CLUB
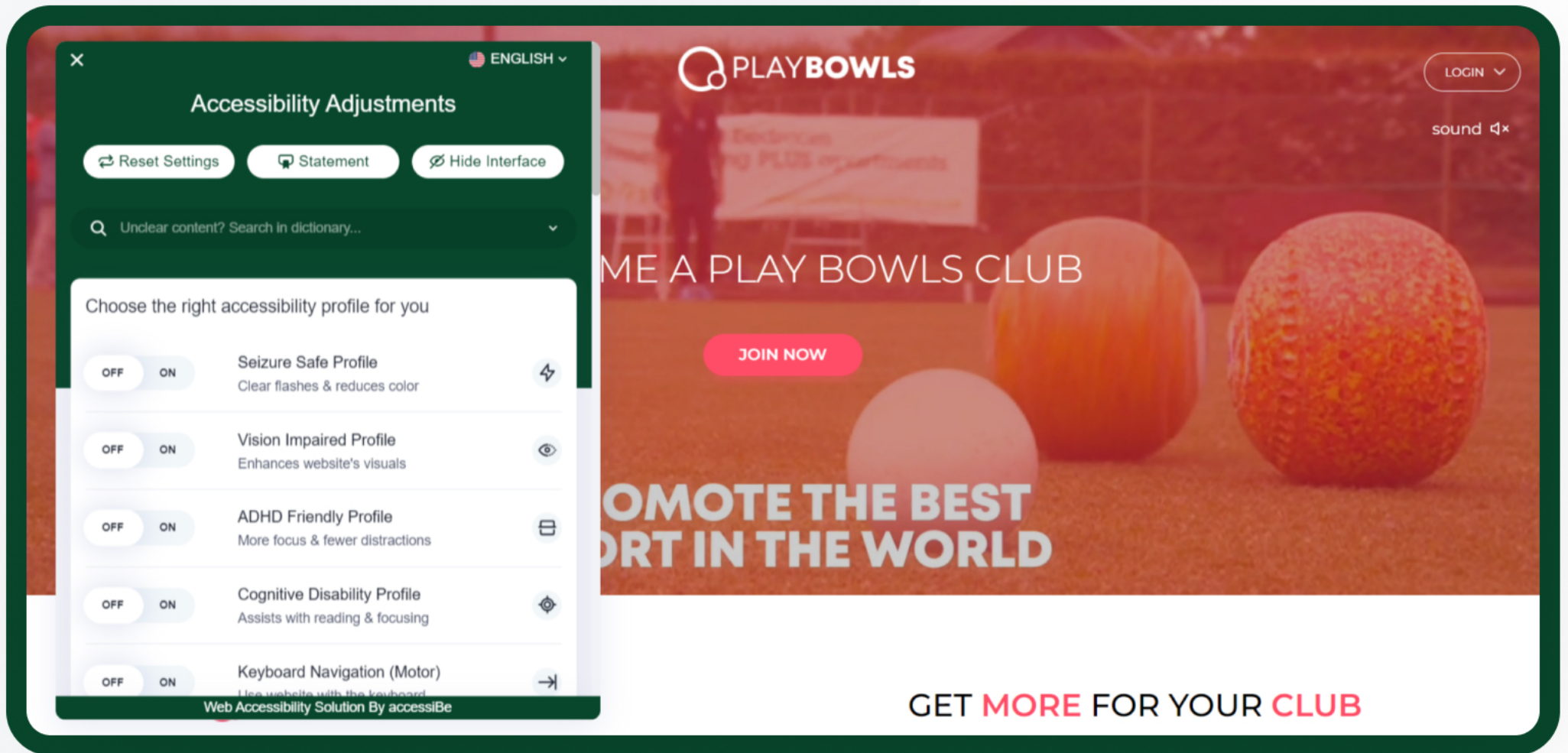## USER GUIDE

ACCESSIBILITY

If you require any assistance with accessing the Play Bowls site, you can use the accessibility features by clicking on the green icon in the bottom right corner of the screen, which follows you where you go on the website. Clicking this button open the accessibility panel, and enables you to turn on any features that you think might help you with navigating the website.

How will we make money? ⌄

How many volunteers do we need? ⌄

Do we need to offer equipment? ⌄

LIST YOUR CLUB NOW

JOIN NOW

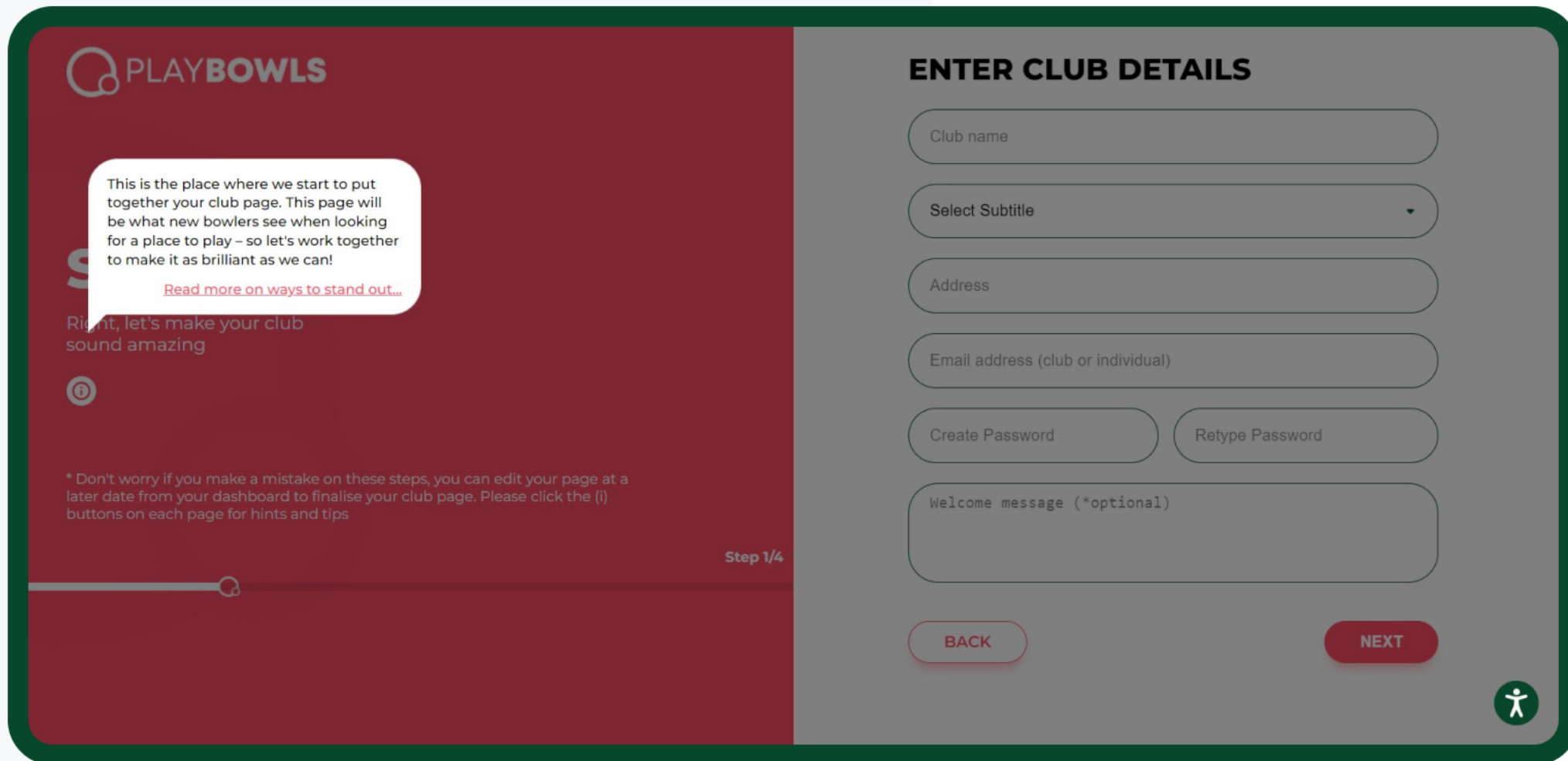KEEP UP TO DATE
WITH THE LATEST
DEVELOPMENTS

PLAY

First Name

Last Name

+44 ▾ Mobile Number

Email Address

NAVIGATING THE HOME PAGE

There are several "JOIN NOW" buttons on the home page that you can press to begin the sign-up process, as well as the "become a PlayBowls club" option on the menu. Pressing any of these buttons will take you to step 1 of the sign-up process.

SIGNING UP YOUR CLUB

When you arrive at the sign-up steps, it is important to make use of the information icons (i) on all four of the step pages for the initial sign-up process. Clicking on these icons will reveal a speech bubble with helpful hints and tips that have been provided by Bowls England to ensure that the steps are as simple as possible to follow.

STEP ON

Right, let's make your club
sound amazing

* Don't worry if you make a mistak
later date from your dashboard to
buttons on each page for hints an

This is the place where we start to put together your Club Page. This page will be what new bowlers see when looking for a place to play – so let's work together to make it as brilliant as we can! You'll start with your Club Name – self-explanatory – and then you'll need to select a subtitle from one of our ten options. Then comes location and email address – please note, you'll have the option of adding multiple email addresses to your PlayBowls account. Then you need to select a password. Finally, let's talk Welcome Message. This is where you can talk more specifically about your club, what's great about it, why people should visit you – this is your sales pitch to new players! We've put a character limit on here to help you focus on just the key selling points. Think of the 5 best things about your club – they could be:

- Great location with loads of transport links
- Atmosphere
- Fun & friendly people
- A great clubhouse which serves food
- And drink!
- Accessible for all
- A lovely green
- A picturesque setting
- You're offering our new format of the game specifically created for casual players
- You'll be able to provide equipment

And then write short, sharp sentences to convey those. Always remember – you're writing this for people who haven't played bowls before, so they probably won't know the difference between a fast or slow green, for example.

sword

NEXT

Once you click on "Read more" in the speech bubble, you will see a pop up with even more information to help with each sign-up step. You can simply close the pop ups by pressing the X in the top right corner and continue signing up your club.

PLAYBOWLS

STEP ONE

Right, let's make your club sound amazing

ⓘ

* Don't worry if you make a mistake on these steps, you can edit your page at a later date from your dashboard to finalise your club page. Please click the (i) buttons on each page for hints and tips

Step 1/4

ENTER CLUB DETAILS

Club name

Select Subtitle ▾

ⓘ Address

Email address (club or individual)

Create Password | Retype Password

Welcome message (*optional)

BACK | NEXT

On Step One of the sign-up process, we ask you to enter your club details using the data entry boxes on the right hand side. We also take an email address and a password at this point, which has to be at least 8 characters long, and this will create your club admin log in credentials. This account will be used later to access the backend of the website, where you can change and update your club page and manage your Play Bowls sessions. For your address, once you begin typing a dropdown of suggested address will appear, and you have to select a Google address from this dropdown to proceed with the sign up. This is explained in the (i) button if you hover over it, and a manual address can be added at a later stage. For every step of the sing-up process, you click next to progress to the next page.

PLAY**BOWLS**

STEP TWO

LET'S SHOWCASE WHAT YOU'VE GOT ON AND OFF THE GREEN

STEP 2/4

SELECT YOUR FACILITIES scroll for more

| BAR | DRINKS AVAILABLE | RESTAURANT |
| CHANGING ROOMS | TOILETS | PARKING |

ACCESSIBILITY scroll for more

| ACCESSIBLE PARKING | GOOD TRANSPORT LINKS | WHEELCHAIR ACCESS |

For Step Two we ask you to select your available facilities, as well as the accessibility that you offer to customers. This can be edited and changed over time, but is the perfect way to entice customers into your clubs who can filter their search to find clubs with the facilities they want. Once you click on one of the tiles, they turn pink to indicate that they have been selected, and can be easily unclicked to remove them from your page.

TELL US ABOUT YOUR GREEN

Q 4

What is your playing surface?

Outdoor Artificial (flat)   ✕

When is your green opening day?

31/05/2022

When is your green closing day?

01/07/2022

BACK   NEXT

STEP THREE

GETTING TO KNOW YOUR GREEN

STEP 3/4

For Step Three we take some further information about your green, which helps us to tailor your availability calendar to the number of rinks that you have. You can either use the arrows to increase or decrease the rink numbers, or type using your keyboard. The playing surface dropdown list is multi-select, to ensure that all different types of clubs are accommodated. When identifying your bowls season, you can either click on the calendar icon to open a calendar selection, or type in the required dates using your keyboard.

PLAYBOWLS

STEP FOUR

TIME TO SHOW OFF

CONTENT GUIDELINES

RECOMMENDED VIDEOS | RECOMMENDED IMAGES

*TRY NOT TO INLUDE PHOTOS WITH PEOPLE WEARING CLUB KIT - REMEMBER, YOU'RE PUSHING CASUAL!

