



## Cumann Báire agus Peile Chaisleán Cnucha CLG Castleknock Hurling and Football Club

### CHFC Guide to Registration through Clubforce



#### Introduction

Thank you – to all our members – for choosing to renew or begin your membership with Castleknock Hurling and Football Club. The new process, through Clubforce, isn't as daunting as it looks, but there are a couple of things that you need to know.

First of all, **payment**. There are two payment methods available in the Clubforce system “**Credit/Debit Card**” or “**Cash/Cheque/EFT/DD**”. Payment by Credit/Debit card will take your payment and categorise your membership as “**Complete**”. However, choosing Cash/Cheque/EFT/DD will NOT take a payment and will categorise your membership as “**Incomplete**”. See Stage 5 for specific instructions for existing DD payers, for those who wish to set up a new DD, those who wish to make EFT payments, and for those who wish to pay by cash or cheque.

Secondly, we would encourage all members (18 or over) to install the **Clubforce app**. We will be using the app for many purposes including to communicate from mentors to parents at all juvenile age groups. You can even re-register your membership through the app, although the feedback from users is that using the app on a small screen (e.g. a phone) to re-register is a little clunky.

Thirdly, most of the memberships entitle you to two lines in our **club lotto**. For each line you need to choose four numbers, each number must be in the range 1-30. Please separate the numbers with a comma or space.

Finally, if you have any queries, you can always email [registrar@castleknock.net](mailto:registrar@castleknock.net).



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**Stage 1.** Click [HERE](#) and you will be taken directly to the Castleknock Hurling and Football Club list of membership packages on the Clubforce website. You can also get this done through the Clubforce mobile App which you can download from your app store, although the feedback from users is that using the app on a small screen (e.g. a phone) to re-register is a little clunky. Here's a [short video guide](#) to using the app. Select the quantity (the drop down on the left) and then click “add to basket” at the foot of the screen. We have three “Family Membership” options and three “Family Style – Individual Membership” options and three “Individual Membership” options.

### Registration Plan

Please choose your Registration Plan and quantity below. Then click the Add to Cart underneath.

Quantity	Registration Plan	Cost
0	Family Membership <small>Mouse over <b>i</b> for additional information.--</small>	€384.00
0	Family Membership (Non-Players) <small>Mouse over <b>i</b> for additional information.--</small>	€288.00
0	Family Membership (1 mentor, 1 juvenile player) <small>Mouse over <b>i</b> for additional information.--</small>	€288.00
0	Individual Adult/Juvenile Membership – Family style – Born 2013 or earlier <small>Mouse over <b>i</b> for additional information.--</small>	€192.00
0	Individual Nursery Membership – Family style – Born 2014 or later <small>Mouse over <b>i</b> for additional information.--</small>	€60.00
0	Individual Student Membership – Family style – Born 2004 or earlier <small>Mouse over <b>i</b> for additional information.--</small>	€100.00
0	Individual Adult Membership <small>Mouse over <b>i</b> for additional information.--</small>	€192.00
0	Individual Student Membership – Born 2002 or earlier <small>Mouse over <b>i</b> for additional information.--</small>	€100.00
0	Individual Adult Associate Membership <small>Mouse over <b>i</b> for additional information.--</small>	€96.00

Add to cart

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You can hover your mouse over the “i” for each membership package and you will see a brief description of the package. Further details are given below.

**#1. Family Membership** – 1 or 2 parents and up to 6 children living with the parents. All can be players and/or mentors. The cost is €384 including two lines in the club lotto and voting rights for all those 18 or over.

**#2. Family Membership (non-players)** – 1 or 2 parents and up to 6 children living with the parents. All must be non-players, but all can be mentors. The cost is €288 including two lines in the club lotto and voting rights for all those 18 or over.



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**#3. Family Membership (1 mentor, 1 juvenile player)** – 1 or 2 parents and up to 6 children living with the parents. One of the parents must be a mentor, one of the children must be a juvenile player (U8-U16). The rest of the family must be non-players, non-mentors. The cost is €288 including two lines in the club lotto, and voting rights for the mentor.

**#4. Individual Adult/Juvenile membership – family style – born 2013 or earlier** – 1 or 2 parents and 1 adult/juvenile child living with the parents. The cost is €192 including two lines in the club lotto. The adult child, if 18 or over, has voting rights.

**#5. Individual Nursery membership – family style – born 2014 or later** – 1 or 2 parents and 1-3 nursery age children living with the parents. The cost is €60 each (not lotto, no voting rights).

