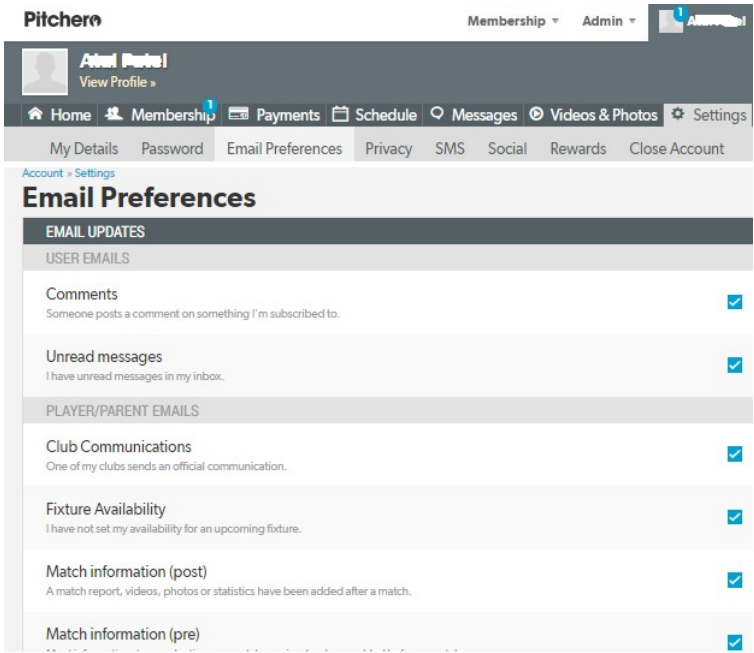
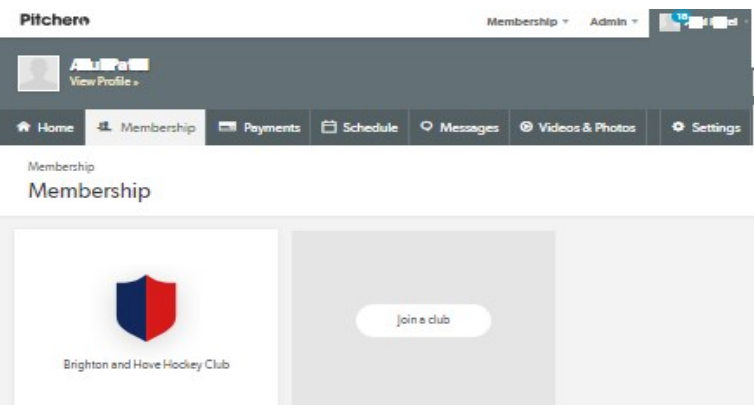
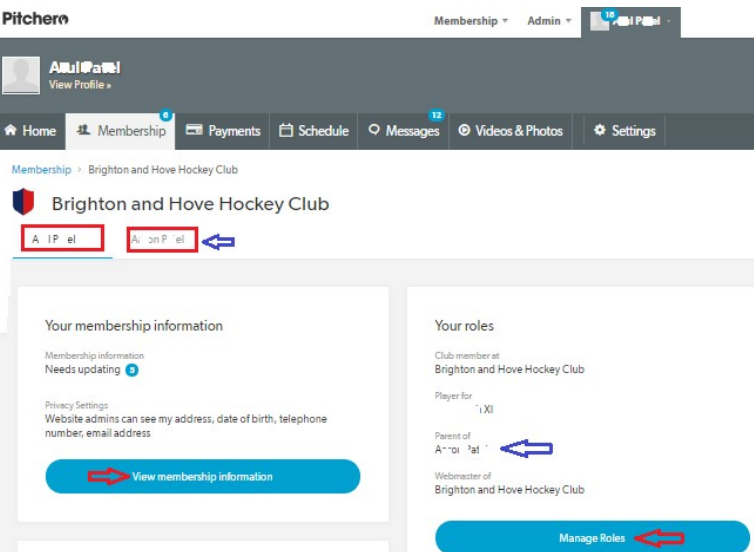