STEP 4/4

Select from
STOCK PHOTO

Open our gallery

2 selected

UPLOAD YOUR
PHOTOS

DRAG YOUR PHOTOS HERE
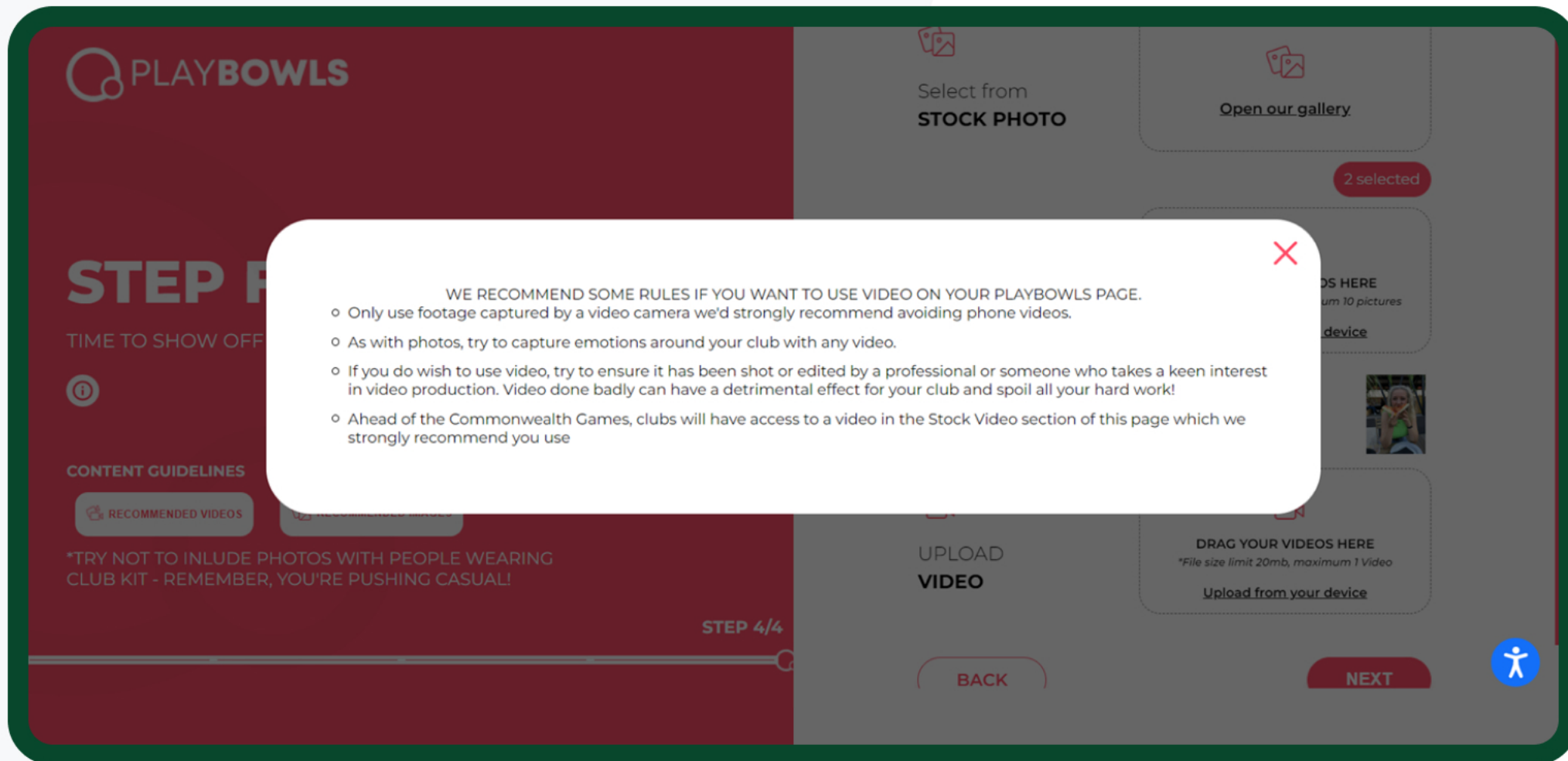*File size limit 10mb, maximum 10 pictures
Upload from your device

UPLOAD
VIDEO

DRAG YOUR VIDEOS HERE
*File size limit 20mb, maximum 1 Video
Upload from your device

BACK

NEXT

For Step Four we ask you to select your photos and videos to show your club off. You can upload photos from your device by dragging and dropping them into the photo or video boxes, or by clicking the upload links to select your relevant content. Selected photos will appear below the box to signify which photos have uploaded, and the number of stock photos that you have selected are also displayed.

PLAYBOWLS

STEP F

TIME TO SHOW OFF

ⓘ

CONTENT GUIDELINES

RECOMMENDED VIDEOS   RECOMMENDED IMAGES

*TRY NOT TO INLUDE PHOTOS WITH PEOPLE WEARING CLUB KIT - REMEMBER, YOU'RE PUSHING CASUAL!

STEP 4/4

Select from
STOCK PHOTO

Open our gallery

2 selected

DS HERE
*um 10 pictures

device

WE RECOMMEND SOME RULES IF YOU WANT TO USE VIDEO ON YOUR PLAYBOWLS PAGE.

○ Only use footage captured by a video camera we'd strongly recommend avoiding phone videos.

○ As with photos, try to capture emotions around your club with any video.

○ If you do wish to use video, try to ensure it has been shot or edited by a professional or someone who takes a keen interest in video production. Video done badly can have a detrimental effect for your club and spoil all your hard work!

○ Ahead of the Commonwealth Games, clubs will have access to a video in the Stock Video section of this page which we strongly recommend you use

UPLOAD
VIDEO

DRAG YOUR VIDEOS HERE
*File size limit 20mb, maximum 1 Video

Upload from your device

BACK

NEXT

For Step Four, as well as the usual (i) information bubble, we have included some content guidelines that pop up when you click on either the recommended videos or images buttons. These are to help you identify the best content to select for your club page, or to use when you are creating content in the future.

If you don't think that you have any good content to add to your club page at Step Four, you can select from the stock photo gallery that has been supplied by Bowls England. Just click on "Open our gallery" and click any images you want to select. These stock photos can be used for the meantime, and as your calendar fills up with Play Bowls bookings you can use the content guidelines to snap lots of wonderful photos that can be added to your club page at a later date.

Once you click submit on Step Four, you are then able to pause and decide whether you want to proceed to preview your page or go back through the steps to make changes. Clicking on "preview your page" allows you to look at how the information you have submitted so far, whereas "back to steps" takes you back to Step Four. Don't panic, if you progress to preview your page you are still able to return to the steps to make changes before submitting.
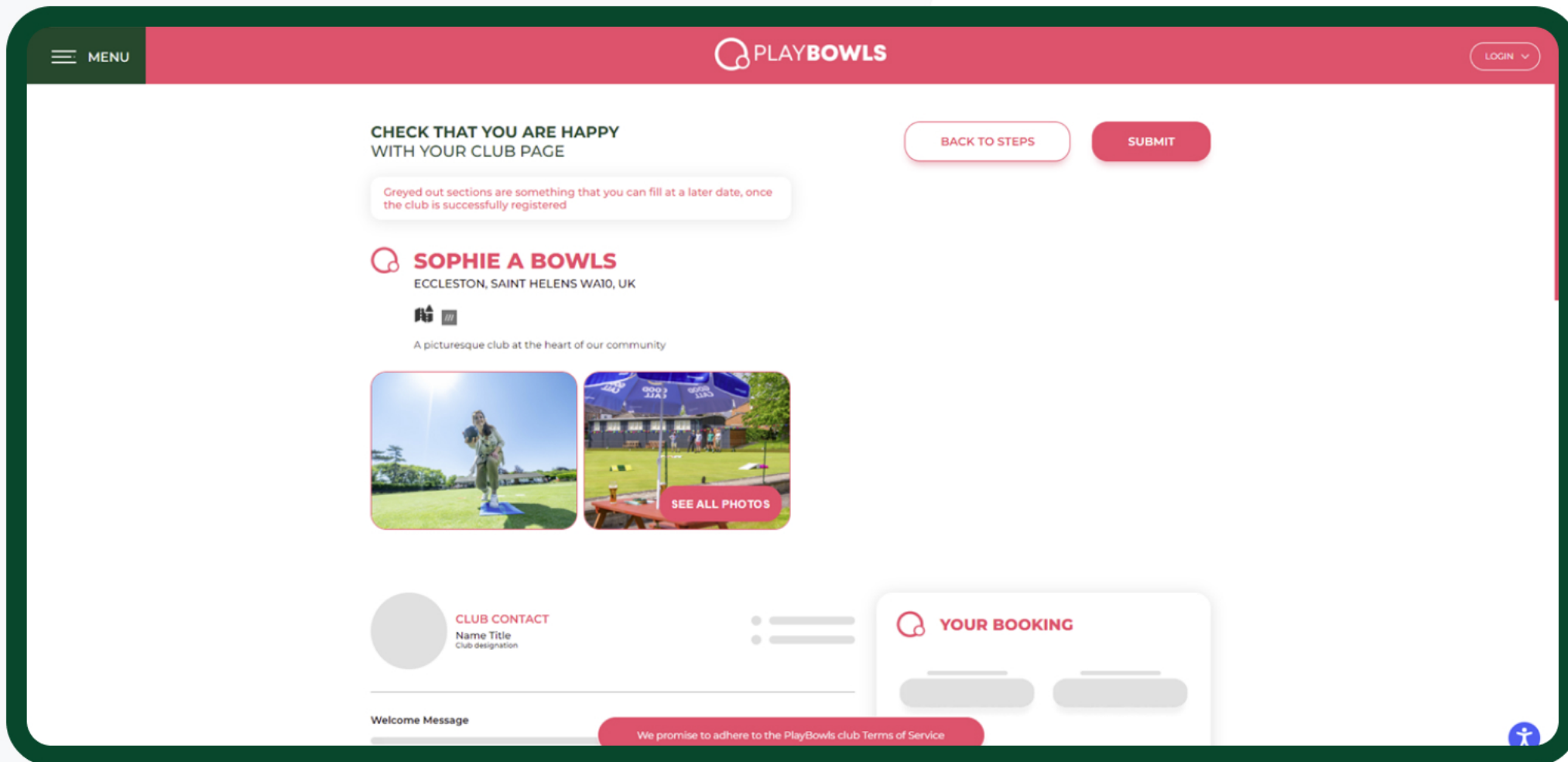
The preview page allows you to check the information you have submitted so far by seeing this will look on your completed page. Scrolling through the preview shows the details you submitted in situ on a club page layout, as well as some greyed out sections that will be filled in on the backend system later. You can decide based off the preview page whether you want to go "back to steps" to change any information, or can press submit to complete the process, create your page, and create your admin account. Pressing submit means that you agree to the Terms of Service, which can be accessed by clicking the coral button seen at the bottom of the page.

PLAYBOWLS

THANK YOU!

You'll shortly receive an email confirmation with details on what to do next.

LOGIN

Once your club page and admin account are created by clicking submit, you can use the club log in button to navigate to the Play Bowls backend.

LOGGING INTO THE CLUB DASHBOARD

Once you arrive at the club admin log in page, you can input the email address and password that you created in Step One to log in.
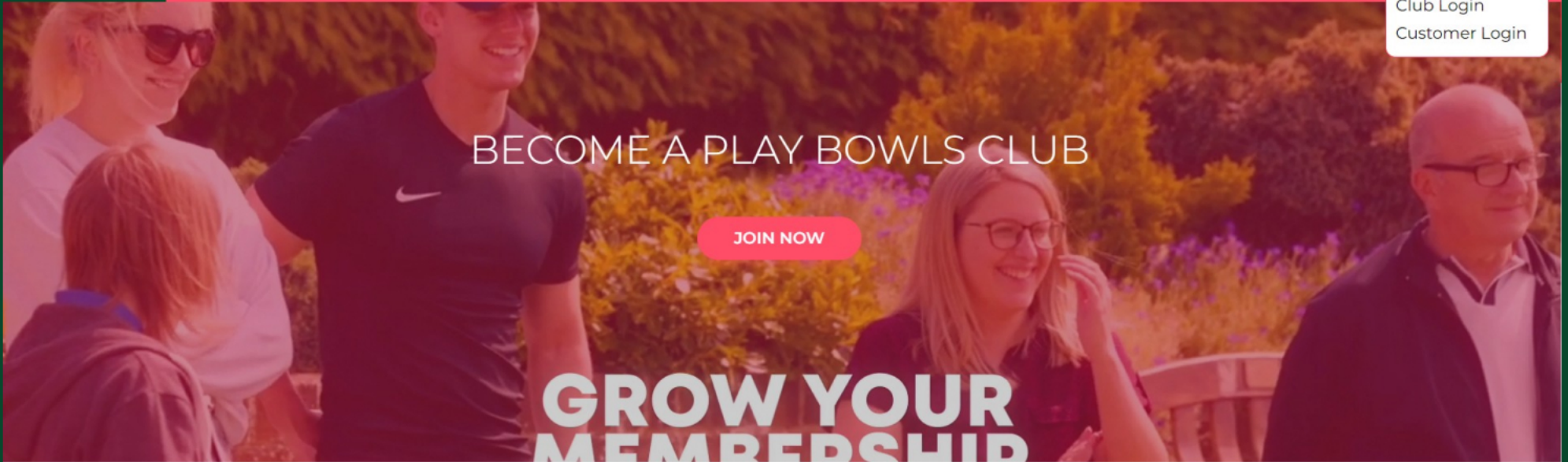
PLAYBOWLS

Email

Enter Email

SUBMIT ➔

If you forgot your password, you could click the forgot password button to trigger an email which will allow you to create a new one. Once you have received your email, you just click to reset your password and input a new one

Once you have signed up to the platform, the usual way that you will access the club dashboard is via the "LOGIN" button on the home page in the top right hand corner. If you select "Club Login" you will be navigated to the correct URL where you can again input your login credentials.

