



GMS - Frequently Asked Questions

Q. Is it possible to send an email from GMS?

A. yes, please follow the steps below:

- Click on the People tile
- Select Everyone from the left hand side
- Select the users that you would like to email or you can select all
- Click on email from the top right hand corner
- This will take you on to the email page itself
- Compose your message
- Click send

Q. What should I do if I have forgotten my login details?

A. You can retrieve your password/username using the forgotten password link on the England Rugby site and entering username in the Your username field, or your email address for a username reminder

Click [here](#) to be directed to the page

You can also contact the GMS Helpdesk on 0208831 6651 or email them on gms@rfu.com

Q. Is it possible to move coaches to a different team grade?

A. Yes, please follow the steps below to move a coach to another team

- Select the Organisation Profile tile once logged in
- Select Teams on your left
- Click on the relevant team name
- Then click on the Team Roles tab
- Select all the coaches and Team managers that you wish to move
- Click on the Move option from the top right-hand corner
Enter the team you wish to move the coaches to
- Finally, click on Save in the top right-hand corner

Q. Can I add people to the GMS club database?

A. Yes, provided you have the necessary permissions you can add new members to the club using the steps below. Please note however that player registration is a different process altogether and adding an individual to your club database does not mean they have become a registered player.

To add people:

- Sign into GMS
- Click on the People tile
- Click Everyone on your left
- Click Add People

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- Enter the information in the mandatory fields being - First Name, Last Name, DOB, Postal address and email address.
- Click Next
- The system will try to match 4 of the 5 pieces of information. If it finds a match it will alert you that there is an existing profile for this users and give you the option to select it. Click on the profile box to confirm the selection to add the profile onto the database.
- You will then be alerted that this user will be notified by email that his details have been added to the system

Q. Can I merge duplicate profiles in GMS?

A. Yes profiles can be merged in GMS but some records are locked for editing due to active player registrations or DBS. In these cases, please pass on the details to the GMS helpdesk by email or by phone to get the profiles merged.

To merge records:

- Sign into GMS
- Click on the People tile
- Click Everyone on your left
- Ensure that the filters option is unhidden. If not, click Filters on the right to unhide
- Type in first and last name within the white boxes under First Name and Last Name on the filters row or one of the RFU ID's if known
- Click on Search to find the individuals
- Click on the checkbox against two profiles that belong to the same user or the one record that has been found and repeat the steps above with the second known RFU ID
- Click More in the top right hand corner
- Select the Merge option
- Choose the Default address and phone number
- Click Save

Q. Is there a way to view all club coach's qualifications in GMS?

A. Yes, these can be seen by accessing the club training report. Please follow the steps below:

- Click on the Organisation Profile tile
- Select reports from the left hand side
- Select Club Training Report
- Click Run Report on the top right corner
- Click on the save icon to save the file on to your computer

Q. Can I add more than one person at a time to GMS?

A. Yes this can be done using the Bulk Upload feature. Please follow the steps below:

- Login and select the People tile
- Select Everyone from the left
- Once in the everyone grid, select Bulk Upload located in the top right hand corner
- Download the template and populate with the information required
- Once completed, upload the spreadsheet by clicking Bulk Upload found within people-everyone
- Select Browse- locate the document and double click on the file in that screen
- Click on Upload
- Finally click on import in the top right hand corner

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Q. It is possible to link profiles for family members in GMS?

A. Yes, although each individual will have their own separate profile in GMS, relationships can be linked for members of the same family. Please follow the steps below:

- Login and select the People tile
- Select the Everyone from the left
- Select People from the top right hand corner
- Enter the user's name and click Search
- If there is no matching record found by name, click Add New Individual or click on the tick to add them to the family group
- If creating a new profile proceed with entering the details and then click Next
- Once all members have been added set the relationship between them
- Select Next again
- Select Next one more time on the Summary page
- You will find the users RFU ID number on the profile page you are redirected to

Q. Is there a player registrations report in GMS?

A. The player registration report can be generated providing you have the necessary permissions to access the Player Registration v12 tile. Follow the steps below:

- Sign in to GMS
- Click on the Player Registration V12 tile which will take you in to a new page
- Click Club Administration on your left
- Click General Reports on your left
- Select Youth Registration by Club or team
- Click Generate Report
- Click Export

Q. Is it possible to create player cards within GMS?

A. Player cards can be generated from within the Player Registration v12 module. Follow the steps below:

- Sign onto GMS
- Select Player Registration V12
- Select Club Administration on your left
- Select General Reports on your left
- Select Player Registration Card by club
- Select Player Type & Team
- Click Search Individuals
- Select All from the search grid below
- Click Generate Report
- Select the format, either Excel or PDF
- Click Export