



Sporty CRM & Registrations – Club FAQs

These should be read in conjunction with the [Getting Started Guide](#). The information below refers to more detailed instructions found in this Guide.

1. How do I see a list of our Athletes only?

Set up and save a filter for just those who have completed an Athlete Registration Form (i.e. your Athletes). You only need to set up and save this filter once - it will then be there for future use. This is outlined on Page 4 of the Getting Started Guide.

2. How do I see when a Medical or Police Vetting is expiring?

You can view an expiry date directly within a member's profile, by first clicking on their profile and then the “Registrations” tab – see Page 3 of the Getting Started Guide.

You can also display expiry dates on your ‘home screen’ for easy reference. Pages 8-9 of the Getting Started Guide outline how to set these displays up and modify your ‘home screen’ to meet your needs.

3. How do I create a report of our Athletes/Volunteers expiry dates?

You can export all the information currently displayed on your ‘home screen’ into an excel file, by clicking the Export button in the top right corner.



4. How do I see or edit the sport(s) an Athlete is participating in?

You can view an Athlete’s participating sport by clicking on their profile and opening their 2025 Athlete Registration Form within the “Registrations” tab. You can add or remove a sport to accurately reflect their participation that year.

5. How do I see a list of our Athletes from a particular sport?

This is similar to the Athlete filter in Q1 above, although you’ll need to add a further detail to your filter to specify the specific sport. This is done by adding an “Advanced Filter” and is outlined on Pages 6-7 of the Getting Started Guide. You only need to set up and save a filter once – it will then be there for future use.

Like Expiry Dates, you can also display Athletes’ sports on your ‘home screen’ for easy reference. Pages 9-11 of the Getting Started Guide show how to set these displays up and modify your ‘home screen’ to meet your needs.

6. Where do I go to verify a Volunteer’s ID?

Click on the Volunteer’s profile and open their Police Vetting Application. Within this form, there is a “Police Vetting Application Processing” section. Once you have completed the evidence of identity checks, click the “ID Verified” checkbox. These instructions are further detailed on Pages 12-13 of the Getting Started Guide.

7. Where can I find the Police Vetting and Volunteer Registration forms?

No paper registration or police vetting forms are utilised or submitted to SONZ. The only paper documentation used in the registration process is the Medical Certificate. There are no longer any paper forms for volunteers to complete.

On the SONZ website, all new Volunteers are required to complete the online Volunteer/Unified Partner Registration form, and a Police Vetting Application form when they register for the first time.



8. How do we update/renew an Athlete's medical?

There are two options:

- a. Send the Athlete/Caregiver a link to the Medical Declaration directly from Sporty – this is outlined on Page 15 of the Getting Started Guide. This link will have their profile information already pre-populated. They'll then need to upload the Medical Certificate and submit it.
- b. If you as the Club Administrator have received a copy of the Medical Certificate directly, you can add this to the Athlete's profile. This is outlined on Page 16 of the Getting Started Guide.

9. How do I update/renew a Volunteer's Police Vetting?

Send the Volunteer a link to the Police Vetting Application directly from Sporty. This link will have their information already pre-populated. This is outlined on Page 16 of the Getting Started Guide.

10. Why do we update Athletes/Volunteers medicals and police vetting out of Sporty and not on the website?

Doing it through Sporty means their profile details are already populated on the forms and ensures the renewals are already attached to their specific profiles. If a blank form from the website is used and the entered details don't exactly match the existing profile, there is a chance that a duplicate profile will be created, which we want to avoid.

11. How do I send an email to an Athlete or Volunteer?

To email an individual, you can click into their profile and click on the "Contact" button. You can also email your entire membership or a specific group all at once – see Q12.



Contact

12. How do I send an email to a list of Athletes from a specific sport?

Select your filter for your desired sport (as referenced in Q5 above) – this will bring up all your Athletes that do that sport – then click on the "Contact" button in the top right of the screen. This applies to communicating with any other group of your membership, too. For example, you could filter by your Volunteers, to then email just your Volunteers.

13. How do I Re-Register an Athlete or Volunteer?

If someone has a profile in Sporty but not a registration for the current year, you can re-register them. There are two options to do this;

a. Invitation to Register

Search for the person's profile in Sporty and click "Contact" in the top right corner. Instead of clicking "send email," click "Send Invitation to Register." This will send them a link with all their registration details pre-populated. They can add any missing information/edit anything that is incorrect, and submit. Further instructions are [available here](#).

b. "Roll a member forward"

This option involves a Club Administrator processing a registration with/for the athlete/volunteer. Click on the person's profile and then into the Registrations tab, then

open their 'old' registration form, and click on the roll-forward button (). This will open the 2025 registration form, automatically pre-populated with their known details. You can check for any missing information/edit anything that needs correcting, and submit. This step can also be actioned through the Online Registrations section of Sporty, for which further instructions can be [found here](#).