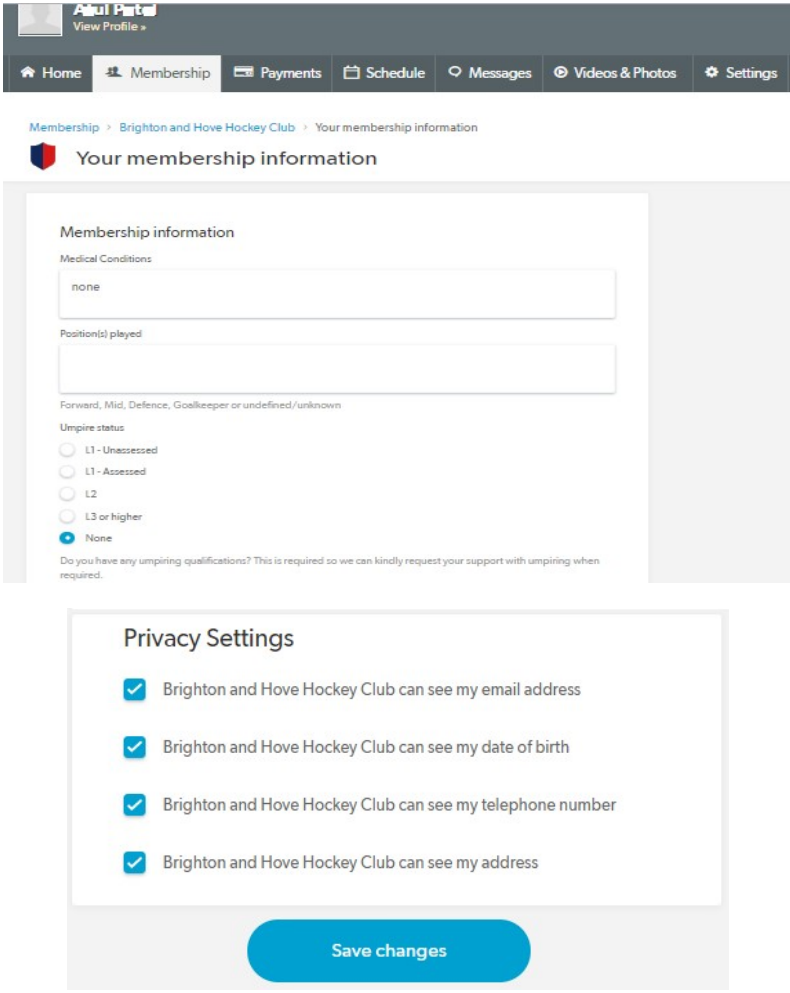
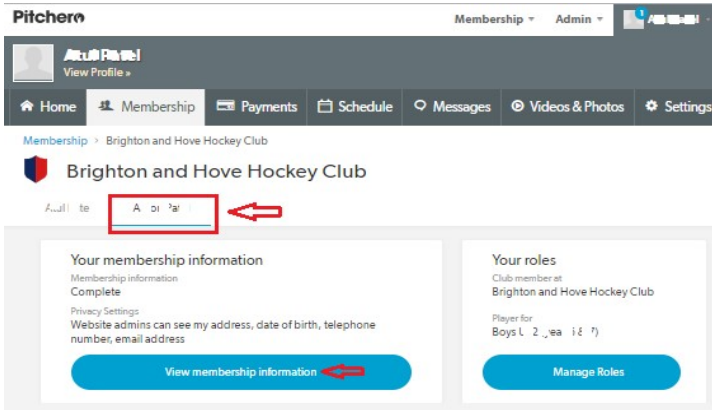


