

Renew Membership Guide

This guide takes you through the process of logging into and buying a membership at Canterbury RFC via the Game Management System (GMS).

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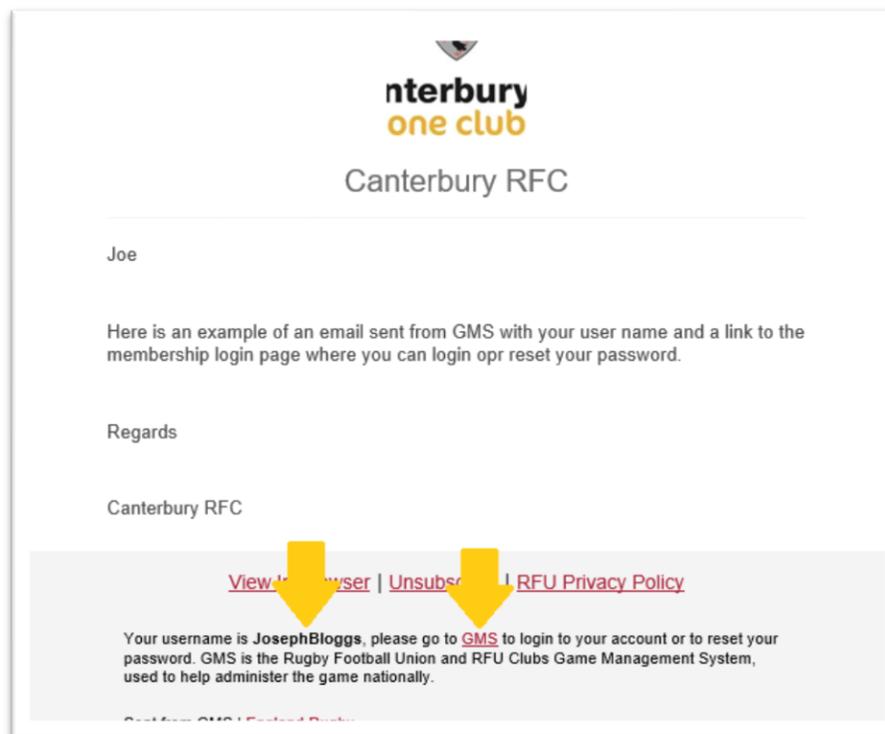
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Login

Before renewing you will need to login. If you are an existing member of the club an account has been set up for you. You simply need to access it.

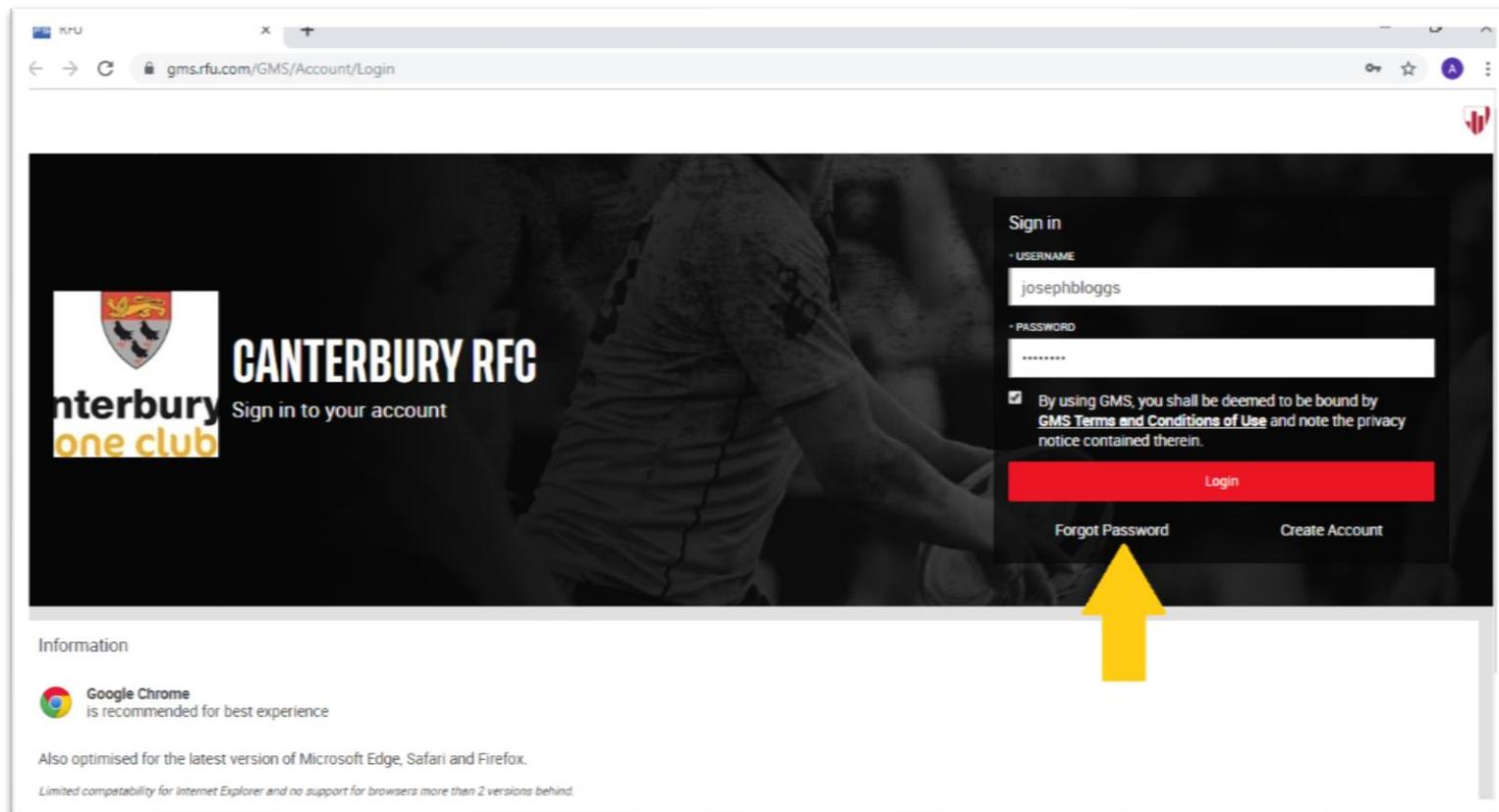
To login or reset your password – gms.rfu.com/GMS/Account/Login

NB – this link and your user name can be found at the bottom of any emails sent by the club via the membership system and will look similar to this:



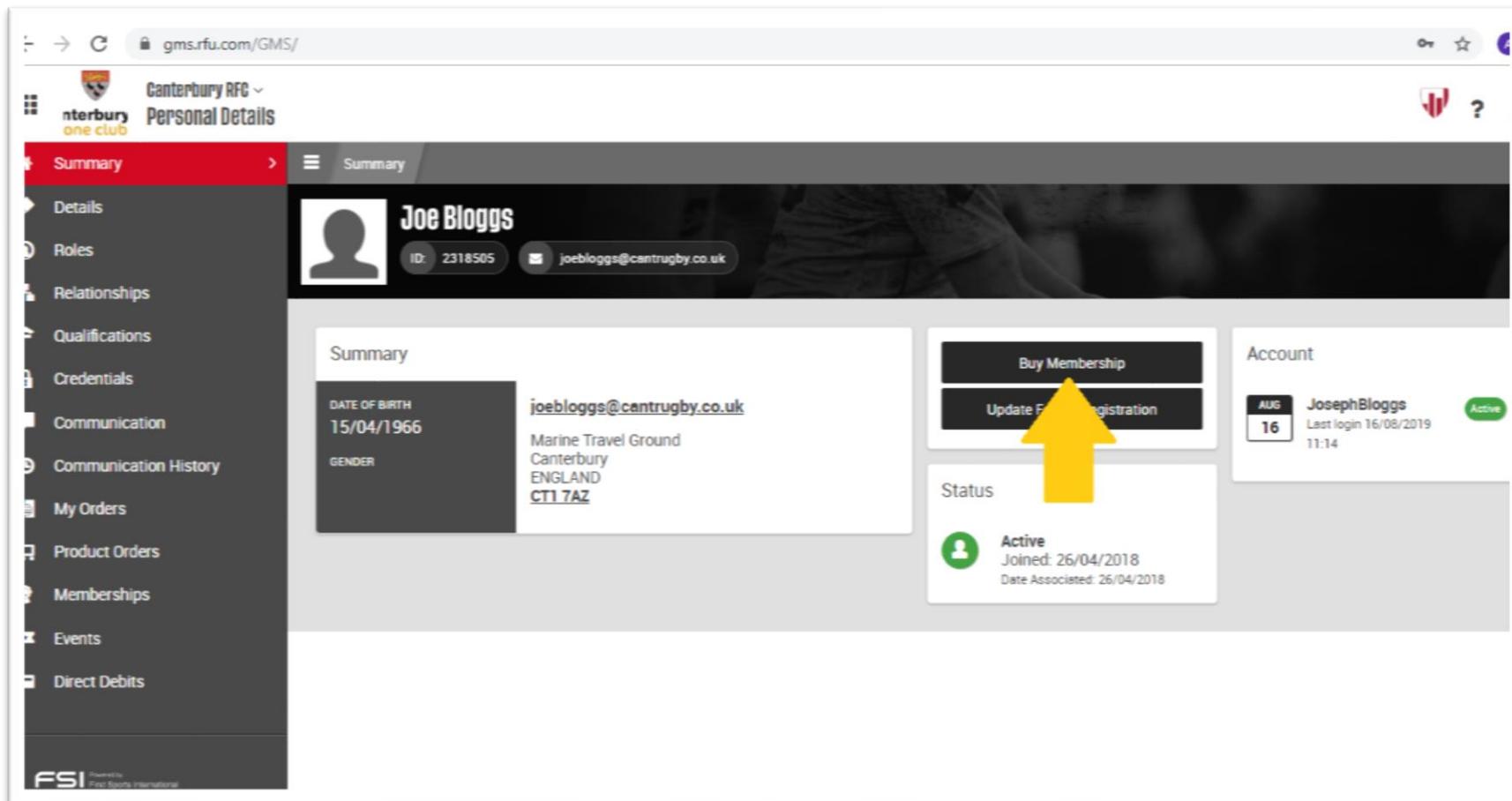
Login Screen

If this is the first time you have logged into your account, simply click the 'Forgot Password' (highlighted with the arrow below) button. You will then be asked for your user name or the email address that is connected to your account. A reset link will then be sent to this email address. Obviously, if you already know your user name and password then simply sign in on this page.



Logged in – Buy Membership button

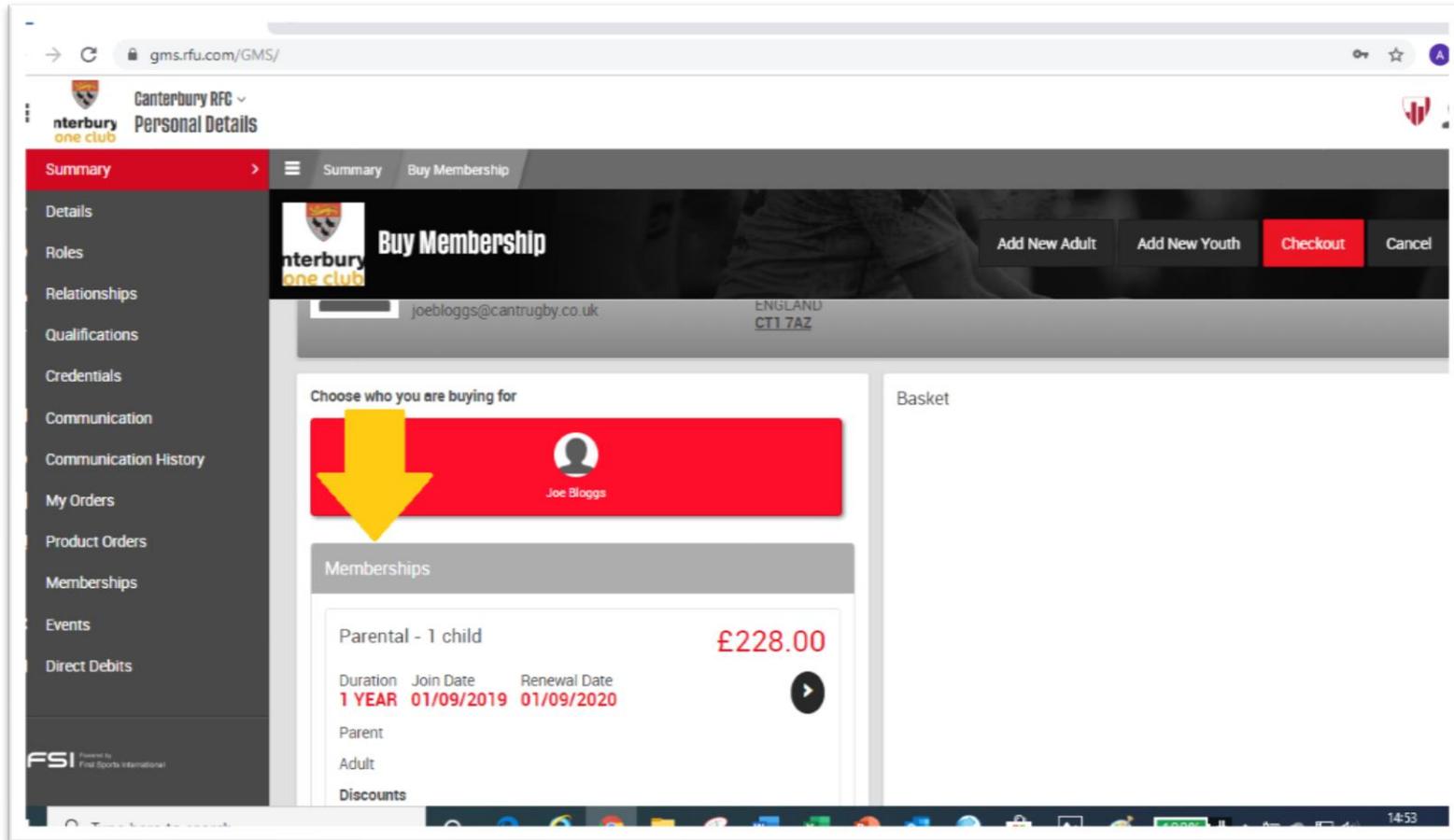
Once logged in you can click on the ‘Buy Membership’ button (highlighted below) in order to renew or purchase a new membership.