Once you are logged into the backend, you can navigate to the relevant sections on the left-hand side menu to edit and add details to your club page and profile. Each section has edit buttons which open pop ups, allowing you to manage your information. You can also find relevant legal information on the links on the bottom left, can navigate to the FAQs section of the website, can update the club admin's password, and can contact Play Bowls for support if you feel that you haven't found the answers that you need. If you want to log out at any point you can click on your club or contact name in the top left-hand corner and click "log out" on the dropdown menu that appears.
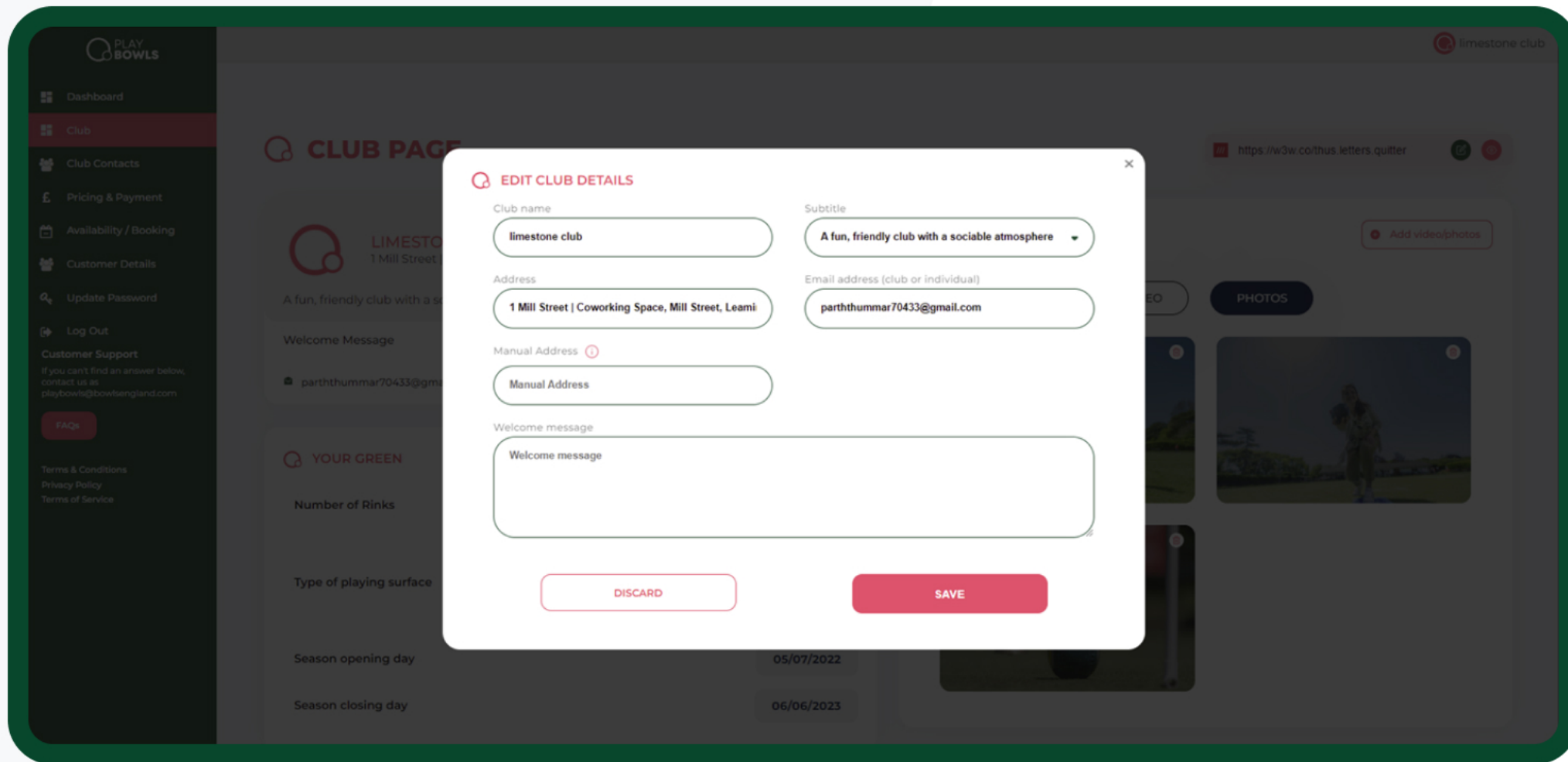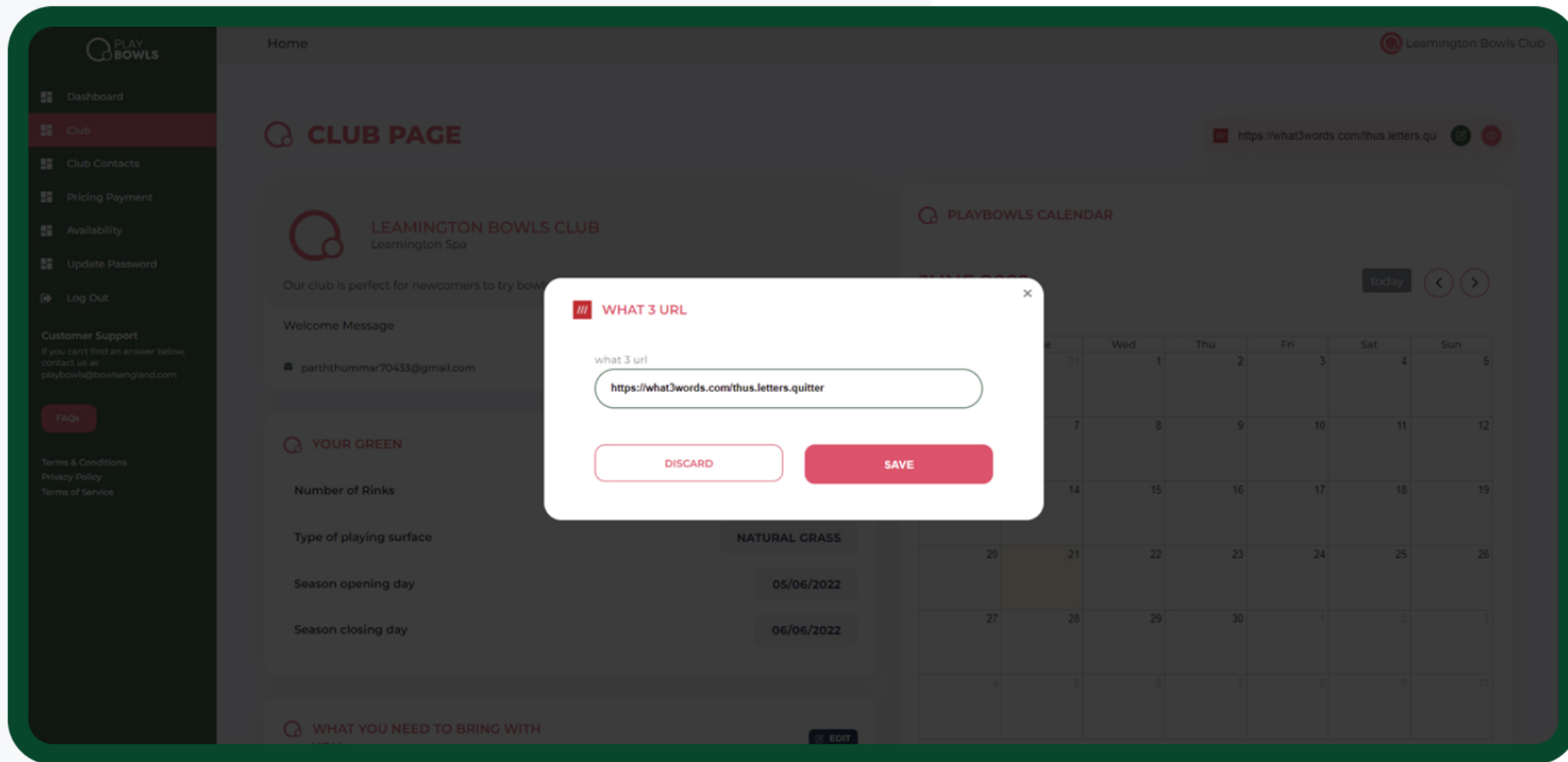
EDITING YOUR CLUB PAGE

On the club tab, if you click "edit" on club details, a pop up opens that allows you to change your subtitle, your club's name, your address, the admin email address, the welcome message, and input a manual address to display on your club page. If you click the (i) next to this entry box, it explains that a manual address is an optional field that you can input if you feel that your Google address selection is not quite reflective of your club's real address, and the difference between the use of the address versus the manual address. If you want to cancel your changes, you can simply press discard and no changes will be saved.
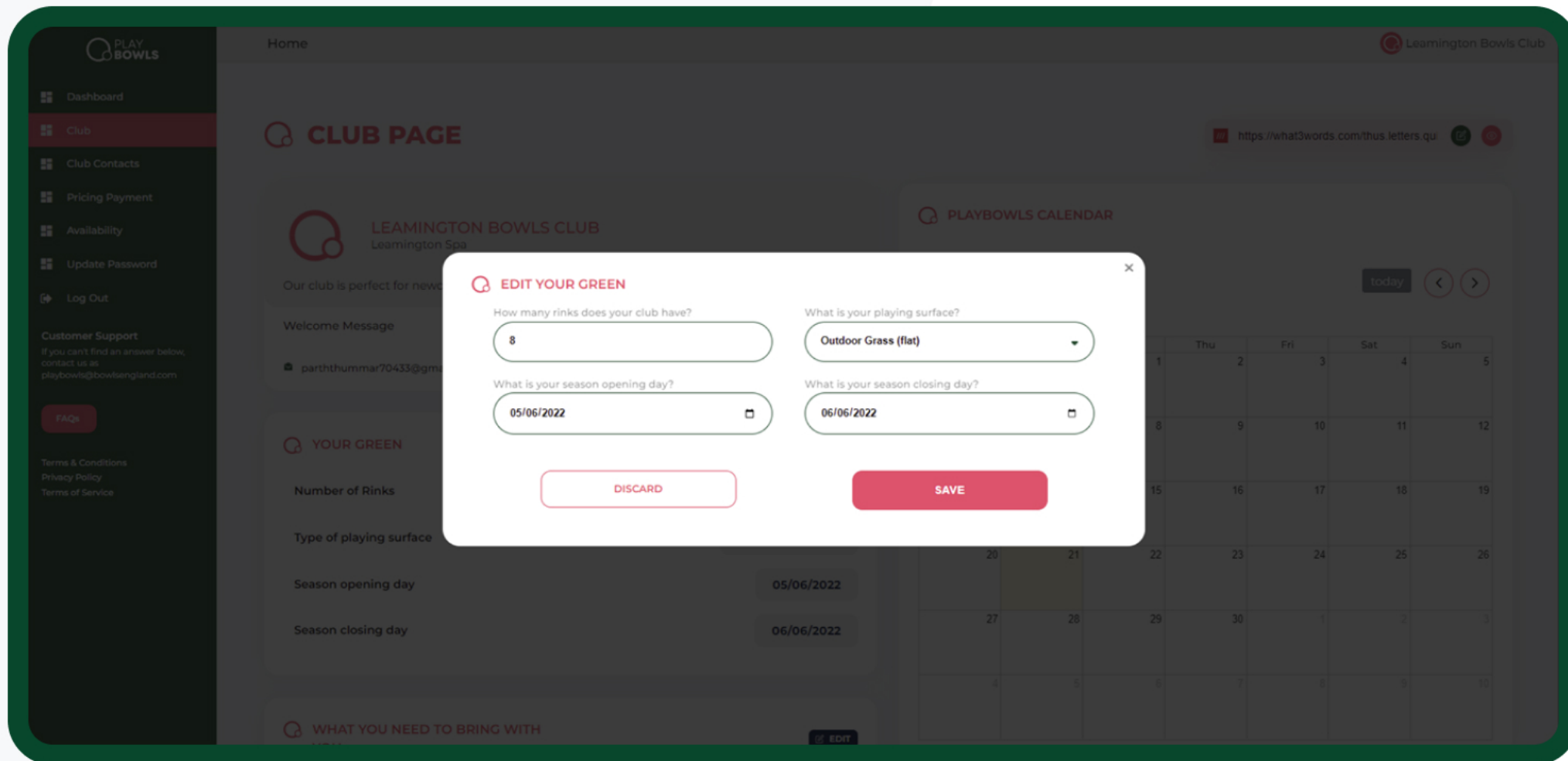
If you edit your green details, you can use the pop up to change the number of rinks that you inputted in the sign-up process, change the selected playing surfaces, and alter your rink opening and closing dates.