Renewing your registration and making membership payment

A. Renewing your registration (and for your child/children)

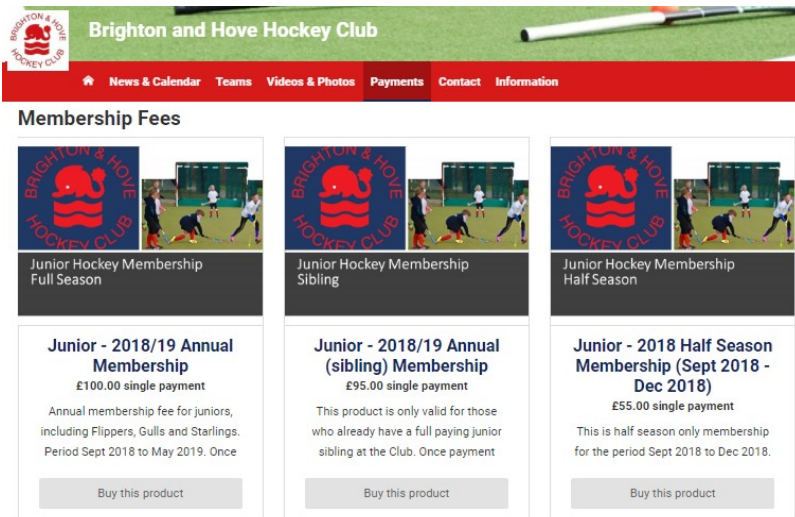
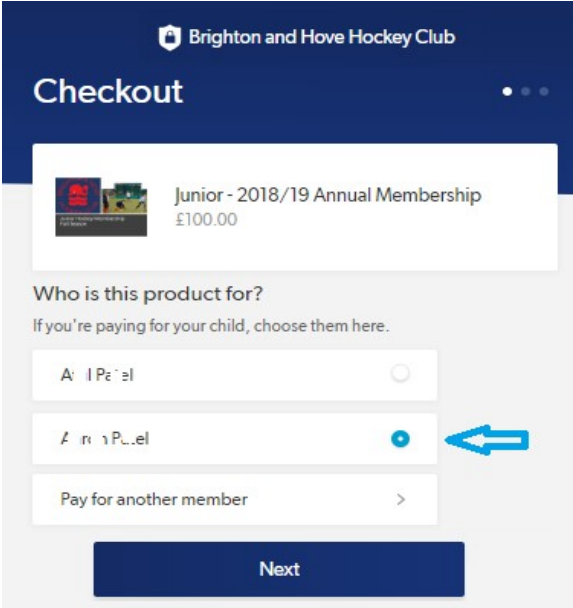
Step	Actions required	Screen shots
1	<ul style="list-style-type: none"> Log into your Brighton and Hove Hockey Club account: http://www.brightonandhovehockeyclub.net/ 	
2	<ul style="list-style-type: none"> Click on your name – top right of the screen. From the drop-down menu select Settings. 	
3	<ul style="list-style-type: none"> In the Settings section you will see a tab with your name under My Details and tabs for each child connected to your membership. For each tab (person) scroll down and update / add any missing details in the YOUR INFORMATION SECTION. Make sure you click on Save Changes at the bottom of the section after amending/ adding details for each person. Repeat the above for each person (tab) connected to your membership. Note: The Email Address for each child connected to your account should be left blank. 	

