

FIRSTSPORTS

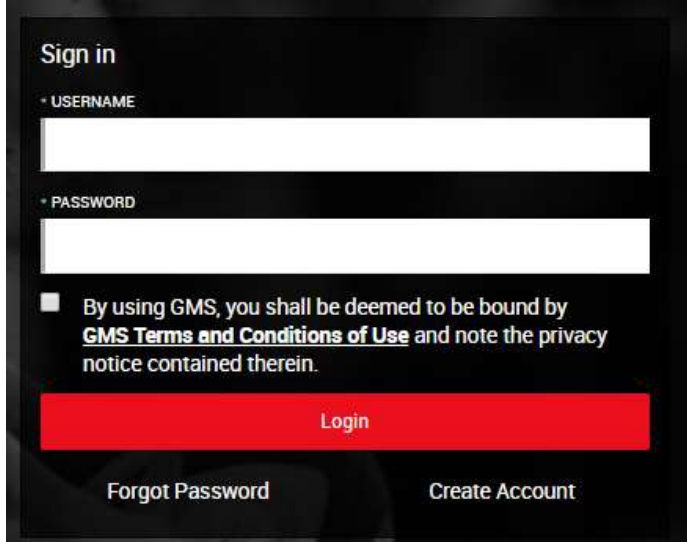
Buy Membership – New Membership Flow

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1. Buy Membership – Personal Details

Firstly, you will need to log into GMS and accept the GMS Terms and Conditions - <https://gms.rfu.com/GMS/Account/Login>

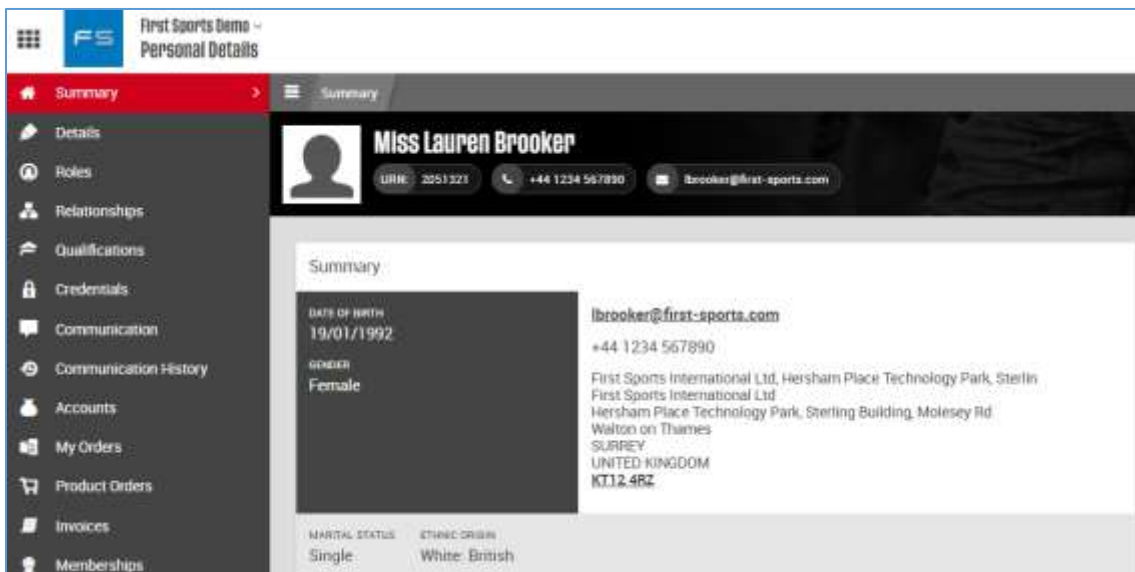


The screenshot shows a 'Sign in' form with the following elements:

- Sign in** header
- USERNAME** label above a text input field.
- PASSWORD** label above a text input field.
- A checkbox with the text: "By using GMS, you shall be deemed to be bound by **GMS Terms and Conditions of Use** and note the privacy notice contained therein."
- A red **Login** button.
- Links for **Forgot Password** and **Create Account** at the bottom.

Enter your **Username** and **Password**, if you do not know this please contact your club where they can send you your credentials and for you to reset your password.

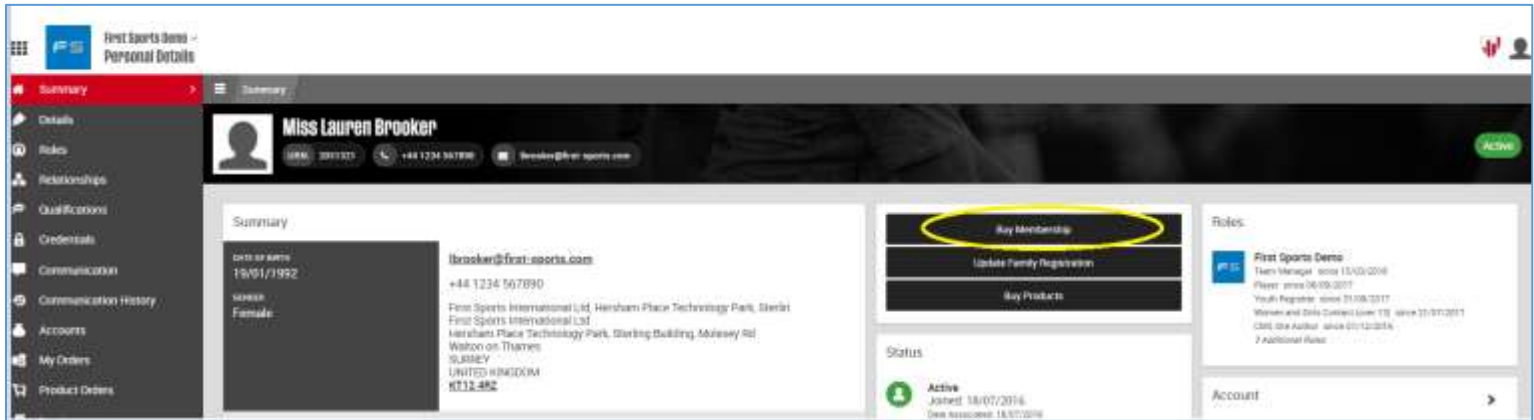
Once logged in this will redirect you to your **Personal Details** page, or if you have other roles at the club a dashboard of tiles will display including Personal Details.