To add your what three words URL, you can click edit on the "what 3 words" URL box and copy a what 3 words URL into the box. This will display on your club page and help bowlers navigate to the exact spot that your Bowls club is in. This is a great feature for Health and Safety as the ambulance service encourage its use in rural areas.
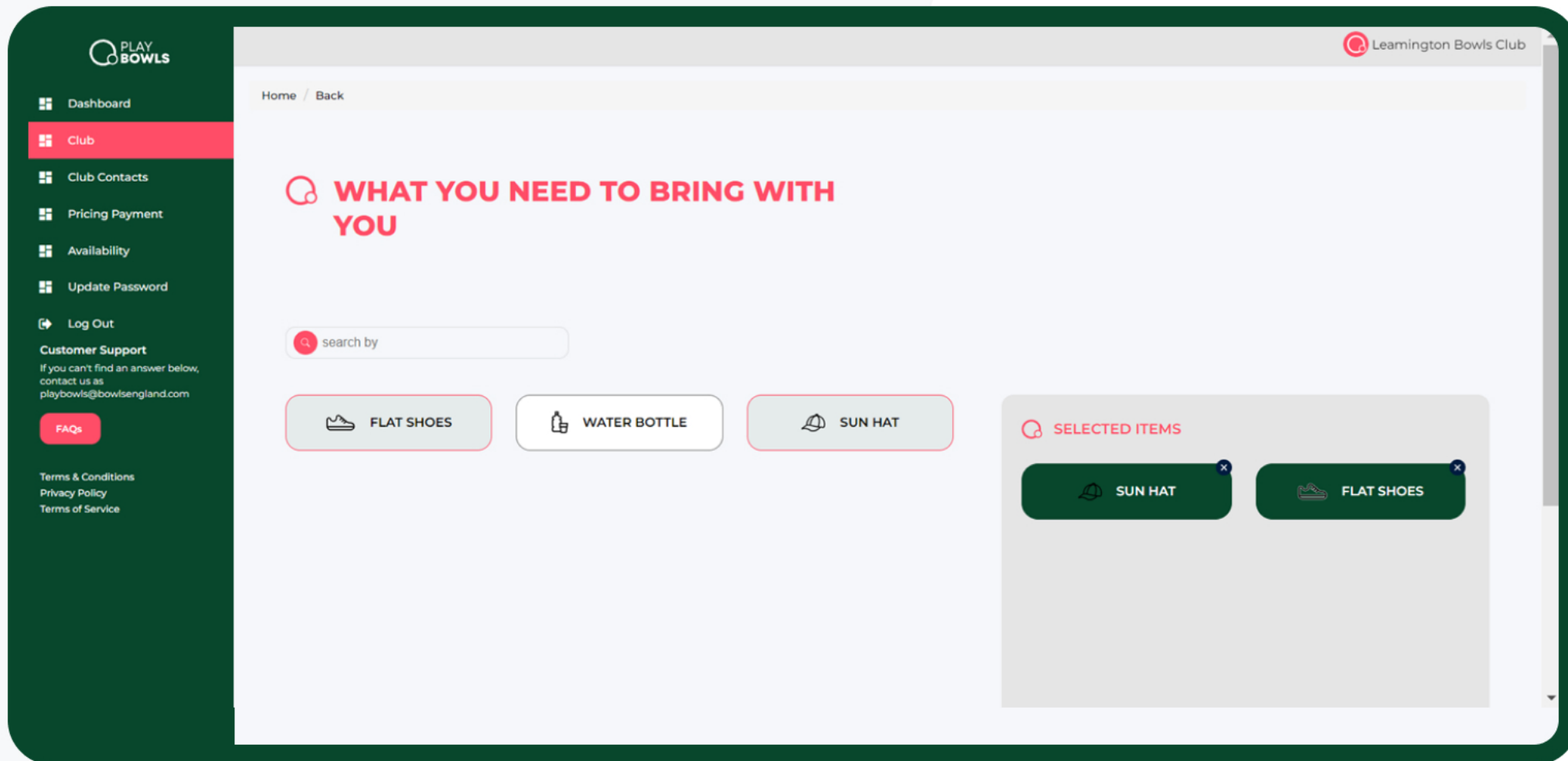
If you click "edit" on "WHAT YOU NEED TO BRING WITH YOU", you will be moved onto a new page. Here you can choose from the items on the left and add them to the grey section on the right by simply clicking on them. When selected they appear on the right and are coloured in green, and if you press X on the tiles, they will be removed from the selected items box, and therefore removed from your club page. To get back to the club page, you simply press the "back" button above the title.
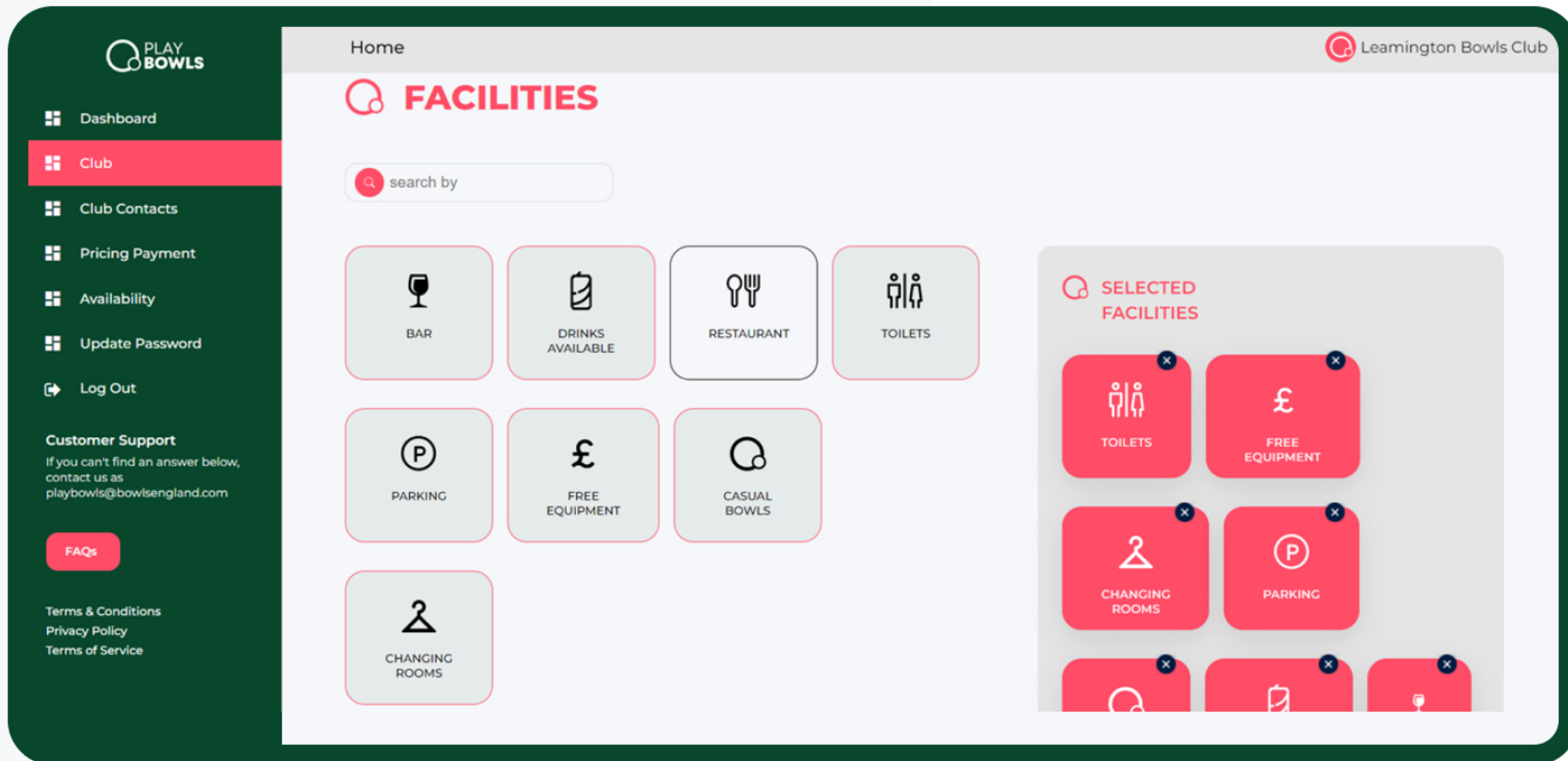
If you click "edit" on the "Facilities" section, you can manage the icons that you selected during the sign-up process. If you wish to add any more, then you can click on them on the left to add them to the selected facilities box and turn them pink, and to remove them you can press the X and remove them from the selected facilities and your club page. To save your changes, scroll to the bottom of this page and click the "SAVE" button.

If you click "edit" on the "Accessibility" section, you are taken to the same page as above, and can manage the tiles in exactly the same way. Currently this section sits below the "Facilities", and you can scroll down the same page to access them, before clicking save.
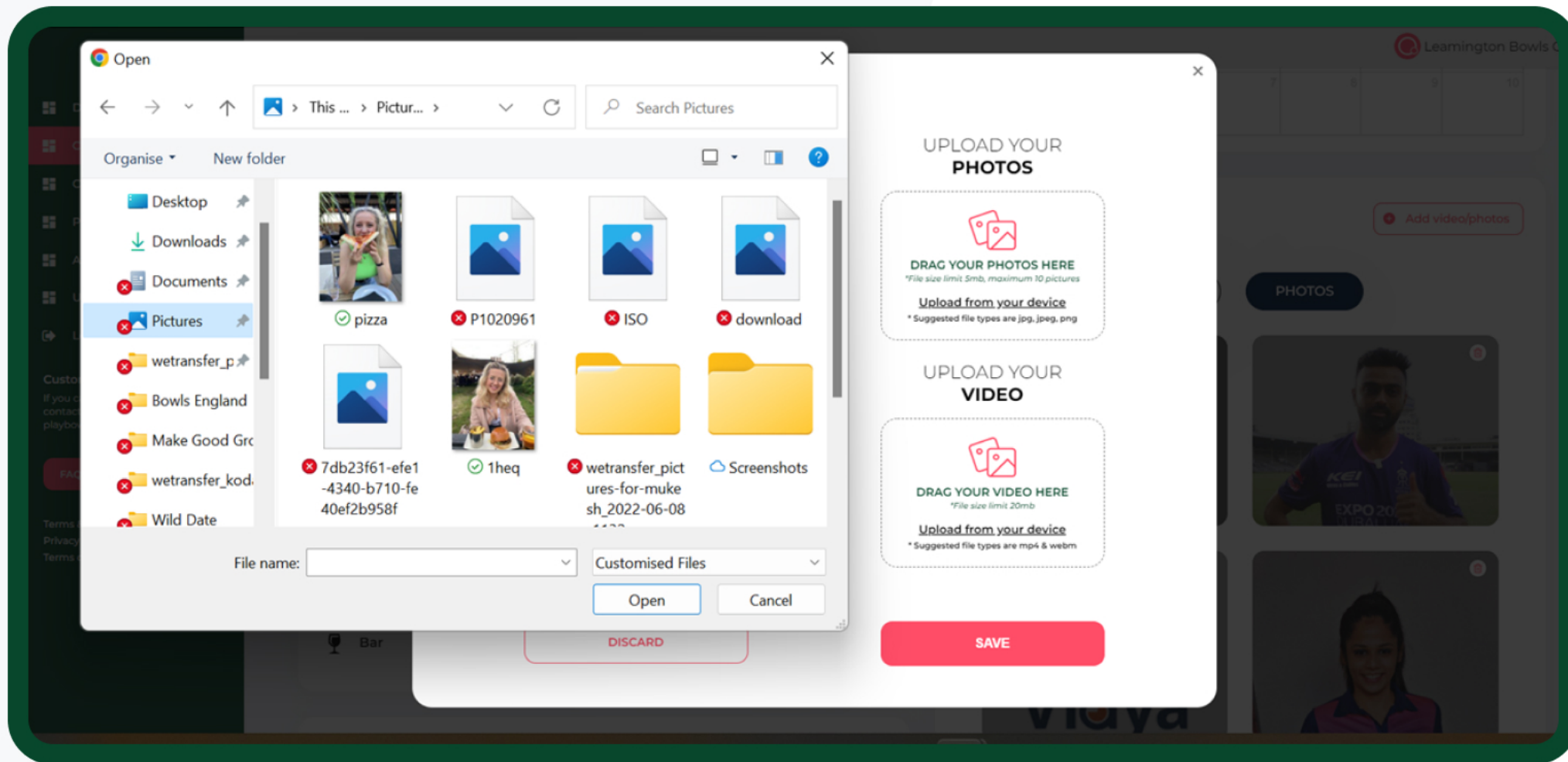
If you select "add videos/photos" on the club page, a pop up will open where you can either select stock photos, or upload your own photos and videos of your club. You can either drag and drop content into the upload squares, or press the "upload from your device" links to navigate to the appropriate folder where your content is stored.
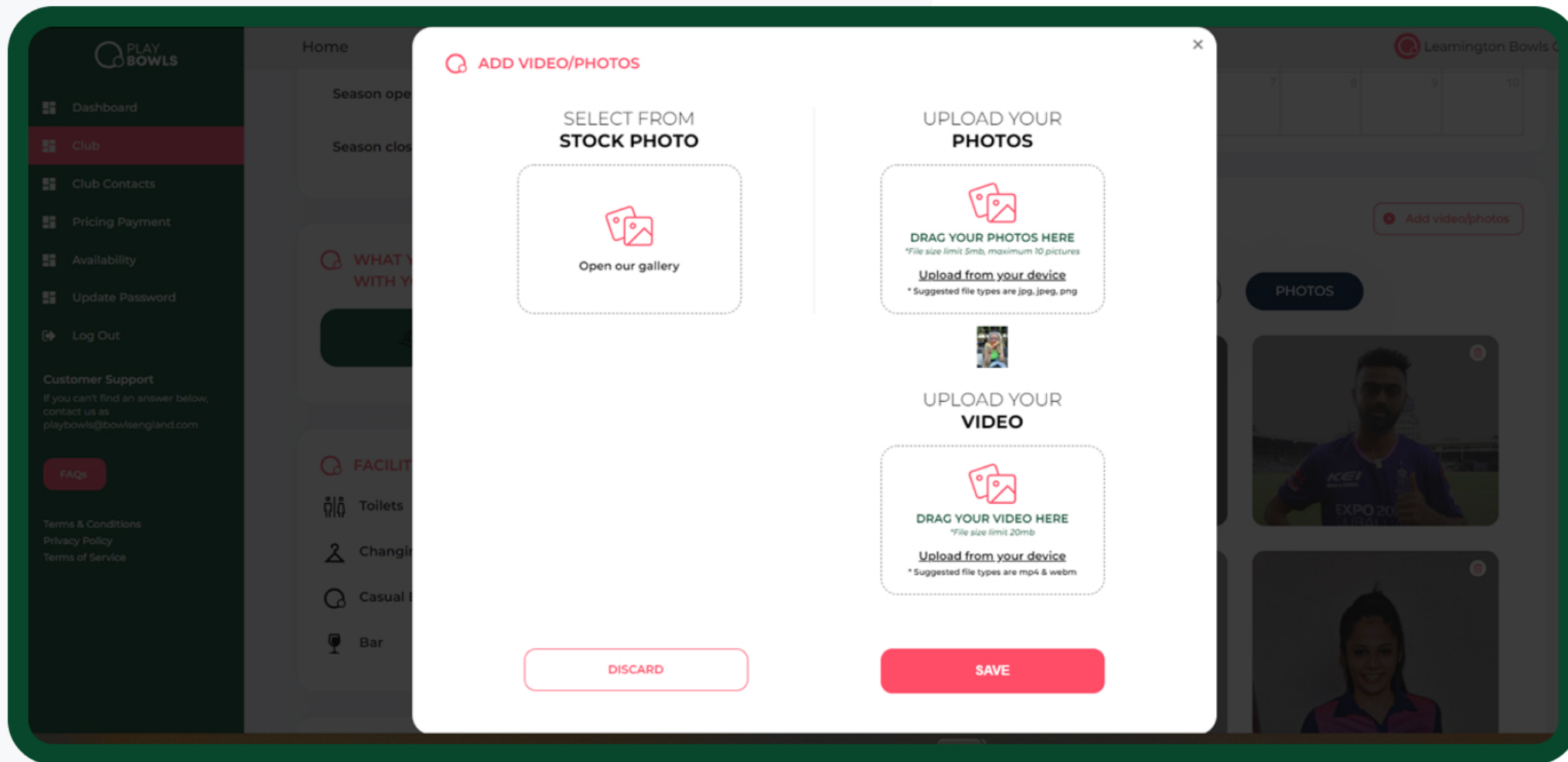
Once you have uploaded a photograph or video, a small version of the image will be displayed to indicate which photo has been chosen and to confirm that this has been successful. If you changed your mind, you can discard these changes, or to proceed you can click "SAVE" to upload those photos to your club page.

