and download club coaching material.
- Parent**
Receive team updates direct to your inbox and manage availability for your children.
- Team Admin**
Manage fixtures, select match day squads and communicate with players and parents for your team.
- Webmaster**
Manage multiple aspects of the club website including Membership, Payments, Club Content and more!

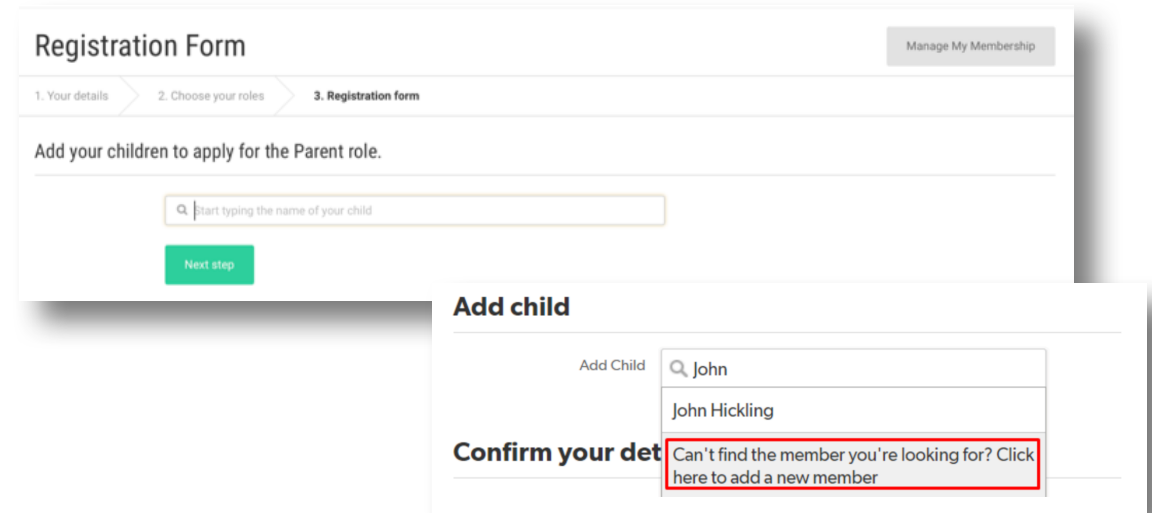
Next step

How to register as a parent on www.buryrangers.com

STEP 1 2 3 4 5 FINISH

Next you need to connect your parent profile to your child / children.

- Type the name of your child and click on their name if it appears in a list on the screen.
- Don't worry if their name doesn't appear, just click the prompt if your child is not in the list.
- You will then be able to type the name of your child and click the "Add" button.
 - *This will create and connect your child's membership to yours when the registration process has been completed.*
- If you have more than one child playing for the club, after adding your first child, type the second child's name and repeat the process.
 - Do not supply details of siblings that don't play for Bury Rangers
- When all playing children have been added to the registration form, click the "Next Step" button.



How to register as a parent on www.buryrangers.com

STEP 1 2 3 4 5 FINISH

Next please complete the preliminary Club Member and Club Questions sections;

- In the “Additional information” box please confirm the club section and age group your child will be playing in for the coming season.
 - *E.G. Enter “Boys U8”, “Girls U14”, “All Inclusive” etc. as appropriate*
 - *If you registered as a parent to more than one player in the previous step, please be sure to supply this additional information for all your children here.*
- Please also confirm your Mobile Telephone number.
- The second “Additional info” box on this page can be left blank.
- Click the “Complete application” button.

The screenshot shows the 'Registration Form' interface. At the top right is a 'Manage My Membership' button. Below the title, there are three steps: '1. Your details', '2. Choose your roles', and '3. Registration form', with the third step being the active one. The form is divided into two main sections: 'Club Member questions' and 'Club Questions'. Under 'Club Member questions', there is a field for 'Additional information*' with a subtext: 'Please confirm the reason you wish to join - e.g. the team/age group you and your child are associated with etc.' Below this is a large empty text input box. Under 'Club Questions', there is a field for 'Mobile Telephone*' with an empty text input box. Below that is a field for 'Additional info' with a subtext: 'Please provide any relevant information that will help a Webmaster approve your membership request.' Below this is another large empty text input box. At the bottom left of the form is a green button labeled 'Complete application'.