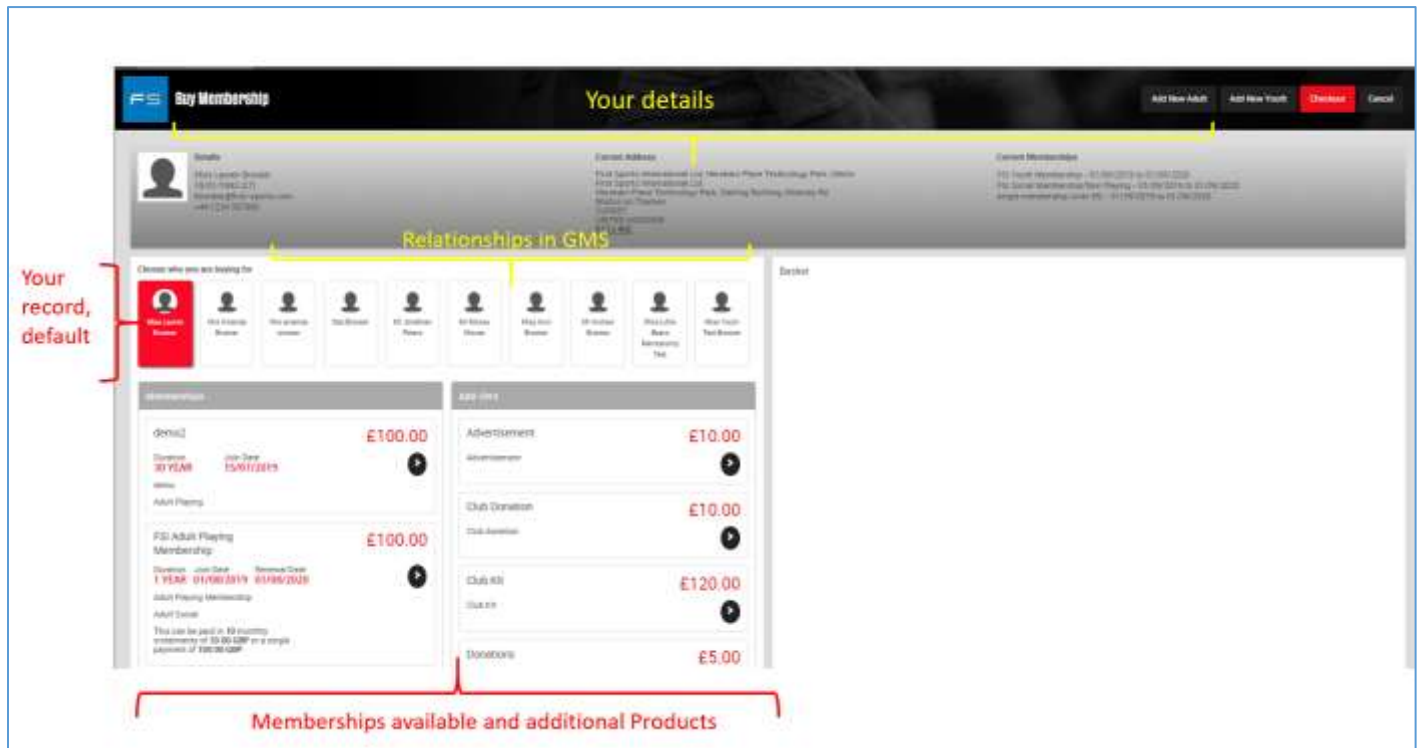
The screenshot shows the 'Personal Details' page for Miss Lauren Brooker. The page includes a navigation menu on the left and a main content area with the following information:

- Summary** (selected in the navigation menu)
- Miss Lauren Brooker** (Name)
- URI:** 2051321
- Phone:** +44 1234 567890
- Email:** lbrooker@first-sports.com
- Summary** section containing:
 - DATE OF BIRTH:** 19/01/1992
 - GENDER:** Female
 - EMAIL:** lbrooker@first-sports.com
 - PHONE:** +44 1234 567890
 - ADDRESS:** First Sports International Ltd, Hershams Place Technology Park, Sterling Building, Molesey Rd, Walton on Thames, SURREY, UNITED KINGDOM, KT12 4BZ
 - MARITAL STATUS:** Single
 - ETHNIC ORIGIN:** White: British

On your Personal Details - Summary page will enable you to 'Buy Membership'.



Click 'Buy Membership', this will direct you to purchase a membership for yourself and any relationship you have within GMS. (plus, any additional products the club have created).



Scroll through the list of memberships that you want to purchase for yourself and click the black cursor to select.

FSI Adult Playing Membership £100.00

Duration: **1 YEAR** Join Date: **01/08/2019** Renewal Date: **01/08/2020**

Adult Playing Membership

Adult Social

This can be paid in **10** monthly instalments of **10.00 GBP** or a single payment of **100.00 GBP**

This will add that membership to the **Basket** and total.

Basket			£100.00
1	FSI Adult Playing Membership Membership starts 01/08/2019 Miss Lauren Brooker	£100.00	-

If you are also purchasing for another individual (relationship) you can add this to the order by
 1. Selecting that individual (this will list available memberships to them), 2. Scroll to find membership and select the red cursor and 3. This will add that membership into the **Basket**.

1. Select individual (this will list all available memberships to them)

Choose who you are buying for

Miss Lauren Brooker

Miss Lauren Brooker

Miss Lauren Brooker

Miss Lauren Brooker

Miss Lauren Brooker

Miss Lauren Brooker

Miss Lauren Brooker

Basket £200.00

1	FSI Adult Playing Membership Membership starts 01/08/2019 Miss Lauren Brooker	£100.00	-
1	demo2 Membership starts 15/07/2019 Mrs Amanda Brooker	£100.00	-

2. Scroll to find the membership and select the black cursor

Memberships



demo2	£100.00
Duration: 10 YEAR Join Date: 15/07/2019	
demo	
Adult Playing	

Just In's

Advertisement	£10.00
Advertisement	-
Club Donation	£10.00

3. This will add that membership into the Basket

You can remove an order by select the minus button in the Basket.

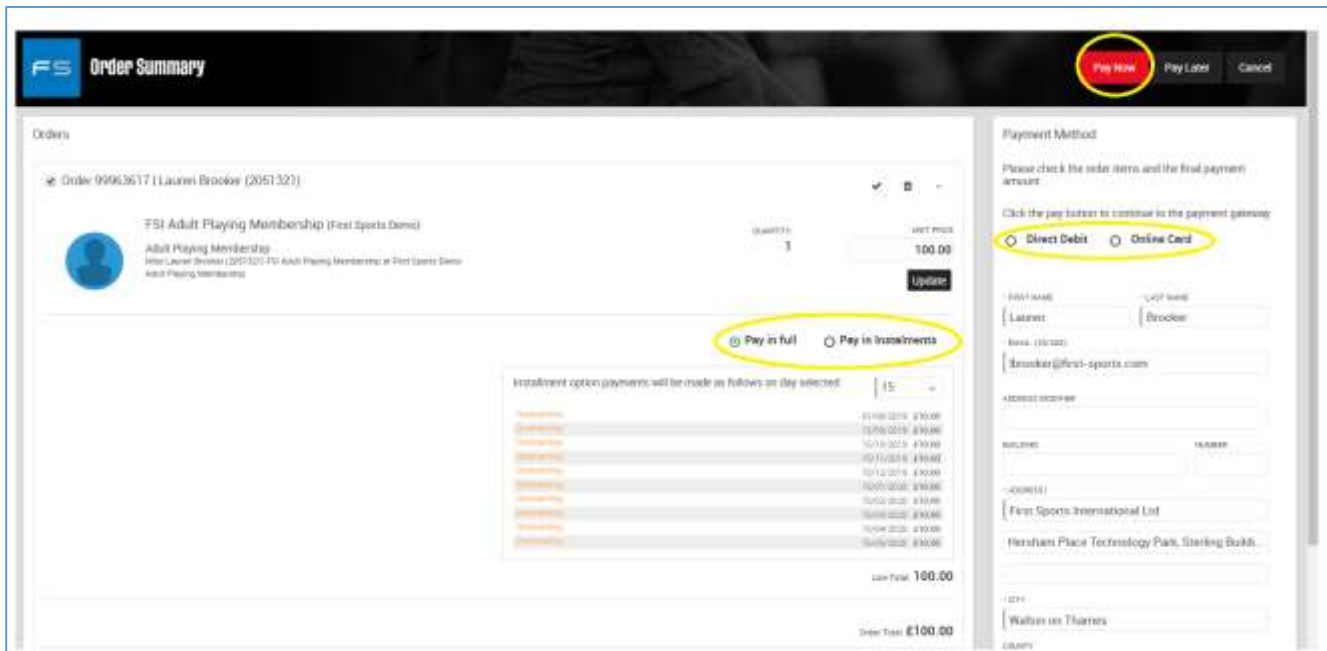
Basket		£200.00
1	FSI Adult Playing Membership Membership starts 01/08/2019 Miss Lauren Brooker	£100.00 
1	demo2 Membership starts 15/07/2019 Mrs Amanda Brooker	£100.00 

Once you have purchased either one membership or more, once complete select **Checkout**.



(Please note you can add adults and youths if you do not have a relationship on GMS by selecting the **Add New Adult** or **Add New Youth** buttons). **This creates a record/account on GMS, they will still need to register if a registered player.**

When you have selected Checkout, this will display the Order Summary, how you want to pay (Payment Method) and details will automatically populate. Once you have selected the payment option click **Pay Now**.



