

Getting the most out of ResultsVault:

A guide for associations to maximize efficiency and return on investment by using ResultsVault



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Introduction

ResultsVault is a sophisticated web based software application, and there can be little doubt that it provides the richest and most flexible toolset of any web-based administration system for cricket. However, in the same way as most people only use a fraction of the functionality of a complex product such as Microsoft Word, some clubs and associations only use a fraction of the ResultsVault features available.

This whitepaper aims to provide guidelines to enable a cricket association to use ResultsVault to its fullest and thereby maximize time savings and efficiency.

Warning: Not all competition management systems are the same...

Whilst many vendors claim to offer 'competition' and/or 'participant' management systems, many are sports generic systems that merely provide simple fixtures and results management. A Competition Management System should be just that: a system that assists in the management of all or a majority of processes required to run an effective competition, from the top level down to the player. Additionally, it should be purpose built for your sport, provide workflow and communications functionality, be easy to use, and be able to flexibly support the wide variety of rules in place in different competitions.

Inadequate or badly designed systems can end up making the administration of your sport more inefficient and end up costing you more money – even those that are offered for 'free'.

A competition management system should **not** force your association to change its rules or methods to comply with the system and should be flexible enough cater for all situations. A good system should support the requirements of a competition, not dictate them.



Aims

The following are some aims that are worth considering for your association. Not all aims will suit all associations, and some may feel more comfortable easing into the changes. Using ResultsVault, it is possible to run an association with a minimum reliance on paper based systems, with minimal data duplication.

1. To eliminate all 'paper-based' forms from all aspects of the competition management process, and consequently to reduce or eliminate the need for printing of hard copy documents.

Fixtures can become out of date as soon as they are printed and lend themselves well to an online approach. Data that is collected from forms (e.g. team sheets, match reports, umpires reports) is often 'double-handled' in that the information is recorded, and often transcribed or summarised elsewhere (eg into a spreadsheet). Significant costs can be saved by reducing or eliminating printing requirements.

2. To use electronic means, wherever possible, to communicate with stakeholders of the competition.

Email is an extremely efficient method of communication, and can reduce the need to have regular face-to-face meetings with clubs, saving time all around. Email is also virtually zero cost, and increased use over other approaches such as physical mail, telephone or fax can also save funds. SMS communication is especially effective when communicating short messages to a mobile audience.

3. To eliminate all double handling and double entry of information. Information to be entered once, used often. Clubs not to be required to submit the same information more than once.

Volunteers are increasingly time-poor, and become frustrated with inefficient practices and systems. For example, requiring a club to phone match scores, enter the results into a management system, and then mail in a hard copy form essentially requires submission of the same information three times. Where double handling occurs, question the need for each extra submission of information. Is there a real need, or is it just the way things have always been done?

4. To have a rich set of information for timely distribution to stakeholders – either 'pushed' (e.g. via email) or 'pulled' (e.g. via a website).

More and more, people are expecting fast access to information, and systems must cater for this. There are a huge number of 'stakeholders' of an association – consider the relatives of a junior cricketer attempting to follow his/her progress. Web based management systems are well placed in this regard. Being able to quickly communicate is also important – for example, an association may have a need to quickly contact clubs in cases of a sudden weather change, and an SMS based solution would prove invaluable in this instance.



5. To run competitions where volunteers are keen to participate, because they know that they have the right tools to help them do their job in a minimum amount of time.

Volunteer retention is a major problem facing clubs and associations. Volunteers are less likely to want to get involved if they feel their time is wasted by not having the right tools to help them get the job done. For example, whereas ten years ago an association volunteer would have expected spending several hours each week calculating ladders. Expectations are likely to be different now, and a prospective volunteer may question assisting an association who does not see the need to invest in adequate system support.

6. To identify clear roles and responsibilities for information update, review and publication, but to share the workload as much as possible.

Sharing the workload not only means time savings for each volunteer each week, but less reliance on a single person should they not be available, or should they leave the association.

7. To run competitions in a cost effective manner, taking into consideration not only tangible upfront costs, but also intangibles such as volunteer time at all levels.