The screenshot shows a web browser window at gms.rfu.com/GMS/. The user is logged in as Joe Bloggs. The page displays a navigation menu on the left with options like Summary, Details, Roles, Relationships, Qualifications, Credentials, Communication, Communication History, My Orders, Product Orders, Memberships, Events, and Direct Debits. The main content area shows the user's profile information, including their name, ID (2318505), and email (joebloggs@canrugby.co.uk). A yellow arrow points to the 'Buy Membership' button in the 'Account' section, which also includes an 'Update Email Registration' button. The 'Status' section shows the user is 'Active', joined on 26/04/2018, and the date associated is 25/04/2018. The 'Account' section shows the user's name as Joseph Bloggs, last login on 16/08/2019 at 11:14, and a green 'Active' status indicator.

Selecting a Membership

Once in you will have a range of membership schemes to choose from (highlighted below). Please remember that junior memberships cannot be bought at Canterbury RFC! Parents / guardians are the members (allowing them a vote at the AGM etc) and should buy a 'Parental' membership according to the number of children they wish to play at the club. The club will register the children once the membership is bought:

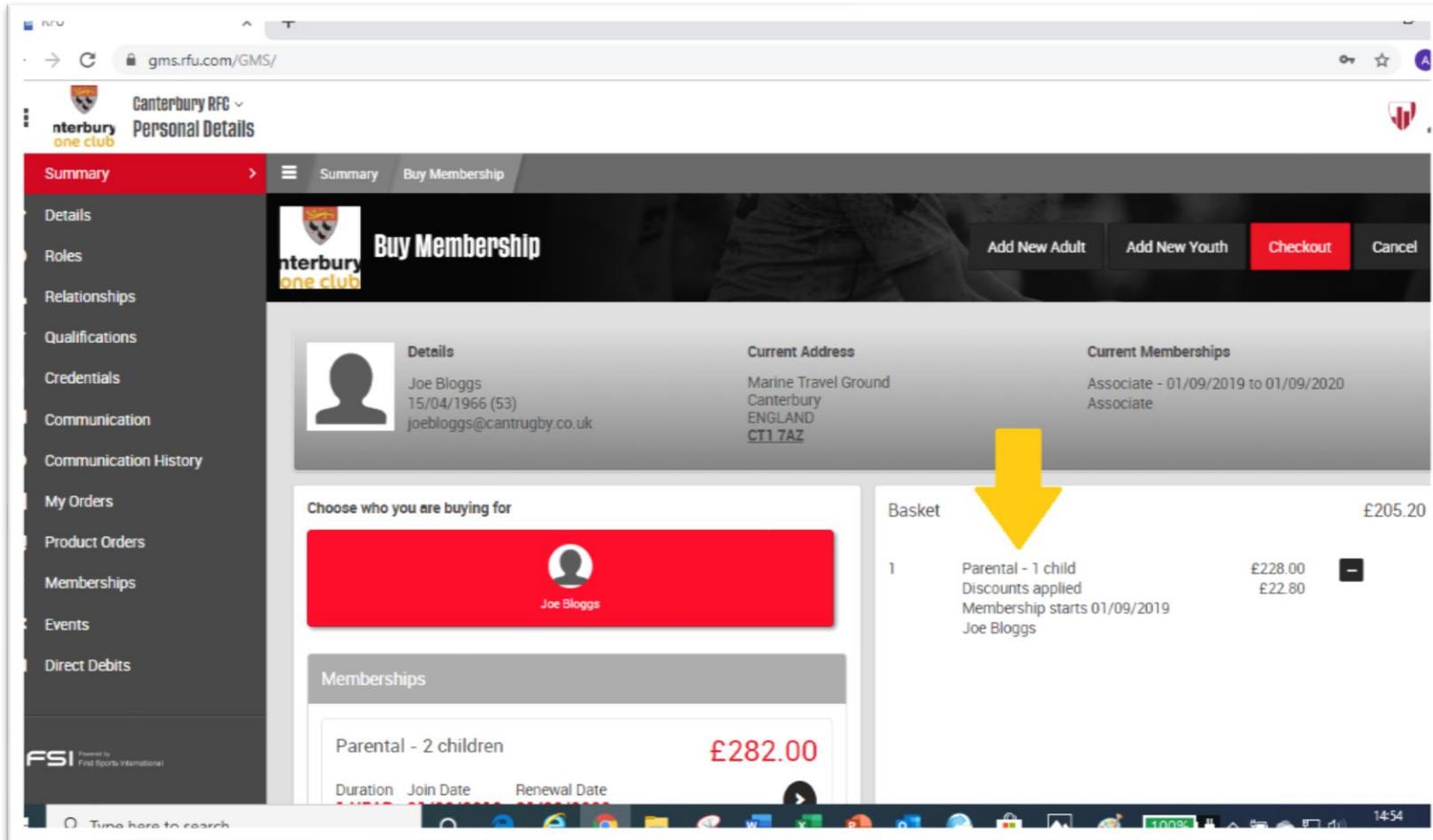


The screenshot shows the 'Buy Membership' page on the Canterbury RFC website. The user is logged in as Joe Bloggs (joebloggs@cantrugby.co.uk). The page displays a list of membership options, with the 'Parental - 1 child' option highlighted in red and a yellow arrow pointing to it. The price for this membership is £228.00. The page also shows a 'Basket' section and a 'Checkout' button.