The screenshot shows the 'Order Summary' page. At the top right, the 'Pay Now' button is highlighted with a yellow circle. Below the order details, the 'Payment Method' section shows 'Direct Debit' selected with a yellow circle. The order details include:

- Order: 99963617 (Lauren Brooker (2051323))
- FSI Adult Playing Membership (First Sports Demo)
- Adult Playing Membership
- Miss Lauren Brooker (2051323) FSI Adult Playing Membership at First Sports Demo
- Adult Playing Membership
- Quantity: 1
- Unit Price: 100.00
- Order Total: £100.00

The 'Payment Method' section includes fields for First Name, Surname, Email, and Address, with 'Direct Debit' and 'Online Card' options. The 'Direct Debit' option is selected.

If the membership scheme has been created to be taken by instalments and a one-off payment, under the order summary there will be the option of the payment plan; Pay in Full or Pay in Instalments.

Clicking on Pay in Full will give you the option of either Direct Debit or Online Card.

The screenshot shows a payment interface. At the top, there is a quantity of 1 and a unit price of 100.00. Below this, two radio buttons are visible: "Pay in full" (selected) and "Pay in Instalments". A table below shows installment payments over 15 days, with a "Line Total" of 100.00. On the right, the "Payment Method" section is titled "Payment Method" and includes instructions to check order items and the final payment amount. It says "Click the pay button to continue to the payment gateway." Two radio buttons, "Direct Debit" and "Online Card", are highlighted with a yellow circle. Below this, there are input fields for "FIRST NAME" (Lauren), "LAST NAME" (Brooker), "EMAIL" (lbrooker@first-sports.com), and "ADDRESS MODIFIER".

And clicking to Pay in Instalments will only give you the option of Direct Debit.

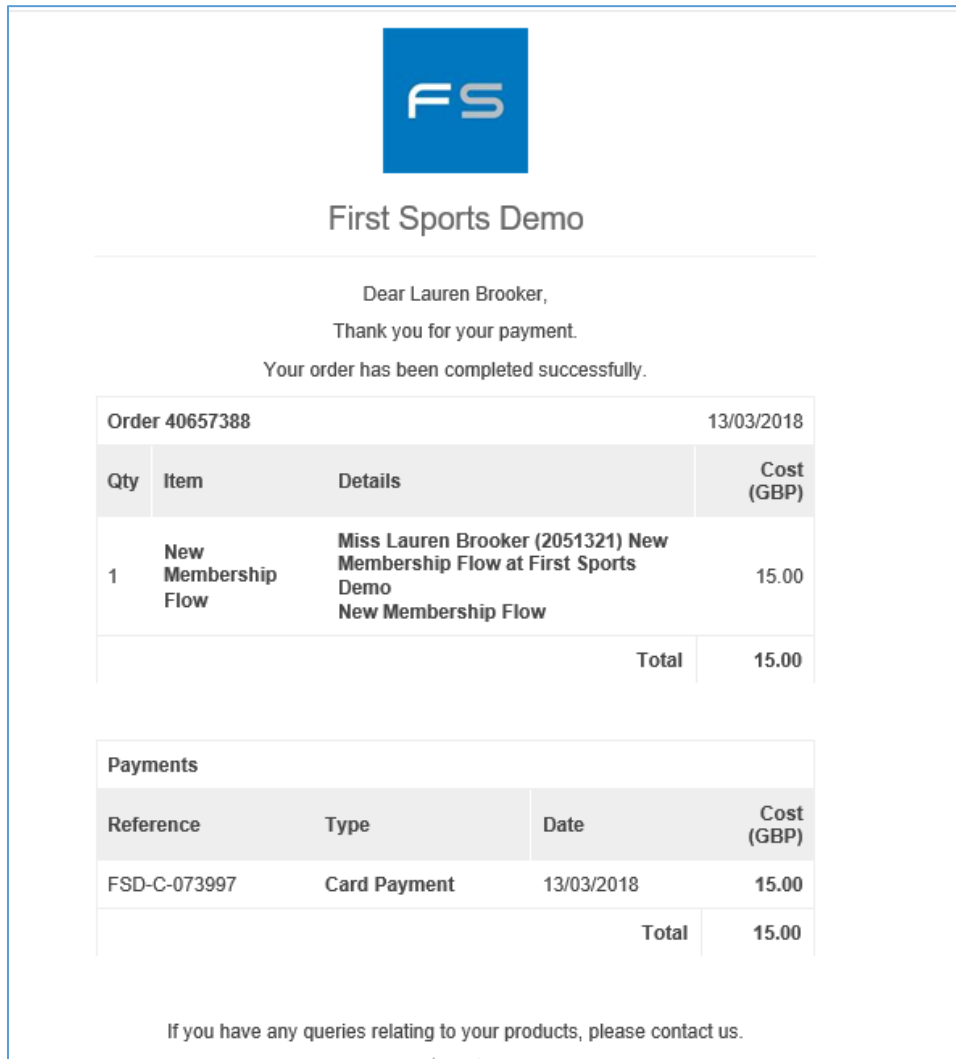
The screenshot shows the same payment interface as above, but with the "Pay in Instalments" radio button selected. The "Direct Debit" radio button in the "Payment Method" section is highlighted with a yellow circle. The "Online Card" option is no longer visible. The rest of the form, including the installment table and personal details, remains the same.

Once you have selected the payment option click **Pay Now**.

Enter Payment Details and 'Make Payment'.

Details all correct, a success screen will display, click **Finish** or **View Receipt**.

Also, a payment success email will be sent to the email against your GMS record confirming the payment, amount, membership, card type, date, and reference.



The image shows a screenshot of a payment success email from First Sports. At the top is the First Sports logo (FS in a blue square). Below the logo is the text "First Sports Demo". The email is addressed to "Dear Lauren Brooker," and says "Thank you for your payment. Your order has been completed successfully." Below this is a table for the order details, followed by a table for payments. At the bottom, it says "If you have any queries relating to your products, please contact us."

Order 40657388 13/03/2018

Qty	Item	Details	Cost (GBP)
1	New Membership Flow	Miss Lauren Brooker (2051321) New Membership Flow at First Sports Demo New Membership Flow	15.00
Total			15.00

Payments

Reference	Type	Date	Cost (GBP)
FSD-C-073997	Card Payment	13/03/2018	15.00
Total			15.00

If you have any queries relating to your products, please contact us.