When considering a competition management system, consideration should be given to more than just its upfront costs (if any). The association should consider the value the system brings to general 'health' of the competition as a whole, including satisfaction levels of clubs and volunteers. The association should also consider the real savings in things such as printing, phone, and postage. Like most things in life, items or services that appear cheap on the surface are usually that way for a reason. ResultsVault provides *real* ways to reduce or eliminate costs in all these areas as is discussed in this whitepaper.



Stakeholders

It is important to consider all stakeholders, which need to be supported by a competition management system:

Stakeholder	How they can benefit from ResultsVault
Association executive	Being able to run an efficient, cost effective competition, thus gaining the confidence of member clubs, and volunteers.
Clubs	Minimal requirements on club volunteers for data entry and submission, virtual elimination of inefficient practices involving paper based systems. A rich source of information available relating to match results and statistics. Ability to use web site to generate extra revenue via Fantasy League and advertising due to high traffic rates on web sites. Efficient communication with players and contacts.
Players	Ability to instantaneously gain information about performance for own benefit, or for friends, family or supporters to see. Ability to communicate with teammates.
Umpires	Ability to access information about rostered matches, and about their performance. Electronic report submission reduces the need for paperwork.
Media	Associations provide media summaries in a timely fashion, and in a consistent format with no transcription or re-keying errors.
Supporters	Can access information about their team's performance no matter where they might be throughout the world.
Coaches	Can use statistical reports as a guide for further coaching – e.g. a batsman who gets out LBW often.
Sponsors	Association and clubs can offer sponsors more via web sites with high amount of traffic.
Talent spotters	Can easily look for up and coming talent, especially in junior grades. Use outstanding performances to assist in talent spotting.



ResultsVault Recommendations for Associations

The following are recommendations about specific areas of ResultsVault where we feel associations will get real value. They are not meant to be an exhaustive list of the features of ResultsVault, please refer to www.resultsvault.com for a full features list.

Use a distributed data entry approach

This just means to share the workload wherever possible. Clubs should take responsibility for keeping their own player list up to date, and for weekly data entry. Although we have seen examples of associations entering all results on behalf of clubs, this does not typically work well, and is usually not sustainable in any but small competitions.

Even within the association, tasks can be split between any number of users – each with their own login to the system. For example, one user can have responsibility for match results management, another for umpire management, and so on. It is important to create extra logins for each user, as sharing logins and passwords makes is undesirable from a security point of view, and makes it difficult to audit who has done what within the system.

Why is sharing logins and passwords a bad idea?

We strongly discourage the creation of 'generic' logins that are shared between users. Not only does this make system auditing (i.e. telling who did what, and when) difficult, it goes against one of the fundamental principles of system security. There are numerous examples in the IT world of disgruntled ex-employees causing havoc within systems that they still have access to. By having separate logins for each user, it makes the job of disabling old logins easy – without affecting other users.

Associations – Monitor not collate

Using ResultsVault to its fullest will change the role of association administrators from one of collecting and collating information to more of a monitoring role. The ResultsVault system provides all the tools and reports required for administrators to know exactly what has been entered and more importantly what still needs to be entered.

The role of the administrator should then be making sure member clubs are complying with their requirements knowing that all the data entry and collating of information is being done for them.

The depth of information available in the system allows for a more informed decision making process and the ability to do things like recognise great on field performances and upcoming milestones.



Require full scorecard entry and set a deadline

As the match score entry (i.e. the total scores for each innings) is separate from the player scores entry (individual player batting, bowling and fielding) within ResultsVault, associations can essentially choose how much data is input by the clubs on a weekly basis. While some associations make the entry of the full scorecard optional, many benefits are realised by making full scorecard entry mandatory:

- Clubs have access to a much wider range of statistical reports – averages, highest scores etc
- Clubs can run Fantasy League competitions (potential fund raiser)
- Statistical reports have much greater meaning at the association level if all clubs participate in full player score entry
- Richer media reports information – associations are able to extract match highlights (50s, 5 wickets etc)
- There will be a much greater interest in the site due to the richness of information – more traffic etc

Entry of the full scorecard takes about 5 minutes per team. Most clubs assign this task to team captains, so from a time perspective this is not onerous. All clubs that we have come across have at least one member who has Internet access (and in most cases the vast majority of members have access either at home, or at work, or both). These two factors make it entirely plausible to require full scorecard entry, and in virtually all cases we have found that any initial opposition to this by the clubs quickly disappears when the full benefits become apparent.