Duration	Join Date	Renewal Date	Price
1 YEAR	01/09/2019	01/09/2020	£228.00

Basket

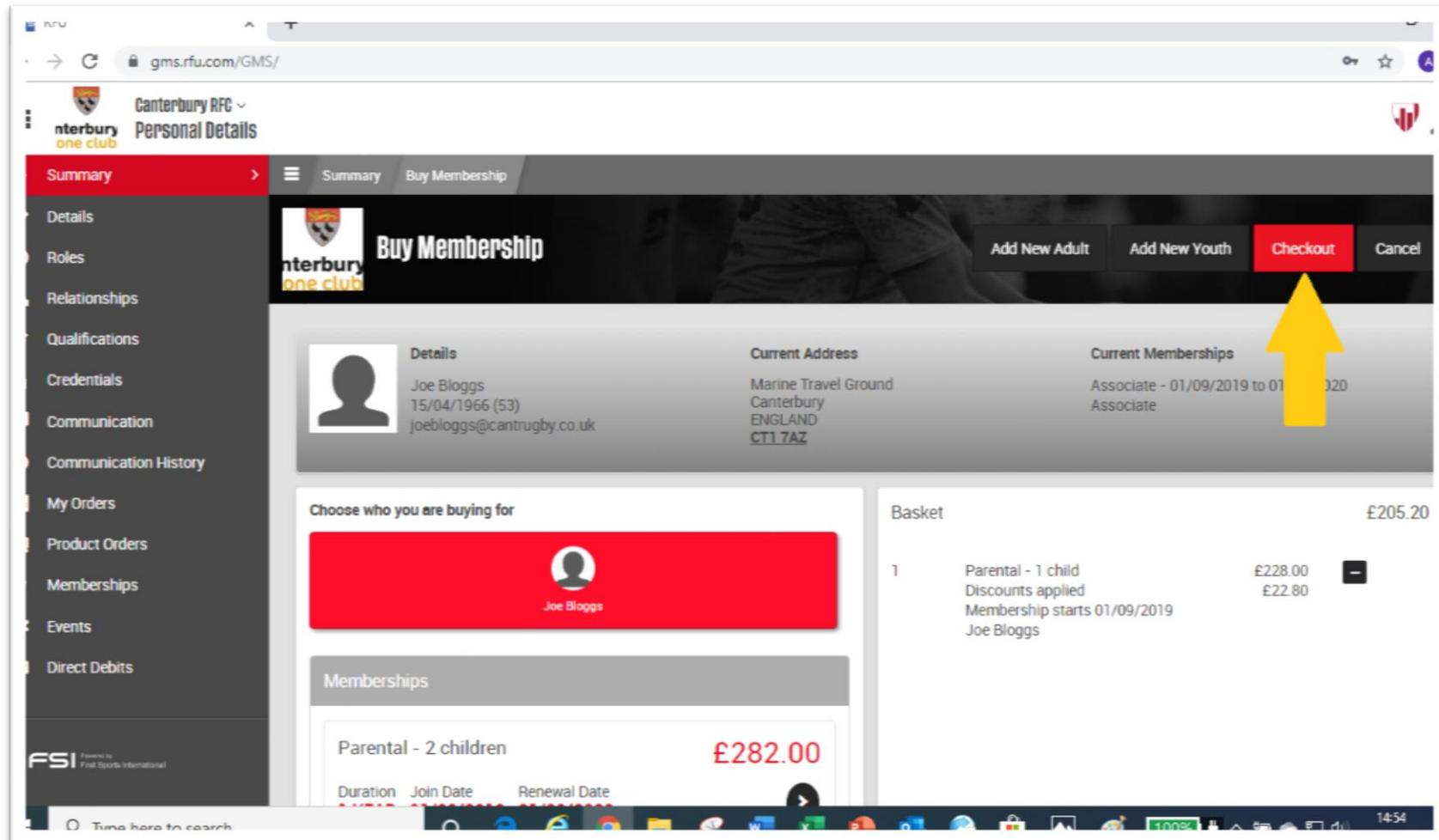
Once you select a scheme, it will appear in your 'Basket' (highlighted below). *Please note if you have scrolled further down the screen to choose your membership, your selection will have been placed in the basket but you will need to scroll back up to find it!*



The screenshot shows the 'Buy Membership' page for Joe Bloggs. The page includes a navigation menu on the left, a header with 'Buy Membership' and buttons for 'Add New Adult', 'Add New Youth', 'Checkout', and 'Cancel'. The main content area is divided into three sections: 'Details' (Joe Bloggs, 15/04/1966, joebloggs@cantrugby.co.uk), 'Current Address' (Marine Travel Ground, Canterbury, ENGLAND, CT1 7AZ), and 'Current Memberships' (Associate - 01/09/2019 to 01/09/2020). Below these is a 'Choose who you are buying for' section with a red button for 'Joe Bloggs'. A 'Memberships' section shows a 'Parental - 2 children' option for £282.00. On the right, a 'Basket' section shows a total of £205.20 and a single item: 'Parental - 1 child' for £228.00, with discounts applied for £22.80. A yellow arrow points to the basket.

Checkout

Once you're happy with your selection, press the checkout button:

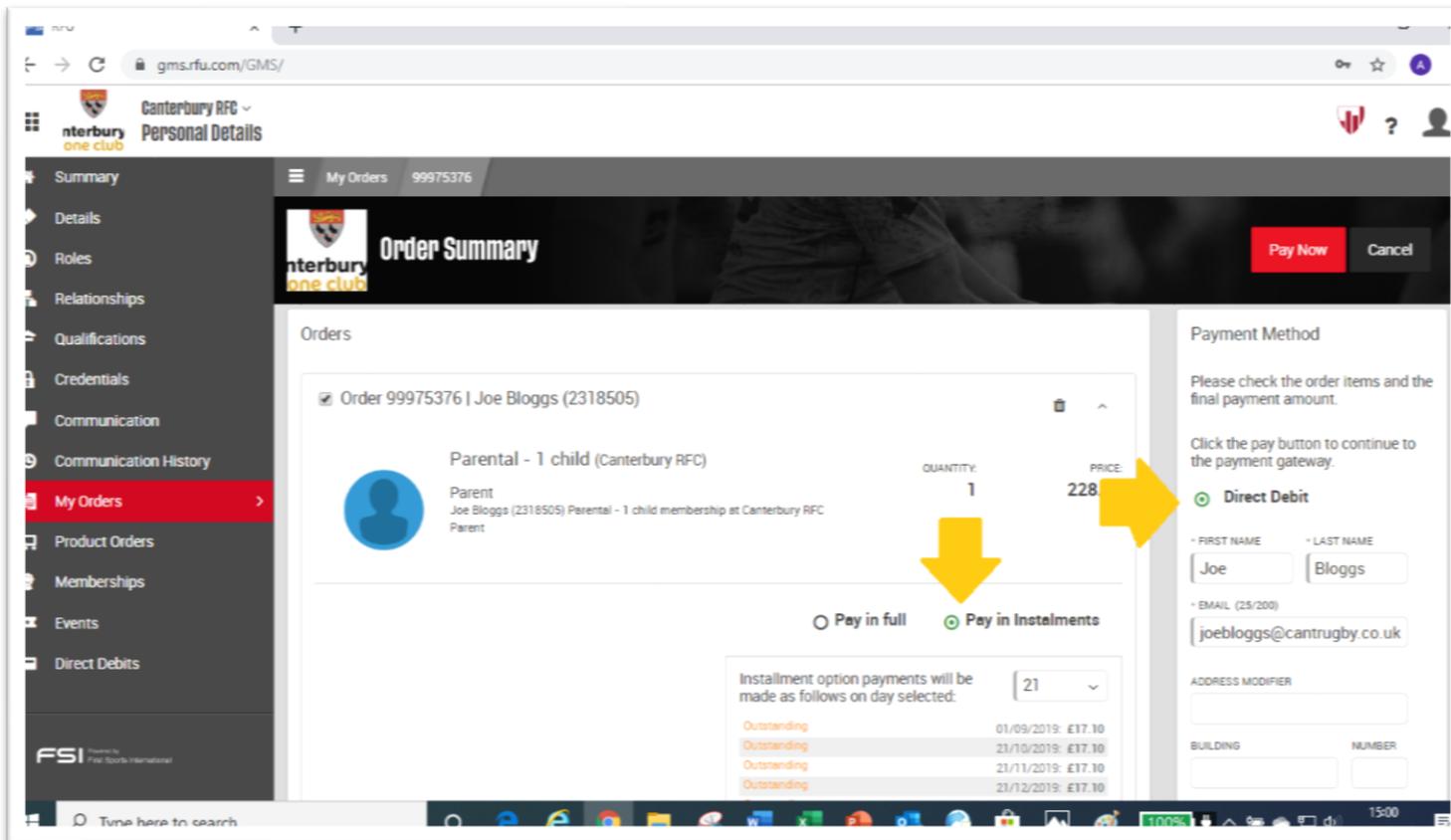


The screenshot shows the Canterbury RFC website interface for buying a membership. The browser address bar displays `gms.rfu.com/GMS/`. The page title is "Canterbury RFC Personal Details". A left-hand navigation menu includes options like Summary, Details, Roles, Relationships, Qualifications, Credentials, Communication, My Orders, Product Orders, Memberships, Events, and Direct Debits. The main content area is titled "Buy Membership" and features a navigation bar with "Add New Adult", "Add New Youth", "Checkout", and "Cancel" buttons. A yellow arrow points to the "Checkout" button. Below this, there are sections for "Details" (Name: Joe Bloggs, DOB: 15/04/1966, Email: joebloggs@canrugby.co.uk), "Current Address" (Marine Travel Ground, Canterbury, ENGLAND, CT1 7AZ), and "Current Memberships" (Associate - 01/09/2019 to 01/09/2020). A "Choose who you are buying for" section shows a red button for "Joe Bloggs". A "Basket" section shows a total of £205.20 for one "Parental - 1 child" membership, with a discount of £22.80 applied. A "Memberships" section shows a "Parental - 2 children" membership for £282.00. The footer includes the FSI logo and a search bar.

Payment Options

Pay in Instalments

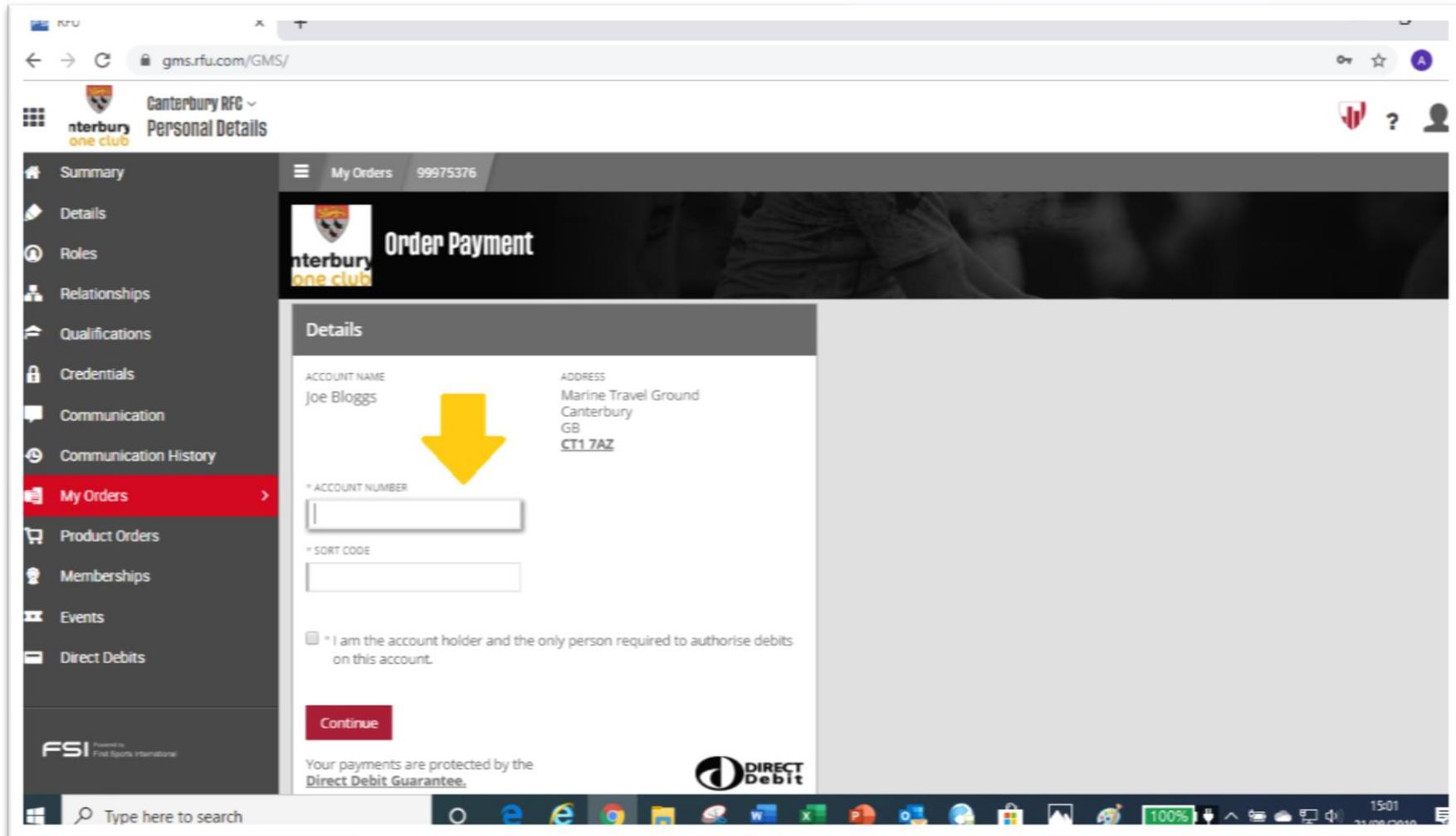
To pay over the course of the year, select 'Pay in Instalments' as highlighted below. You can choose the day of the month the payment is taken from your account in the drop down box underneath the option. *Once you select the date please ensure 'Pay in Instalments' is still selected as it can clear after you select the date.* On the right hand side select 'Direct Debit' and click 'Pay Now' at the top of the page.