Home / Club Contacts

CLUB CONTACTS

add new

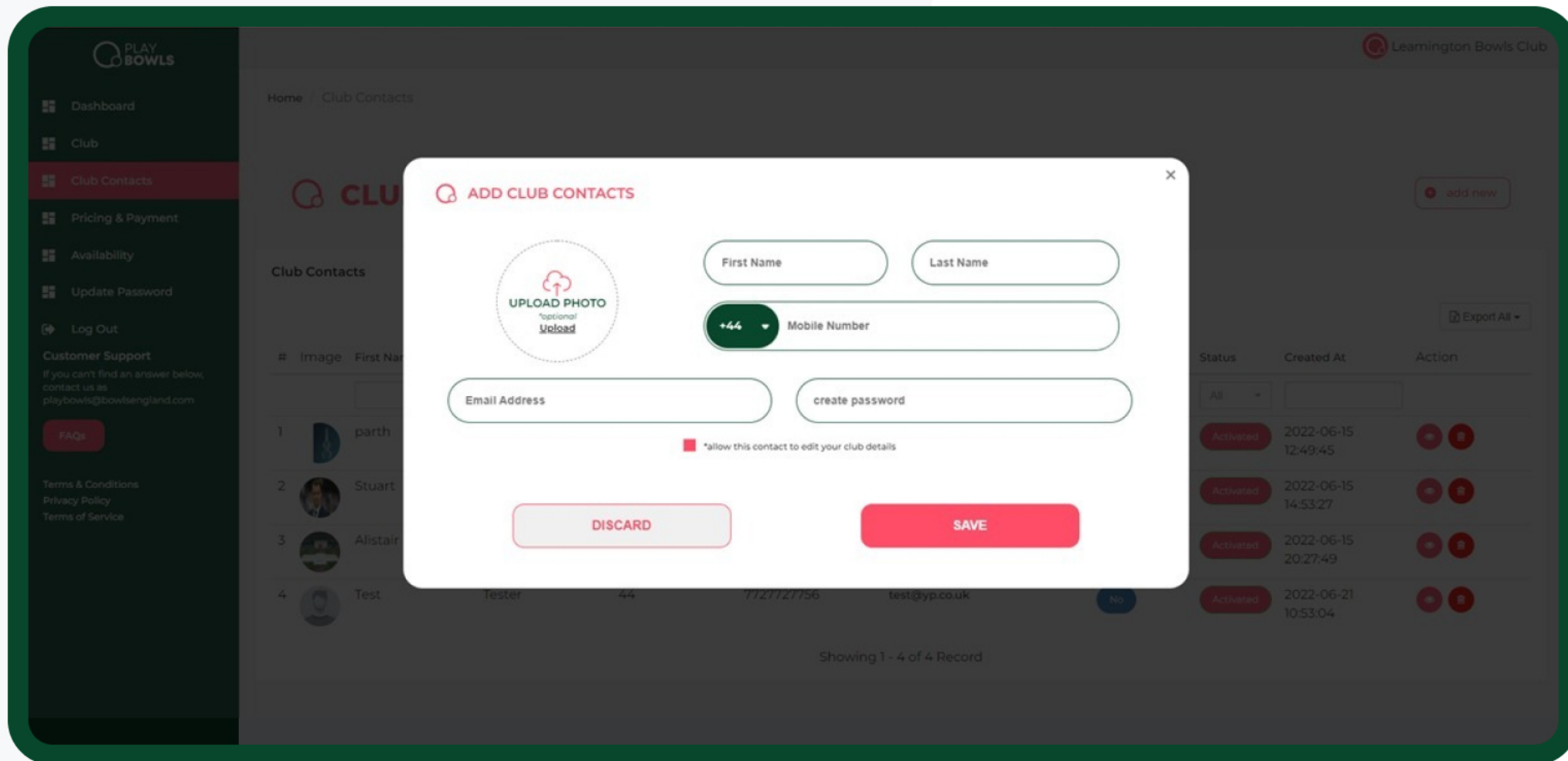**Club Contacts**

Export All ▾

#	Image	First Name	Last Name	Phone Code	Phone Number	Email	Created At	Action
1		parth	thummar	44	7878787878	parththummar70433@gmail.com	2022-06-15 12:49:45	🗑
2		Stuart	Cope	44	07464540128	stuart@yellowpanther.co.uk	2022-06-15 14:53:27	🗑
3		Alistair	Hollis	44	07765050408	alistair.hollis@bowlsengland.com	2022-06-15 20:27:49	🗑
4		Test	Tester	44	7727727756	test@yp.co.uk	2022-06-21 10:53:04	🗑

Showing 1 - 4 of 4 Record

Sidebar

- Dashboard
- Club
- Club Contacts
- Pricing Payment
- Availability
- Update Password
- Log Out

Customer Support

If you can't find an answer below, contact us as playbowls@bowlsengland.com

FAQs

Terms & Conditions
Privacy Policy
Terms of Service

CLUB CONTACTS

To ensure that more than one person can help to manage Play Bowls, the "club contacts" tab was developed to create log ins for users within your club who might want to upload and manage availability for booking sessions. Only club admins will be able to edit payment details, pricing, and club details, but your club contacts can host Play Bowls sessions and manage the timing of these sessions themselves.

To create a club contact, click the "add new" button in the top right to open the club contact pop up, where you can input all necessary information. When you create a new club contact you input their email address and manually create an initial password which you can provide them with to log into the dashboard. Once your club contact has logged in, they are able to change their password to maintain their security. If you select "allow this contact to edit your club details", then this user will be able to make changes to the content of your club page, as well as upload availability.
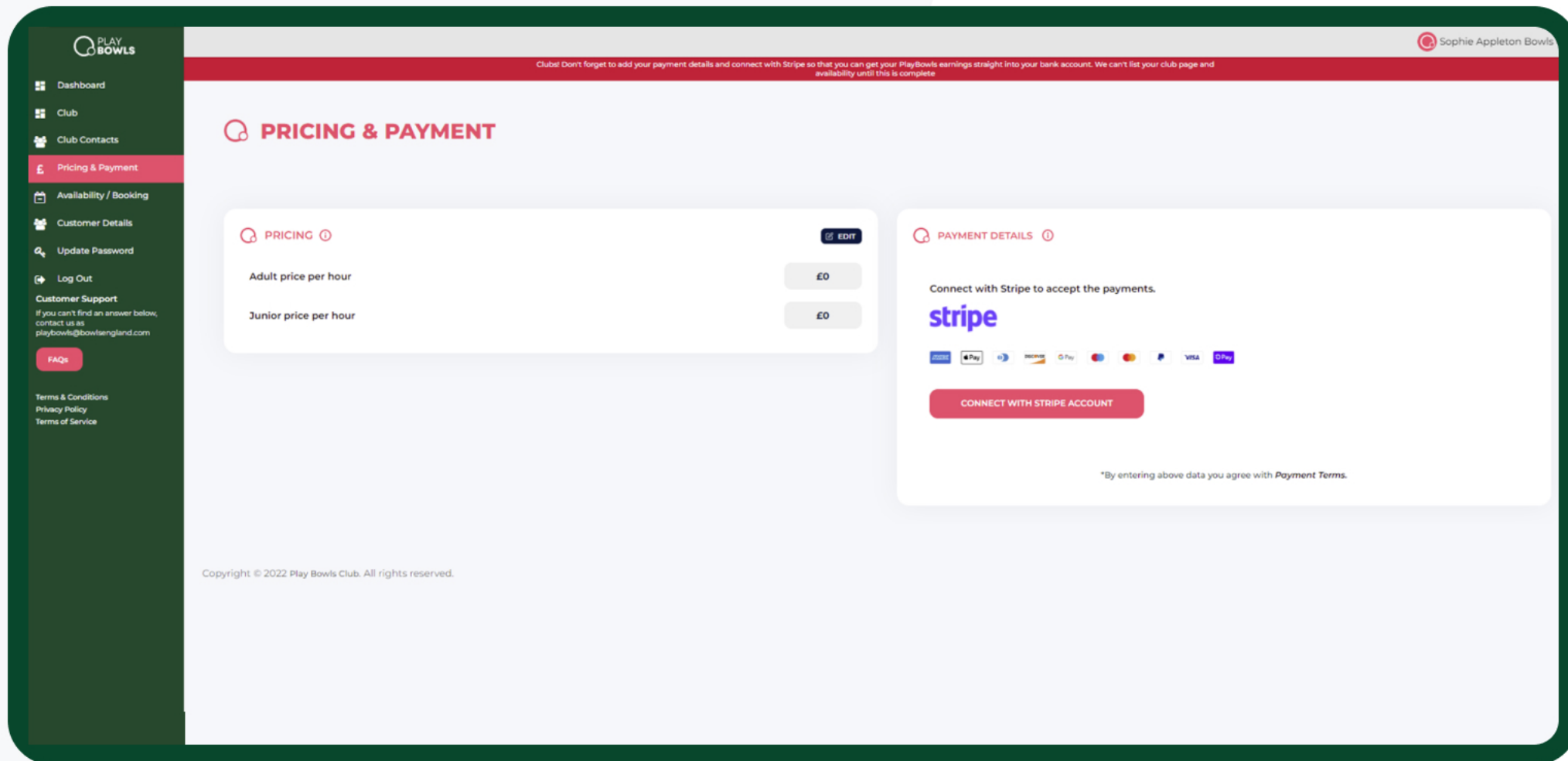
PRICING & PAYMENT

The pricing and payment section is where you can set the prices for adult and junior bowlers and input the bank details that you want your Play Bowls payments to go into. This section is only available to the club admin for security. It is very important that you input your pricing and add your payment details to Stripe, so that the money you earn from Play Bowls can go straight to your club. Until this section is complete, no customers will be able to see your club page as they would not be able to pay for their session – which is outlined in the red bar at the top of the screen.
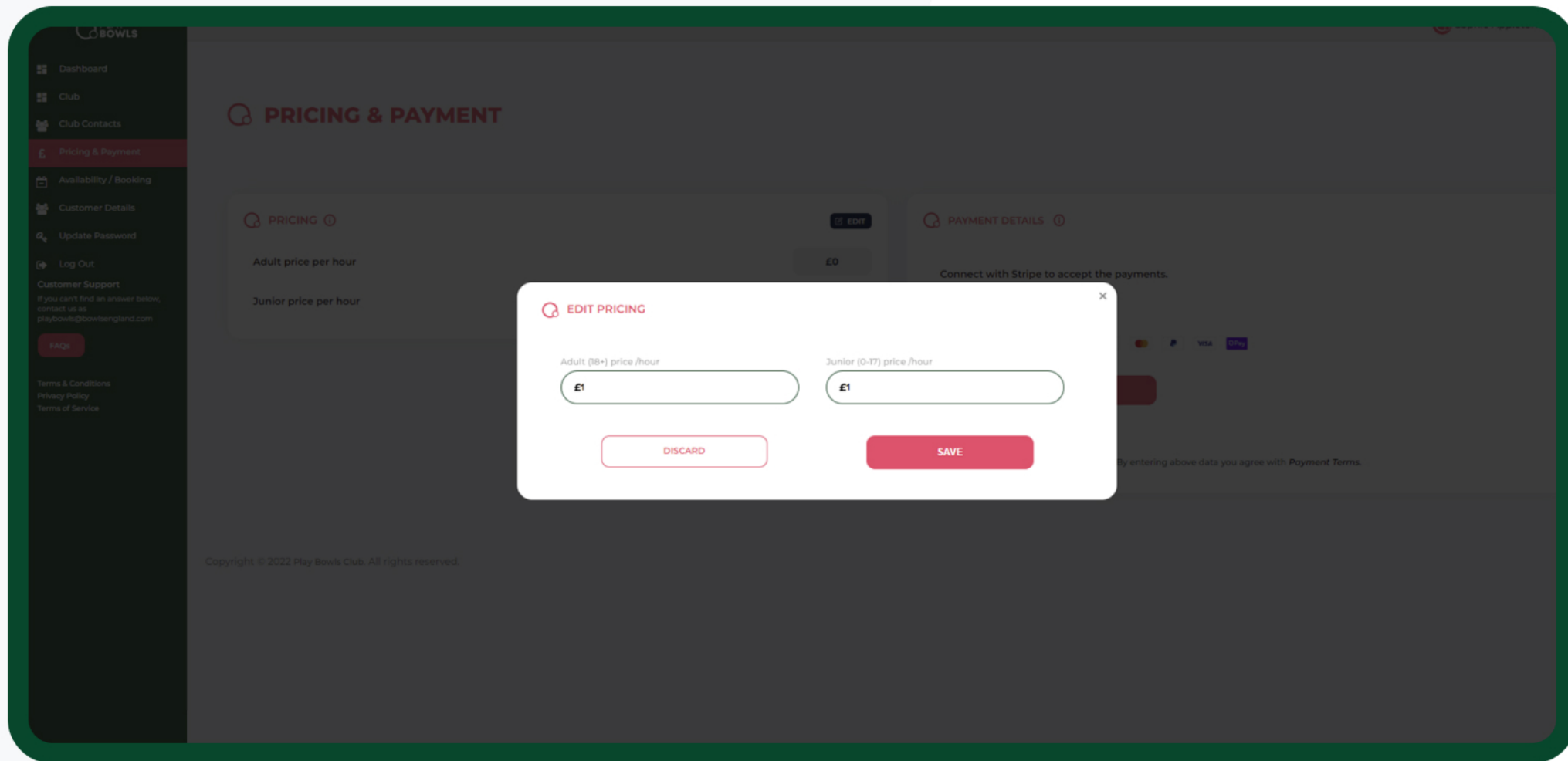
The pricing of your sessions can change as and when you see fit, but a minimum of £1 must be charged per session. Editing your pricing is as simple as clicking the edit button to open the pop up, and then typing the amount you require per session into each of the two categories: adult and junior, before pressing save.
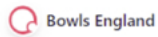
Bowls England

Bowls England partners with Stripe for secure payments and financial services.