We recommend that the overall match score be required by a certain time, and to allow some flexibility in the entry of the player scores. It is possible to set the time by which match scores must be entered within ResultsVault, and to then generate a report of late score entries.

Don't underestimate the interest generated by rich results and statistics

The best way to build participation in your system is to be able to provide pay back for the time required by clubs to use the system. An interesting trend that we have seen over the years is traffic levels on the ResultsVault site after a match have shifted from a Monday peak, back to Sunday, and in some cases, Saturday night peaks. This means that clubs are actually more interested in getting information on line earlier, so that players and supporters can view this information over the weekend.

In many cases, the driving force to enter accurate and timely results comes from the players themselves, who demand that their club representatives enter information early so as they can access the rich array of statistical and match reports. This is very important from an association point of view – the drive for the clubs to enter information into the system should come from them wanting to do it rather than from the fact that their associations require them to do it.

However, there are plenty of systems in use today that we can hold up as examples for the opposite effect – systems that offer a bad user experience, or a lack of information, that actually costs the association more time than by having no system at all, due to the need to constantly chase up late entries, and issue and collect fines. As is the case in the general IT world, users tend to avoid badly designed systems.



Use the match confirmation/dispute resolution process

ResultsVault has a sophisticated match confirmation process built in to assist in the entry of match results by clubs. Essentially, one club enters the result, and the other club confirms or disputes the result. The best way to set this up has been found to be:

- Either club enters the result (i.e. first club in). This is better than alternatives such as 'home team enters result', as neither club has to wait for the other to enter a result before confirming the result.
- The other club confirms the result. If a simple error has been made in score entry, the confirming club should attempt to contact the entering club to rectify. Results should only be disputed in case of an actual dispute about the result.

Confirmed results can then be made official by the association (these can be done for each grade as a batch in one step). A disputed result triggers an email based workflow process where each club, and the association are notified of the outcomes, up until the time the association resolves the dispute.

The match confirmation process can save considerable time for associations, and ensures that accurate results are entered into ResultsVault.

Introducing the *Review Results* screen

The Review Results screen is potentially one of the most useful for an association administrator. This screen gives a summary of the scores, best performances, and match points awarded for each match in a grade. Ladder adjustments can easily be added to a match from this screen, and there are direct links to view or edit the match, or access detailed audit information about who changed what, and when. Matches can be 'locked' (i.e. made 'official') in bulk from this screen as well.

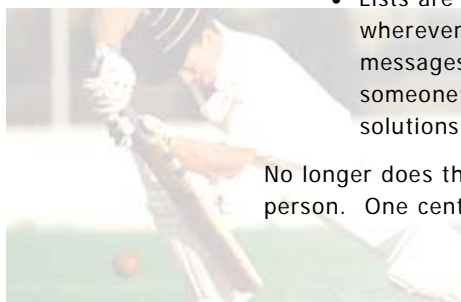
Use ResultsVault for communications

ResultsVault has a number of features built in to make communication much easier. While a certain level of face to face communications is desirable, most information can be sent out by email, and in some cases, SMS. We recommend that the need for regular meetings with club representatives be reviewed, and to have these more for discussion rather than purely information dissemination – there is little to be gained in getting clubs together merely to give out a series of handouts, which could have been emailed or viewed online.

Traditionally, sporting clubs and associations have struggled with keeping their contact lists up to date, and for multiple people to be able to share the contact lists. ResultsVault solves these problems by:

- Contact details of clubs and umpires are kept up to date by the clubs and umpires themselves. The association should encourage this practice – and a sample email is included in Appendix 1 which can be used as a reminder to do this
- Lists are available to any user who can log in to the association – and from wherever Internet access is possible. Association administrators can send messages from home or from work, as the contact lists are not stored on someone's PC and do not need to be distributed as is the cases with other solutions.

