

# COACHA – FOOTBALL CLUB MANAGEMENT APPLICATION

## CREATING YOUR COACHA ACCOUNT

### **STEP ONE:**

First step is to go to the **WEBSITE** address to create your account and set up your password. At this stage do **NOT** use the mobile app as it only offers a considerably basic view and limited actions (it is more of a viewer than a full implementation).

- Go to the website: <https://www.coacha.co.uk/>
- Either Click on Signup and create your **Club Member** account (it is free)  
or
- Use the details provided by the club to login

### **STEP TWO:**

Once you have an account you will be able to login to it and view the various elements.

- You can see your profile details
- View payments you have made and payments outstanding for classes (sessions) attended
- View scheduled club sessions and matches where you can sign up to participate
- Use the PAYG feature on signing up to pay via a credit or debit card
- Read club bulletins and communications

At this point can you please check and complete as much of the profile information as you can, including the emergency contact and medical info. It is mandatory for us to hold this information (rightly so) as we must have it to hand for medical emergencies and for covid related issues.

Hopefully, we will never need to use it

For those who are unaware, we have already had to turn to it once when a few years ago, a player suffered a heart attack when playing (thankfully he survived), so please do not take this lightly.

The data requested will now serve as your player registration forms and will be held encrypted on the COACHA server conforming to GDPR guidelines.

### **ACCESSING COACHA ON A TABLET OR PHONE?**

Mainly due to the cost of development, coupled to Apple's and Google's extortionate practice of creaming 25%-30% of all 'in-app' payment fees, the iOS and Android app is considerably basic and is only suitable for a quick view.

To use COACHA on these mobile devices you should use a browser (Chrome, Safari, Firefox etc; ) and go the COACHA website <https://www.coacha.co.uk/> to login from there. This will give you a much more useable interface that is almost as good as using it on a PC/MAC.

Note:

You may not be aware that you can save a website/webpage on your iOS/Android main screen from almost any browser. Here's how to do that in Chrome on Android but the same can be done on iOS and other browsers.

- Open Google Chrome .

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- Go to the COACHA website and login to your account.
- Tap the three-dot menu ∴. It's at the top-right corner of Chrome.
- Tap Add to Home screen. It's toward the bottom of the menu. A pop-up window will appear.
- Edit the shortcut title (if needed). This is the text that will appear under your shortcut's icon on the home

This will now create a link on your main mobile device's Home screen to the browser based COACH login.

See <https://www.wikihow.com/Set-a-Bookmark-Shortcut-in-Your-Home-Screen-on-Android>

The example below is a screenshot from my Android phone.

The icon on the left is the Coacha app; very basic quick view only

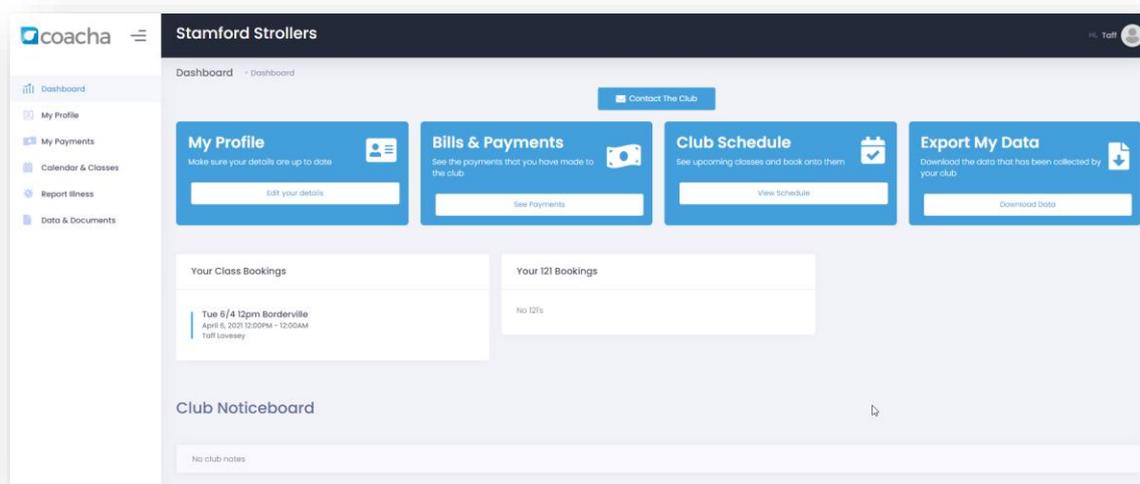
The icon on the right is the browser version (identified by the small Chrome overlay on it). This is the best way to use Coacha on a mobile device (phone/tablet)