Get paid by Bowls England

Fill out a few details so you can start getting paid.

Mobile number

| GB ⇕ | +44 | 121 234 5678 |

We'll text this number to verify your account. Message and data rates may apply. By continuing, you agree to our **Terms of Service** and **Privacy Policy**.

Email

me@example.com

We'll email you with important updates.

Continue →

Powered by **stripe** ⓘ

Contact

English (GB) ⇕

To add your payment details, once you click on "CONNECT WITH STRIPE ACCOUNT" you will be taken to a new tab on your browser to input your payment details directly into Stripe. This ensures for safety and compliance with GDPR regulations that your details are safely stored in one location. On the first step you simply input the mobile number and email address you would like to be used for access to Stripe.
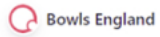
Bowls England

Bowls England partners with Stripe for secure payments and financial services.
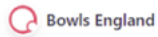
Enter the verification code we sent to your phone

↻ Resend code

Powered by **stripe** ⓘ

Contact

English (GB) ⌄

After clicking continue, an email verification code will be sent to the mobile number that you entered in the previous screen. Once you receive the text with your 6-digit code you can input it into the boxes, and if correct you will automatically progress to the next screen.

On the next screen, you are then able to select your country and your type of business. If your club is a listed company, then you can select company and input all the relevant details for your club. If not, simply select Individual / Sole Trader to progress without inputting company information.

Bowls England

Bowls England partners with Stripe for secure payments and financial services.

Contact

English (GB) ⇕

Verify your personal details

Stripe collects this information to verify your identity and keep your account safe.

Legal name of person

First name

Last name

Date of birth

DD / MM / YYYY

Home address

United Kingdom

Address line 1

Address line 2

Town or City

Postal code

Continue →

On the next screen you can input your personal details. As mentioned earlier, the payment and pricing section is only visible and editable for club admins, and so here you would input the details of your club admin. If a personal bank account is being used, then it would be best to input the personal details of the owner of the bank account.
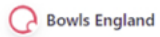
Bowls England

Bowls England partners with Stripe for secure payments and financial services.

Tell us more about your business

Stripe collects this information to better understand and serve your business.

Business website

https://example.com

No website? You can share an app store link, a business social media profile, or **add a product description instead.**

Continue →

Contact

English (GB) ⇕

On the next screen you are invited to input a business website URL, and on the right of the screen there is a hint from Stripe of the kind of things that you can input, including a social media profile or simply a description or the name of your club.
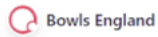
Bowls England

Bowls England partners with Stripe for secure payments and financial services.

Select an account for payouts

Earnings that you receive on Stripe will be sent to this account.

Currency

GBP - British Pound

Country of bank account

United Kingdom

Sort code

108800

Account number

00012345

Confirm account number

00012345

I, the account holder, am the only person required to authorise debits. By submitting a bank account, I authorise Stripe to transfer to and from this bank account through the Bankers' Automated Clearing Services (Bacs), protected by the Bacs direct debit guarantee, and confirm that I have read and agree to the Services Agreement, including the Bacs Direct Debit Instructions.

Save

Powered by **stripe** ⓘ

Contact

English (GB)

The final stage of Stripe activation is to input the bank account details that you want your Play Bowls earnings to be paid into. All that is required is a sort code and account number, and the first two data fields are automatically inputted for you. Clicking "SAVE" finalises the Stripe activation and takes you to a page where you can see all the information you have inputted. You do then have an opportunity to review your information, edit it if needed, and submit.

For the final step of the activation, you can read your information, click the edit icons to return and change any errors that you see, and finally click submit to go straight back to your Play Bowls CMS.
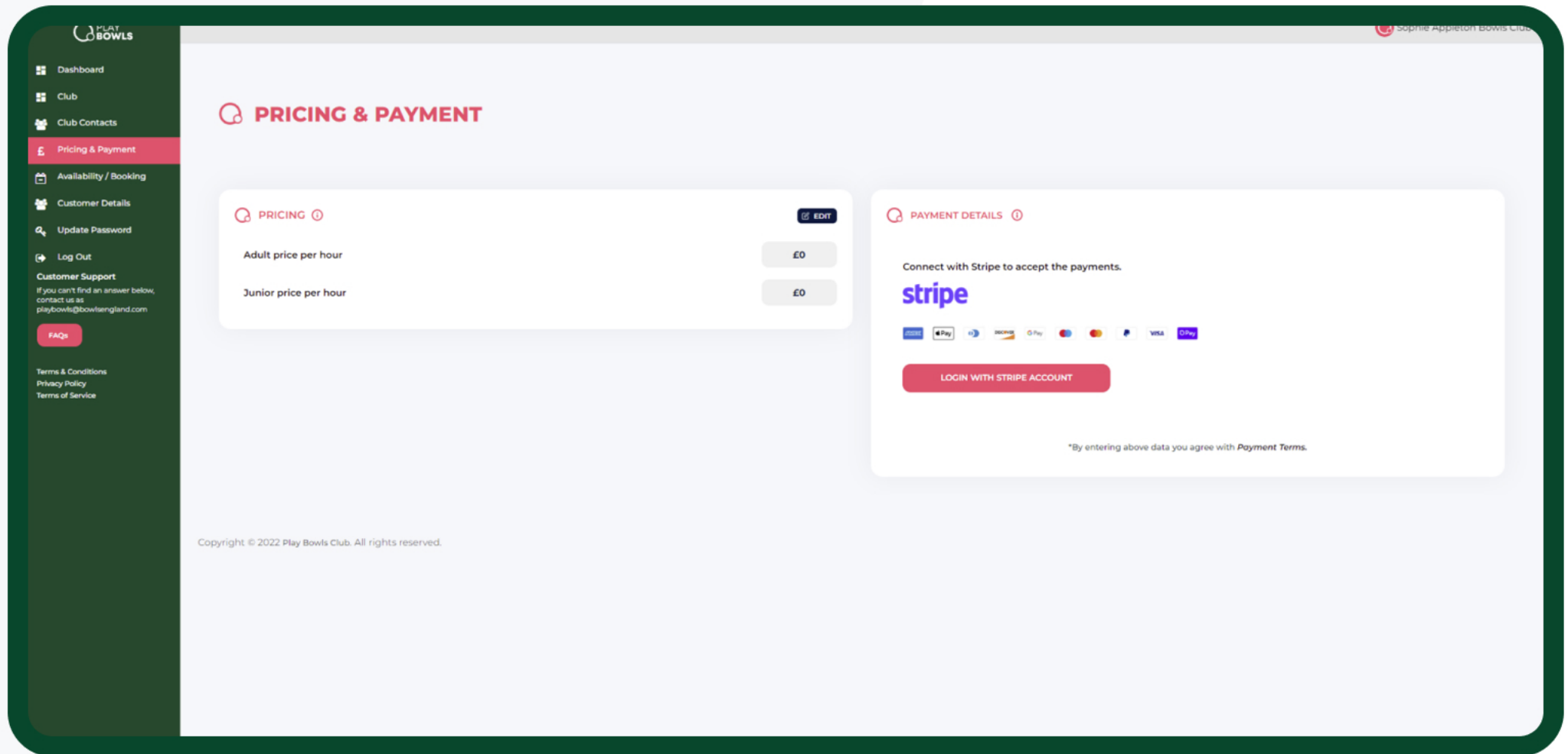
Once you return to the Play Bowls CMS you will see that the Payment Details button has changed to say, "LOGIN WITH STRIPE ACCOUNT". If any changes need to be made in the future to the details that were submitted, then you can use this button to go straight to Stripe and manage your account.
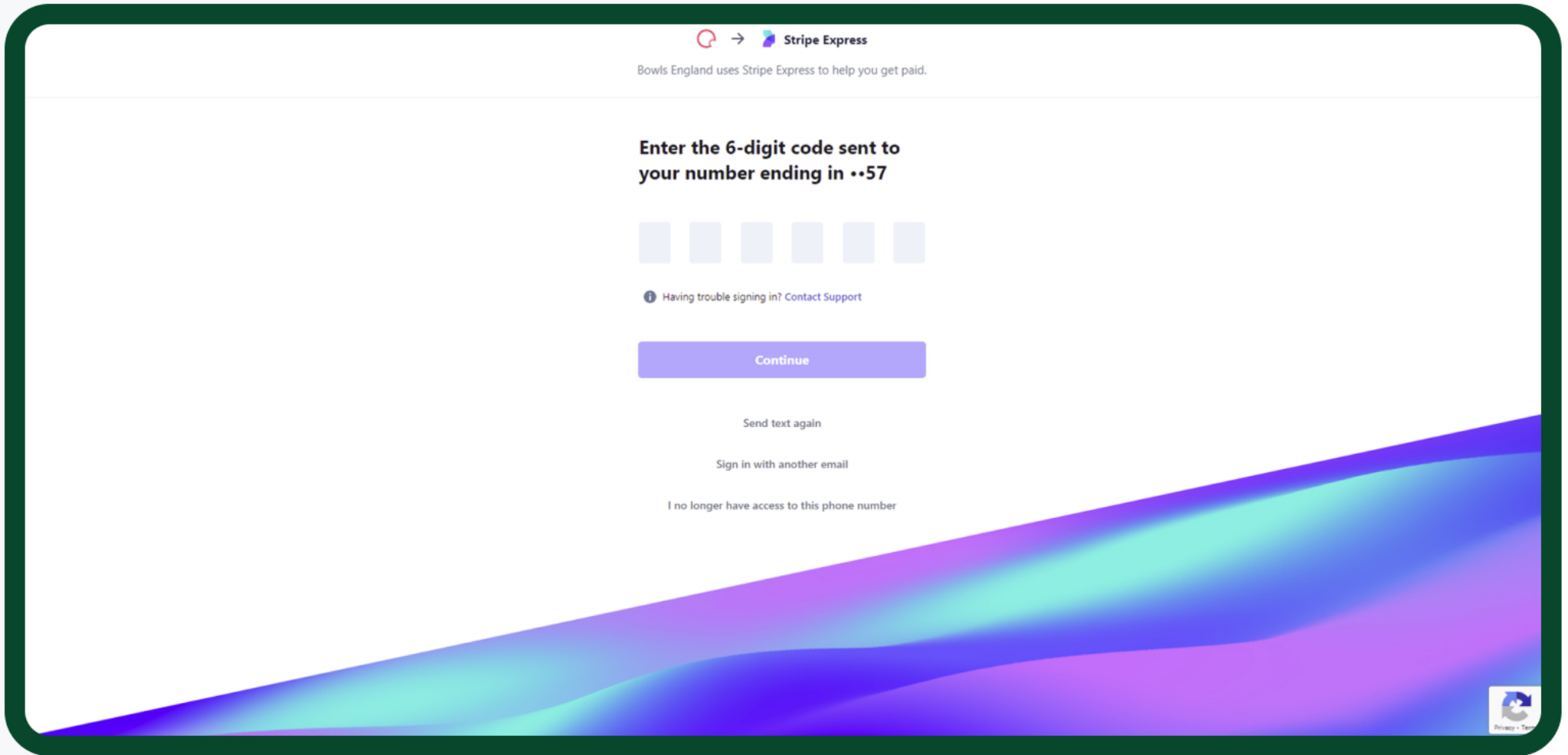
Once you click "LOGIN WITH STRIPE ACCOUNT" you are again taken to a new tab to access your Stripe details. The initial option for logging in is via an OTP, which is sent to the mobile number attached to the account. You can input the number sent to your mobile to progress, or you can select the options below to continue for other ways to access the account.

Once you are logged into Stripe, you are then able to edit details and utilise some of the analytics that Stripe offers as part of their service.

AVAILABILITY / BOOKING CALENDAR

The availability calendar is the place that you can list all the availability you have to host guests to Play Bowls. These slots are what customers will see on the user side of the website, which they will be able to book and pay for. The number of columns is directly impacted by the number of rinks you entered in your "green details", so that the calendar is tailored to suit your clubs needs. You can switch between a day and week view by selecting the toggle to shift the view, and can move through the dates by using the arrows in the top left corner. Pink Play Bowls icons indicate availability slots, and green ticks indicate slots that have since been booked by Play Bowls bowlers.