**#6. Individual Student membership – family style – born 2004 or earlier** – 1 or 2 parents and 1-3 adult/juvenile children (16 or over) attending a third level institution full time. The cost is €100 each including voting rights for the child/ren if 18 or over but no lines in the club lotto.

**#7. Individual Adult Membership** (must be 18 or over). This membership includes players or non-players, mentors or non-mentors. The cost is €192 including two lines in the club lotto and voting rights.

**#8. Individual Student Membership** (must be 18 or over). This membership covers those attending a third level institution full time. The cost is €100 including voting rights but no lines in the club lotto.

**#9. Individual Associate Membership** (must be 18 or over). This cost is €96 including one line in the club lotto but no voting rights.

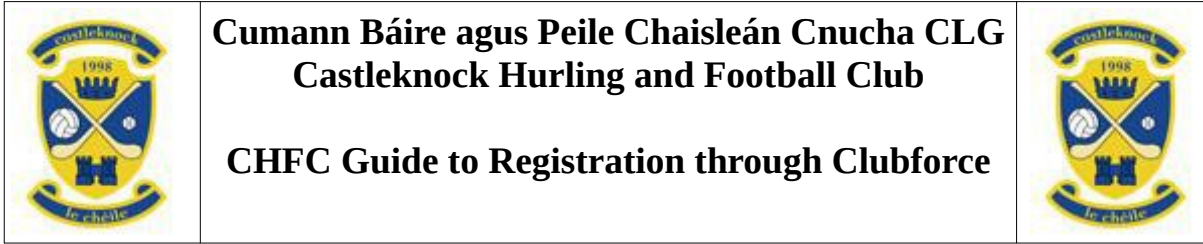
Note 1: In some cases, where you have very young children, you may need to choose 1x #4 (born 2013 or earlier) plus up to 3x #5 (born 2014 or later). Select the quantities for both items, before you click on “add to basket”.

Note 2: If, in addition to the parents, you have two (or more) adult or juvenile players, then #1 (Family Membership) is the correct option for you.

Note 3: Once your child reaches their 18<sup>th</sup> birthday, there are three options. You can carry on with a #4 (parents+adult/juvenile) or you can buy a #7 (Individual Adult) membership for the 18 year old using your Clubforce account. Or, the 18 year old can set up their own Clubforce account and organise their own membership as #7 (Individual Adult).

Note 4: Students attending third level institutions or equivalent can be covered in one of two packages. Those over 18 can be covered by a #8 (Individual Student) or by a #6 (Parent/s+Student). Those students attending college before their 18<sup>th</sup> birthday must be registered with the club through a #6 (Parent/s+Student) package (Under 18s cannot sign up to Clubforce’s Ts & Cs). See also Stage 9 below.

Note 5: In situations where the combination of memberships bought equals or exceeds the cost of family membership, then the club will consolidate the memberships bought into a single family membership.



**Stage 2.** Once you are happy with your basket contents, click on “Next” which will take you to the following screen:

If you already have a Clubforce account you can log in. If not, you must choose the option to “Create account”. Although not compulsory, we advise you to record your home address with your Clubforce account.

**Stage 3.** After logging in you will be taken to your shopping cart, to complete the registration. Check your shopping cart has the correct items in it. If there are any added in error, you can click on the dustbin beside the item to get rid of it. If you need to add other items, for example adding a nursery age child to a basket already including a juvenile child, then click on “back” from the basket, select the quantity on the nursery child and click on “add to basket” again. You should end up with a shopping cart looking like this. When you are happy to proceed, click on “next”.

Your shopping cart

Remove	Registration Plan	Unit Cost	Unit Levy
	1 X Individual Adult/Juvenile Membership – Family style – Born 2013 or earlier	€192.00	€0.00
	3 X Individual Nursery Membership – Family style – Born 2014 or later	€60.00	€0.00
<b>Total</b>		<b>4</b>	<b>€372.00 €0.00</b>
<b>Grand Total</b>		<b>€372.00</b>	

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**Stage 4.** Complete the details on all the forms. The packages are all structured in the same way. The first set of information to be provided is for adult/parent/guardian 1. The screen will look something like this:

#### Plan Details

**Parent/Guardian 1**

*This membership includes a minimum of 2 members: 1 adult parent/partner/guardian and optionally another adult parent/partner/guardian and optionally additional children (adult, juvenile or nursery).*

First Name  Surname

Note that if you did record your home address with your Clubforce account, it will be defaulted into this screen and the screen for the additional adult/parent/guardian. If you didn't record your home address with your Clubforce account, please enter it here.