Like many applications of this type, the easiest way by far is to login on a PC or MAC.



## USING COACHA – A QUICK HOW TO

When logging in as a player the first screen you will see is

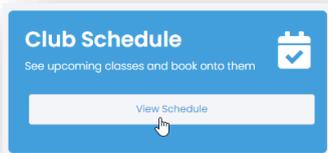


### Booking a Session

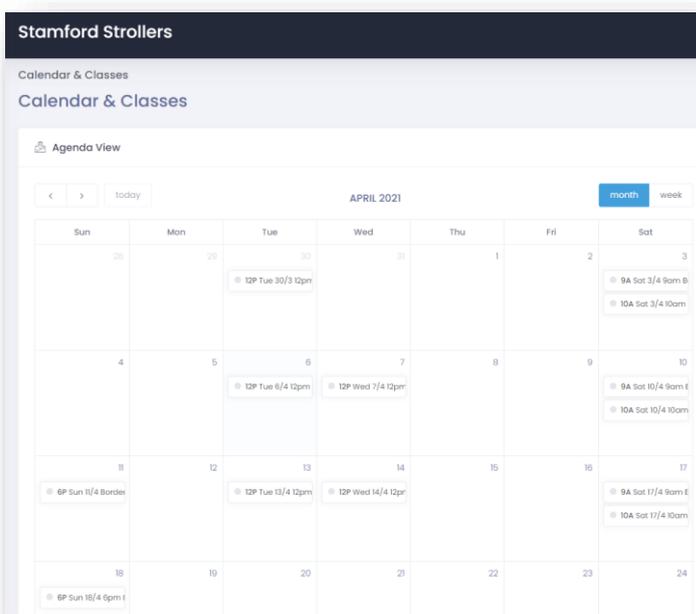
From here you can select to view and book onto sessions.

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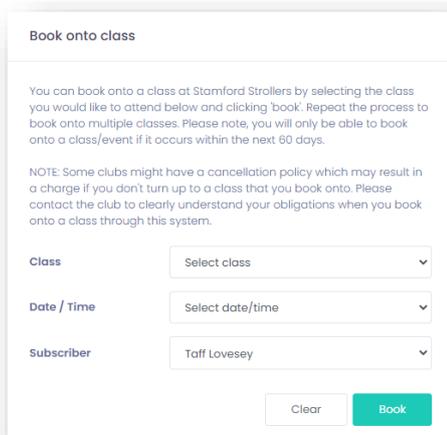
- On the Club Schedule tab Click View Schedule



You will now see a calendar view of the sessions available.



- Find the session you want to book onto in the Book onto Class panel using the drop down sections (e.g; Borderville Saturday, Elsea Park Tuesday etc; )



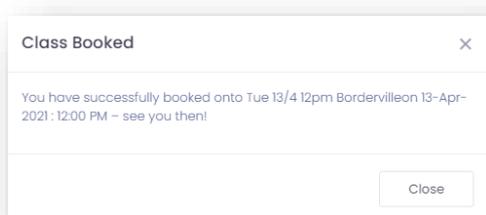
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- Click on the session and date  
(a bit quirky here as the date is duplicated but this is so the session can be easily identified on other screens)
- Select how you want to pay for the session; **Online** or **Cash**

(note that Cash really means you'll pay outside the Coacha application. That may be 'cash' to the treasurer or a later bank transfer or online payment. **The club preference is for players to use the Pay As You Go feature and to pay Online when booking their session.**)

- Click on **Pay & Book** (if Online selected) or **Pay** (if Cash selected)

You should then see a confirmation that you have successfully booked.