Step	Actions required	Screen shots
4	<ul style="list-style-type: none"> In the Settings section, click on the Email Preferences tab. Review and tick your preferences. In the USER EMAILS, PLAYER/PARENT EMAILS and CLUB ADMIN sections, we request that ALL the boxes are ticked. <i>This enables the Club to fully inform you of activities, selections, matches and other important Club information that is relevant to you and your child(ren).</i> Note: You may need to amend your own email spam box settings so that emails from the Club/Pitchero are not 'lost'. 	 <p>The screenshot shows the Pitchero website's 'Email Preferences' section. At the top, there's a navigation bar with 'Home', 'Membership', 'Payments', 'Schedule', 'Messages', 'Videos & Photos', and 'Settings'. Below this, a sub-navigation bar includes 'My Details', 'Password', 'Email Preferences' (which is selected), 'Privacy', 'SMS', 'Social', 'Rewards', and 'Close Account'. The main content area is titled 'Email Preferences' and has a sub-header 'EMAIL UPDATES'. It lists several email categories with checkboxes: 'Comments' (checked), 'Unread messages' (checked), 'Club Communications' (checked), 'Fixture Availability' (checked), 'Match information (post)' (checked), and 'Match information (pre)' (checked).</p>
5	<ul style="list-style-type: none"> Click on Membership tab at the top of the screen. Click on our Club Name to enter the Membership pages. 	 <p>The screenshot shows the Pitchero website's 'Membership' page. The navigation bar is the same as in the previous screenshot. The main content area is titled 'Membership' and features a large blue and red shield logo for 'Brighton and Hove Hockey Club'. To the right of the logo is a button that says 'Join a club'.</p>
6	<ul style="list-style-type: none"> A tab for you and each person connected to your membership will be shown. Click on the View membership information. This will take you to the pages containing all the details required by the Club for your membership. 	 <p>The screenshot shows the Pitchero website's 'View membership information' page for 'Brighton and Hove Hockey Club'. The page is divided into two main sections: 'Your membership information' and 'Your roles'. The 'Your membership information' section includes a 'Membership information' card with a 'Needs updating' status and a 'Privacy Settings' card. The 'Your roles' section lists the user's roles: 'Club member at Brighton and Hove Hockey Club', 'Player for i XI', 'Parent of A****at', and 'Webmaster of Brighton and Hove Hockey Club'. There are red arrows pointing to the 'View membership information' button and the 'Manage Roles' button.</p>

Step	Actions required	Screen shots
7	<ul style="list-style-type: none"> In Your membership information you MUST scroll down and complete all boxes. Please ensure all the details of each child is up to date otherwise it may impact them being selected for games or participating in our training. Make sure you complete the Privacy Settings table at the end of the section. In order to get the best from the Club it would be helpful if you tick all the boxes – especially all the contact details (email, phone and address). Make sure you Save changes at the end of the section. Now scroll back to the top of the page and click on the blue text 'Brighton and Hove Hockey Club' which is just above the blue and red badge and text 'Your membership information'. This will now take you back to the Step 6 screen. 	
8	<ul style="list-style-type: none"> Click on each of the remaining name tabs (i.e. each child) For each child, click on View membership information and then update / add details to ALL boxes. Make sure you complete the Privacy Settings table at the end of the section. In order to get the best from the Club it would be helpful if you tick all the boxes. Make sure you Save changes at the end of the section. 	

B. Making membership payment – on-line via Pitchero

Step	Actions required	Screen shots
1	<ul style="list-style-type: none"> Log into your Brighton and Hove Hockey Club account: https://secure.pitchero.com/clubs/brightonandhovehockeyclub/login 	
2	<ul style="list-style-type: none"> Once logged in click on Membership at the top of the page and select Brighton and Hockey Club. 	
3	<ul style="list-style-type: none"> Select Payments from the main banner. Note: It is only from this banner and page you can make on-line payment. This will show all the various payment products. 	

