



## **Bowls Scotland Affiliation F.A.Qs:**

### **Accessing the Club Profile**

#### **Q. My club does not know who received the login information in the past, can you tell us?**

We tracked who received the login information for the 2022 affiliation and will track it for clubs who receive it for the first time in 2023 but this only indicates what the original login information was and who received it, not what the current password is or who used the club login throughout the year. We would advise as few people as possible know the login information for the club, as you can access personal member details from the club profile, but we can always help clubs get access if their club admin has moved on or is unable to access the profile.

#### **Q. My club has never used the online system before, how do I set up a profile to affiliate?**

Your club/association will already have a profile, so you do not need to set up a club profile. If you do not have the login information, contact [info@bowlsscotland.com](mailto:info@bowlsscotland.com). To set up a member profile for yourself or other club members, see our video guide series.

#### **Q. I've clicked the reset password button, but I have not received an email to reset it, why?**

If you do not have an email address in the club profile, the system does not have anywhere to send a reset email (or the affiliation certificate or payment receipt). To gain access to the account please email [info@bowlsscotland.com](mailto:info@bowlsscotland.com) and we can add an email address for you. Or see our video guide series.

#### **Q. I have had to reset the password to the club account, I know my password is now correct, but it still will not let me log in, why is it doing this?**

Make sure the club's name is correct, the first letter of any words will be capitalized, and any punctuation or spaces will also be replicated (eg. Bowls Scotland B C) If you attempt to reset the password or have too many incorrect attempts (10+) the system will lock, you out for security reasons. Contact [info@bowlsscotland.com](mailto:info@bowlsscotland.com) if you cannot access.

#### **Q. Why do you need an email address in the club profile?**

The email address attached to the club profile is separate to the information we collect about main contacts. The email address in the profile will be used by the system to send system generated emails relating to the activity of the profile. Any invoices, receipts, tournament licenses created in the system will be sent to that email. If an attempt is made to reset the password, the email will be sent there. If a member makes a profile and attaches themselves to the club, the notification will go to that email.

### **Affiliation**

#### **Q. What if a member of my club is also a member of another club?**

Club members should only have one profile on the system. The member can add one or more clubs to their profile or alternatively the Club Admin can add the member to their club by using their membership number, email or date of birth to search for them.

**Q. Do I need members permission to add them to the system?**

Yes, for Data Protection purposes you will need to ensure that the club member has given permission for a profile to be created on the system for them. Alternatively, club members can create a profile themselves and search and add their club(s). If the club member has a key role at your club i.e. they are the main contact, a coach or a wellbeing protection officer they may already have a profile on the system. This is because they have already provided their information at the point of Capitation or when they attended any training courses

**Q. How do I know my membership numbers to pay for them?**

Membership fees are collected for the number of playing members in the previous season. In January 2023, you will be paying for the number of members you had on record as of 30<sup>th</sup> September 2022. You are not paying for the numbers you expect to have playing in 2023.

## Competitions

**Q. Why do I need to be logged in as my club to affiliate or enter competitions?**

The club profile has different security rights than a member profile so it can see different parts of the site, like the affiliation form. Club profiles can raise invoices and pay by cheque, but member profiles cannot. When entering competitions, it's the club that is entering the various disciplines, not the individual member and we need to know the club's name for the draws.

**Q. Why do I need to click 'book as an individual' when entering competitions? Why can I not use 'club booking'?**

When you use 'Club Booking', it takes you to a list of club members and asks who specifically the booking is being made for, at this point we do not need to know the specific individual playing in the competition, just that the club will be entering the event. You would use club booking when booking a club member on a course such as coaching where we need to know specifically who is attending so they can receive their qualification.

**Q. I am a member of more than one club, can I play for both in the nationals?**

No, a member can only play for one club in any event in the National Championships. You cannot represent more than one club, even in different disciplines.

**Q. What are tournament licenses? When can I purchase one?**

Tournament Licenses provide proof that competitions will be verified by Bowls Scotland and will be ran in accordance with Bowls Scotland rules. They can be purchased throughout the season, but we would recommend the purchasing them alongside Capitation and Competition entries. If any new competitions are introduced throughout the season, licenses must be purchased seven days prior to event.

## Checkout & Payment

### **Q. I am trying to pay by card, and it will not let me complete checkout without an email, why?**

The email address in the payment field will automatically pull through from the club profile. If you have not added an email address to the profile, it will have an 'x' which will pull through but will not be recognized as a valid email address. To complete the payment, you need to go back and add an email address to the profile (everything will remain in your cart even if you click away from it but make sure to check it when you return), see our video guide on how to add an email address to the club profile.

### **Q. The number of competition entries on my invoice or receipt is not correct, why is this and how do we resolve it?**

Items that are added to the cart will remain in the cart until the checkout is completed, even if you log out and then return later. Please ensure you complete checkout before logging out or carefully check your cart when you return, you can edit the number of competition entries from the cart or remove them all together and start again from the 'events and courses' tab. Competitions with restricted entry, such as the singles or pairs, will not exceed the maximum number of entries but events such as the Over 55s which have unlimited entries will duplicate. Once you have checked out, you are unable to amend your entries, please contact [info@bowlsscotland.com](mailto:info@bowlsscotland.com) with your invoice and what needs to be amended.