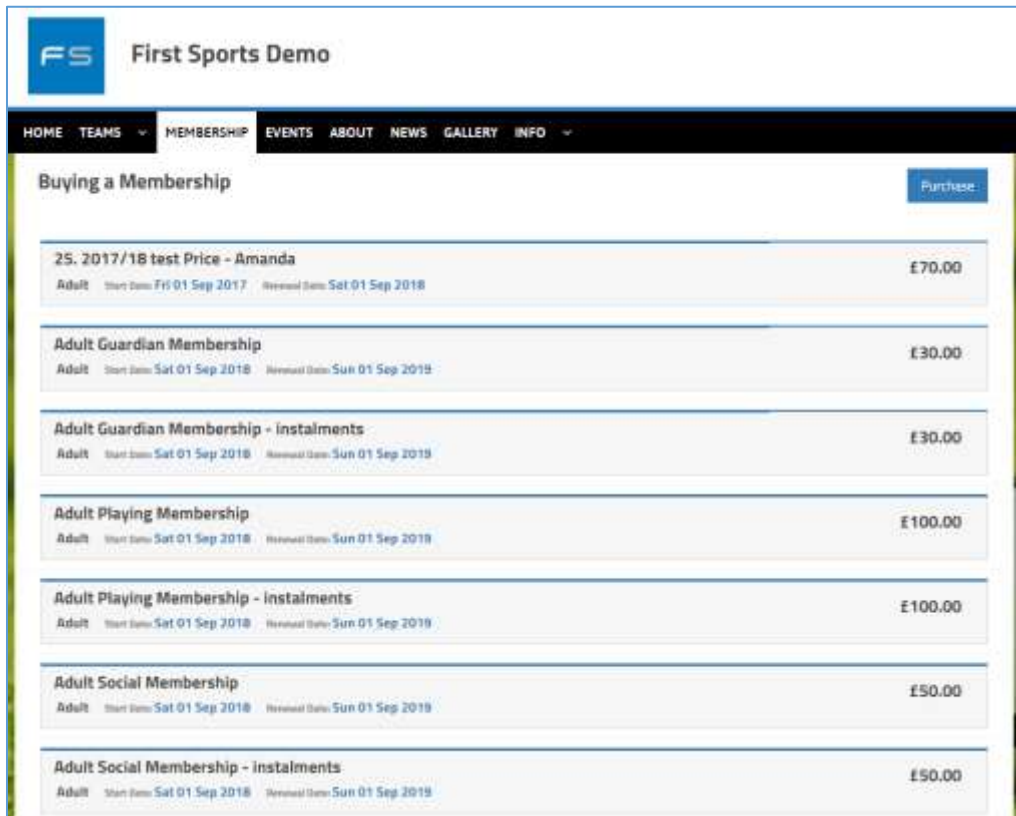
2. Buy Membership – Club Website

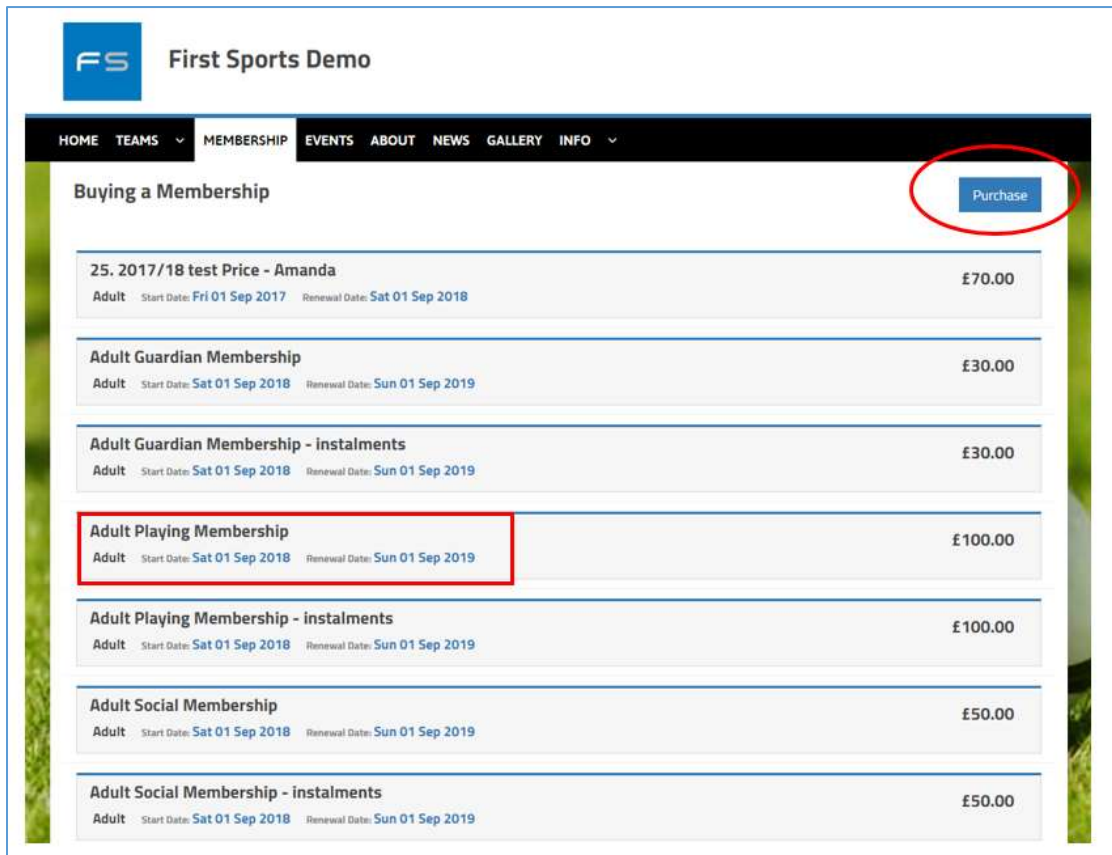
When purchasing through the club website, it will use the same flow as previously explained.

Select the **Membership** tab on the menu items.



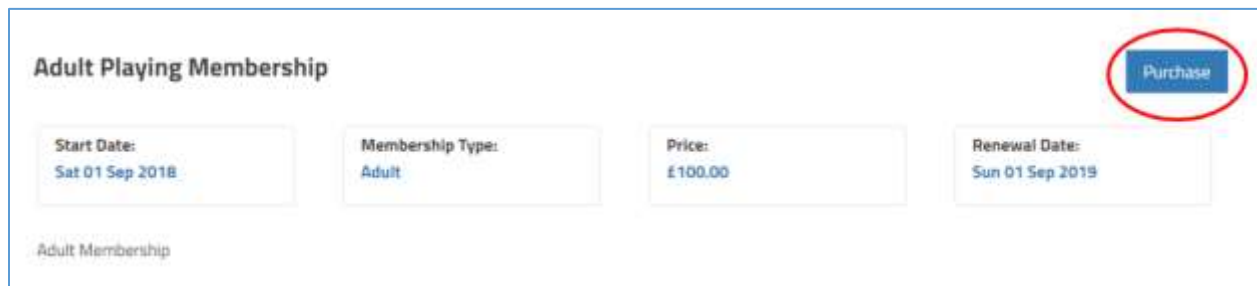
This will direct you to a list of available memberships to purchase.





Either select the membership or the **Purchase** option in the top right-hand corner.

Selecting Purchase will direct you straight to the GMS login screen. Selecting the Membership will take you view further information about that membership to then click Purchase to direct you to the GMS login screen.



Enter your GMS username and Password and Login. *(If you do not know your credentials contact your club who can send you your credentials for you to reset your password).*

Or if you do not have an account set up, click on **Create Account**.

Sign in

• USERNAME

• PASSWORD

By using GMS, you shall be deemed to be bound by **GMS Terms and Conditions of Use** and note the privacy notice contained therein.

Login

Forgot Password

Create Account

2.1 Buy Membership – Club Website - Login to GMS

Login to GMS using your GMS username and password. This will direct you straight to the **Buy Membership** page.

Scroll through to select the membership you wish to buy; certain clubs will have additional products setup which can be purchased on top of a membership called 'add-ons'.

Add-Ons

Advertisement £10.00

Advertisement

Club Donation £10.00

Club donation

Click the black cursor on the membership you want to buy, this will add that membership to the **Basket**.

Memberships

FSI Adult Playing Membership **£100.00**

Duration	Join Date	Renewal Date
1 YEAR	01/08/2019	01/08/2020

Adult Playing Membership

Adult Social

This can be paid in **10** monthly instalments of **10.00 GBP** or a single payment of **100.00 GBP**

Basket £100.00

1	FSI Adult Playing Membership Membership starts 01/08/2019 Jenny Deplacido	£100.00	-
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Once added, click **Checkout**.