### Notes on payments:

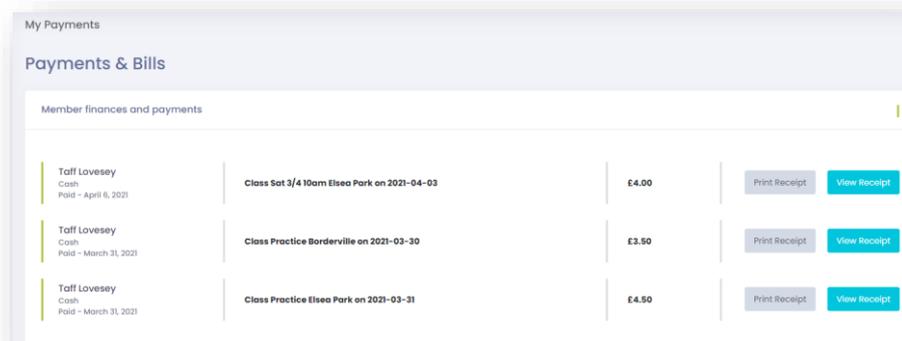
1. As mentioned, the preference is that players **book and pay online** when requesting a slot on a playing session. This minimises the administration for all concerned and removes the need for handling cash (important in these covid times)
2. If a player book and pays in advance and then subsequently needs to cancel then that payment can be used as a credit for their next session at that venue by communicating with the club treasurer.
3. Sessions Cancellations **MUST** be made by 10pm on the day prior to the session being held. Cancellations later than this deadline will incur subscription fees, unless agreed otherwise with the treasurer.
4. The card payment is very secure and handled by a market leader in online payments; STRIPE. STRIPE handle the process whether paying by debit card or credit card and charge us a handling fee (1.2% +20p) per transaction. Fund are deposited in the Strollers STRIPE Account and at the end of each month are automatically paid into the STROLLERS bank account.

### My Payments Section

Players can see what funds they have paid to the Strollers in the My Payments section as well as payments still outstanding that need to be processed.