If your membership entitles you to lotto lines, they must be entered against adult/parent/guardian 1

Please enter your 4 Lotto numbers below e.g. 1,2,3,4 \*

Line 1 – included with your membership – Please enter your 4 numbers below e.g. 1,2,3,4

Please enter your 4 Lotto numbers below e.g. 5,6,7,8 \*

Line 2 – included with your membership – Please enter your 4 numbers below e.g. 5,6,7,8

Please make sure you choose FOUR numbers for each line, separate the numbers by a comma or a space and make sure that each of your numbers is in the range 1 – 30. For those who have been paying for, or would like to pay for, additional lotto lines, please contact the Registrar. Additional lotto lines can be bought using the form on our website (same location as you found this guide).

The second adult/parent/guardian is optional – but we encourage you to add the second parent. If you choose NOT to include a second parent then the club will not be able to communicate to that second parent via email or via the Clubforce app because the club will not have any contact details for that parent. You must tick the box on the left to open up the second adult/parent/guardian:

[Click here to add \*\*Additional Parent/Partner/Guardian\*\* details.](#)

**Parent/Guardian 2**

First Name  Surname

Note that if you did record your home address with your Clubforce account, it will be defaulted into this screen and the screen for the additional adult/parent/guardian. If you didn't record your home address with your Clubforce account, please enter it here. Note that parent1 and parent2 can reside at different addresses.



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The parents will be followed by the child/ren. Again, you must (in most cases) tick the box on the left to open up each child. For family memberships, you can add up to six children, which may be adult, juvenile or nursery, players or non-players. For adult children (those over 18) their contact details not yours should be provided.

[Click here to add \*\*Adult/Juvenile/Nursery Child\*\* details.](#)


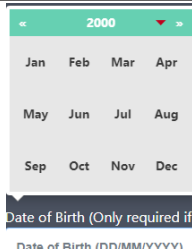

**Additional Family Member 1**

If your additional family member is 18 or over, please add their mobile and/or email address where applicable. To be eligible to vote in club matters as an adult (even if a non-player, non-mentor) a date of birth must be given.

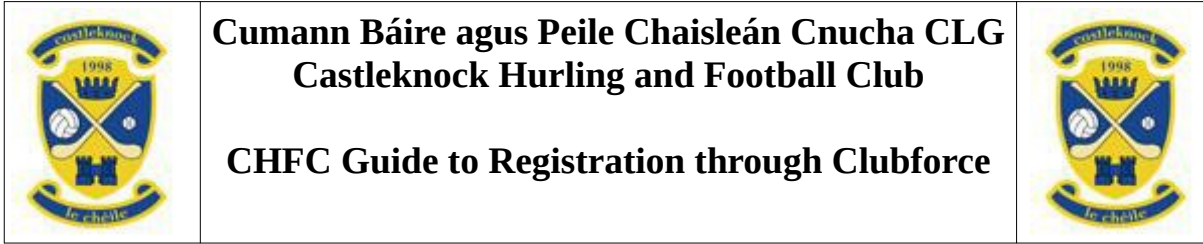
First Name  Surname

Note that it is a requirement for family memberships that all children live with the parents. Third level students – temporarily living away from home – can be counted as “living with parents”.

All of the data on the forms is self-explanatory. There are no “defaults” – you must give an answer to every question. The **date of birth** is entered via a widget – you cannot just type 02/02/2002.

<p>1. The widget first appears like this:</p> 	<p>2. Clicking on the red drop down arrow changes it to this:</p> 	<p>3. Clicking on the red drop down arrow again changes it to this:</p> 	<p>4. You can now use the double arrows left/right to move back/forward to previous/future years.</p> <p>5. Once you select the year, it will automatically allow you to select the month (i.e return you to the second picture).</p> <p>6. Once you select the month, it will automatically allow you to select the day (i.e. return you to the first picture.)</p>
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After all the data there is a “Next” button, click on this to save the data. If any data is missing, you will get a message asking you to complete that data. Once all the data is completed, clicking “Next” will take you to the payment screen.



**Stage 5.** Once you have completed the form details and clicked “Next” you will be taken to the payment screen. There are two options “**Credit/Debit Card**” and “**Cheque/Cash/EFT/DD**”.