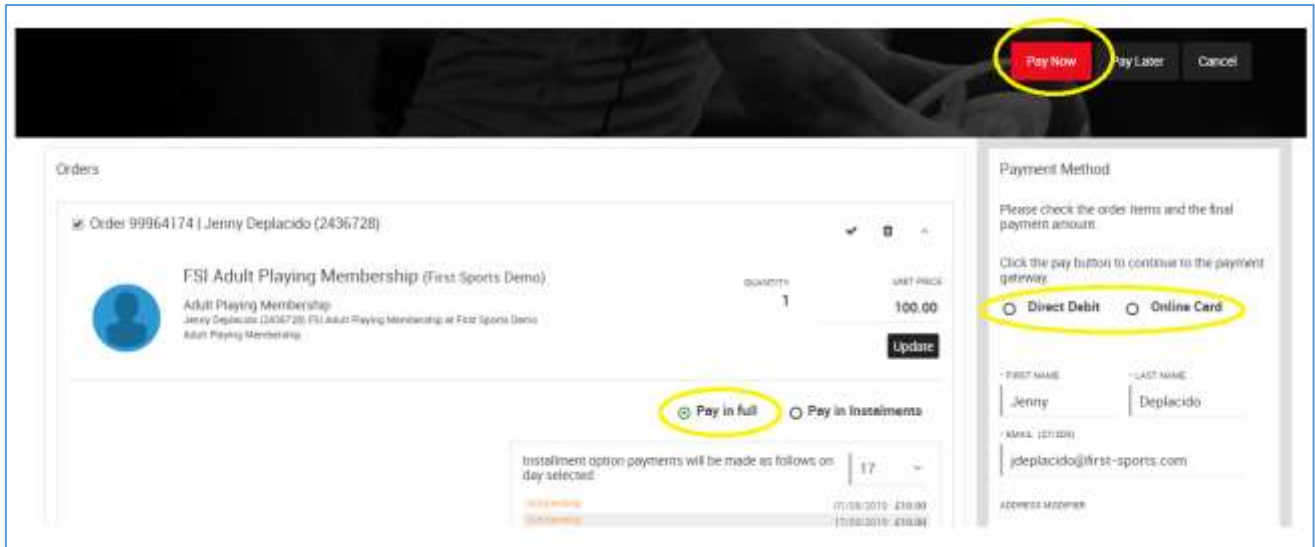
You can still Add New Adult(s) or New Youth(s) from here. ***This creates a record/account on GMS, they will still need to register if a registered player.***

Add New Adult Add New Youth **Checkout** Cancel

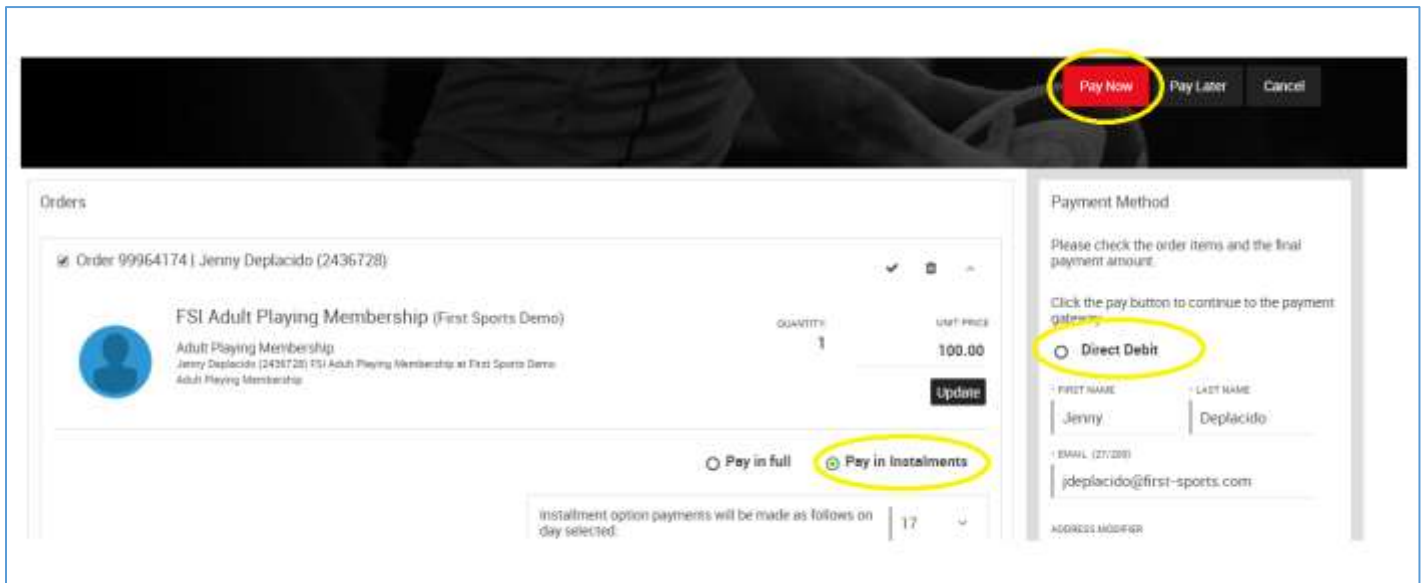
This will display the Order Summary and how you want to pay (Payment Method). Details will automatically populate, once you have selected the payment option click **Pay Now**.

If the membership scheme has been created to be taken by instalments and a one-off payment, under the order summary there will be the option of the payment plan; Pay in Full or Pay in Instalments.

Clicking on Pay in Full will give you the option of either Direct Debit or Online Card.



And clicking to Pay by Instalments will only give you the option of Direct Debit.



Once you have selected the payment option click **Pay Now**.

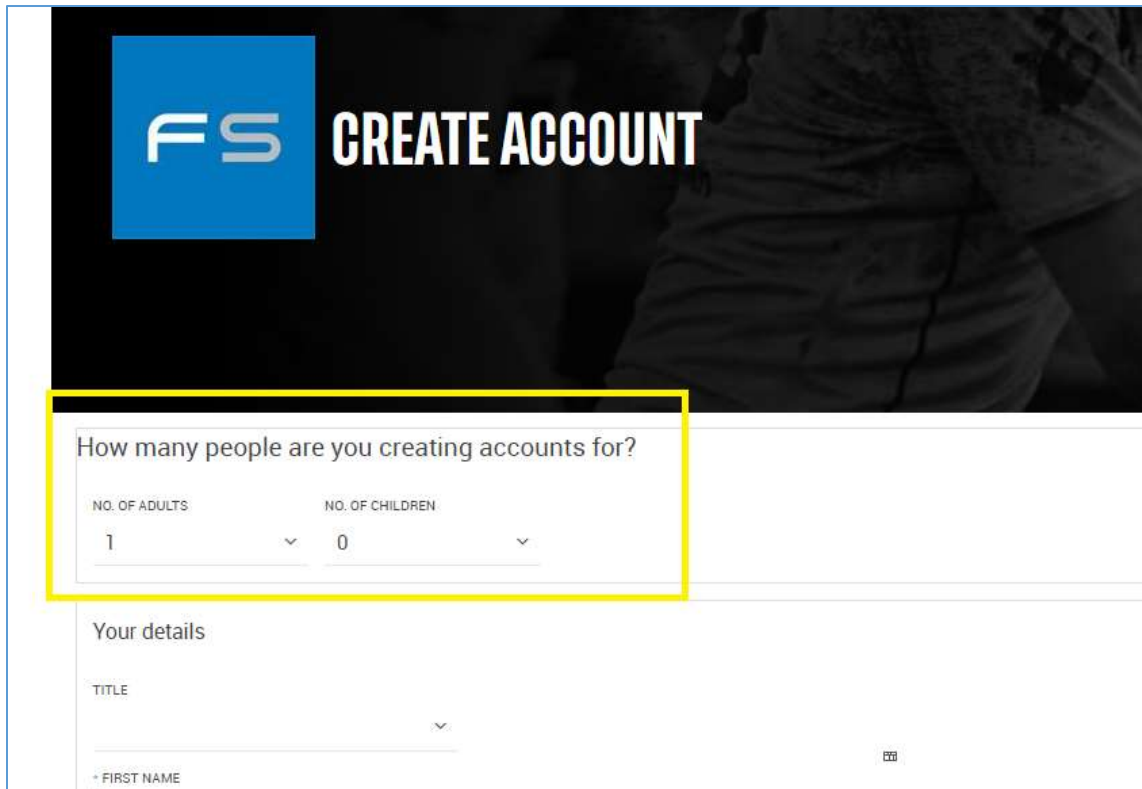
Enter Payment Details and 'Make Payment'.

Details all correct, a success screen will display, click **Finish** or **View Receipt**.

Also, a payment success email will be sent to the email against your GMS record confirming the payment, amount, membership, card type, date, and reference

2.2 Buy Membership – Club Website - Create Account

Selecting **Create Account** you will need to enter your details and include if you are creating more than one adult or any children too. ***This creates a record/account on GMS, they will still need to register if a registered player.***



FS CREATE ACCOUNT

How many people are you creating accounts for?

