



USA Cricket Membership Portal

Administrators - FAQs

1. As a league administrator, how can I access my league page?

Upon login, you can click on the Leagues tab (below Home option) on the left and select the required league.

2. As a club administrator, how can I access my club page?

To access the club page -

- *Upon login, you can click on the Leagues tab (below Home option) on the left*
- *Select the required league*
- *On the League page, select Clubs option on the left*
- *Select the required club*

3. As a league administrator, what actions can I perform in the portal?

As a league administrator, you can -

- *Add/Remove league administrators*
- *Maintain league information*
- *Approve/Reject the club registration requests*
- *Activate/Inactivate the clubs in the league*
- *Add/Remove club administrators*
- *Maintain club information*
- *Add players to your league*
- *Approve/Reject the player registration requests*
- *Activate/Inactivate the players in the league*
- *Make Payments on behalf of the players*
- *Generate and track invoices*
- *Track players whose chose your league as secondary*

4. As a club administrator, what actions can I perform in the portal?

As a club administrator, you can -

- *Add/Remove club administrators*
- *Maintain club information*
- *Add players to your club*
- *Approve/Reject the player registration requests within your club*
- *Track players whose chose your club as secondary*

5. As an administrator, how can I change the logo?

As an admin, you can change the logo anytime by selecting the camera icon on the respective league/club page and uploading the required image. Additionally, you can change the background

image of the respective league/club page by clicking on Edit icon on the About page and uploading the background image.

6. What should be the resolution of the logo?

The preferred resolution for the logo is 720x720 pixels. For, background image it is 840x200 pixels.

7. As an administrator, how can I change the description on the league/club page?

To change the description, you need to -

- Open the respective league/club page
- Select About on the left menu
- Click on Edit on the right top corner
- Provide the description and click on Save

8. As an administrator, how can I add/remove admins on the league/club page?

To add/remove the admins, you need to -

- Open the respective league/club page
- Select About on the left menu
- Click on Edit on the right top corner
- Click on Add Admin button to add a new admin
- Click on the Delete icon to remove the existing admin
- And, click on Save to complete the process.

9. As an administrator, how can I approve/reject the new player registrations?

All the new registration requests will be displayed on the player screen under the New Requests Tab, on the respective league/club pages.

Here's the player approval work flow -

The player registrations include 2-step approval process. Whenever a player registers, the registration request will be sent to both the club admin and the league admin for approvals.

For Club Admin -

Under the New requests tab, on the club page, the club admin can either approve or reject the player registration requests.

Upon approving the request, the status will be shown as "Pending with League administrator."

Upon rejecting the request, the club admin will be prompted to provide the reasons for rejection. An email will be sent to the player informing the same.

For League Admin -

Under the New requests tab, on the league page, the league admin can either approve or reject the player registration requests that are approved by the club admin.

All the registrations which are pending with the club admin will be shown as "Pending with Club administrator."

The league admin can bypass and approve/reject all such “Pending with club administrator” requests anytime.

Upon rejecting the request, the league admin will be prompted to provide the reasons for rejection. An email will be sent to the player informing the same.

A player will be marked as approved/active only after the registration request is approved by the league admin. A player will be marked as rejected if either the club admin/league admin rejects it. The rejected player can resubmit the request by updating the correct details on his/her profile.

10. As an administrator, how can I keep track of all the players on the league/club page?

As a club administrator, you can keep track of all the active players in your club by clicking on Active Players Tab. All those inactive players in the club can be viewed by clicking on the Inactive Tab.

As a league administrator, you can keep track of all the active players in your league by clicking on Active Players Tab. You can choose to mark any player as inactive by clicking on the inactivate button next to the player name. By marking a player as inactive, it means that the player is no longer part of your league primarily and is moved to another league. All those inactive players in the club can be viewed by clicking on the Inactive Tab. You can choose to mark any player as active by clicking on the activate button next to the player name.