No longer does the master contact list need to reside and be maintained by one person. One centralised online list means easier maintenance and wider access.



Communication with clubs

ResultsVault allows each club to nominate one or more people (these can be either players or contacts of the club concerned) to receive communications from the association. The club can update this list as often as required, and contact details such as email and mobile phone number come direct from the player/contact record – as soon as they are updated, the association list is immediately up to date.

Associations can use the 'Email clubs' function to send a bulk email to all clubs, or individual clubs can be emailed from the 'Club maintenance control panel' page. Messages can be created as per a normal email, and one or more files can be attached to the message. This feature is useful for sending regular correspondence to clubs.

For urgent messages such as a last minute change of grounds, wet/hot weather decision etc, the 'SMS Clubs' feature can be effective, and can save enormous time (and some of the cost) when compared to the manual alternative of individually phoning clubs.

The time required to set up this system easily pays for itself, as any member of the association executive has access to an easy to use, accurate, club contact list.

Communication with umpires

In much the same way as for clubs communication, both emails and SMS messages can be sent in bulk to umpires. Once the association has created the umpire record, the umpire is able to create a special umpire login to ResultsVault, and maintain his/her contact details, as well as accessing a range of information about performance and allocation.

Communication with contacts

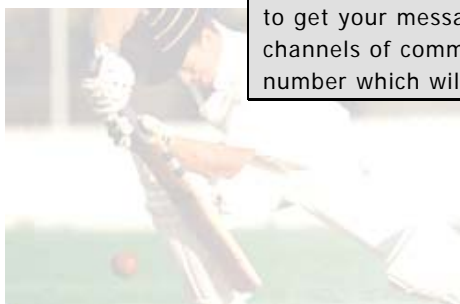
Contacts for an association may be members of the association executive, sponsors, other supporters etc. Email and SMS can be sent, and the association is entirely responsible for keeping the details of each contact up to date.

The key to effective communication

Communication between association and clubs, association and umpires and clubs and players is essential to running a sporting organisation and must occur in the most efficient and timely manner possible. The old problems of "who has the master contact" list and "who do I contact when my details change" are solved using a central repository for club, player, umpire and contact details.

In our experience those organisations still using local mailing lists are finding about 20% of information of them is inaccurate at any one time which means your message is not getting through. The key is being able to keep this information up to date, with ResultsVault the stakeholders maintain their own contact information and associations can have faith in the fact they are using the most up to date information available. People are more likely to keep information up to date if they only have to update it once and not in several different places when it changes.

Users also shouldn't be forced to visit a website or check a separate email account to get your message. Wherever possible use must be made of their current channels of communication i.e. their existing email address or mobile phone number which will ensure they check their messages in a timely manner.



Use umpire management and reporting features

Umpire allocation

ResultsVault's built in umpire allocation and assessment feature can dramatically reduce the time taken to manage umpires and assess their performance. Umpires can easily be allocated to matches via the 'Allocate Umpires' function, and all allocations can be displayed via the 'Umpire Allocation List'. Allocation of an entire grade takes no more than a few seconds, and this sets up the umpire display on the match scorecard, and for the reporting functions later on.

Captains report on umpires

Associations can set up a flexible report to be filled in by each participating club at the completion of a match regarding umpire performance and other general match related information. The report can include a large number of items, and the responses to each item can be chosen from a range of options – such as 'yes/no', numerical responses, or textual responses. For example, an item can be set up to gather each umpire's knowledge of LBW decisions, and each captain would choose from a range of responses, from 'very poor' to 'excellent'. In the general section, each captain could give feedback about the state of the pitch or the outfield. The report can be configured to the specific needs of the association, and can replace the paperwork that often needs to be filled out after the match, and then faxed/sent in to the association.

Items where numerical answers are received can give be averaged for each umpire to gauge performance and possible areas of improvement. For example, umpires who consistently receive a low mark in LBW decisions could be given further training in the LBW law and decision making. Umpire's assessments can be viewed match by match for a particular umpires, or compared with other umpires. Umpires can also log in and access certain information relating to their own performance.