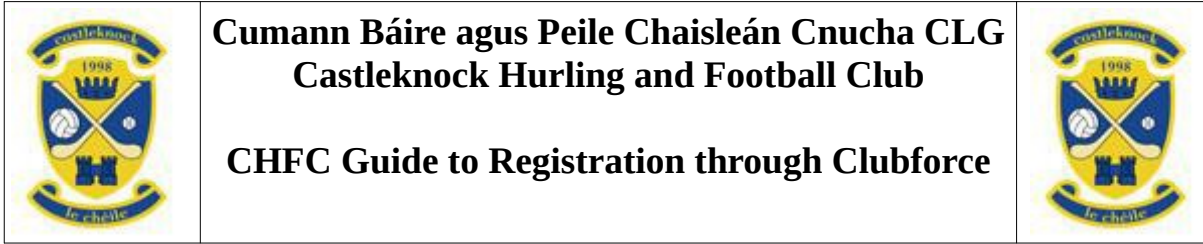
If you wish to pay by Credit/Debit Card, choose that option (the default) and click “Process Payment”, complete the payment and continue at Stage 6.

If you wish to pay by Cash/Cheque/EFT/DD:

- For the moment, due to COVID, **Cash and Cheques will not be accepted by the club.** If you wish to pay by cash or cheque then please contact the club Registrar who will provide you with the club bank account details and an appropriate payment reference to uniquely identify your payment. **You will have to make arrangements yourself to lodge the cash or cheque in the club’s bank account, quoting the appropriate payment reference.**
- If you wish to pay by **EFT**, please contact the club Registrar who will provide you with the club bank account details and an appropriate payment reference number to quote on your transfer.
- If you have an **existing direct debit**, the club Registrar will adjust the amount (as necessary) to reflect the subscription.
- If you wish to set up a **new direct debit**, you can download the form from our website (same location as you found this guide). You must complete the form and deliver the original signed form to the club Registrar (the address is on the form).

For Cash/Cheque/EFT/DD please note the following:

	<p>Clubforce’s default payment method is Credit/Debit/Card (as highlighted in the screenshot to the left). If you are paying by Cash/Cheque/EFT/DD, you need to click on that, which...</p>
	<p>...shows this message:</p> <p><b>Note: This is a standard Clubforce message and cannot be changed to a Castleknock specific message.</b></p> <p>Clicking “Next” ...</p>
	<p>...will show this message:</p> <p><b>Note: This is a standard Clubforce message and cannot be changed to a Castleknock specific message.</b></p> <p>and you must click on “OK”</p>



**Stage 6.** After the payment process is complete you will see this pop up message:

Hi, \_\_\_\_\_, Thank you for registering with "Castleknock Hurling and Football Club".  
Save "Castleknock Hurling and Football Club" money by downloading Clubforce app, no more SMS costs.  
Send yourself a text message for the free download link.

[Send link to my phone](#)

[Close](#)

The club will be using the Clubforce app for communicating to parents of juvenile players and to other club members, so we strongly urge you to download and install the app. You can also download the app through your usual app store for Apple or Android devices. If you click on "send link", you will see this message:

Text message sent. When you download the app, sign in with the same username and password as you just used here and both systems "Web and App" will sync. Then get notifications from your chosen club or clubs. [Link to video](#)

Obviously, you can click on the video if you want.

**Stage 7.** Below the message about the app, you will see a summary of your membership and you will also receive an email with those details.

Castleknock GAA Memberships 2021

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**Registration ID: 1456543**

Individual Adult/Juvenile Membership – Family style – Born 2013 or earlier €192.00

Step 6 of 6

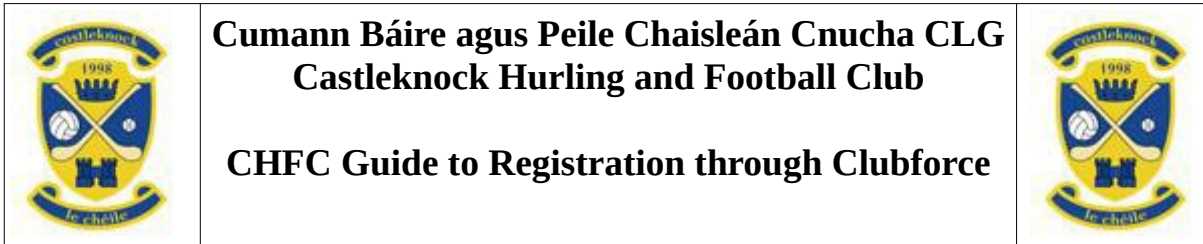
Awaiting payment.

Your Registration is Incomplete

Full details on [Completing your Registration](#) have been emailed to you and are also [listed below](#).

If you paid by **Credit/Debit Card**, your membership will show as **“Complete”** but if you paid by **Cash/Cheque/EFT/DD** your membership will show as **“Incomplete”**. However, the Registrar will change those marked as Incomplete by marking it as paid once your cash/cheque/EFT/DD payment has been reconciled to the membership (this might take a few days).