The screenshot shows the 'Order Summary' page for Joe Bloggs (2318505). The order is for a 'Parental - 1 child (Canterbury RFC)' membership. The quantity is 1 and the price is 228. The payment method is set to 'Direct Debit'. The installment option is selected, and a table shows the payment schedule for 2019.

Outstanding	Date	Price
Outstanding	01/09/2019	£17.10
Outstanding	21/10/2019	£17.10
Outstanding	21/11/2019	£17.10
Outstanding	21/12/2019	£17.10

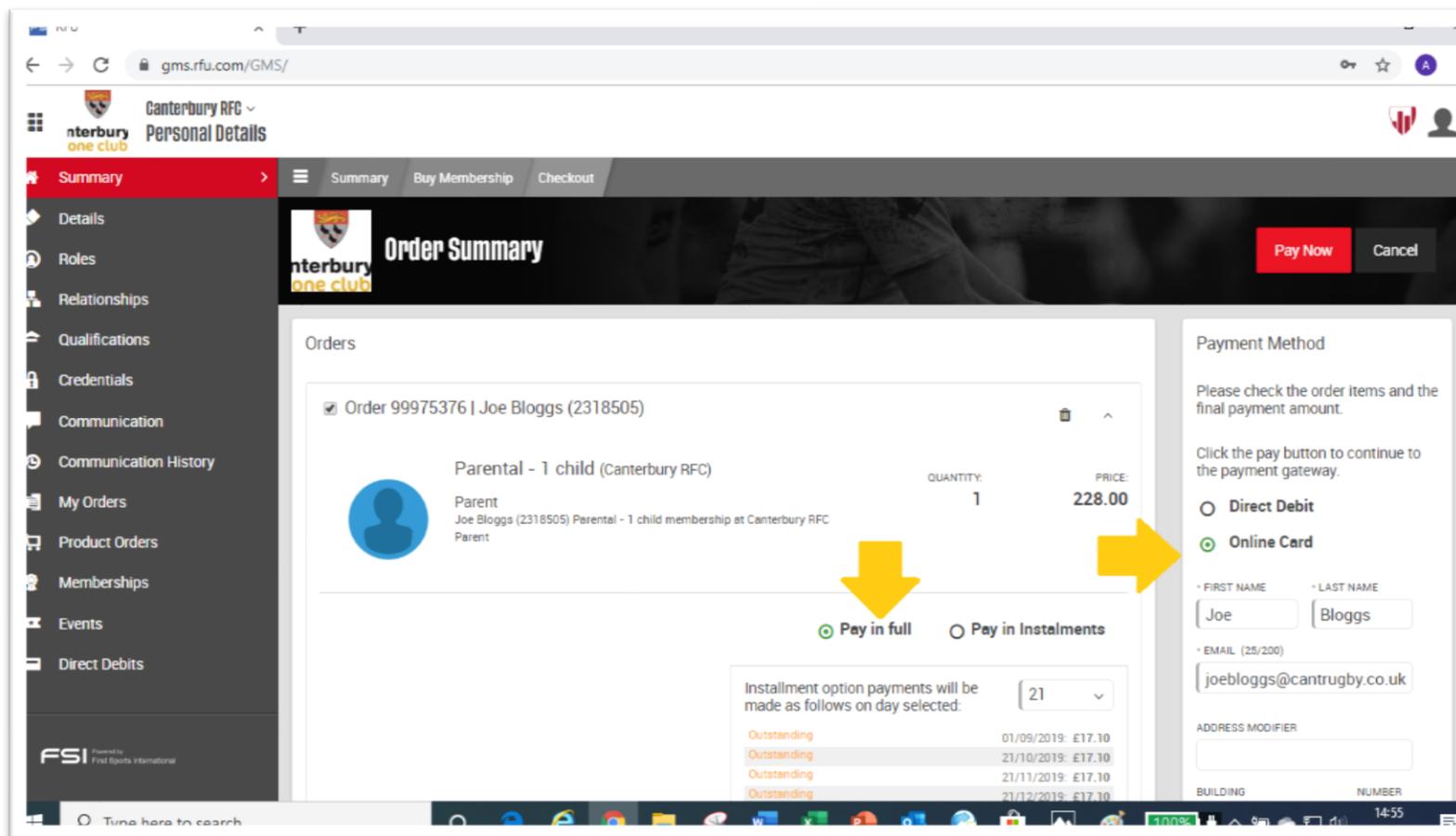
You will then be taken to the final page where you can set up your Direct Debit. Fill in your account number and sort code and select the checkbox at the bottom if you are happy to set it up. *Note: once you click 'Continue' the DD will be submitted:*



The screenshot shows a web browser window at gms.rfu.com/GMS/. The page is titled "Order Payment" and is part of the "Personal Details" section for "Canterbury RFC". A sidebar on the left contains navigation options: Summary, Details, Roles, Relationships, Qualifications, Credentials, Communication, Communication History, My Orders (highlighted in red), Product Orders, Memberships, Events, and Direct Debits. The main content area is titled "Order Payment" and "Details". It displays the account name "Joe Bloggs" and the address "Marine Travel Ground, Canterbury, GB, CT1 7AZ". A large yellow arrow points to the "ACCOUNT NUMBER" field, which is currently empty. Below it is the "SORT CODE" field, also empty. A checkbox is checked, with the text "I am the account holder and the only person required to authorise debits on this account." A red "Continue" button is located at the bottom of the form. At the bottom of the page, there is a logo for "DIRECT Debit" and a note: "Your payments are protected by the Direct Debit Guarantee." The Windows taskbar is visible at the bottom of the browser window.