Improving the feedback given to umpires can assist in raising the quality of umpiring, and help to retain umpires. More importantly being able to provide this feedback in a timely and efficient manner such as on the Monday morning following the match helps enormously.

Umpires report on match

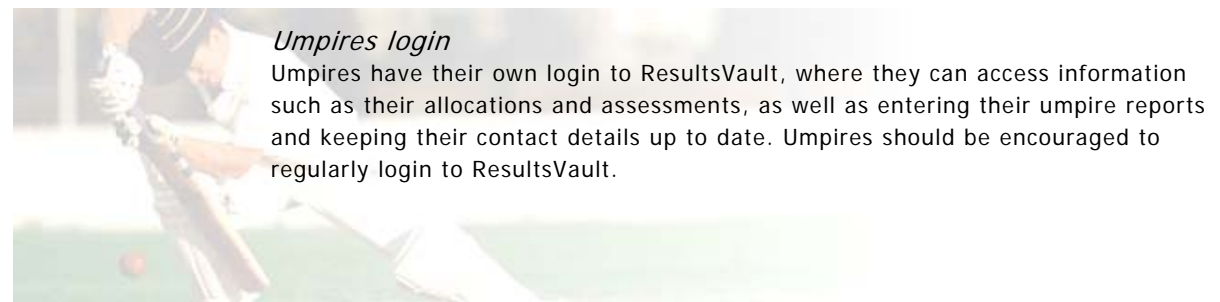
Umpires reports on the match can also be customised by the association for on-line entry by the umpires. In the same way as captain's reports, these can also be flexibly configured to gather information on a number of items. In this way, numerical data can be averaged to give a quantitative representation of pitch and outfield standards of all grounds. Associations can then take steps to require clubs to improve and areas that are seen to be lacking.

Finding it difficult to recruit and retain umpires?

ResultsVault cuts down the amount of paperwork required by Umpires, which means they spend less time to complete their tasks. The ability to give umpires feedback about their performance will help to pinpoint areas that need improvement, making them a better umpire – and therefore more likely to stay in the game.

Umpires login

Umpires have their own login to ResultsVault, where they can access information such as their allocations and assessments, as well as entering their umpire reports and keeping their contact details up to date. Umpires should be encouraged to regularly login to ResultsVault.



Use the media export facility

Many associations regularly submit results to media organisations. For example, for publishing results in newspapers soon after the completion of each day's play. Approaches to gathering this kind of information have traditionally been to have telephone answering services, or even SMS approaches. The retrieval and collation and subsequent formatting of the information has in almost all cases been a manual process that can take hours. There is sometimes a cost associated with the answering service (eg a dedicated number), and there are costs borne by players needing to phone or SMS scores in.

ResultsVault has a feature built in whereby once match scores (and optionally player scores) have been entered, the production of an appropriate document containing scores in a summary format takes no more than a minute or two. This not only saves time, but also eliminates transcription errors that are likely with a manual approach.

Rather than requiring clubs phone results in by a particular time, associations should consider mandating the on-line score entry by a certain time after completion of play. This is successfully done by a number of associations who then have accurate media extracts at their disposal much earlier than previously possible. Some associations have tried to 'have the best of both worlds' feeling that it is easier for clubs to initially phone scores in, then update the online system later. This is the kind of data double handling that should be avoided. Since it is much easier to compile media reports, the deadline for score entry may be able to be extended by the association.

The benefits for newspaper publishers

Being able to provide newspaper outlets with an automatically generated media report that is more compatible for their publishing system means that at their end they no longer require staff to re-key them into the required format. This time saving means they may be able to extend the deadline for receiving the report later allowing extra time for clubs to enter their information online. We have also heard of instances where the newspaper has passed some of the cost savings onto the association in the form of sponsorship.

Many hands make light work

We have heard of association volunteers taking 3-4 hours on the weekend just to prepare a media summary (which has then been 'bumped' in some cases by a newspaper short on space!). I'm sure these volunteers would have been grateful of having several people on hand to help them prepare the summary. Essentially, this is what ResultsVault is doing – spreading the workload to the point where association tasks become review/collation tasks rather than data entry. Producing a media summary across all grades is literally click of a button.