If you select one of the pink play bowls icons on the calendar, a pop up opens that shows you the details of that slot. This pop up tells you the details of the club contact who added the availability, when the slot is, whether it is recurring, the rink number, how many bowlers can be booked onto the rink, and the facilities that are available at the time of this slot. The club admin, and the club contact who added the slot are able to remove the slot by pressing the bin icon, and to edit the slot by pressing the paint brush icon.
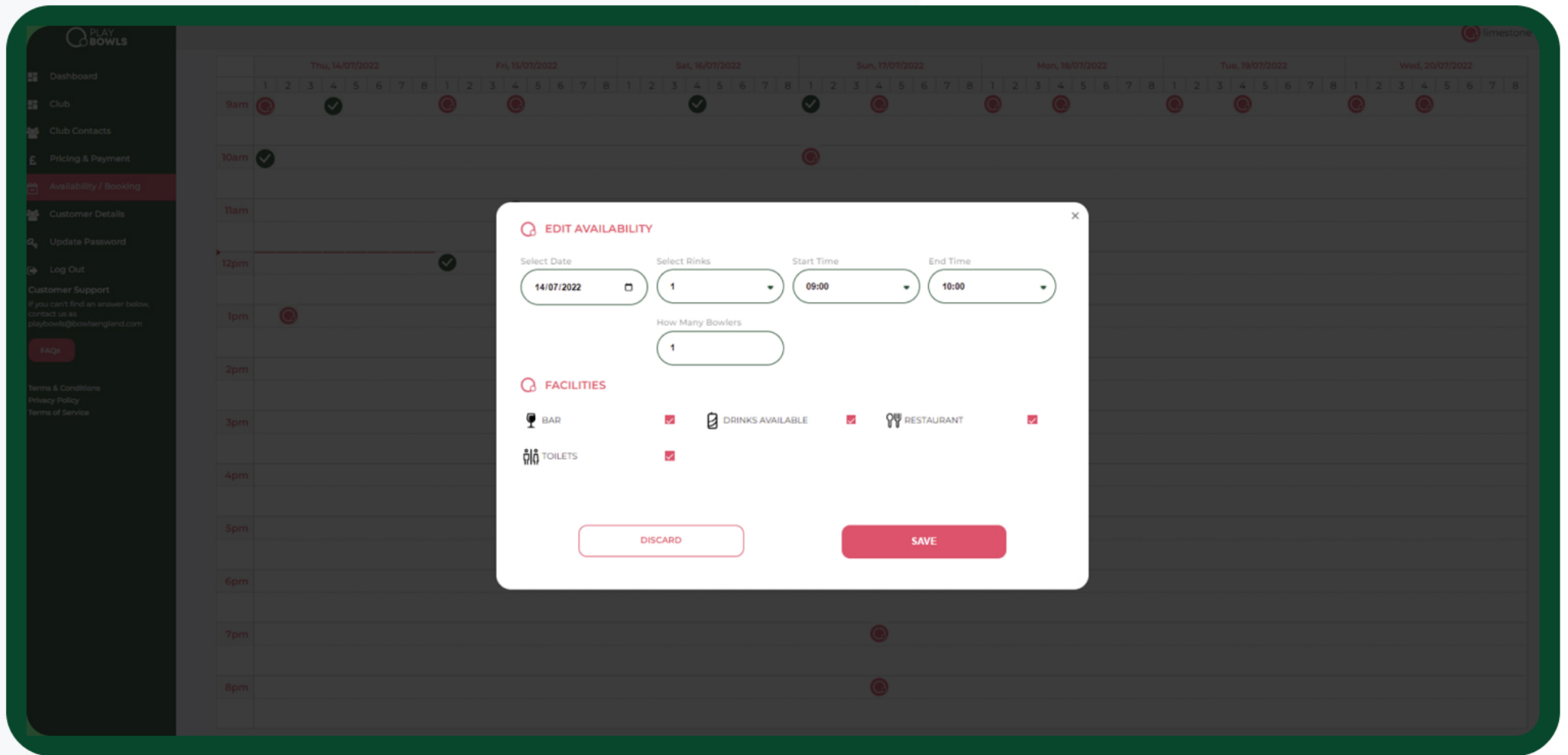
When you Click on the paint brush for an availability slot, the pop-up changes to allow you to edit the slot so that you can adjust the date, time, rink number, number of bowlers, and the facilities available. This will help busy clubs to manage changes in their calendar quickly and efficiently.
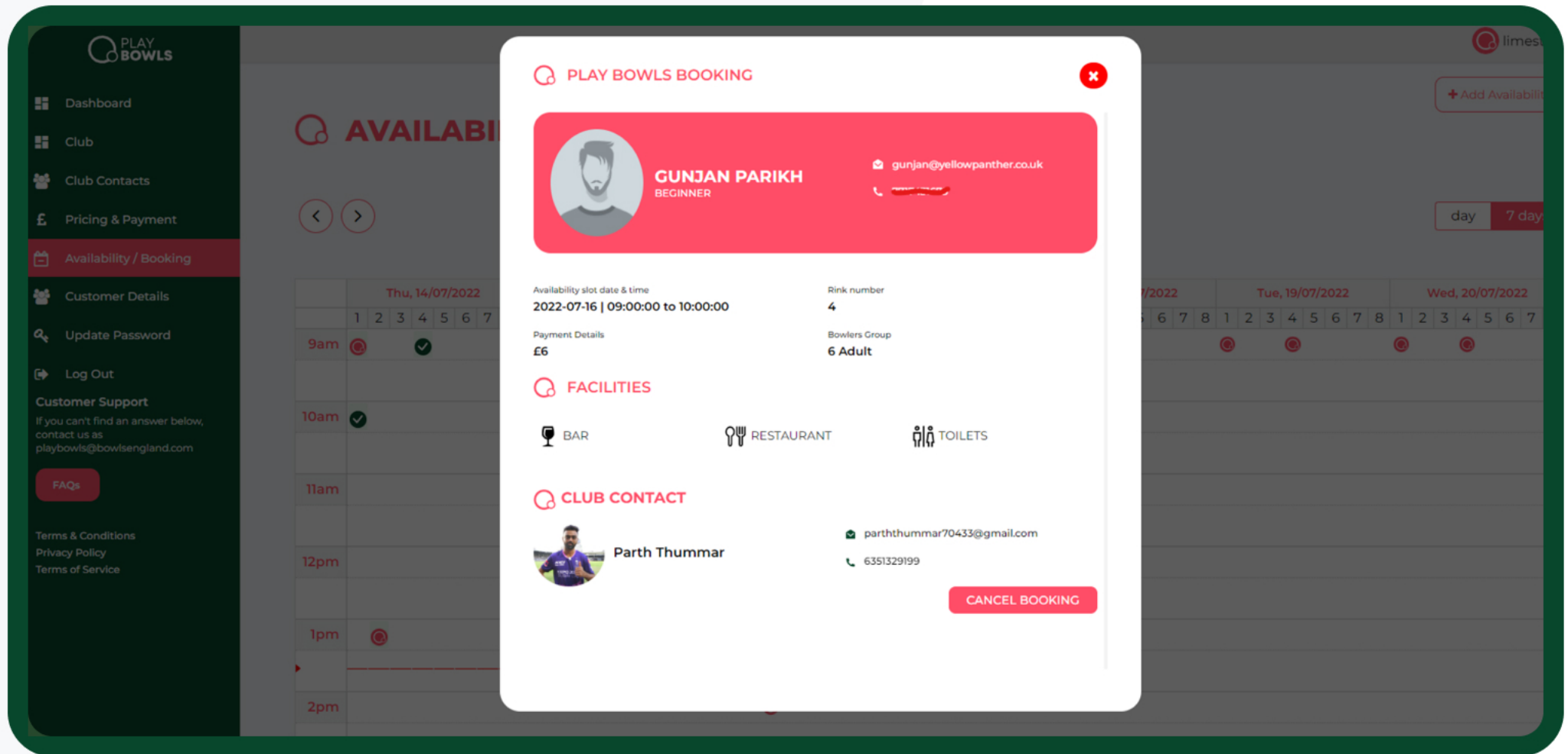
If you select one of the green tick icons on the calendar, a pop up opens that shows you the details of the Play Bowls booking. This pop up tells you the details of the customer that has booked the session, including their name, bowls experience, email, and telephone number. Then you can see the session information, including the date and time of the booking, the rink number, the amount paid for the session, the number of bowlers that will be attending (as well as their age group), the facilities that are available at the time of the booking, and the club contact that listed this booking.¬ To cancel a booking, simply click the button in the bottom right corner of the pop up, which will provide the bowler with a voucher to attend your club again. 24 hours before the booking this button will disappear, in line with Bowls England's cancellation policy.
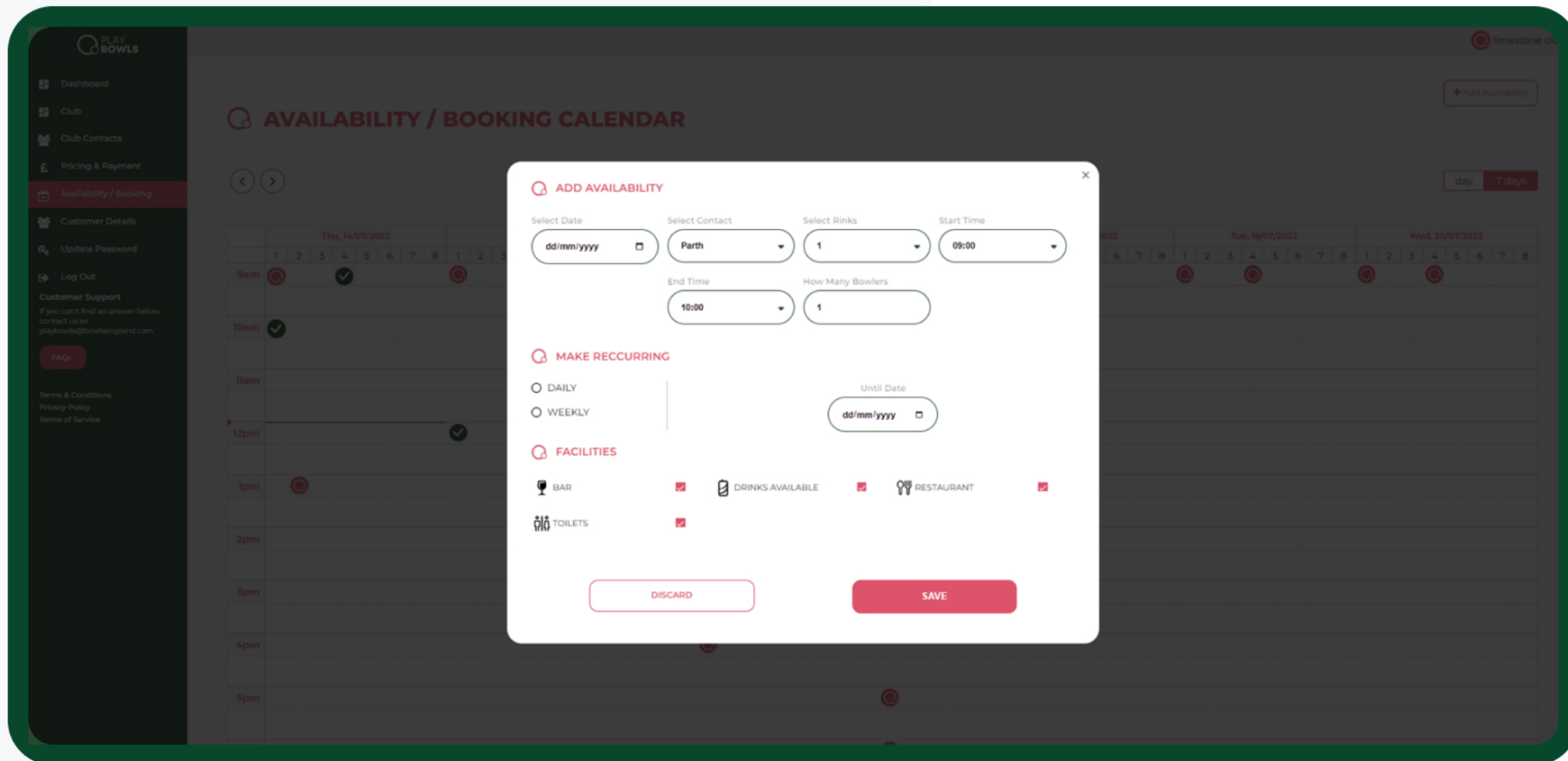
To create an availability slot, select "add availability" to open a pop up where you can select the date that you are available, the rink number, the start and end time, and how many bowlers can attend the session. You can make this recur daily or monthly to save time manually adding slots, and if you select "daily" this slot will then repeat at the same time, on the same rink, every day, until the date that you specify in the "until" entry field. Finally, all of the facilities listed for your club are automatically selected at the bottom of the pop up, and if any aren't available for a specific availability slot then you simply click the tick box to deselect them, so that they are not present in the booking information given to the customer. Once you are happy you can click "save", and the availability slots will populate your availability calendar.
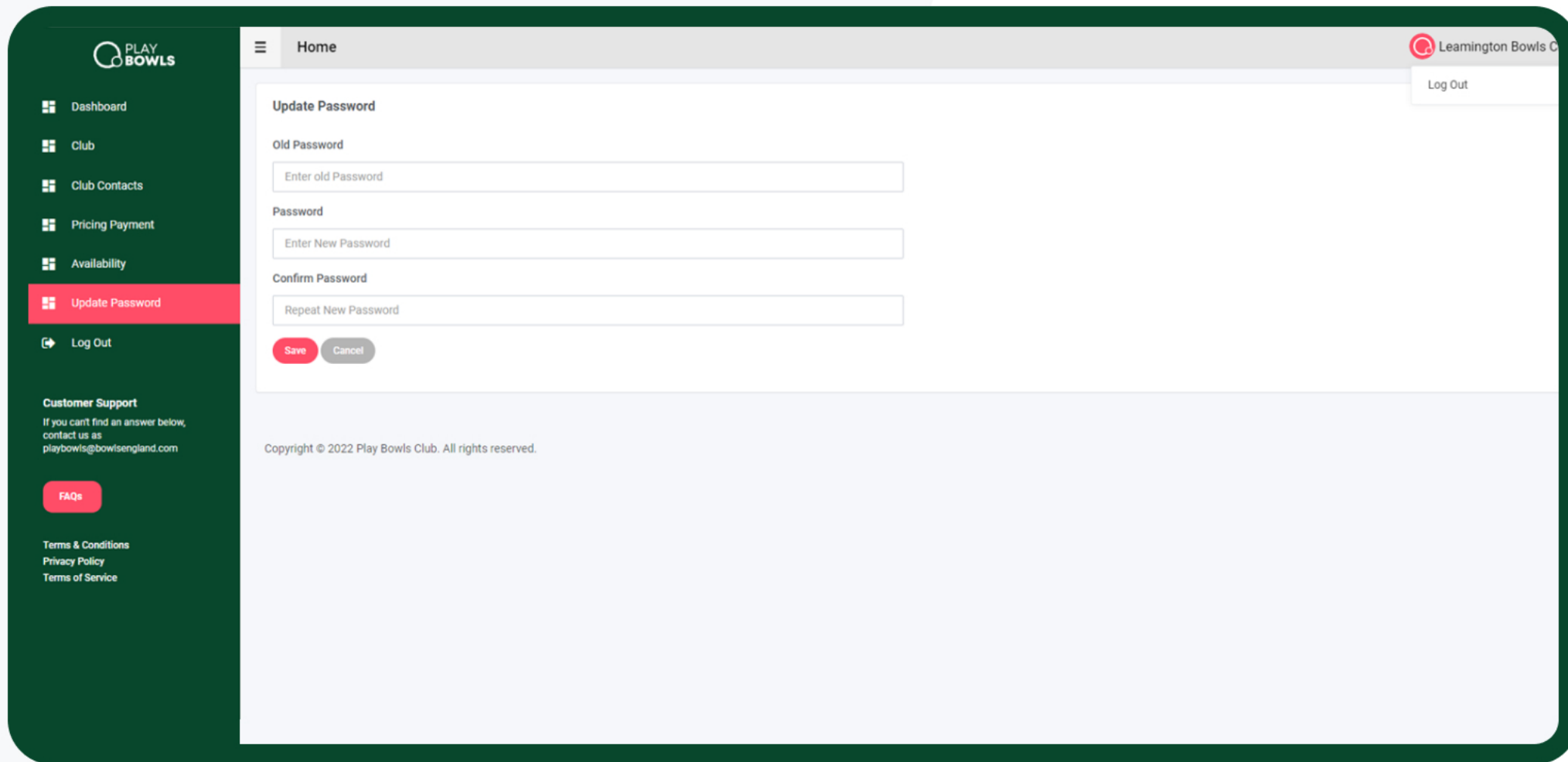
UPDATE PASSWORD