NO. OF ADULTS NO. OF CHILDREN

1 0

Your details

TITLE

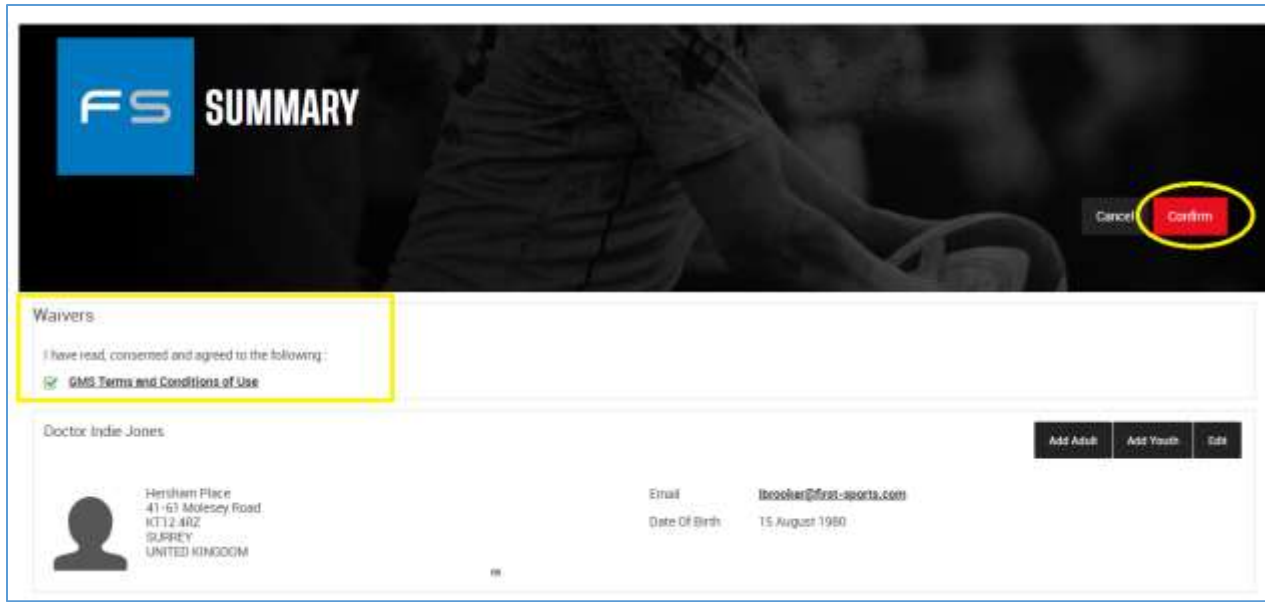
* FIRST NAME

Click Next.

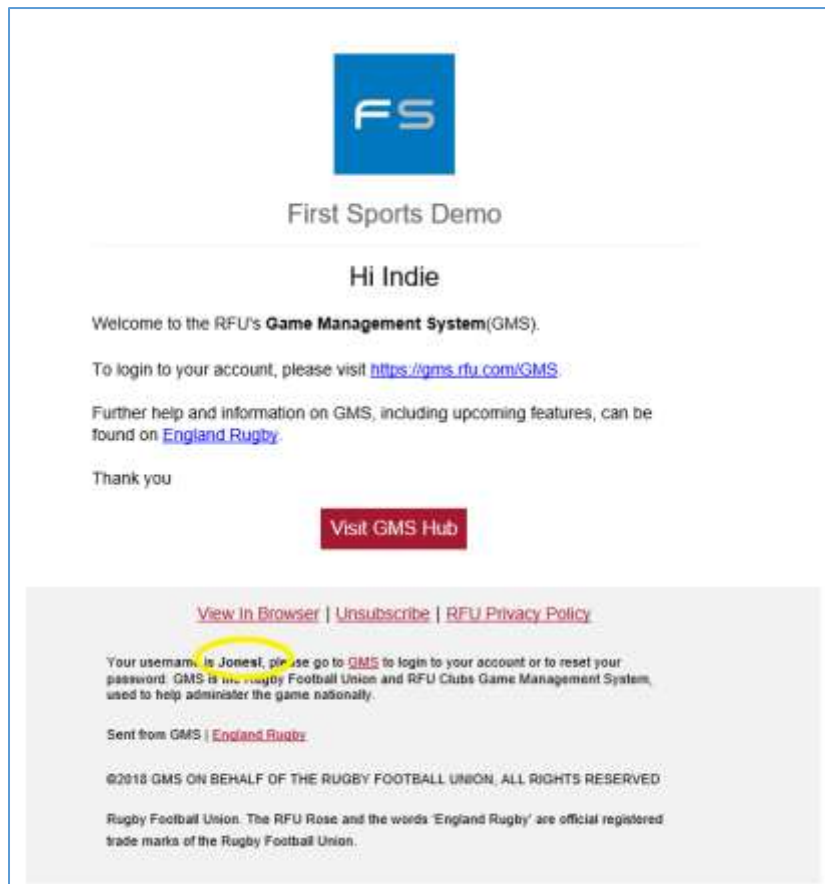
(If you are creating more than one account you will need to fill in those details too).

Once all details have been entered, this will direct you to a Summary screen. Summarizing the individual(s) you have created, if any more Adults or Youths need to be added or Edit the information given. You will also need to read and accepted the **GMS Terms and Condition of Use** waiver before continuing.

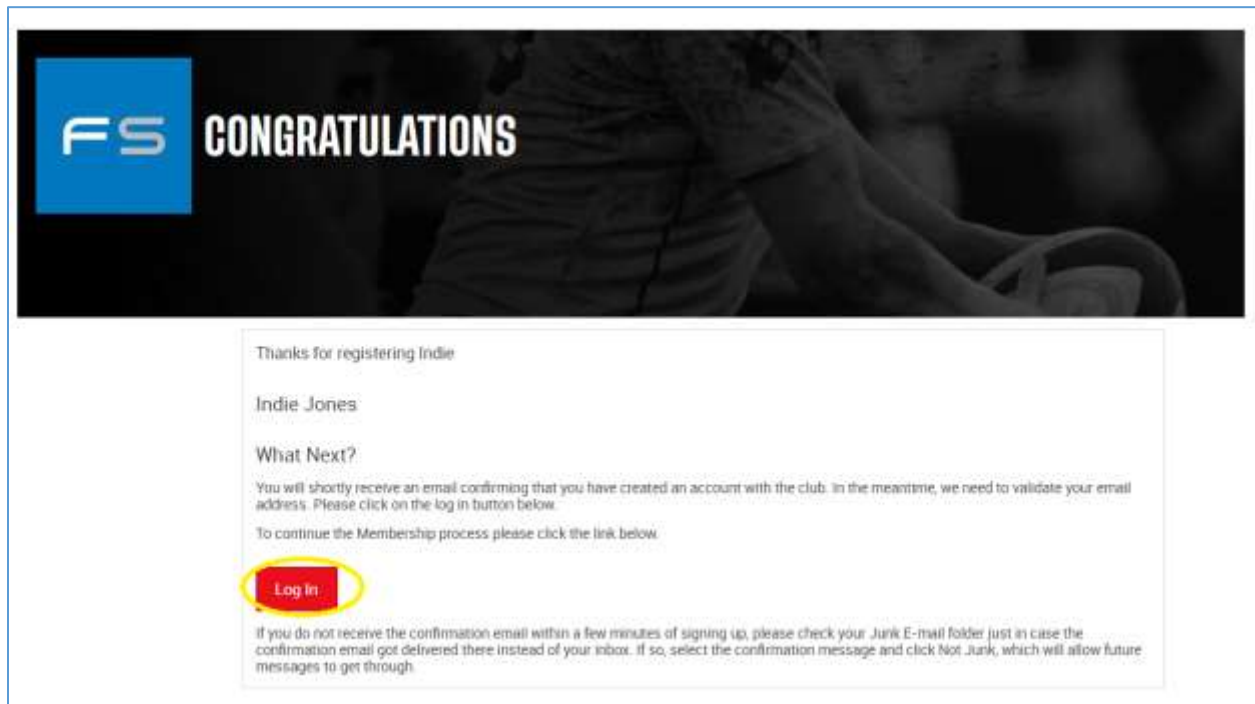
Once checked, click **Confirm**.