Use the draw creator and draw editor, and create a PDF handbook

Creating a draw (fixture) for any sport can be one of the most time consuming tasks that an association must perform. Not only does ResultsVault provide a quick and easy method of entering these fixtures into the system but it can also intelligently create fixtures as well.

The ResultsVault Draw Creator is powerful and flexible and can handle complex situations such as mixed 1 and 2 day fixtures, ground shares, multiple teams from a single club and partial fixtures. A number of pre-defined fixtures are available that allow you to “seed” teams to avoid ground clashes in other grades, even if that grade has a different number of teams. Also if your association has its own fixture template, this can be loaded into the system and used to create fixtures.

Using the draw copy feature is also a quick way to create “reverse” draws, for example for a 2nd XI fixture from a 1st XI fixture or to copy a fixture from a previous season.

One of the most time saving features in regards to creating draws is the ability for the system to detect and report on “venue clashes” - where a venue is used by more than 1 match at the same time. Also available are reports to indicate venue utilisation and a venue use schedule, often very useful to give to curators or local councils.

ResultsVault makes it easy experiment in your fixture creation, entire fixtures can be created, removed, and created again in a matter of minutes. Once the fixture is live, individual matches can be edited as required.

PDF Handbooks – say goodbye to the printed fixture book

One of the problems for associations that produce a printed fixture/handbook every season is the fact that fixtures and other important information changes often throughout the season – often as soon as the handbooks start rolling off the printing presses! There is also an obvious cost to associations to produce such a document for distribution to clubs and players. Often print numbers are reduced to save costs, meaning that not all players and supporters can obtain a copy.

ResultsVault allows an association to produce a handbook in PDF format which contains fixtures, association contact information, club details and contact information, and venue details. All of this information is sourced directly from the data input into ResultsVault – and producing the handbook can be done at the click of a button whenever required. As soon as information changes within ResultsVault, the handbook can be re-created so that it is always up to date. Handbooks are also highly customisable, and associations can tailor the sections within, and even add their own ‘static’ sections containing rules, meeting dates, procedures, in fact, anything that is required.

Once generated, a link to the handbook will automatically appear on any public fixture page for all grades in the association. Club, players, and other interested parties can download the document in a format that can be easily saved or printed if required.



Player Registration and Management

If your association requires registration of players, the Registration features of ResultsVault can completely streamline this process. Some of the features include:

- Clubs can register players with each association they are affiliated with in one step
- Registration numbers are automatically assigned, or association specific IDs can be entered
- The association has the ability to restrict team selections to players that are registered – making it impossible to select unregistered players. If this is not used, a report is available to associations listing players who played unregistered

Additionally, associations can also specify which fields in the player record are 'mandatory'. For example, an association may designate that a player's date of birth must be entered before they can be registered.

ResultsVault has a powerful Player Search capability for associations to make it easy to locate player information across member clubs, searchable by such fields as date of birth, registration status etc.

Player Clearance and transfers

A sophisticated player clearance and transfer workflow application is planned for ResultsVault for the near future. However, associations can already transfer players between clubs within their association in ResultsVault, and can request transfers from/to different associations. Transferring players means that a player retains the same ResultsVault ID, and their career statistics can be followed across their career.

Clubs should be advised before the season that before creating new player records, they should first check to see whether the player already has a ResultsVault ID. If so, the player can be transferred. While players who have results recorded against multiple ResultsVault IDs can be 'merged' on request, it is preferable that transfers are carried out wherever possible.

Team lists

Some associations require a team list to be submitted to umpires prior to the start of play. In some cases the association provides pre-printed forms to fill in and submit.

ResultsVault allows for lists suitable for this purpose to be printed directly by the clubs once they have selected their teams. These can be signed if necessary and submitted on the day. This leads to potential cost savings for the association, and less double handling of information.

Special reports

In addition to the huge array of reports available via the ResultsVault website, special reports direct from our database can be generated upon request for an association. These are typically reports that are required on an ad-hoc basis or are more suitable to be provided in a spreadsheet format. These reports can be emailed to the requestor.