To update the password for your admin account, you can do so by inputting your old password, and then submitting and confirming a new one. If you have kept your account logged in on your desktop and are concerned that you can't remember it, best practice would be to log out of the account, and follow the forgotten password steps to reset it.

https://play-bowls.com/PlayBowlsClub/clubcontactadmin/
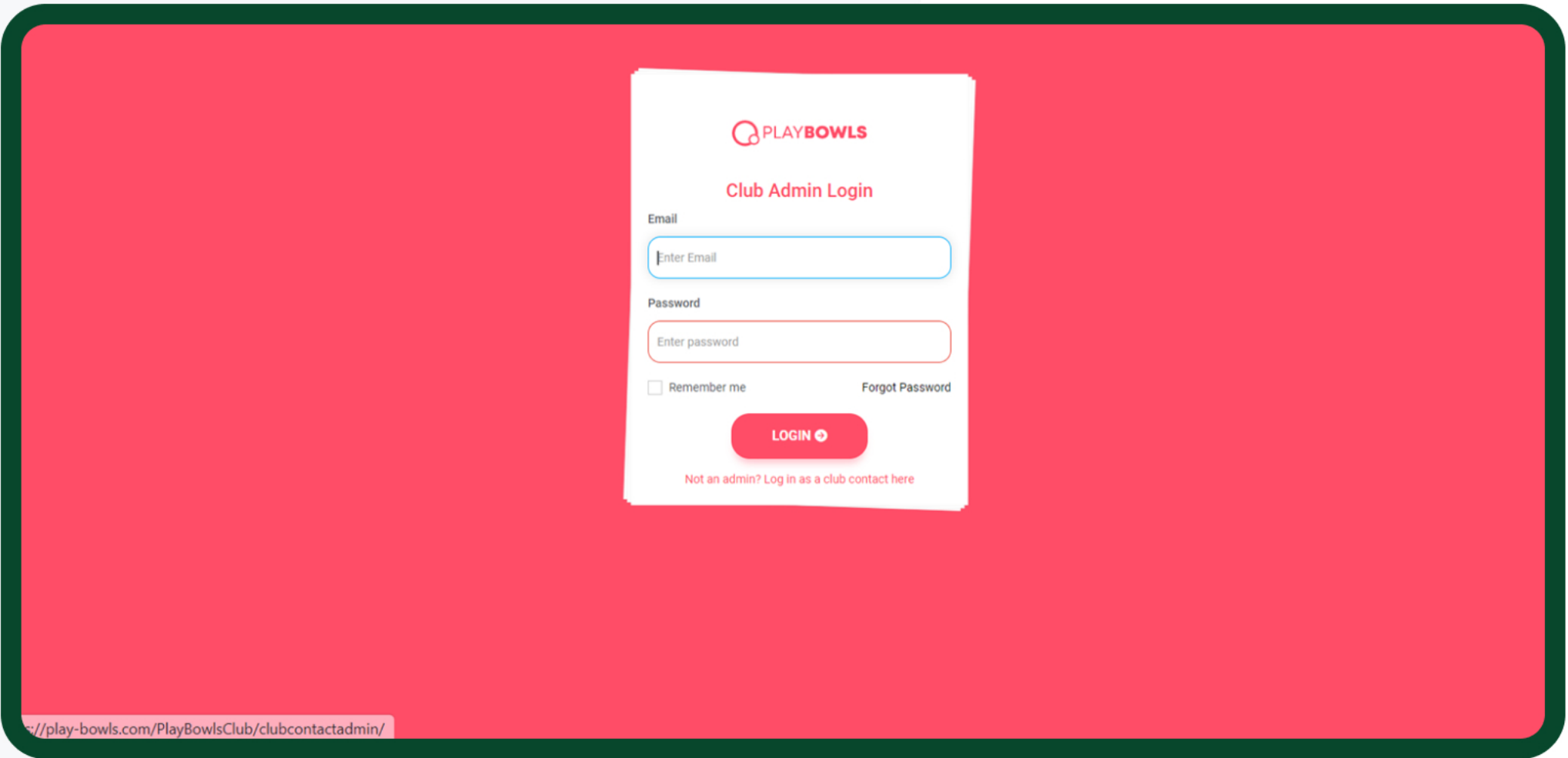
LOGGING IN AS A CLUB CONTACT

When you add a club contact in the club admin dashboard, you create an account for them by inputting an email address and manually creating a password for them. If you share these credentials with your club contact, they can log into their dashboard by following the steps outlined in the next few pages. They need to begin on the club admin log in page, which they reach via the top right button on the home page.

Then, as they are not a club admin, your club contacts need to press the button below LOGIN that states, "Not an admin? Log in as a club contact here."
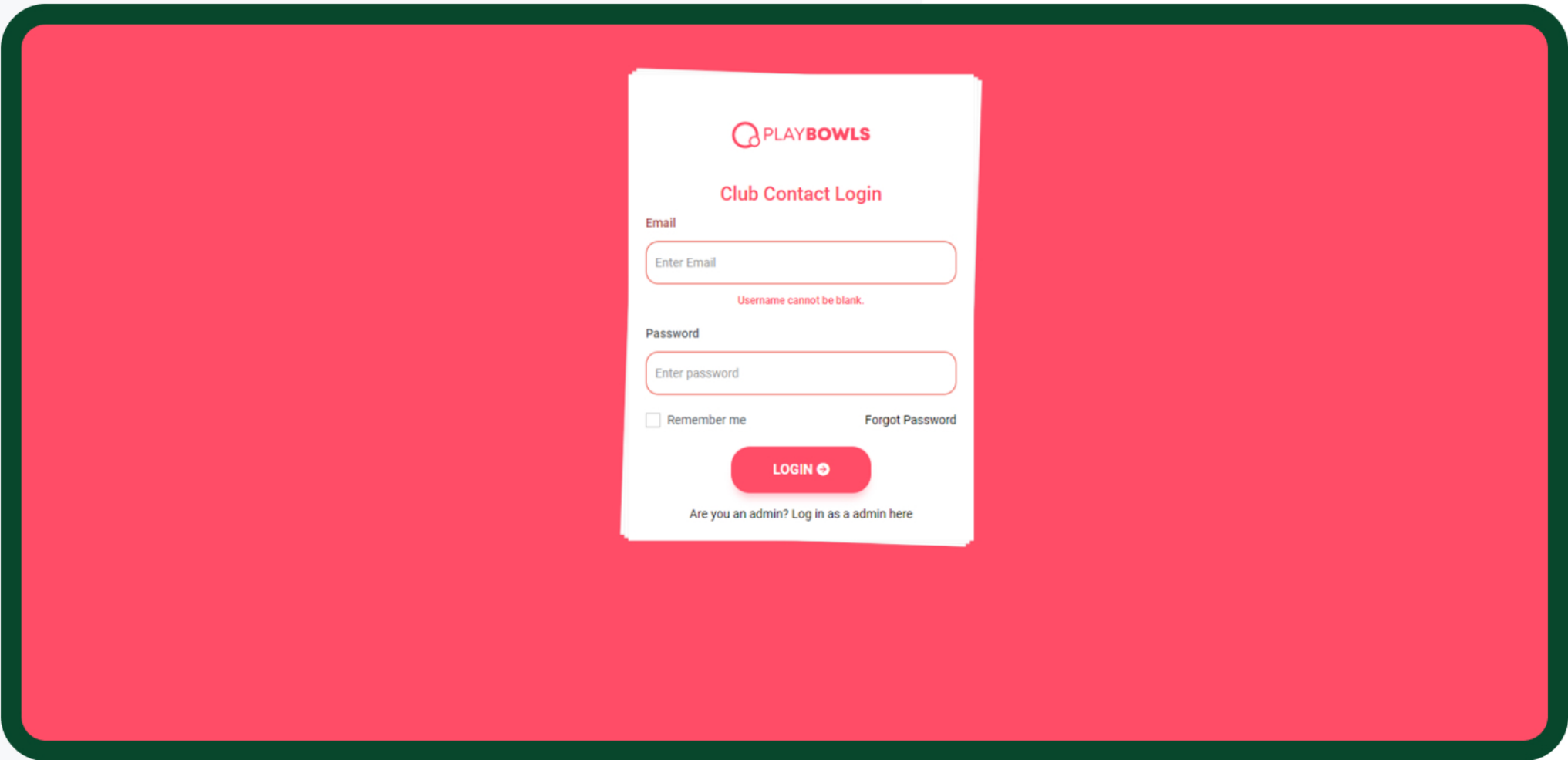
The new appropriate log in page will now display on the screen, with the title "Club Contact Login". From here they can input the email address and password that they were supplied with by the club admin and access their dashboard.

PLAY BOWLS

Availability

Update Password

Log Out

Customer Support
If you can't find an answer below, contact us as playbowls@bowlsengland.com

FAQs

Terms & Conditions
Privacy Policy
Terms of Service

Sop

Update Password

Old Password

Enter old Password

Password

Enter New Password

Confirm Password

Repeat New Password

Save Cancel
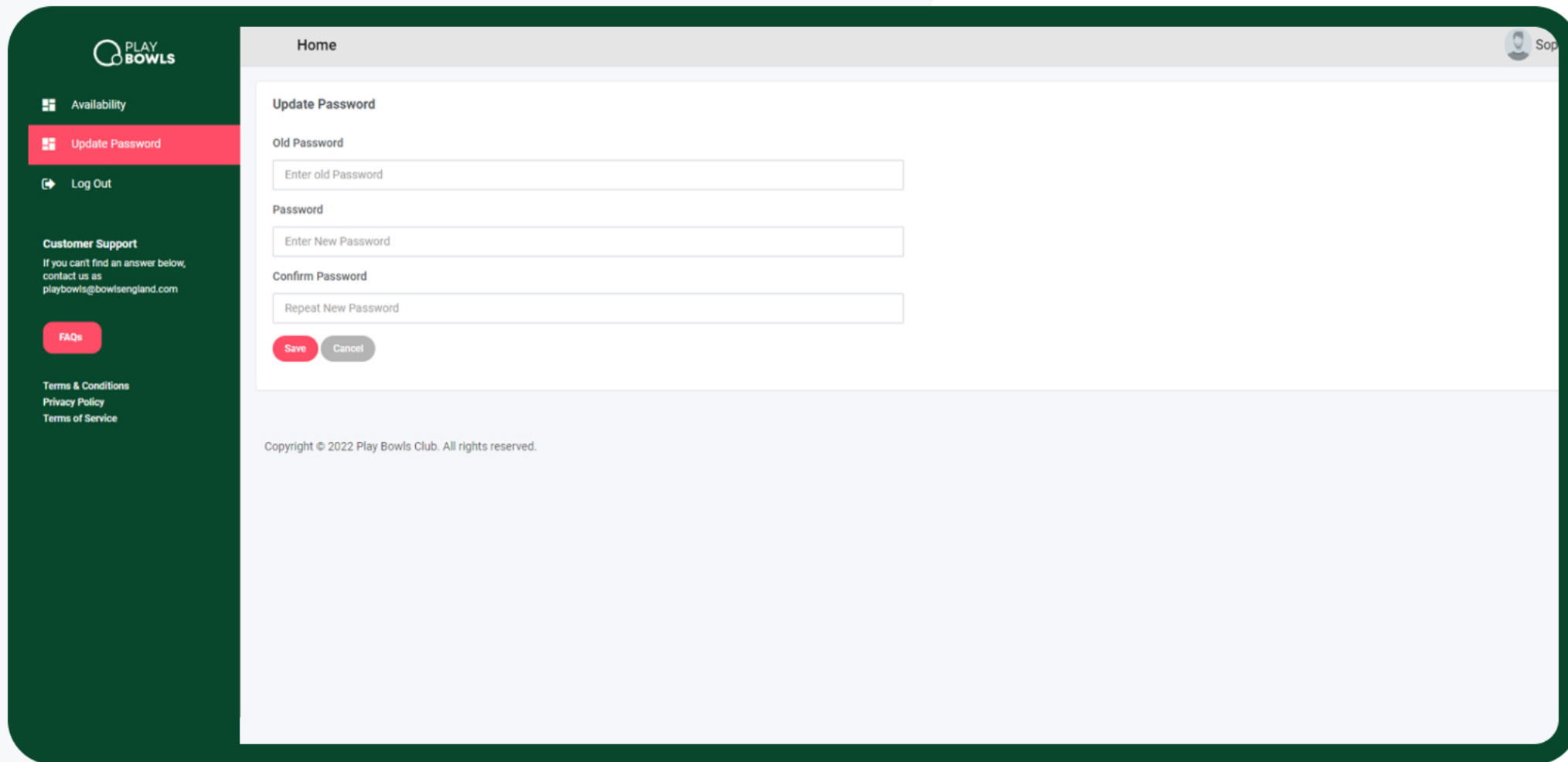
The first thing a club contact should do is navigate to the "update password" section on the left-hand side, so that they can change their password to make sure their account is secure. They can input the temporary password supplied by their club admin and then input and confirm a new private password that they can use going forward, before pressing save. The club contact availability sections works the same way as it does for club admins, but there are noticeable segments missing including club details, pricing and payments, as contacts do not have the rights to edit these sections.