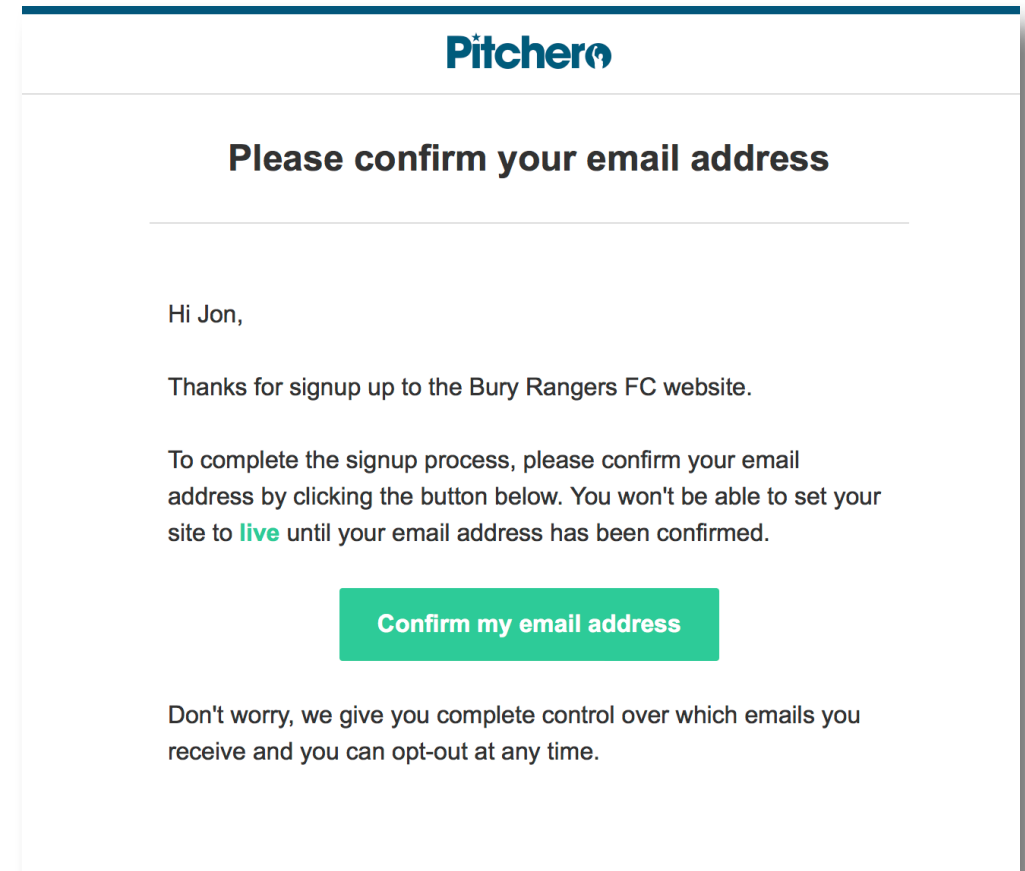
How to register as a parent on www.buryrangers.com

START **1 2 3 4 5** FINISH

Email validation

- Finally, check your email inbox for a validation email from Pitchero. Open the email and click the green “Confirm my email address” button.
 - *Please allow some time for this confirmation email to be received, also be sure to check your Spam or Junk email folders for this email.*
- Your request will now be reviewed by Bury Rangers for approval (please allow 48 hrs for this).
- Once approved, you will receive an email confirming you now have full access to the website features
 - e.g. player registration and subs payments etc.

Your registration for www.buryrangers.com is now complete!



Your Pitchero Account vs your Bury Rangers Account

Pitchero is a specialist platform that is used by many sports clubs.