We have several special reports available for associations (for a full list of these reports please see Appendix 3) which suit most needs. If you require a report we do not currently provide, let us know and we'll see if we can build it for you.



Consider your website approach

With ResultsVault you have several options about how you may set up a web presence for your association:

1. Use a CricketVault site. All associations can obtain a free CricketVault site, which gives an integrated view of all results and statistics for the association from ResultsVault. CricketVault sites allow entry of a wide amount of information, in a user-friendly manner, and can be customised to give a distinct look and feel. CricketVault PRO also provides the ability to give your association executive and any others (eg umpires) separate email accounts.
2. or...use a third party, or home built web site, and link to ResultsVault information. All ResultsVault public pages can be linked to in a variety of ways, to provide integration with other web sites. An online help page is available that generates the links required to link into ResultsVault from an external website.
3. or...don't use a web site and use the ResultsVault site to promote. While this gives an association site containing results and statistics, no other general information can be entered by the association.

We recommend that associations have their own web site, even if it is a simple one that grows over time. If people are confident that it is regularly updated, it can be used to distribute important information such as wet weather rulings, as an alternative to expensive phone based systems. Some associations use their web site as the primary information source, and store as much information as is practical on-line, including rules, tribunal results, clearance information and the like.

The world wide web

The use of the Internet has exploded since the turn of the century. A majority of homes and workplaces in developed countries now have at least dial up access to the Internet, with many taking up ever more affordable broadband options. This means that more and more people are expecting to turn to the Internet as the preferred source of information.

Sporting clubs and associations should take leverage of this situation and ensure they are well placed to deliver information over the Internet. A CricketVault site can help to achieve this, without requiring any specialist web publishing or programming skills.

Is branding of a web site important?

We believe so. A web site that can be fully customised with colours, banners, and importantly advertising which is relevant to the site's owner is of more value than one where the identity is dictated by the controlling body/site vendor.



Conclusion

Used to its fullest, ResultsVault can assist an association meet all the aims described earlier.

- Cut down competition management workload significantly
- Save both clubs and associations money over and above the ResultsVault charges – that is – it can be cost positive
- Improve communications within and between clubs and associations
- Promote and foster a better environment in which to play cricket
- Aid in volunteer retention
- Provide an excellent user experience for players, administrators, officials and supporters, and increase the overall 'health' of the competition

The ResultsVault team has had many years experience in most of the problems and issues faced by grass-root cricket associations in the management of their competitions. Please feel free to contact us to discuss the issues raised in this whitepaper, or other areas that you feel could be improved by using ResultsVault.



Appendix 1 – Sample Emails

The following are sample emails that may be useful regarding the use of ResultsVault. Please add, delete, or modify information as appropriate for the running of your competitions.

1. Start of season reminders – clubs

Welcome to another season of cricket. All clubs should take a few minutes to log in to ResultsVault and review the following to make sure these items are up to date:

- Add new player records into ResultsVault. Existing player information should be reviewed for accuracy of contact details such as address, phone numbers and email addresses.
- Before creating new player records, please attempt to find out whether the player already has a ResultsVault ID. Usually the player will know this, or else the 'Search' function within ResultsVault can be used. If a player already has an ID, do NOT create a new record for that player, and please notify the association and we will arrange migration of the player's record to your club, after considering any transfer requirements.
- Players who have left your club should be changed to an 'inactive' status
- (If registration required) All Players who will play in this association need to be registered in ResultsVault via the 'Register Players' screen. Players who are currently registered who are no longer playing should be de-registered.
- Review the players or contacts at your club who will receive email and/or SMS communications from the association during the season. To do this go to the 'Club contacts for association' screen, select this association, and add/remove people as necessary. Any number of people can be added to the list - we recommend at least the club secretary and delegate are added. It is important to keep this list up to date, as it will be the primary method by which your club is contacted by the association.
- Review your ResultsVault user list - these are the people who have access to login to ResultsVault to enter scores etc. People who should no longer have access should be removed, as this could be a security risk. ResultsVault allows any number of 'users' who can each access the system. We recommend that one user is responsible to score entry for each team in your club.