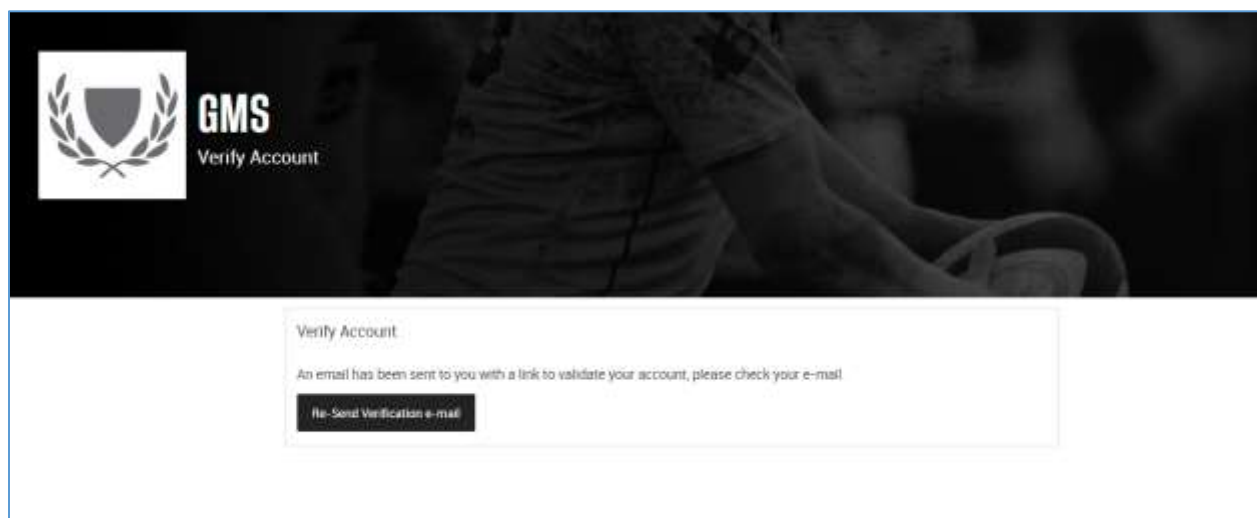
You will receive 'GMS Account Created' email to confirm the setup of your record, and your username will appear in the footer of the email.



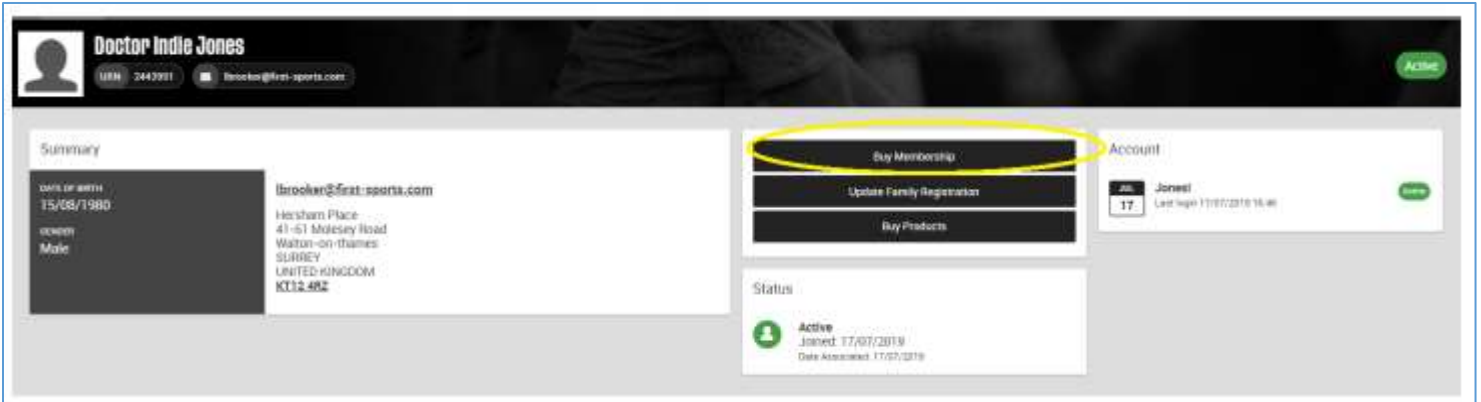
And a 'Congratulations' page will display.
From here you can continue and 'Log In'.



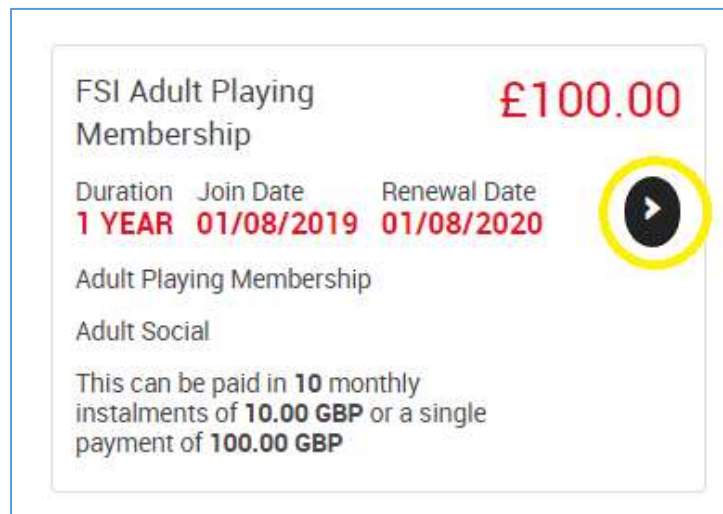
This will direct you to a page to verify your account where an email will be sent.



Once the account has been verified, they can login to GMS and 'Buy Membership'.



Click the red cursor on the membership you want to buy, this will add that membership to the **Basket**.



Basket			£100.00
1	FSI Adult Playing Membership Membership starts 01/08/2019 Doctor Indie Jones	£100.00	

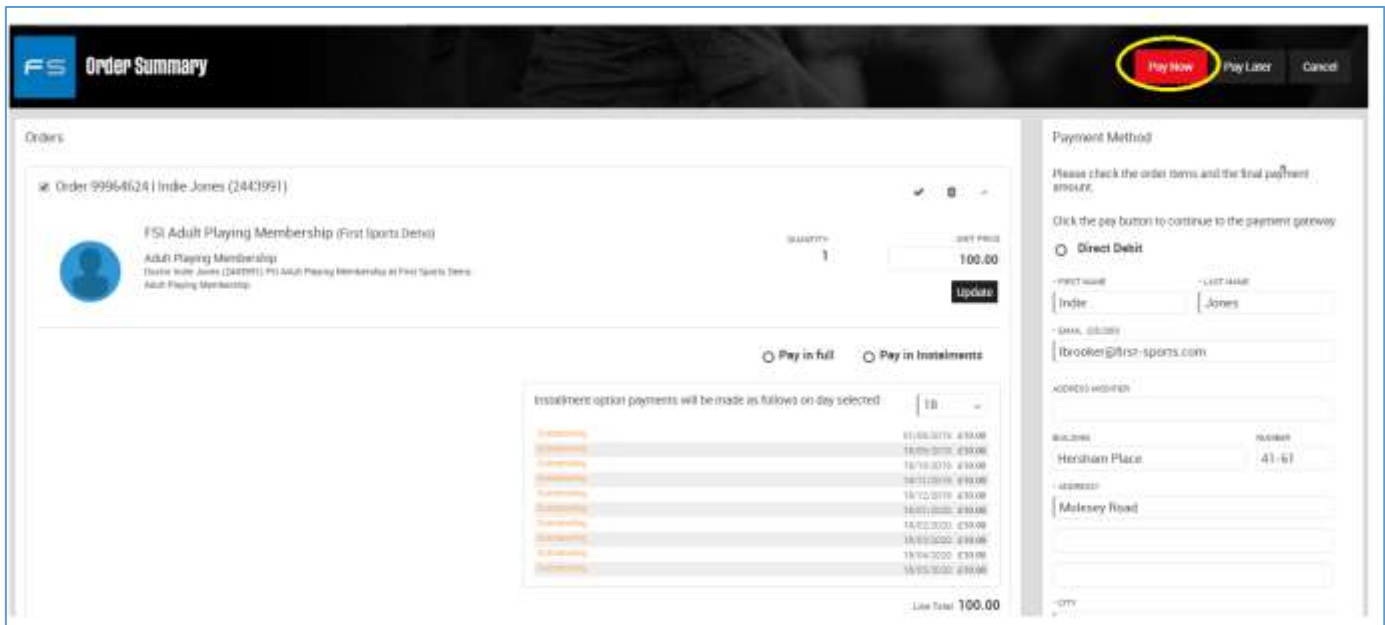
*(If you are also purchasing another membership for another individual you have created, click on their tile, and continue as above to add to the **Basket**).*

Once added, click **Checkout**.