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- Click on My Payments



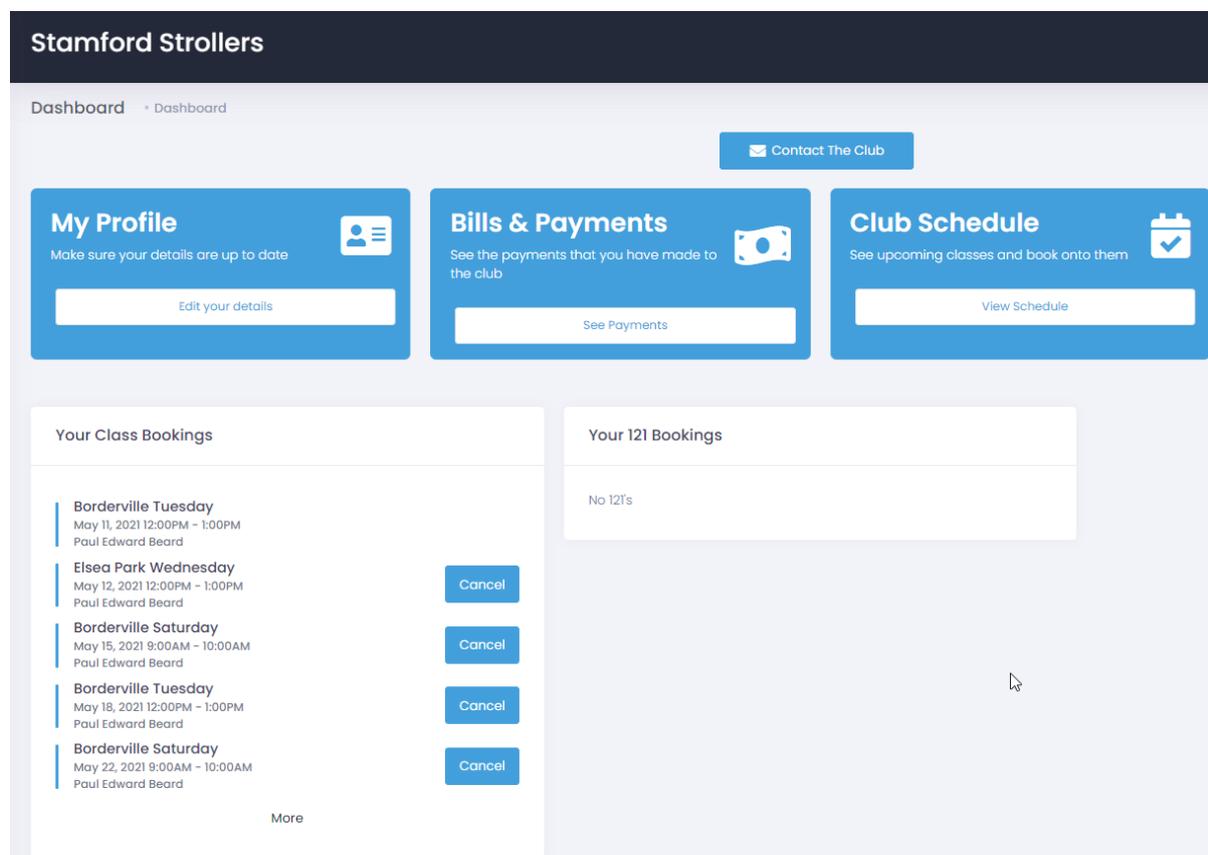
This is also the section where you can view sessions you have attended in the past

## How to query payments

If you notice any errors, duplication, or anything you don't understand in the payments section, then contact the club treasurer to resolve the issue. There are certain conditions that can cause duplicate requests for payment (such as cancelling a session and then booking back on). A quick email or call to the treasurer can sort these issues for you.

## How to View Sessions That You Have Booked

You can view sessions that you have booked and pending in the Dashboard view



You can also view these booked session in the Calendar & Classes view.

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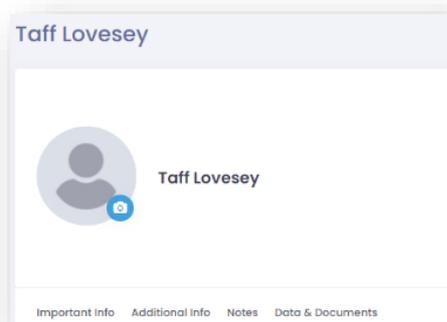
### Waiting Lists (a change to how waiting lists are handled)

Coacha will add players to a waiting list when a session (class) is full. However, when a slot opens up Coacha will send notification to **all** players on the waiting list. It is then allocated on a first come, first served basis.

### My Profile

All players are asked to complete the My Profile section including the Next of Kin/Emergency Contact details and the Medical details on the Notes section. This will serve as your player registration form moving forward and will allow you to keep this important information up to date in the event of an emergency.

This data is encrypted on the server when stored so it is secure and in line with GDPR rules.



Note that the sections are 'tabbed' so you need to click on the Notes text to move to the Notes section for medical data.

Please do not skip this data entry. Hopefully, we will never need to use it but in the event of a medical emergency the ability to contact your Emergency Contact and provide relevant health related detail to the paramedics could well save your life.

Provision of this information is **mandatory** for taking part in club sessions but the real important reason for completing this is mentioned above.