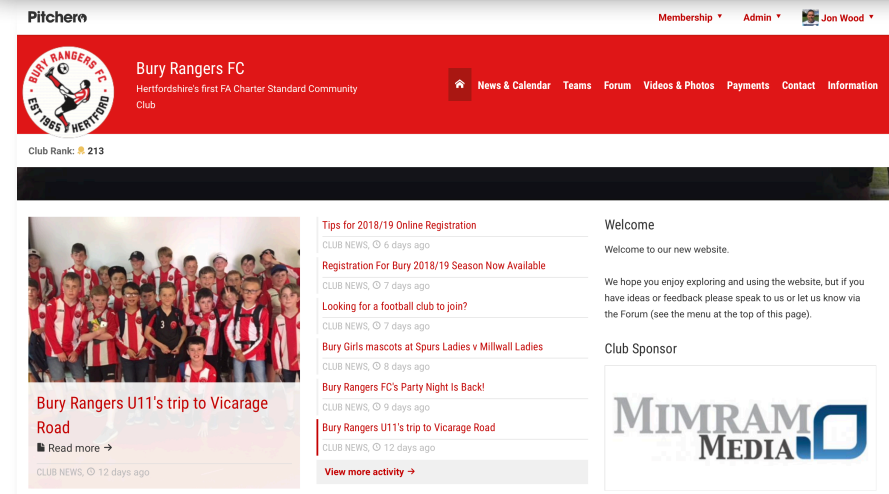
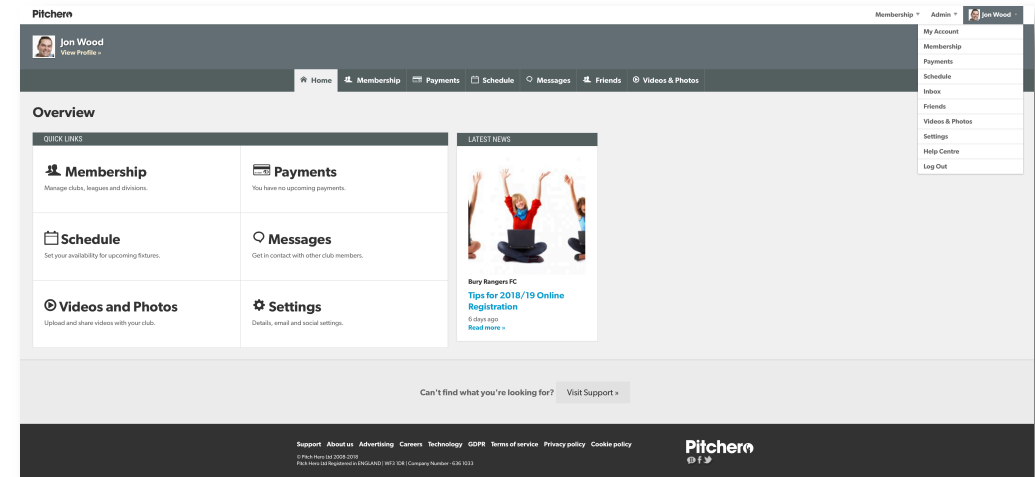
For most people, their Bury Rangers account may be their only interaction with Pitchero. However, if you or your child are registered with another club that uses the Pitchero platform, you can log in and switch between other clubs on the platform.

E.G. In addition to Bury Rangers, if you or one of your children are also a member with Hertford Rugby Club, you may have existing Pitchero profiles.

It's worth remembering this because, if you use the menu shown top right (Picture 1), or land on the screens that are not branded in Bury Rangers colours (Picture 2), this is your Pitchero account.

Some members have become confused by this – e.g. You can review payments made to all the clubs you use Pitchero for on your Pitchero account. However, to make a payment to Bury Rangers you must do this via the Payments tab on the Bury Rangers pages.

BURY RANGERS



How to register to use the club website - FAQ

I have not received my email confirmation, what should I do?

- First, check your junk mail folder for the confirmation email. If you cannot find the email, log in using the email and password you set up and click 'Account Settings'. An alert will appear allowing you to resend the confirmation email.

How do I reset my password?

- Please note passwords are case sensitive: 'A' is not the same as 'a'. If necessary [Click here](#) to reset your password or copy and paste the below web address into your browser and follow the on-screen instructions from Pitchero:

<https://secure.pitchero.com/forgotten-password>

How do I edit my membership access for private content?

- If you cannot access certain content, it is likely you do not have the required membership profile. E.G. If you are unable to access photos of junior players, you may just have Club Membership and will need to apply to add a Player or a Parent membership role to your profile.
- To edit your membership profile, follow these steps:
 - Visit www.buryrangers.com and login
 - Click the **Account** drop down in the top-right corner
 - Click the club name you wish to edit your membership for
 - Click **Apply** next to the new role
 - All new membership applications will be reviewed by a club Webmaster (This may take 48 hours).

How do I change my email address?

- Visit www.buryrangers.com and login using your current email address and password.
 - Click Pitchero Profile > click Account Settings.

BURY RANGERS

How to complete online player registration and pay subs

We have replaced our old paper registration forms with online player registration via the website. Within this process, we also gather size requirements for club supplied playing/training kit. We ask that all online player registrations are completed **before Presentation/Signing-on Day** (there will be opportunity to try on kit at Presentation/Signing-on Day and make amendments to size requirements).

Additionally, instead of paying by cheque or standing order, subs will now be collected automatically via your choice of one of three different direct debit payment options.

This process should take you around 10-15 minutes and this section explains how to do all this.