Step	Actions required	Screen shots												
4	<ul style="list-style-type: none"> Select the membership you wish to purchase by clicking on relevant Buy this product button. 	 <p>The screenshot shows the Brighton and Hove Hockey Club website. The header includes the club's logo and navigation links: News & Calendar, Teams, Videos & Photos, Payments, Contact, and Information. The main section is titled 'Membership Fees' and displays three membership options, each with a 'Buy this product' button.</p> <table border="1"> <thead> <tr> <th>Membership Option</th> <th>Price</th> <th>Additional Information</th> </tr> </thead> <tbody> <tr> <td>Junior - 2018/19 Annual Membership</td> <td>£100.00 single payment</td> <td>Annual membership fee for juniors, including Flippers, Gulls and Starlings. Period Sept 2018 to May 2019. Once</td> </tr> <tr> <td>Junior - 2018/19 Annual (sibling) Membership</td> <td>£95.00 single payment</td> <td>This product is only valid for those who already have a full paying junior sibling at the Club. Once payment</td> </tr> <tr> <td>Junior - 2018 Half Season Membership (Sept 2018 - Dec 2018)</td> <td>£55.00 single payment</td> <td>This is half season only membership for the period Sept 2018 to Dec 2018.</td> </tr> </tbody> </table>	Membership Option	Price	Additional Information	Junior - 2018/19 Annual Membership	£100.00 single payment	Annual membership fee for juniors, including Flippers, Gulls and Starlings. Period Sept 2018 to May 2019. Once	Junior - 2018/19 Annual (sibling) Membership	£95.00 single payment	This product is only valid for those who already have a full paying junior sibling at the Club. Once payment	Junior - 2018 Half Season Membership (Sept 2018 - Dec 2018)	£55.00 single payment	This is half season only membership for the period Sept 2018 to Dec 2018.
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5	<ul style="list-style-type: none"> Ensure you select the right person in order for them to participate in the Club's training and being selected for matches. Then select Next to complete the rest of the payment form. Please complete all requested details on the payment form to ensure payment is correctly allocated. Once payment made, request and obtain shoe-lace tag from bhhc.juniors@gmail.com so that child can participate at the Club. See next page on shoe-lace tags. 	 <p>The screenshot shows the Brighton and Hove Hockey Club Checkout page. It displays the selected product 'Junior - 2018/19 Annual Membership' for £100.00. Below this, there is a section titled 'Who is this product for?' with the instruction 'If you're paying for your child, choose them here.' There are three radio button options: 'At School', 'At Home' (which is selected and indicated by a blue arrow), and 'Pay for another member'. A 'Next' button is located at the bottom of the form.</p>												

Introduction: Shoe-lace Tags

To keep efficient and effective tracking of all paid-up members, we are adopting a simple tagging system – shoe-lace tags. A colour coding system will be used each season.

Shoe-lace membership tags have been in use by many other sports clubs. A plastic flexible tag with 'BHHC' and season (e.g. 2018/19) will be given to junior players to thread through their hockey trainers.

The objective of having a membership tag is to quickly know that the individual is a member of our club AND we have their details registered for safety/welfare purposes.

>> Players MUST come to training and matches with these tags, otherwise they will not be allowed to take part. <<

The details on how the membership tagging operates is set out below.

Types of membership tags

We have five (5) categories – each with a specific colour and the colours change each season. The categories are:

- Annual Membership
- First Half Season Membership (Sept to Dec)
- Second Half Season Membership (Jan to April)
- School Group Membership
- Performance Training – by invitation only (an additional tag to one of the above)

>> Tags must be visible and made available to the coaches and Club Administrators upon request. If tags are not provided, then the junior will not be allowed to participate in training or matches. <<

Getting the relevant tags

Club membership (Annual and Half Season) tags:

The tags are held by the Juniors Membership Secretary and allocated once a junior member is confirmed as registered AND membership fee has been submitted. The tags are available from the Juniors Membership Secretary – contact details: bhbc.juniors@gmail.com.

School Group membership tags:

Once a school has agreed to the number of students that are going to attend AND made relevant payment to the Club, the Juniors Membership Secretary will provide the agreed number of School Group Membership tags to the relevant school nominated lead.

Performance Training tags:

Once a player is invited to attend the relevant performance training sessions, the parent/junior must contact the Juniors Membership Secretary (bhbc.juniors@gmail.com) to obtain the additional Performance Training tag.

There are regular checks undertaken by the Club's Juniors Membership Secretary / Club Admin to validate correct use of tags. Any misuse of tags will result in junior member and parent being suspended from the Club or parent being asked to pay additional fees to cover relevant costs.

Lost tags

If a tag is lost or damaged/broken, then the parent/junior must immediately inform the Juniors Membership Secretary and obtain a replacement. A cost will be charged for replacement tags.

