

Playing parents

AMERSHAM & CHALFONT HOCKEY CLUB



Getting started

You will be sent a registration link or go to - <https://web.teamo.chat/club/register/achc>

The registration form is designed to be easy to complete on your phone or desktop computer:

Once read:

- Please **Tick** the agreement to the terms and conditions
- Then click **Register and Read the Privacy Policy**.

I have read and agree to **teamo's terms and conditions**.



Register

Please choose one of the following options

Adult Registration Form

I am a player, coach or official in the club

Junior Registration Form

I am a parent/guardian

My Details

* denotes required fields

First Name*



Last Name*



🇬🇧 +44 121 234 5678



Player details page

Please select **Adult Registration Form**.

Enter your details.

Select the **Mens or Womens Main Season Player** as appropriate and click **Continue**.

You will then be redirected to your club's **Registration Form**.

The fields covered include:

- Medical Information
- Consent Member Information
- Declarations

Please work through the form, filling out the **relevant fields** and **answering all the questions**.

Club Registration Complete



Teamo

Stay Connected - Install the App Now.



Registration complete!

Now to access Teamo and add your child/children...

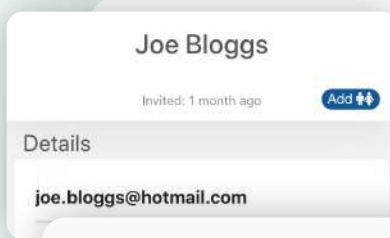
Mobile

- Head to your **App/Play Store** and search for '**teamo**'.
- Simply download the app and enter your **phone number** to login.

Web

- Head to Teamo on **Web** at the following link - <https://web.teamo.chat/>
- **Scan your QR code** via the app (Settings > Teamo Web/Desktop) or login using Social Network.

continued...



Player Details

Please only enter a **mobile** and **email** if they belong to this child/player.

* denotes required fields

First Name* (i)

Now to add your child/children

Select the **Settings** Tab. Click **My Profile > Add**. Select **Add Child/Dependant**.

Enter the details of your **child**.

Required

- Name
- Date of birth

Only if the child has them

- Mobile phone number
- Email address

Select **Junior Main Season Players** if they are members at the club **or Mailing List** for non-members.

Repeat above steps if **more than one child**.

Final step...

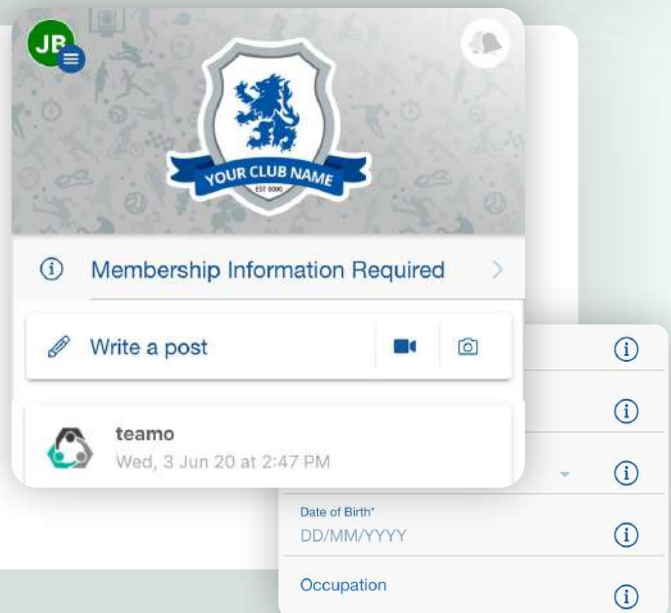
Now head to the Dashboard where you will see a **Membership Information Required** banner.

Click on the banner and complete the club registration questions, answering all the questions.

The fields covered include:

- Medical Information
- Member Information
- Declarations

Please work through the form, filling out the **relevant fields** and **answering all the questions**.



Frequently Asked Questions

Will I be able to update/edit information after I have registered?

- Yes, in your teamo app - go to **Settings > My Profile > Edit Information**.

Will I be able to add another guardian/to the players profile?

- Yes, in your teamo app - go to **My Profile > Select Child's Account**, select **Add Guardian** and complete Add Parent/Guardian process.

I want to add my Child/Dependant's Phone/Email Address?

- In your teamo app - head over to the **Player Profile > Edit Information** and **Insert Players Details**. They will then receive a verification code on their phone and be able to access their account.