How to complete online player registration and pay subs

STEP **1** 2 3 4 FINISH

- During this process you will be asked to provide your child's FA FAN Number, kit sizes* and your bank details. So, before you begin;

- Please review the Player Kit and size charts on the website. You can view our official club kit online and download a copy of the new kit list by clicking [here](#). Alternatively, you can copy and paste the following link into your web browser: <http://www.buryrangers.com/a/official-club-kit-52196.html>
- Ensure you have your bank account details to hand, including account number and sort code.
- Finally, please also ensure you have your child's FA Fan Number. If you've forgotten it or are yet to obtain a FA FAN Number, you can obtain the number for your child in just a few clicks. Just visit the FA FAN page:

<https://secure.thefa.com/fan/Register.aspx>

You can also learn more about the introduction of FAN Numbers on the The FA's website:

<http://www.thefa.com/get-involved/coach/courses/fa-education-faqs/fan-and-password-faqs>

*** Kit sizes are required now but will be able to be amended at the club Presentation Day events in June. The supplier will have sample items in various sizes to try on at the event. We will store all details submitted ahead of the event and amendments to sizes will be able to be made on the day.**



A subs ending Ranges 2018/1

Item	Sizes Available		
	JUNIOR SIZE	CHEST (CM)	AGE
Home playing shirt (Outfield only) Joma Pisa (long sleeve) (Red/White) 100404.600	5XS	58 - 61	5 - 6
	4XS	62 - 66	7 - 8
	3XS	67 - 72	9 - 10
	2XS	73 - 79	11 - 12
	XS	80 - 87	12 - 14
	SENIOR SIZE	CHEST (CM)	CHEST (INCHES)



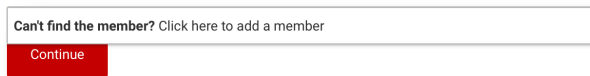
The screenshot shows the FA FAN registration form. At the top, there are buttons for 'Register Now', 'Retrieve Password', 'Retrieve FAN', and 'Retrieve Information'. The form fields include: Gender (dropdown), Title (dropdown), First name, Last name, Date of birth (dropdown), Contact phone number, Email address, Confirm email address, Password (min 6 characters), Confirm password, Postal code/Zip Code, Address line 1, Address line 2, Address line 3, Town / City, and Country (dropdown set to UNITED KINGDOM). There are also checkboxes for 'Please select if you wish to receive future information from The FA.' and 'Would you like us to tell you about offers and promotions from our FA Partners?'. At the bottom, there is a 'Submit details' button and a note: 'By submitting your details, you agree to the use of your personal information as set out in The FA Privacy Policy.' and '* Compulsory fields.'

How to complete online player registration and pay subs



If you have your bank details and child's kit size requirements, you're ready to complete this step;

- Logon to www.buryrangers.com and sign in to your parent account
 - From the home screen, click on Payments. You will then be presented with the Membership Fees screen (Picture 1, on the right), displaying different product options.
 - Select the relevant option for your child and click on "Buy this product"
 - On the next screen (Picture 2) choose your preferred Annual Membership payment option and click on "Buy this product".
 - Next you need to confirm the child's name. First if your own name is shown (Picture 3) click on "Remove" then enter your child's name, which should appear in the drop-down list that will appear (Picture 4), click on their name and click "Continue"
- (if you have found and confirmed your child's name you can now move to Step 3 on page 13)*
- If your child's name does NOT appear, the box shown below should pop up. Just click on "Can't find the member?" and follow the instructions on the next page (*do **not** click on the red Continue button*).



