

## NetSetGO Coordinator Registration Troubleshooting:

1. Login to MyNetball as an administrator > <http://my.netball.com.au>
2. Ensure participants details are up-to-date, if receiving an enquiry.
  - **People > Person Search > First name + Last Name**

Netball Western Australia *mynetball administration*

ORGANISATION **PEOPLE** REGISTRATION COMPETITIONS PROGRAMS WEBSITE REPORTS

Search Menus

Person List

Person Search

Contact Details Management

Add New Person

People ?

Search by  Name  ID

Show Extra Filtering

- Once you have found your participant > **edit**
  - Be sure to double check the email entered

Person Edit: **John Doe (ID: 000000)** ?

CRM Activity Workflows

**Personal Details** Custom Fields Public Profile Family Relationships Audit Admin

Title

First Name \*

Middle Name / Initial

Last Name \*

Alternate Last Name / Maiden Name

Person "Known As"

Date of Birth \*

Country of Birth

Gender \*  Male  Female  Unspecified

Email \*   No email

3. Refer participant back to the Parent Guide, to complete Account Advanced Recovery.
4. If the participant is continuing to have trouble registering, check their MyNetball Account Status.
  - **People > Participant Login Manager > Search using name / Participant ID**
  - Note: use **Any Role** and **Any Account Status** when searching

### Participant Login Management ?

Person Role	<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">         ANY ROLE <span style="font-size: 0.8em;">▼</span> </div>	
Person Name <span style="font-size: 0.8em;">i</span>	First Name	Last Name
Email	<input type="text"/>	
Participant ID	<input type="text"/>	
Participant Login Account Status	<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">         ANY <span style="font-size: 0.8em;">▼</span> </div>	

5. If the participant appears as **NO ACCOUNT**, this means the participant has a record on MyNetball, but has not created a login.
  - i. Ensure the correct email is on record by clicking the pencil icon. **Update** at the bottom of the page.
  - ii. Select the participant
  - iii. Select Action if **'Send Login Invite'**

**Note:** This login invite will only last 48 hours, parents can action this invite themselves without the time limit via the *Parent NetSetGO Registration Guide*.

1 total participants, 0 have a login.

Bulk Action ▼ Go

Select All    Participants Currently selected: 0

	PART. ID	NAME	LOGIN ID	ACCOUNT STATUS	VALID ACTIONS
<div style="border: 1px solid red; padding: 2px; display: inline-block;"> <span style="font-size: 0.8em;">▲</span> <span style="font-size: 0.8em;">■</span> </div>	000000	John Doe		NO ACCOUNT	INVITE <span style="float: right; border: 1px solid red; padding: 2px; font-size: 0.8em;">✎</span>

6. If the participant appears as **ACTIVE**, this means the participant has a record on MyNetball and has had a login created.

**Note:** The Login ID may appear as the participant ID or as an email address.

- i. Ensure the correct email is on record by clicking the pencil icon. **Update** at the bottom of the page.
- ii. Take note of the Login ID- if the email address entered is an incorrect or old email, ensure the correct email is entered. Previous email addresses will remain as the Login ID, but be inactive.

Bulk Action		Go				
<input type="checkbox"/> Select All	Participants Currently selected: 0					
↑	PART. ID	NAME	LOGIN ID	ACCOUNT STATUS	VALID ACTIONS	
↑	<input type="checkbox"/>	000000	John Doe	example@example.com.au	ACTIVE	RESET
↑	<input type="checkbox"/>	000001	Jane Doe	000001	ACTIVE	RESET

7. There are a number of actions you can take if an account appears as **ACTIVE**.

- i. Click the arrow next to the participants details to drop down the options.
- ii. From here you will be able to see any linked accounts, and any active email addresses
- iii. Select the appropriate action from the actions list.

**Note:** Please select **Change Password** as the last option.

Bulk Action		Go				
<input type="checkbox"/> Select All	Participants Currently selected: 0					
↑	PART. ID	NAME	LOGIN ID	ACCOUNT STATUS	VALID ACTIONS	
↓	<input type="checkbox"/>	000000	John Doe	Example@example.com.au	ACTIVE	RESET

Login ID: carolyn.clancy1@gmail.com

User Email: Example@example.com.au  
 Last login:  
 Failures since last login: 0  
 Total login Failures:

**Actions:**

[Send Login Invite](#) | [Send Reset Password Link](#) | [Change Password](#) | [Unlock Account](#)

Participant records linked to this user account:

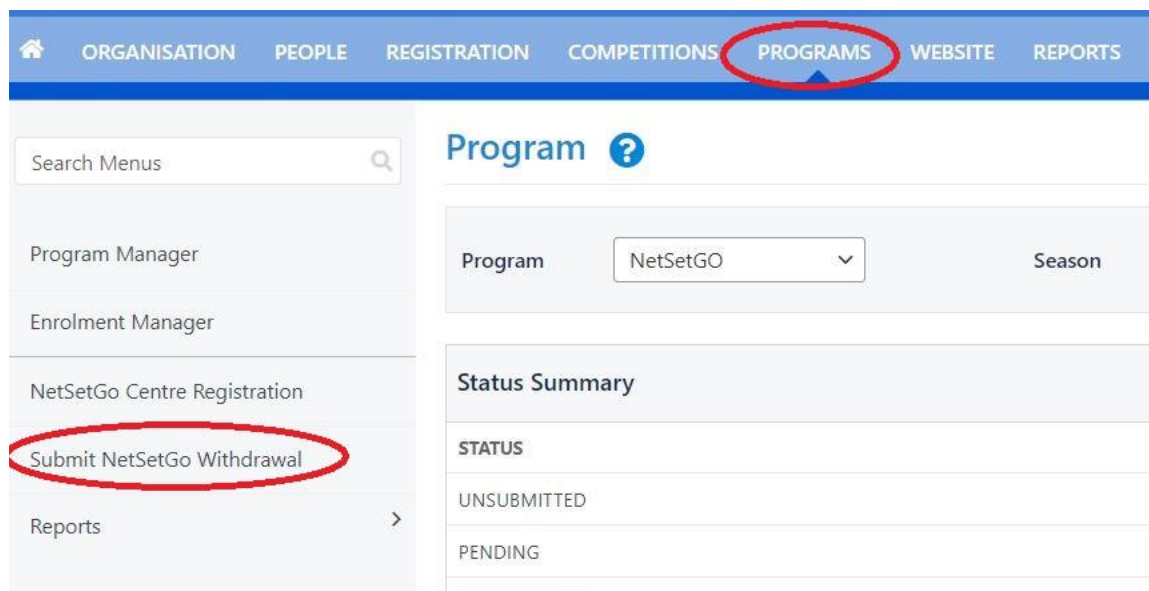
ID	NAME	EMAIL
↑ 000000	John Doe	example@example.com.au

## Other MyNetball NetSetGO FAQ:

### Q. How do I withdraw a participant from my NetSetGO program?

A. Due to the pack ordering system, NetSetGO participants cannot be deregistered the same way as Junior members. Please retain the cost of the NetSetGO pack (\$25.30), as if a pack has been ordered you will still be charged for this cost. If the pack has not been ordered, you are able to refund the remaining monies.






- **Programs > Submit NetSetGO Withdrawal > Complete Google Doc**
- Once you have completed the Google Doc, Netball Australia will confirm with you via email if the pack has been ordered or not.
- Netball Australia will action the withdrawal.



### Q. How do I add a saleable product to my NetSetGO Registration Form?

A. The process for adding a saleable item for NetSetGO is the same as you would for Junior and Senior sign-up forms.

- **Registration > Product Management > Add Member Subscription Product**
- Complete the form as required entering the details of your saleable item
- **Ensure the category entered is Event/Program Registration >** rather than Membership for Junior/Senior.

Registration Type/Product details	
Name *	<input type="text" value="NetSetGO Dress"/>
Category	<input style="border: 2px solid red; border-radius: 50%;" type="text" value="Event/Program Registration"/>
Description	<input type="text" value="Dress NetSetGO"/>
Price *	<input checked="" type="radio"/> Simple <input type="text" value="\$65.00"/> <input type="radio"/> Advanced
Class *	<input type="radio"/> Membership Subscription/Registration <input checked="" type="radio"/> Saleable Item
Number available 	<input type="text"/>
Available from	<input type="text" value="17/11/2018 12:00 AM"/>  
Available until	<input type="text" value="1/12/2018 12:00 AM"/>  
Active	<input checked="" type="checkbox"/>

- Programs > NetSetGO Centre Registration > Registration Set-up > Saleable Items > Toggle across into 'Selected Saleable Items' box.

**Q. My previous Term Program/ Season is completed, and I don't want this visible for my new Term / Season Registration period, how can I do this?**

**A.** We recommend once a program has finished you make the program *inactive* so that the program is no longer visible to the participant when registering for their secondary program.

- Programs > NetSetGO Centre Registration > Scroll down to your Programs
- Edit your program > un-tick the **Active Box**
- Ensure your current program is **Active**.