2. New season – umpires

Welcome to another season of cricket. Please take a few minutes to log in to ResultsVault and make sure that your contact details (address, phone numbers and email address) are up to date so that we can contact you during the season.

If you haven't logged into ResultsVault before, please go to <http://admin.resultsvault.com> and click the link 'Create an umpire login'.

After you log on you will also be able to access a range of information relating to your umpire allocations and assessments.

3. Message for clubs to use the association contact system

The association will be using ResultsVault for all email and SMS communications from the association to member clubs. To use the

system, clubs need to nominate one or more people to receive messages. To do this:

- Login to ResultsVault
- Click the 'Club contacts for association' link
- Choose this association from the dropdown
- Click the 'Add New Player/Contact as a contact for this Association' link
- Select the 'Active Players', 'Inactive Players' or 'Contacts' option as required
- Select the player or contact from the dropdown list and click the 'Add' link

Any person added to the list must have an email address entered in ResultsVault, and should also have a mobile phone number entered for receiving SMS messages. Extra people can be added and removed from this list as necessary. We recommend that at least the club secretary and delegate be listed.

It is important to keep this list up to date, as it will be the primary method by which your club is contacted by the association.

This system will make communications between the association and clubs easier and more efficient, please help us to make it a success.

Appendix 2 – Sample Handouts

ASSOCIATION NAME HERE

Actions required by clubs for ResultsVault

Player registration

Adding players to your player list does **not** automatically register players for the association. You must register players using the Register Players function under the Player Maintenance section on the club administration screen. See online help and Getting Started Guide for more details.

	DEADLINE	PENALTY
Players must be registered by:	ENTER DEADLINE	ENTER PENALTY

Match Results

It is the responsibility of the Home Team to enter the match result, but the away team can also be permitted to do this. Progress scores can be entered into ResultsVault by setting the match result to MATCH IN PROGRESS. No result confirmation is required for a progress score. See online help and Getting Started Guide for more details.

	DEADLINE	PENALTY
Progress match result must be entered by:	ENTER DEADLINE	ENTER PENALTY
Final match result must be entered by:	ENTER DEADLINE	ENTER PENALTY

Player Scores

Each team is responsible for entering their own player scores, which includes the selected team, batting, bowling and fielding details. Player scores do not have to be confirmed by the opposition team. See online help and Getting Started Guide for more details.

	DEADLINE	PENALTY
Progress player scores must be entered by:	ENTER DEADLINE	ENTER PENALTY
Final player scores must be entered by:	ENTER DEADLINE	ENTER PENALTY

Result Confirmation or Dispute

In the case of a final result the opposition team must confirm the result entered by the other team. If the home team has entered the result then the away team can only confirm or dispute the result. If the away team entered the result the home team can overwrite or confirm the result. In the case where the home team overwrites the result the away team must then go in and confirm the result. When a result is disputed by either team the result is locked and emails sent to both teams and the association. See online help and Getting Started Guide for more details.

	DEADLINE	PENALTY
Match result must be confirmed by:	ENTER DEADLINE	ENTER PENALTY

Captains assessments of umpires

Each team must enter their assessment of each umpire.

	DEADLINE	PENALTY
Umpire assessments must be entered by:	ENTER DEADLINE	ENTER PENALTY

Appendix 3 – Special Reports

The following is a list of special reports available via email to associations upon request:

Team home ground report – For all grades in the association lists the clubs enrolled in that grade for that season and their designated home ground.

Detailed draw information report - For a given grade this report provides information for each team such as the number of home/away games, number of days home/away, the home/away game sequence, the order of opposition teams played and a grid showing how many times each team plays each other.

Double up report - A report which gives a list of all players who played in the association that also played a match in a different association on the same weekend.

Duplicate player report - Provides a list of potential duplicate players in the system for an association based on similar names or same DOB's

Matches played for finals players - For each player in finals this report provides the number of games they have played in that grade (useful for checking finals qualifications)

Team Lists report - Produces a text file listing all the selected teams for a given grade for publishing in the newspaper

Venue Schedule - For each venue in the association a schedule of matches is produced which is useful to give to curators or local council

Venue Usage - A grid of every match date by every venue indicating the use of a venue (or otherwise) on that match date