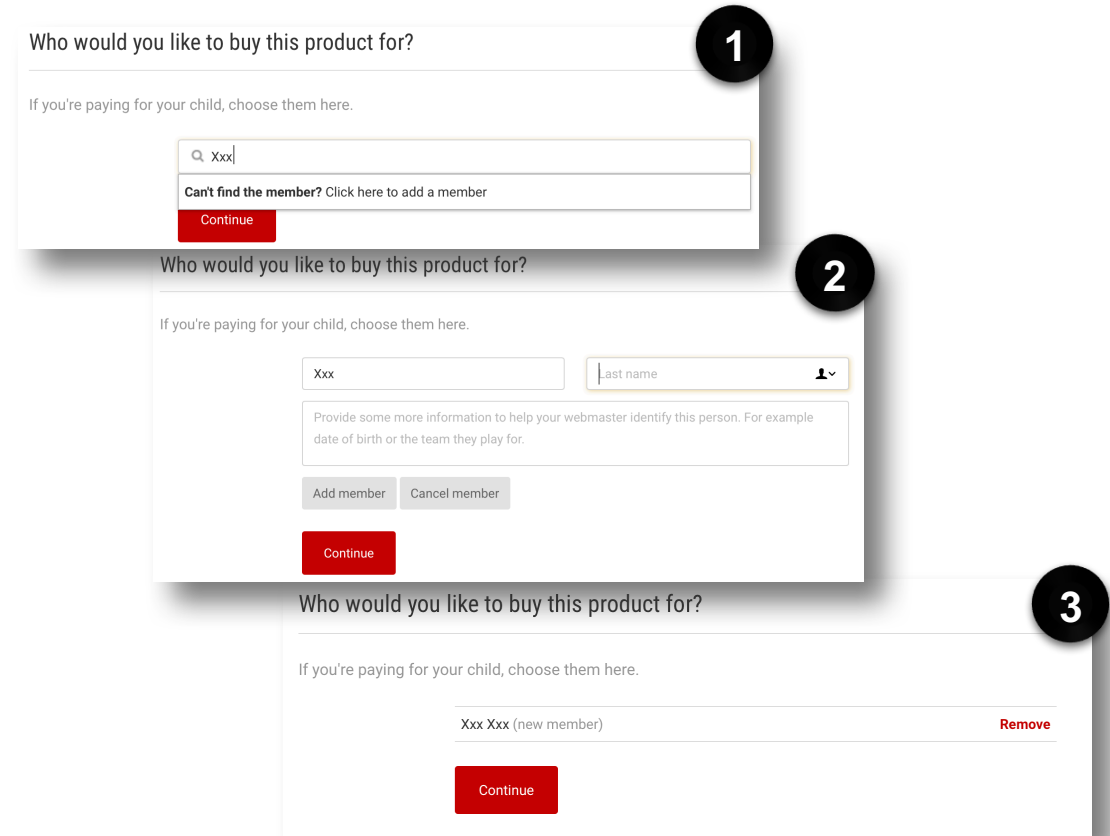
Please note, Training Only Memberships are available with just a monthly payment option.

How to complete online player registration and pay subs

STEP **1** 2 3 4 FINISH

Remember, you can skip this page if you've already confirmed your child's name. **This page only applies if your child's name did NOT appear in the name box on the last page.**

- After clicking on **“Can't find the member”** (Picture 1) the boxes shown in Picture 2 will appear
 - Enter your child's first and surnames in the name boxes, plus your child's date of birth together with the section and age-group they are joining (e.g. All-inclusive, Girls U10, Boys U11 etc.)
- Once you are satisfied all the details in these boxes are complete, **do not click Continue**, please **click the “Add member” button**.
- Your child's name will now appear as shown in picture 3. You can now click the red Continue button and complete the payment form as explained on the next page.
- If your child's name is displayed incorrectly, simply click Remove and repeat this process. *Sometimes computers may auto-correct, so take a moment to make sure the details are right before moving on.*



How to complete online player registration and pay subs

STEP **1** 2 3 4 FINISH

Payment Form;

- This is where we collect all the details for Player Registration, including; FA FAN Number, kit size requirements and important parent declarations etc.
- All related club policies and procedures are available for you to read in the Information section on our website.

Payment Form

Please complete the following payment form

[Child Name] [Edit member](#)

Home Telephone*

FA FAN Number*

An FA Number (FAN) is your unique identification number and must be obtained from the FA website in order to register with us.

Emergency Treatment Consent*

In the event my son/daughter is injured while playing or travelling to a club event, and I cannot be contacted, I hereby give my consent for my child to receive medical attention.

Yes
 No

Code of Conduct Acceptance*

I agree to be bound by and to observe the Club Rules and Code of Conduct, plus the Rules and Regulations of the Football Association and all Competitions in which the Club participates.

Yes
 No

Image Consent*

I agree to the inclusion of my son/daughter's name and image on the Bury Rangers website and Facebook / other social media sites. This is on the understanding their name will not be directly associated with any image.

Yes
 No

Parent Registration Consent*

I understand that in registering my child with Bury Rangers Football Club, I will also be registered as a Member of the Club.

Yes
 No

Drop Off & Collection Policy Agreement*

Important safeguarding arrangements between Parents/Carers and the Club surrounding the drop off and collection of children are detailed in the Drop Off & Collection Policy (see the Safeguarding pages on our website)

I have read and agree to abide by the Club Policy relating to Drop Off & Collection for anyone aged 14 or below.