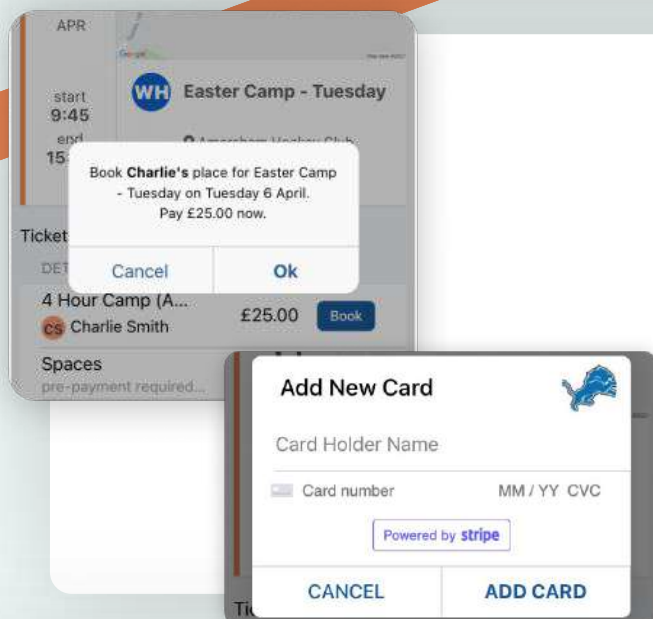
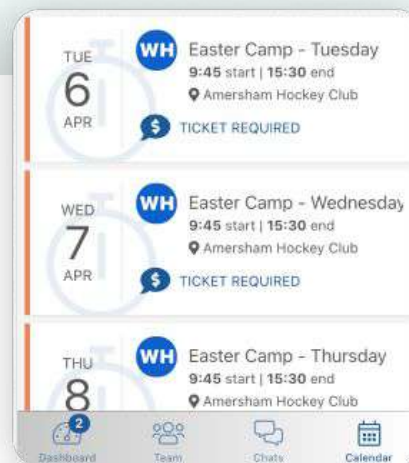
Sign up to a camp

Head to the Calendar

Once you have accessed Teamo via the app or desktop, tap on the **Calendar** tab. You will see a list of all upcoming camp dates & times. If you can't see the events, your child has not yet been placed in the correct age group but this will happen shortly.

The age groups for the camps will be included in the title for the event so you can book your child/children onto the relevant camp.

Select the event you wish to book your child/children onto.



Make the payment

To book your child/children onto the camp, select **Book**.

You will then be asked to confirm the event you are booking onto and the cost - select **Ok**.

Next, you will be asked to enter your card details - select **Continue**.

Enter your card details manually or scan your card then select **Add Card**. Your card will then validate and the payment will be processed and it will say PAID.

NOTE: Your card details will be saved securely with Stripe so you can easily make payments via Teamo again. To find your details, head to **Account** (top left corner on mobile) > **Payments** and select the Card icon.

If you have more than one child you wish to sign up..

If you have more than 1 child you would like to sign up to the camp- **repeat above steps** but your card details will already be saved so no need to enter them again.

Frequently Asked Questions

I have signed my child up to the wrong session. Can I switch to another?

- You will need to get in touch with the club to arrange a refund and sign up to the other yourself as Teamo cannot switch you over to another date.

I clicked Pay but the circle just keeps spinning. What do I do?

- Head to **Account** (top left corner on mobile) > **Payments** and select the Card icon. Check that your card details have been saved and then go back to **Payments Due** and select **Pay** or to the event in the Calendar to complete the payment.

Checking your child in (Track & Trace)

Scan QR code

There is a QR code poster available at the entrance to the pitch at AWC.

Scan the QR code with your phone camera. This will then open the Teamo app if you have it downloaded or open your web browser.

Select I am checking...**Someone Else**. If you are logged into the app, your child's name will appear - select their name (if not, add their details).

Select they are there to **Play** and what **event they are attending**.

Confirm their **details**, tick the **declaration** and select **Confirm**.

Repeat the above for each child.

They are attending...



Easter Camp - Tuesday
09:45 - 15:30

I am checking in...

Charlie Smith
grant+1@wheath.com

as a...

Player, coach, official, etc

and they are attending

Easter Camp - Tuesday
Tue, 6 Apr 21 at 9:46 AM



CHECK-IN

Charlie is currently COVID-19 symptom-free and they and I are aware of the risks of exposing themselves to potential transmission of the disease.

What are the symptoms & risks? >

Charlie is symptom free

☐

Charlie is aware of the risks

☐

CONFIRM

... or check-in via the app

To check your child/children in via your app, head to the **Calendar**.

Select the event you wish to check your child/children into and tap **Check-in**.

Confirm their **details**, tick the **declaration** and select **Confirm**.

This will then return to the Event summary and say **Checked-in**.

NOTE: Check-in is only available up to 3 hours before an event starts. Repeat the above for each child.