



Introduction

The GAA Management System

The GAA Management System can be accessed from the following web address:

<https://people.gaa.ie>

System Roles

The following roles can be assigned to users of the GAA Management System:

Role	Description
Club Administrator	This user has the ability to perform all functions and access all data relating to the Club.
SMS User	This user has the ability to send SMS text messages and Emails to Club Members. Messages may be sent to the list of Teams, Groups and Committees defined by the Club Registrar and/or Club Administrator.
Insurance Administrator	This user has the ability to manage the details of the Player Injury Scheme.
Competition Administrator	This user has the ability to manage all aspects of Competitions within the County\Province in question.
County Administrator	In addition to the ability to manage all aspects of Competitions, this user has the ability to perform all functions and access all data relating to the County\Province in question.

GAA Membership Categories

There are four categories of membership in a GAA club:

- Full Membership
- Youth Membership
- Social Membership
- Honorary Membership

Each year, a club is required to submit a register of its Club Members (Full and Youth), its players and its Executive Committee. This is facilitated for clubs by using the online membership system.

NOTE - Clubs must register all of their players, Juvenile and Adult. Therefore, the juvenile and the adult section of the club are both on the one club account. There are no 'separate' juvenile accounts.

Support

If you have a question on the GAA System and would like *immediate* answers, for example **'How do I make a member a player?'**

Why not search our Help Forums?

Using the search bar simply type an accurate, brief description of your query -

As making a member a player involves members - you would begin by selecting the 'Members Functionality' result -

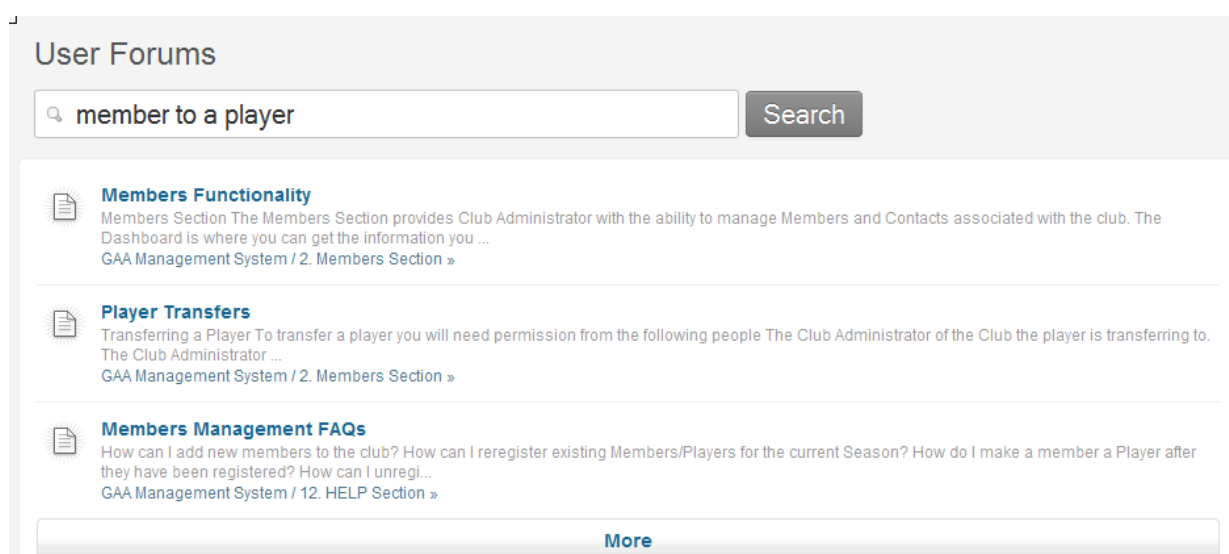


Figure 1 - Searching the forums for Immediate answers!

If you have searched the forum and require further information on the GAA System click [Servasport Helpdesk](#).

Data Protection

Each club has a duty to ensure that the data stored on this system is used for GAA purposes only.

Those in the club with full access to the system must under **NO CIRCUMSTANCES WHATSOEVER** give their username and password out to other persons.

Under **NO CIRCUMSTANCES WHATSOEVER** should a club pass on any of the information stored on the system to any third party, no matter what the reason for their requiring it. To do so would be a breach of the Data Protection Act. This includes companies who wish to contact members about special offers etc.

Each club must also ensure that any mobile phone numbers stored on this system are used solely for the purpose of the club sending text messages about club\fixture activity. Members are entitled to request that their number be excluded from receiving messages about fundraiser etc. if they so wish.

Each club and member can be assured that the national database developed will be used for GAA purposes only. The Association will not be using this information for any other reason other than developing statistics on our player numbers and communicating with members.

Contact Details of Children

Mobile phone numbers and email addresses for Children should NOT be added to the system. Contact numbers for a parent/guardian should be specified in all circumstances.