How to complete online player registration and pay subs

START **1 2 3 4 5** FINISH

Final step: Payment details confirmation;

- After you have completed the Payment Form, carefully enter the details for the bank account to be debited. Watch out as sometimes your computer may 'auto-correct' a field without you noticing. Please do take a moment to make sure all the details are accurate before clicking on the green 'Set up Direct Debit' button.
- After setting up the Direct Debit instruction you will receive an on screen confirmation, plus an email from the payment provider GoCardless. Please keep this confirmation email for your records (make sure you check your Spam/Junk folder for the confirmation email)
- Please remember that your bank details are not held or visible in any way to Bury Rangers. All payments transaction details are managed on our behalf by Go Cardless via the Pitchero platform.

- **IMPORTANT NOTES ON PAYMENT COLLECTION DATES ETC.;**

- Currently GoCardless offer us the ability to set a future start date for instalments, however, all Initial and Single payments will be debited from your account within a few days.
- We have been advised by GoCardless that improvements are planned to increase the start date options we can offer in the future. These are likely to be available for the 2019/2020 season and beyond.
- While parents are now being asked to initiate payments a little earlier, there is no increase in the amount you pay.
- Currently we cannot accept credit card payments, but we are investigating this for the future.
- This new online process enables us to offer more payment options and convenience for parents. It also makes the process more efficient and sustainable for Bury Rangers to manage, especially now we have well over 600 players registered with the club.

Bury Rangers FC

Set up a Direct Debit with Bury Rangers FC

Male Home Shirt (outfield) - £15.20

First name Last name

or use a company name

Email

Your sort code Your account number

e.g. 10-20-30 e.g. 12345678

or enter IBAN

Billing address line 1

Billing address line 2

Town or City Post code

or find your address

More than one person is required to authorise Direct Debits

Set up Direct Debit

ount] (x payments,
) has been set up to Bury
ual Membership

on will be debited from your bank
*** /ia Direct Debit on or shortly

pppear on your bank statement as

3 working days in advance of any
gency or amount.

ent please contact Bury Rangers

take payments for your
d out more.

You have the right to cancel your Direct Debit at any time. [View the Direct Debit Guarantee.](#)

How to complete online player registration and pay subs

Additional information

- About the payment provider 'GoCardless'
 - GoCardless is a London-based international payments network authorised by the Financial Conduct Authority to provide payment services as an Authorised Payment Institution.
 - GoCardless serve more businesses than any other Direct Debit provider. All money collected is held in a secure client monies account with either the Royal Bank of Scotland, Barclays Bank or SEB before being paid out to the merchant/organisation you're paying.
 - Visit www.gocardless.com to read more about GoCardless, including how they keep your details safe etc.
- For a detailed FAQ on GoCardless payments, click on the link below or copy and paste it into your browser.

<https://support.gocardless.com/hc/en-gb/articles/115002835269-FAQs-for-customers-paying-through-GoCardless#sec1>

The image shows two screenshots. The top one is the GoCardless website, featuring a navigation bar with 'About us', 'Team', 'Jobs', 'Press', and a 'Visit our blog' button. The main content area is titled 'About GoCardless' and includes text about bringing Direct Debit into the digital age, creating a new international payments network, and processing £3 billion worth of transactions. It lists media partners like BBC, theguardian, CNN, London Evening Standard, and WIRED. The bottom screenshot is a 'Tech Track 100' profile for GoCardless, showing company details such as Year (2017), Rank (11), Company (GoCardless), Activity (Payment services provider), Location (Central London), Average 3 year sales growth (174.15%), Latest sales £000s (*5,969), Staff (120), Founded (2011), and Website (www.gocardless.com).

BURY RANGERS

How to order additional Bury Rangers FC kit items online

We have introduced a new online ordering process for additional or replacement kit items you wish to buy.

IMPORTANT: This is separate to the process for kit supplied to players by the club. Club supplied kit is provided by us using the size details provided in the Player Registration Form, so please **ONLY** use the following process for additional or replacement kit items you wish to buy.

This process should take you around 5 minutes and this section explains how to do it.

How to order additional Bury Rangers FC kit items online



STEP **1** 2 3 4 FINISH

- During this process you will be asked to provide kit size requirements and your bank details for payment. So, before you begin;
 - 1) Please review the Player Kit and size charts on the website. You can view our official club kit online and download a copy of the new kit list by clicking [here](http://www.buryrangers.com/a/official-club-kit-52196.html). Alternatively, you can copy and paste the following link into your web browser: <http://www.buryrangers.com/a/official-club-kit-52196.html>
 - 2) Please also have your bank account details to hand, including account number and sort code.
- *Please note: Orders submitted BEFORE the club Presentation Day events in June will be able to be amended at the event. The supplier will have sample items available in various sizes to try on at the event. We will store all orders submitted ahead of the event and amendments to sizes etc. will be able to be made on the day.*