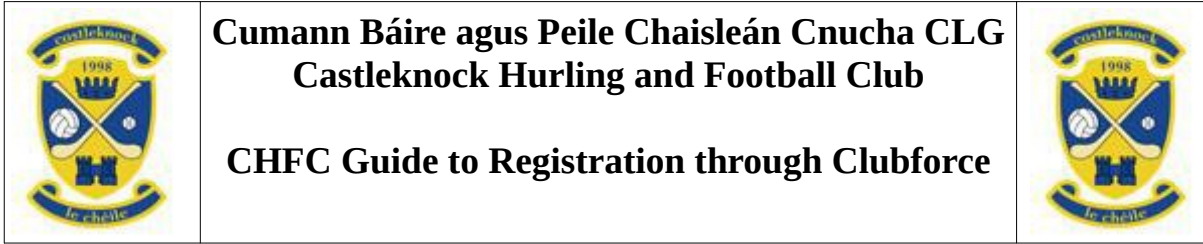
**Stage 8.** At the top of the screen is a menu. If you hover the mouse over “My Account” and then select “My Registrations” you will be able to see your membership details.

Your **Registrations** are listed below. Click on any **Registration ID** for further details.  
Clicking on the **Club/Society Name** will bring you to its' homepage.

Sort by:  Registrations ID  Club/Society Name

Registrations	Summary Details
<p><b>ID: 1456543-7939</b></p>  <p><b>Castleknock Hurling and Football Club</b> 1 Somerton Rd Diswellstown Castleknock, Dublin</p>	<p><b>Castleknock GAA Memberships 2021</b> Individual Adult Associate Membership</p> <p><b>Your Registration is Incomplete</b></p> <p>Awaiting Cheque payment or payment at the clubhouse.</p> <p style="text-align: center;"><a href="#">Click here for full details on Completing your Registration»</a></p> <p style="text-align: center;"> <input type="button" value="Print a Copy"/>  <input type="button" value="Do not share"/> </p>

You can click on the membership number (ID: ...) to see the relevant data.



**Stage 9.** For those attending a third level institution full time and availing of the discounted membership package (#6 or #8) the club has a requirement that you verify your entitlement to this discount by uploading a copy of your student union card or equivalent. To do this, select “My Registrations” from the “My Account” menu and you will see this menu, from which you should select “Document Wallet”.



That will take you to this screen:

Select Member

Select Club

Select Form

Select Plan

Select Memberships

Select Member

Add Documents - PNG, JPG, PDF, DOC, DOCX

Upload Your Photograph <input type="button" value="Choose File"/> No file chosen	Vetting Form(Garda/Access NI) <input type="button" value="Choose File"/> No file chosen
A copy of your Birth Certificate <input type="button" value="Choose File"/> No file chosen	Safeguarding <input type="button" value="Choose File"/> No file chosen
A copy of Your Passport <input type="button" value="Choose File"/> No file chosen	First Aid Cert <input type="button" value="Choose File"/> No file chosen
Any Other Document <input type="button" value="Choose File"/> No file chosen	Highest Level Coaching Badge <input type="button" value="Choose File"/> No file chosen

You will need to select the appropriate items from the drop down lists on the left, and then select “Any other Document” by clicking “Choose File” just below the heading. After selecting the file, you will confirm the upload, and the screen will show the uploaded document as follows:

ID	Membership Detail	Photo ID	Birth Certificate	Passport	Other document	Vetting Form(Garda/Access NI)	Safeguarding	First Aid Cert	Highest Level Coaching Badge
1430694	Castleknock Hurling and Football Club Castleknock GAA Memberships 2021				<input type="button" value="Search"/> <input type="button" value="Download"/> <input type="button" value="Delete"/>				

Select Member

Select Club

Select Form

Select Plan

Select Memberships

Select Member

Add Documents - PNG, JPG, PDF, DOC, DOCX

Upload Your Photograph <input type="button" value="Choose File"/> No file chosen	Vetting Form(Garda/Access NI) <input type="button" value="Choose File"/> No file chosen
A copy of your Birth Certificate <input type="button" value="Choose File"/> No file chosen	Safeguarding <input type="button" value="Choose File"/> No file chosen
A copy of Your Passport <input type="button" value="Choose File"/> No file chosen	First Aid Cert <input type="button" value="Choose File"/> No file chosen
Any Other Document <input type="button" value="Choose File"/> No file chosen	Highest Level Coaching Badge <input type="button" value="Choose File"/> No file chosen

The club Registrar will get in touch if there is a problem with the quality of the uploaded image or the image is insufficient to confirm your entitlement to the discount.