11. As an administrator, how can I keep track of all the players who chose my league/club as secondary?

As an administrator, you can view all the players, who chose your league/club as secondary, under the additional players tab on the players screen on the respective league/club pages.

12. As a league administrator, how can I handle the transfer requests from the players?

Whenever a player is moving to another league from your league, you can mark that player as inactivate. Once the player is marked as inactivate, he/she will be able to change the primary league/club. Upon updating the primary league/club, the request will be sent to the new league/club for approvals.

13. As a league administrator, how can I make payments on behalf of my players?

As a league administrator, you can make payments on behalf of your players from the payments option on the league page.

The league administrator can choose one of the pricing structures - Membership only (Option A), Membership with insurance (Option B) and make the payments.

Additionally, the league admins can choose to make a payment outside the portal, and can use the “Offline Payment” option to record the payment details in the portal.

14. As a league administrator, how can I make payment using the membership only plan?

Membership only plan is a slab based pricing structure. The league admin can select the applicable slab and make the payment. Once the payment is made, the payment status for all the active players for whom the payment is not done and for whom the renewal is pending will be updated to paid, in the order of the registration date of the players. Once the payment is completed you can view the number of players, who made the payment and how many more players can be accommodated under the selected slab, on the payments screen. In case, where the number of active players for whom payment the payment is not done and for whom the

renewal is pending are more than the available slots under the selected slab, the payment status of the remainder of the players will be updated only once the league admin upgrades the slab. The league admin can upgrade the slab at any point in time by completing the payment for the difference of the new slab amount and the current slab amount.

15. As a league administrator, how can I make payment using membership with insurance plan?

The league can choose membership with insurance plan, if they want to opt for insurance from USA Cricket. As a league administrator, you can select the players for whom the payment is being made and make the payment. The membership with insurance is priced at flat \$10 per player. The admins will be shown the list of active players for whom the payment is pending or whom the renewal is pending, from which he/she can chose the players and complete the payment.

16. As a league administrator, can I switch between the pricing structures?

As a league administrator, you can choose one pricing structure at the the beginning of the year. You cannot switch to other pricing structure in middle of the year once a payment is made.

17. As a league administrator, where can I find the invoices?

As a league administrator, you can find the invoices by clicking on the Invoices option on the left panel on your league page. Upon clicking invoices, you will see all the invoices for the transactions made.

18. As a league administrator, how can I find all the members whose membership payment is done for the year?

As a league administrator, you can see the payment status as "Paid by admin" for all the players for whom the payment is done. Additionally, you can also view the player details on the invoices.

19. As a league administrator, how can I see all the players for whom a specific payment is made, if I choose Membership Only plan?

Once the payment is completed, an invoice, with all the players' details, available at that point in time, for whom the payment is applied, gets created on the invoices screen. You can use the generate invoice option to create a new invoice with the players' details as and when new players are approved.

20. As a league administrator, how can I update the offline payment details in the portal?

To record an Offline payment in the portal, you will have to use the Add Offline Payment on the right top corner on the payments screen. Upon clicking, you will be able to provide the payment details and submit the Offline payment request. The payment request then, will be sent to the USA Cricket Admin and will be approved/rejected after verification.

Upon approvals, you can see an invoice on the Invoices screen. In case if the payment is rejected, you will have to record a new payment again with correct details.

21. As an administrator, how can I add players to my league/club?

As an administrator, you can add players to your league/club by following the below steps -

- *Click on Add Players option on the top right corner on the Players Screen*
- *Download the sample file*
- *Fill-in all the required details*

- *Upload the file*
- *Click on Submit*

22. How can the players, who were added to the portal by the admins, login to the portal?

All the players, added by the admins, will receive emails with links to verify their emails. To login, they have to perform the below actions -

- *Verify their Email*
- *Verify their Phone Number in the next step*
- *Set Password*
- *Login to the portal*

23. As an administrator, can I modify the player details?

No, you are not allowed to modify any player details in the portal. However, you can add the new players to the system at any given time. You can also view all the details of the players by clicking on the player name.