Bury Rangers FC

Set up a Direct Debit with Bury Rangers FC

Male Home Shirt (outfield) - £15.20

First name Last name

or use a company name

Email

Your sort code Your account number

e.g. 12345678

Post code

n is required to authorise Direct Debits

Set up Direct Debit

Item	Image	Sizes Available			
		JUNIOR SIZE	CHEST (CM)	AGE	
Home playing shirt (Outfield only) Joma Pisa (long sleeve) (Red/White) 100404.600		5XS	58 - 61	5 - 6	
		4XS	62 - 66	7 - 8	
		3XS	67 - 72	9 - 10	
		2XS	73 - 79	11 - 12	
		XS	80 - 87	12 - 14	
		SENIOR SIZE		CHEST (CM)	CHEST (INCHES)
		S	87-94	34-37"	
		M	95-101	38-40"	
		L	102-108	41-43"	
		XL	109-114	44-46"	
2XL	115-127	47-50"			
Shorts Joma Tokio II (Black/Red) 100684.106		5XS	56 - 57	5 - 6	
		4XS	58 - 60	7 - 8	
		3XS	61 - 64	9 - 10	
		2XS	65 - 68	11 - 12	
		XS	69 - 72	12 - 14	
		SENIOR SIZE		WAIST (CM)	WAIST (INCHES)
		S	75-82	29-32"	
		M	83-90	33-35"	
		L	91-97	36-38"	
		XL	98-103	39-41"	
2XL	104-117	42-46"			

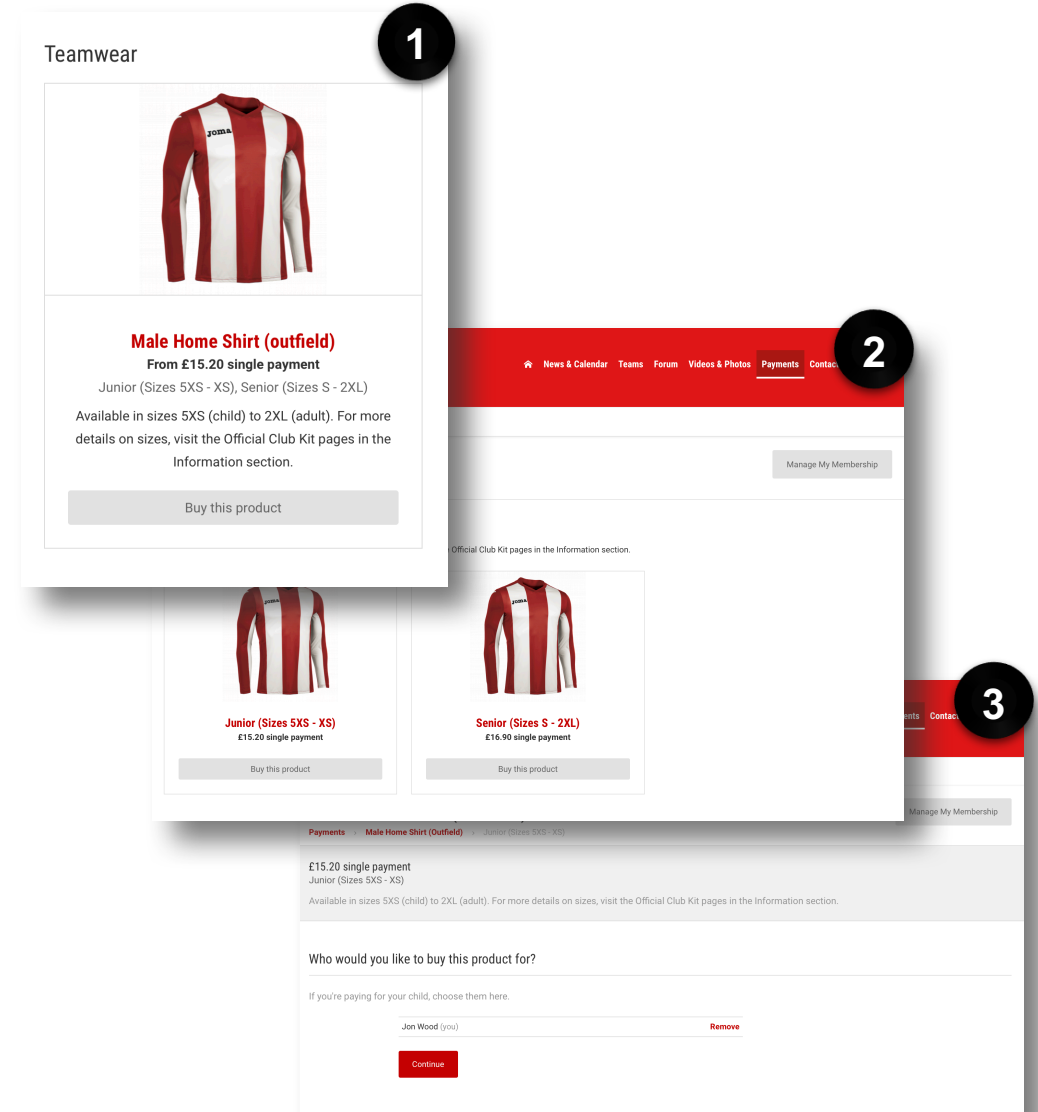
How to order additional Bury Rangers FC kit items online