You can still Add New Adult(s) or New Youth(s) from here. ***This creates a record/account on GMS, they will still need to register if a registered player.***

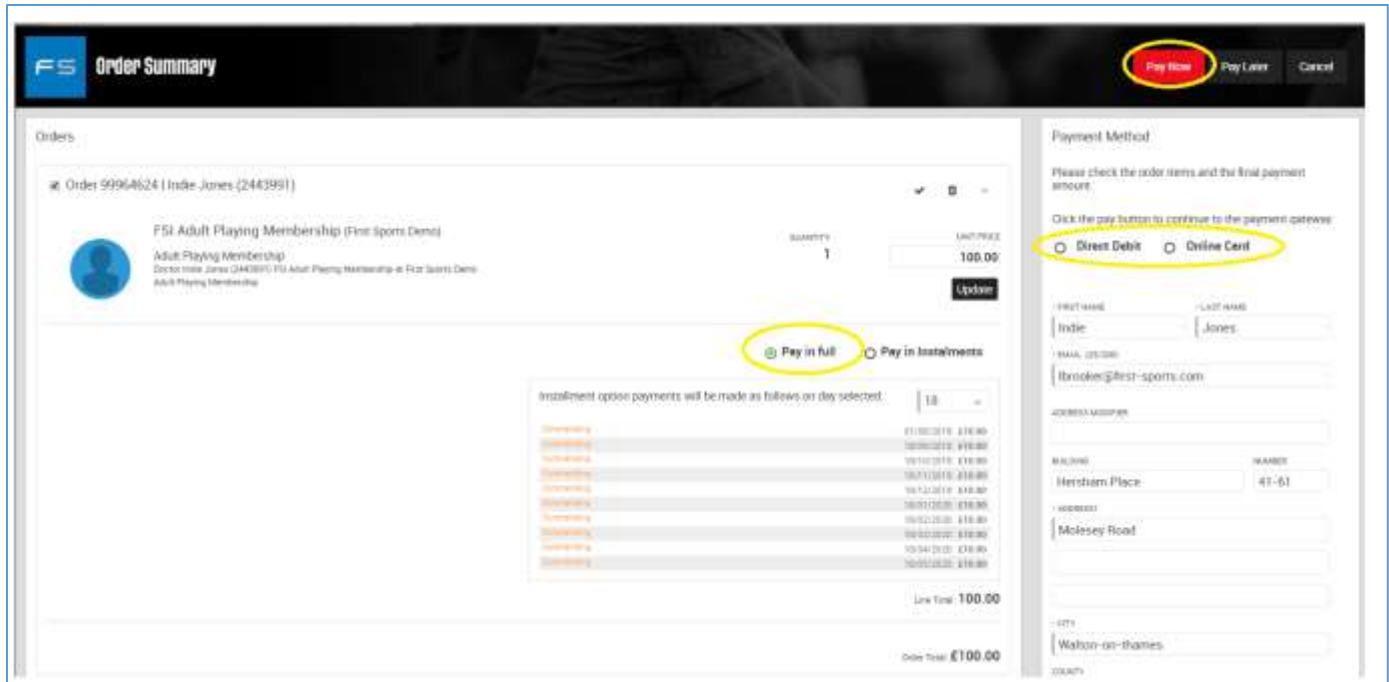


This will display the Order Summary and how you want to pay (Payment Method). Details will automatically populate, once you have selecting the payment option click **Pay Now**.



If the membership scheme has been created to be taken by instalments and a one-off payment, under the order summary there will be the option of the payment plan; Pay in Full or Pay in Instalments.

Clicking on Pay in Full will give you the option of either Direct Debit or Online Card.



Enter Payment Details and 'Make Payment'.

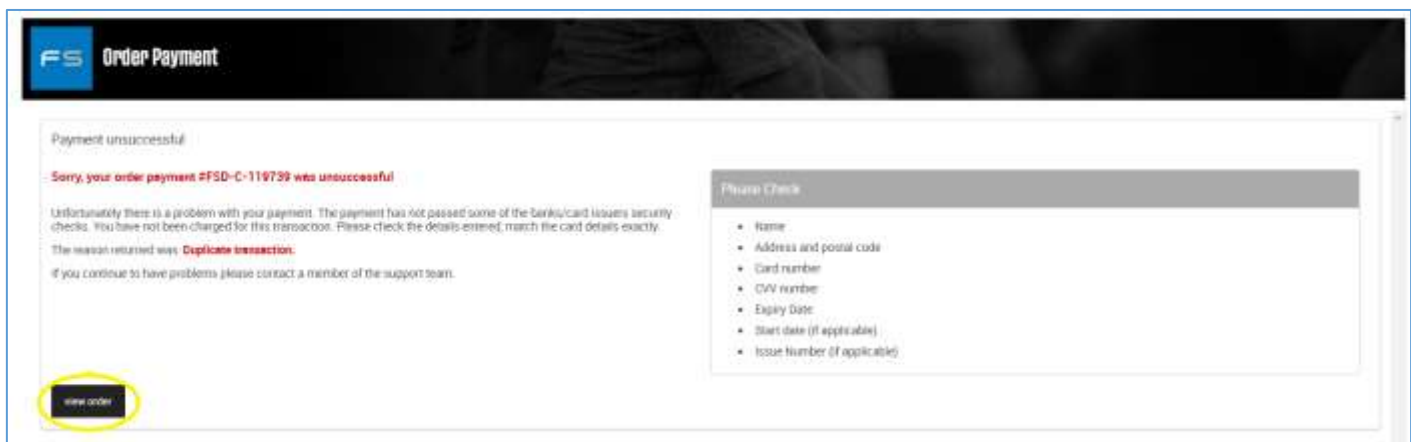
Details all correct, a success screen will display, click **Finish** or **View Receipt**.

Also, a payment success email will be sent to the email against your GMS record confirming the payment, amount, membership, card type, date, and reference.

3. Buy Membership – Failed Payment

When you enter card payment details and they are incorrect you will receive a **Payment unsuccessful** screen, which will detail what areas you need to check.

Within this page you can **view order**.



This will direct you back to the **Order Summary** screen to enter the payment method again (may pay by a different card) and re enter the card details.

You will also receive an **Payment Failure** email to confirm the transaction failed and you will not have been charged. The email will detail a number of reasons why the transaction may have failed.



First Sports Demo

Dear Indie Jones,

FSI Adult Playing Membership - Failed transaction for Doctor Indie Jones.

There was a problem with the following order made on 18/07/2019 09:36:42 and your card has been declined.

Order Reference:
99964624

You will not be charged for this transaction.

There are a number of reasons why your card could have been declined — several security checks, set up by banks / card issuers, have to be passed before payment can be authorised. We advise you to contact your bank / card issuer or try paying with an alternative card.

Please note the name and address of the cardholder must match the name and address of the payee. If these are different, your payment will not have been approved.

[View In Browser](#) | [Unsubscribe](#) | [RFU Privacy Policy](#)

Your username is JonesI, please go to [GMS](#) to login to your account or to reset your password. GMS is the Rugby Football Union and RFU Clubs Game Management System, used to help administer the game nationally.

Sent from GMS | [England Rugby](#)

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