Getting Started - Logging into the system

Perform Login

To log into the system perform the following steps:

1. Enter the username in the Username textbox. Your Username is your seven digit GAA Membership number.
 2. Enter the password in the Password textbox. Passwords are case sensitive.
 3. Select the Remember me on this computer checkbox if you want to store your login credentials within the Internet Browser on the computer in question.
- **NOTE**– You should NEVER select this option when accessing the system from a public computer.
4. Click the Sign in button.

The image shows a login screen for the GAA Management Platform. The screen is light blue and contains the following elements: a title "Welcome to the GAA Management Platform", a "Username:" label followed by a text input field, a "Password:" label followed by a text input field, a "Forgot your Password?" link, a checkbox labeled "Remember my username", a "Sign In" button, and a "Contact Support" link at the bottom.

Figure 1 - Login Screen

Invalid Login and Forgotten Passwords

An Invalid Login message will be displayed in the following circumstances:

- The Username in question has not been granted login privileges to the system.
- The Username in question has had their login privileges revoked by a System or Club Administrator.

You will need to reset your password, to do so click '**Forgot your Password?**' and submit the form shown below to request a new password.

NOTE – Login credentials can only be sent to the official GAA Club Secretary Email (i.e. secretary.<Club_Name>.<County>@gaa.ie).

The password issued by the Servasport Support team is effectively a temporary password. The end user will be asked to reset their password to a new value the first time they attempt to use this password.



Password Reset

Full Name*	<input type="text"/>
Club Name*	<input type="text"/>
County*	<input type="text"/>
Username*	<input type="text"/>
GAA Email Address*	<input type="text"/> ?
Alternative Email	<input type="text"/>

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Figure 2 – Request a Password Reset from Servasport Support by submitting the above form.

Password Reset

Users may be required to reset their passwords from time to time, in order to help maintain system security. In such instances they will be required to specify the following information:

- Current Password
- New Password
- The new password must be entered twice for validation purposes.
- The new password value must contain alphanumeric characters, be at least eight characters in length and contain at least one digit.
- The new password must differ from previous passwords.
- Contact Name
- Contact Email Address
- Contact Number

Please contact the Servasport Support team if there are any issues performing the password reset by click '**Contact Support**'



Servasport Support

Email: qaasupport@servasport.com
Phone: RO: 04890 313 845
NI: 02890 313 845
International: +44 2890 313 845

For system status updates: [System Status](#)

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Figure 3 - Servasport Support Contact Information

Contact Support Section

This section of the system provides end users with the ability to contact the Servasport Support team directly with feedback or to request system enhancements.

All system enhancement requests are recorded and reviewed on a regular basis with the GAA, with a view to inclusion in a subsequent system release or update.

Submit Contact Support Form

The fields in the Contact Support form will be pre-populated with your information. Perform the following steps to submit the form:

1. You can change the Email address in the Email textbox if need be.
2. Enter your feedback or request in the Feedback textbox.
3. Click Submit.

The screenshot shows a web application interface for submitting a contact support form. On the left is a vertical navigation menu with the following items: Welcome, Members, Competitions, Communications, Reports, Insurance, Club Admin, Venues, and Contact Support (which is highlighted). The main content area is titled 'Contact Support' and has a blue header bar that says 'Location: Contact Support'. Below this, there are five input fields, each with a red asterisk indicating it is required: 'Unique ID' (pre-filled with '1247494'), 'Name' (pre-filled with 'National Level'), 'Club' (pre-filled with 'GAA'), 'Email' (pre-filled with 'mail@gmail.com'), and 'Message' (an empty text area with a vertical scrollbar). A 'Submit' button is located at the bottom right of the form area.

Figure 1 - Contact Support page

Getting Started - Getting to know the Welcome Section

Welcome Section

Once logged in you will be directed to the Welcome Page. This page contains 3 main areas.

- **News**
- This section is used by the GAA and/or Servasport to post News stories to Clubs and Counties relating to the system (e.g. To notify Members of changes to the Support times).
- **Information**
- This section is used by the GAA and/or Servasport to post permanent information updates (e.g. Guidance on Child Protection).
- **Alerts**
- This section displays a range of system notifications. Alerts may indicate that there is an action outstanding or pending on the part of the Club Admin user(s). Alert may also be provided for informational purposes only.

Location: Welcome

Welcome to the GAA Management System

News

- **19.10.11 - GAA Management Test System - Hardware Upgrade - System Downtime** (13th Oct 2011)
- **09.06.11 - Membership Card Request Window Closed** (9th Jun 2011)
- **Extended Support Hours** (7th Jan 2010)

Information

[Data Protection Read more...](#)

[Child Protection Read more...](#)

Alerts

- ! **Submit Registrations to Croke Park & the County Secretary (8 registered members)** - Last Submitted: 01/12/2011 - 14:56
- ! **6 Executive Committee Positions are Mandatory and requires appointment**
- ! **There are currently 0 credits in your account. Click to purchase another bundle.**

Figure 1 - Welcome Screen