STEP 1 2 3 4 FINISH

If you have your child's kit size requirements and bank details, you're ready to complete this step;

- Logon to www.buryrangers.com and sign in to your parent account
- From the home screen, click on Payments. You will then be presented with the Payments screen and you may need to scroll down to the Teamwear section (Picture 1, on the right).
- Select the required product and click on "Buy this product"
- On the next screen (Picture 2) choose your required product from the options available and click on "Buy this product".
- Finally you will be asked to confirm the child's name (Picture 3), then click "Continue".

Please double-check the options available to ensure you select the correct product.



How to order additional Bury Rangers FC kit items online

STEP **1** **2** **3** 4 FINISH

Payment Form;

- Please complete the details on the Payment Form
 - For items that require printing (e.g. squad number or initials) please take extra care to ensure you complete this information accurately*.
 - * *The club cannot be held responsible or provide refunds for errors on the Payment Form.*
 - Currently we are unable to support home delivery for kit orders, so you are asked to confirm if you wish to collect purchases from the supplier, or have the item delivered to the applicable Team Manager.
 - Supplier details
ORC Printwear Promotions Ltd
Unit 30 Hillgrove Business Park
Nazeing
Essex
EN9 2HB

TEL: 01992 890075
- Once all sections are complete, click “Continue”

The screenshot shows the Bury Rangers FC website interface. At the top, there is a red navigation bar with the club logo and menu items: Home, News & Calendar, Teams, Forum, Videos & Photos, Payments, Contact, and Information. Below the navigation bar, the page title is 'Male Home Shirt (Outfield)' with a 'Manage My Membership' button. The price is listed as '£15.20 single payment Junior (Sizes SXS - XS)'. A note states: 'Available in sizes SXS (child) to 2XL (adult). For more details on sizes, visit the Official Club Kit pages in the Information section.' The main section is titled 'Payment Form' and contains the following fields: Purchaser first name, Purchaser surname, Purchaser address (with a note to include full address and postcode), Telephone, Email, Player first name, Player surname, Player squad number (required for printing where applicable), Player initials (required for printing where applicable), Team Manager name (with a note to confirm the name of the team Manager/Coach), Team (with a note to confirm the player's team), and Collection options (radio buttons for 'Collect from ORC' and 'Deliver to team manager'). A red 'Continue' button is located at the bottom of the form.

How to order additional Bury Rangers FC kit items online

START **1 2 3 4 5** FINISH

Final step: Payment details confirmation;

- Once you have completed the Payment Form and subsequent Direct Debit instruction with your bank details, you will receive an on screen confirmation, plus an email from the payment provider GoCardless.
- Please note that your bank details are not held or visible in any way to Bury Rangers FC. All payments transactions are managed on our behalf by Go Cardless on the Pitchero platform.
- About the payment provider 'GoCardless'
 - GoCardless is a London-based international payments network authorised by the Financial Conduct Authority to provide payment services as an Authorised Payment Institution.
 - GoCardless serve more businesses than any other Direct Debit provider. All money collected is held in a secure client monies account with either the Royal Bank of Scotland, Barclays Bank or SEB before being paid out to the merchant/organisation you're paying.
 - Visit www.gocardless.com to read more about GoCardless, including how they keep your details safe etc.
- For a detailed FAQ on GoCardless payments, click on the link below or copy and paste it into your browser.

<https://support.gocardless.com/hc/en-gb/articles/115002835269-FAQs-for-customers-paying-through-GoCardless#sec1>

Bury Rangers FC

Set up a Direct Debit with Bury Rangers FC

Male Home Shirt (outfield) - £15.20

First name

Last name

or use a company name

Email

Your sort code

Your account number

or enter IBAN

Billing address line 1

Billing address line 2

Town or City

Post code

or find your address

More than one person is required to authorise Direct Debits

Set up Direct Debit

Guarantee.