Pay in full – Card or Direct Debit

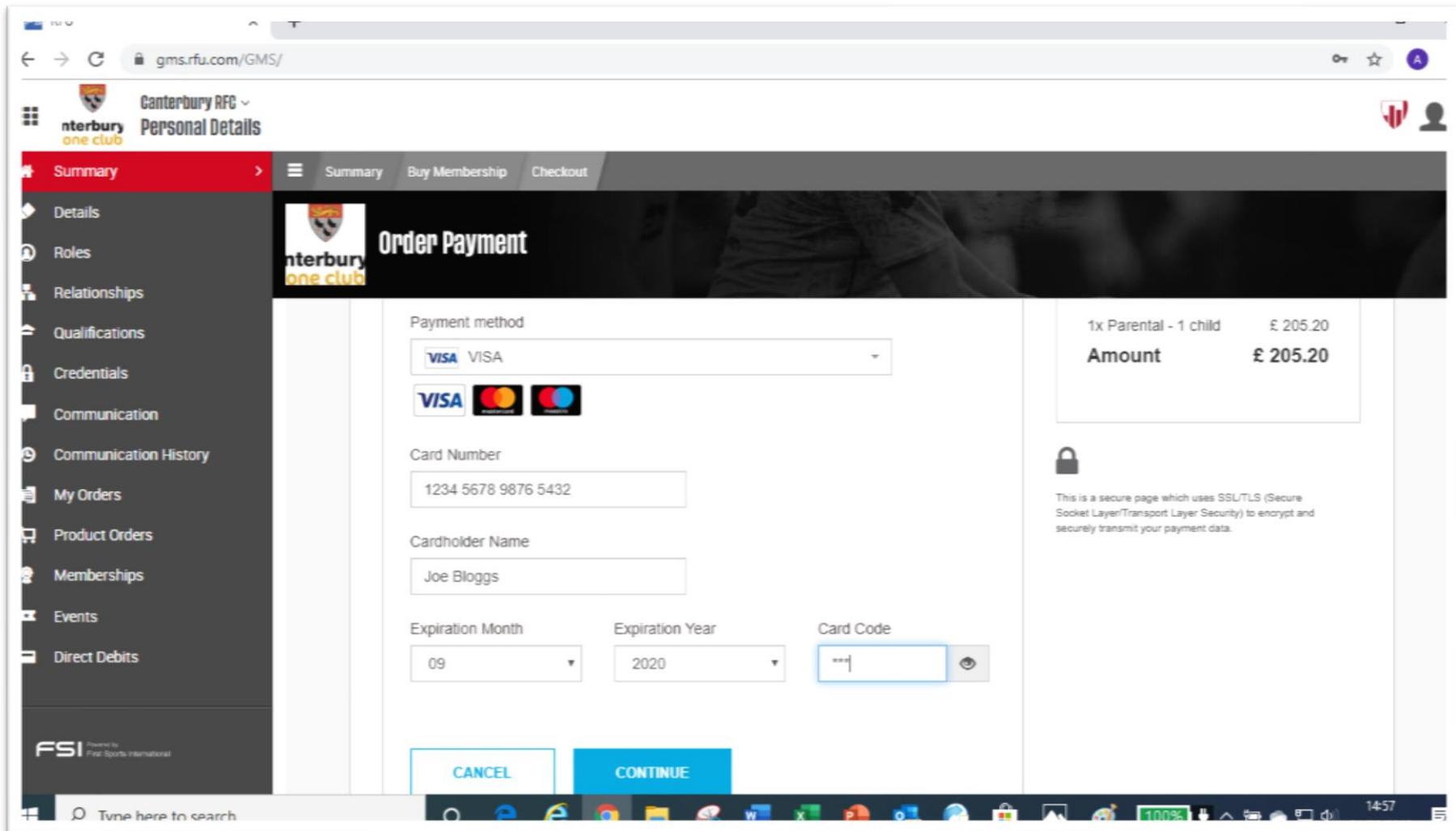
To pay in full, simply select the 'Pay in Full' option and then choose your payment method on the right. Selecting the Direct Debit option will take you to the same screen as on the previous page. However, you will not pay in instalments but will have the full amount taken annually. Alternatively, you can choose to pay by card:



The screenshot shows the 'Order Summary' page on the Canterbury RFC website. The order is for 'Parental - 1 child (Canterbury RFC)' with a quantity of 1 and a price of £228.00. The user has selected the 'Pay in full' option, and the 'Online Card' payment method is chosen. The page also displays a table of installment payments, which are £17.10 per month starting from 01/09/2019.

Payment Type	Start Date	Amount
Outstanding	01/09/2019	£17.10
Outstanding	21/10/2019	£17.10
Outstanding	21/11/2019	£17.10
Outstanding	21/12/2019	£17.10

The pay by card page then looks like this, simply fill in your card details and click continue. *Note: once you click 'Continue' the payment will be submitted:*



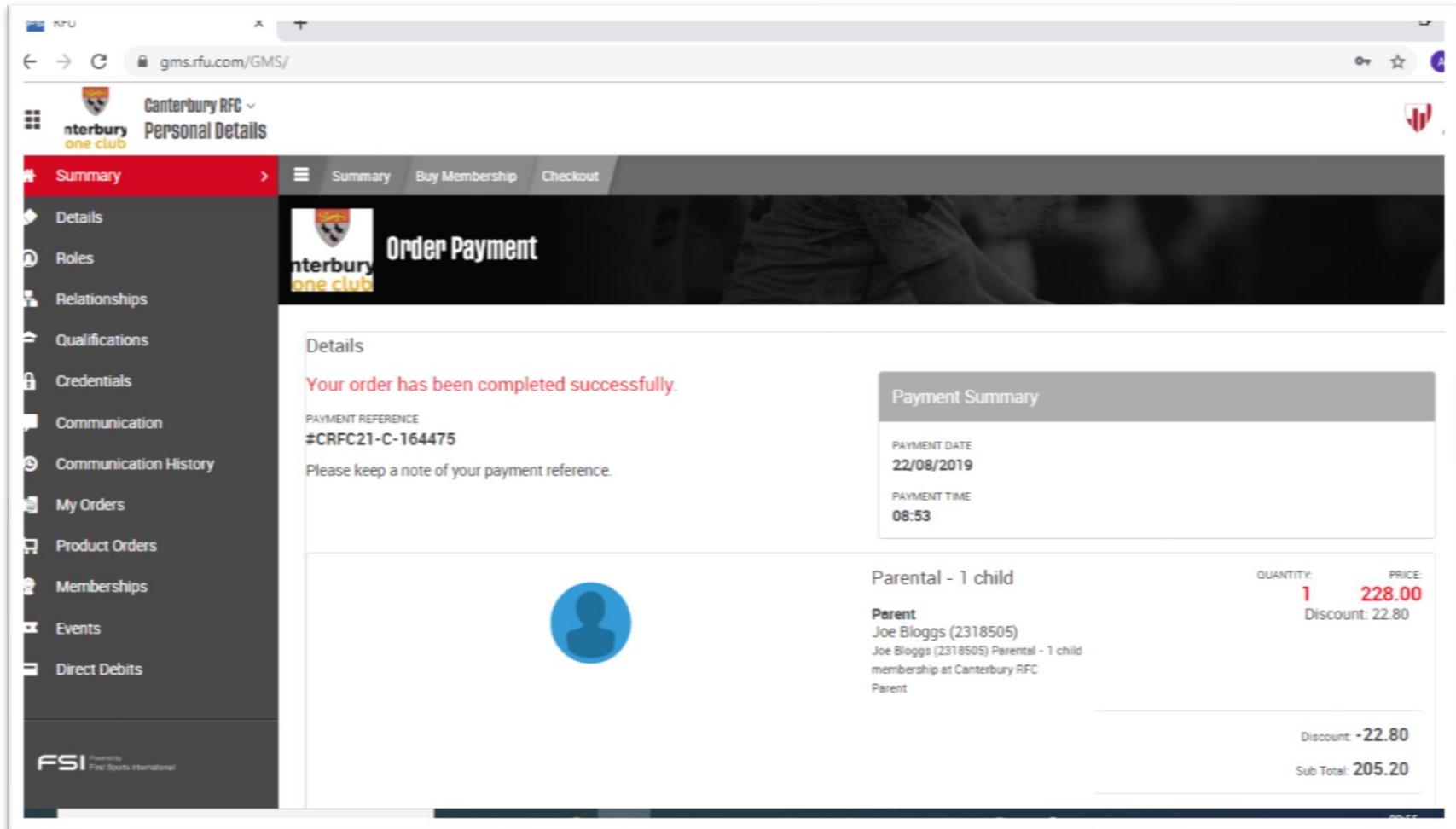
The screenshot shows a web browser window at gms.rfu.com/GMS/. The page is titled "Order Payment" and features a sidebar menu with options like Summary, Details, Roles, Relationships, Qualifications, Credentials, Communication, Communication History, My Orders, Product Orders, Memberships, Events, and Direct Debits. The main content area contains a payment form with the following fields:

- Payment method: VISA (selected)
- Card Number: 1234 5678 9876 5432
- Cardholder Name: Joe Bloggs
- Expiration Month: 09
- Expiration Year: 2020
- Card Code: [masked]

At the bottom of the form are "CANCEL" and "CONTINUE" buttons. To the right of the form, a summary box shows "1x Parental - 1 child" for £205.20, with a total "Amount" of £205.20. A security notice below the summary states: "This is a secure page which uses SSL/TLS (Secure Socket Layer/Transport Layer Security) to encrypt and securely transmit your payment data."

Payment Confirmation

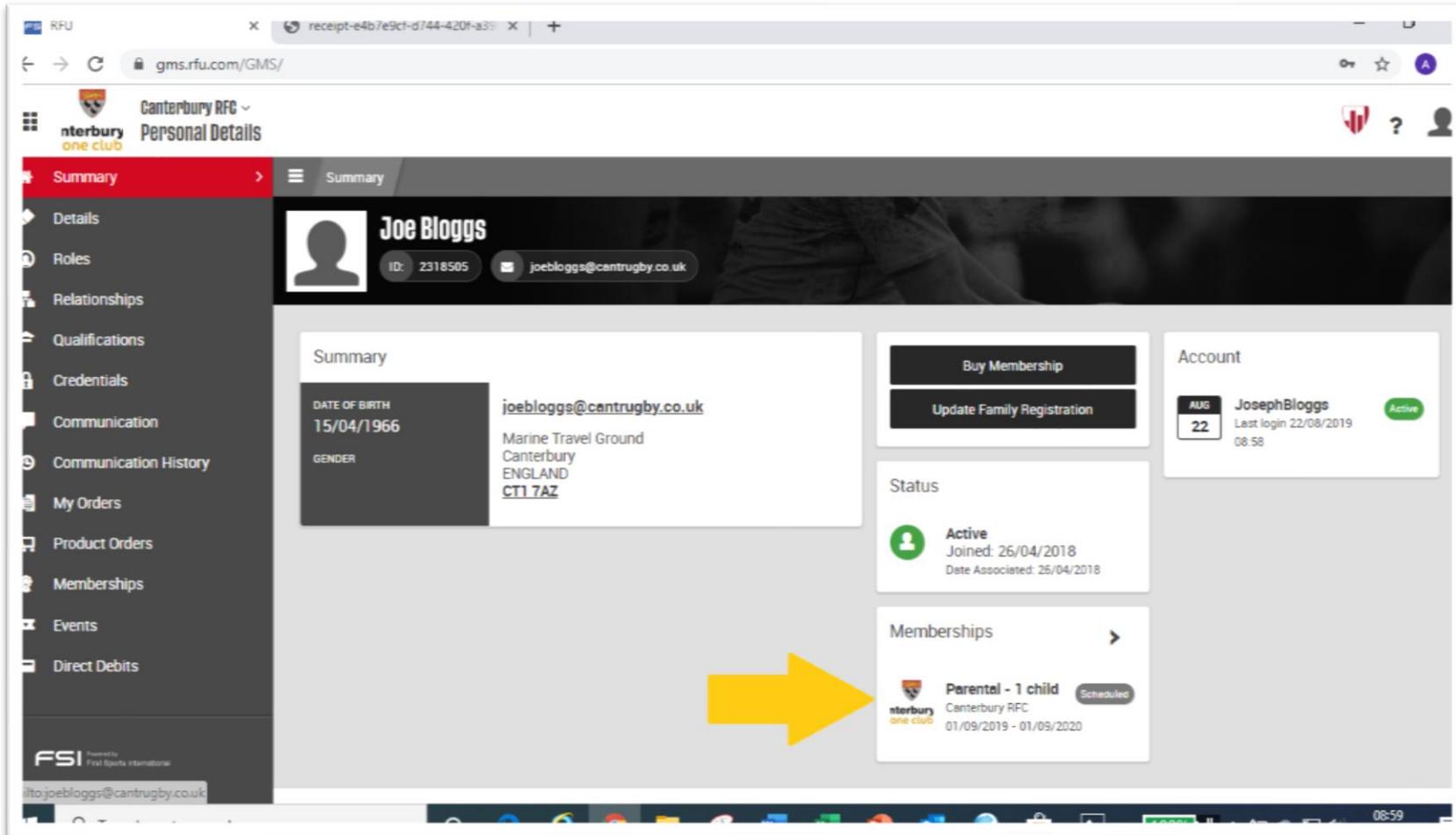
On this page you will have payment confirmed and you can download a receipt (just off the screenshot unfortunately):



The screenshot shows a web browser window at gms.rfu.com/GMS/. The page is titled "Order Payment" and displays a confirmation message: "Your order has been completed successfully." The payment reference is #CRFC21-C-164475. A "Payment Summary" box shows the payment date as 22/08/2019 at 08:53. The order details include a "Parental - 1 child" membership for Joe Bloggs (2318505) with a price of 228.00 and a discount of 22.80, resulting in a sub-total of 205.20. A navigation menu on the left includes options like Summary, Details, Roles, Relationships, Qualifications, Credentials, Communication, My Orders, Product Orders, Memberships, Events, and Direct Debits.

Summary Page

If you return to your summary page, you should see your membership added. *Note it will say 'Scheduled' (as in this example) if you pay prior to the membership period beginning. It will update on 1st September:*



The screenshot displays the 'Personal Details' page for a user named Joe Bloggs. The page is divided into several sections:

- Summary:** Includes fields for DATE OF BIRTH (15/04/1966), GENDER, and contact information (joebloggs@canrugby.co.uk, Marine Travel Ground, Canterbury, ENGLAND, CT1 7AZ).
- Account:** Shows the user's name (JosephBloggs), last login (22/08/2019 08:58), and an 'Active' status.
- Status:** Indicates the user is 'Active', joined on 26/04/2018, and the date associated is 25/04/2018.
- Memberships:** A yellow arrow points to a membership card for 'Parental - 1 child' at Canterbury RFC, with a 'Scheduled' status and a period from 01/09/2019 to 01/09/2020.

Support

If you need any help with this or membership queries in general, please email membership@cantrugby.co.uk.