

**AFL**  
**UMPIRE**  
**OFFICIALSHQ USER GUIDE**



OFFICIALSHQ

Version 1, 27<sup>th</sup> October



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## 1. Terminology

The change of the online umpire management platforms has resulted in some changes to the terminology as follows.

**OfficialsHQ** formerly known as Schedula in the GameDay (SportsTG) system.

**Grade** in **OfficialsHQ** formerly known as Competition in the Schedula system.

**Leaves** in **OfficialsHQ** formerly known as Availability in the Schedula system.



## 2. Umpire / Umpire Coach Registration

### Registration

To register as an Umpire or Umpire Coach go to <https://registration.officialshq.com>.

#### Step 1. Account

Add **Email address**, **First name**, **Last name**, **Date of birth**, select **Gender** and click on the **Next** button.

The screenshot shows the registration interface for OfficialSHQ. On the left, there is a header with the OfficialSHQ logo and text: "OfficialsHQ Registration", "Welcome to OfficialsHQ, world's leading platform that makes referee and official management, planning, communication, and follow-up a walk in the park.", and "You are about to register for the Australian Football League within OfficialSHQ. Please follow all the steps and complete the payment." Below this is the AFL logo. On the right, the form is titled "1. ACCOUNT" and "STEP 1 / 5". It contains the following fields: "Email address \*", "First name \*", "Last name \*", "Date of birth \*" (with a calendar icon and placeholder "dd/mm/yyyy"), and "Gender \*" (with a dropdown menu showing "Male"). A blue "Next" button is located at the bottom right of the form area.






## Umpire / Umpire Coach Registration (cont)

### Step 2. Address & Contact

Add **Nr** (street number), **Street**, **Suburb**, select **State**, add **Mobile Number**, and click on the **Next** button.


STEP 2 / 5



**OfficialsHQ Registration**

Welcome to OfficialsHQ, world's leading platform that makes referee and official management, planning, communication, and follow-up a walk in the park.

You are about to register with the Australian Football League and its affiliates. Please follow all the steps and complete the payment.



### 2. ADDRESS & CONTACT

Nr \*  Street \*

Suburb \*  Postcode \*

State

Country \*

Mobile phone \*




## Umpire / Umpire Coach Registration (cont)

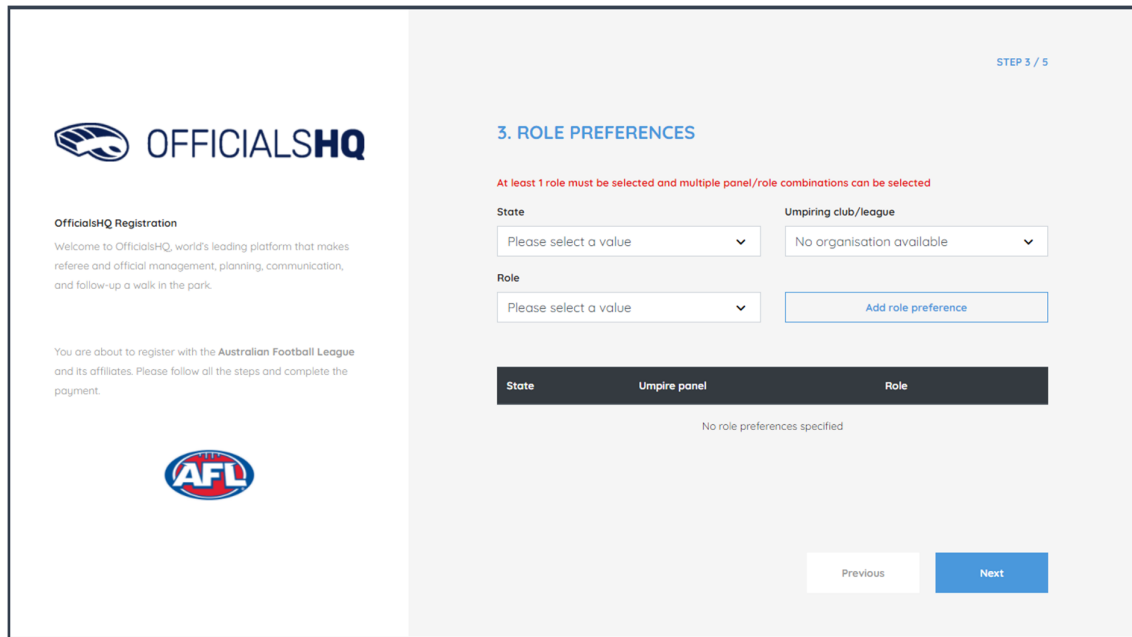
### Step 3. Role Preferences

Select **State**, **Umpiring club/league**, **Role** and click on the **Add role preference** button.

**Please note you can select more the one Umpire club/league and Role or more than one Role in the same Umpire club/league.**

If you select a club/league and role mistakenly you can click on the  icon to remove it.

When all role preferences are selected click on the **Next** button.



The screenshot shows the '3. ROLE PREFERENCES' step of the registration process. On the left is a sidebar with the OfficialsHQ logo and registration information. The main content area has a title '3. ROLE PREFERENCES' and a red warning: 'At least 1 role must be selected and multiple panel/role combinations can be selected'. Below this are three dropdown menus: 'State' (with 'Please select a value'), 'Umpiring club/league' (with 'No organisation available'), and 'Role' (with 'Please select a value'). An 'Add role preference' button is to the right of the Role dropdown. Below the dropdowns is a table with three columns: 'State', 'Umpire panel', and 'Role'. The table is currently empty, with the text 'No role preferences specified' centered below it. At the bottom right are 'Previous' and 'Next' buttons.




## Umpire / Umpire Coach Registration (cont)

### Step 4. Summary

Review the details on the **Summary** page.

If the details are not correct click on the **Previous** button to go back and change them.


If the details are correct, click or unclick the opt-in agreement and click on the **Next** button.



**OfficialsHQ Registration**

Welcome to OfficialsHQ, world's leading platform that makes referee and official management, planning, communication, and follow-up a walk in the park.

You are about to register with the Australian Football League and its affiliates. Please follow all the steps and complete the payment.



STEP 4 / 5

#### 4. SUMMARY

Please review your data before proceeding to the payment

<b>Account</b> Tony Saunders testumpire@gmail.com 01/06/1963 Male	<b>Address &amp; Contact</b> 9 monet street coombabah 4216 23 Australia 0400000000
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**Role preference(s)**  
Field Umpire for Northern Territory Football League in Northern Territory

I agree to receive offers from the program/competition organisers and from the AFL, AFL clubs, affiliates and partners, my local league and club and third parties in accordance with the [AFL Privacy Policy](#)

Previous Next



## Umpire / Umpire Coach Registration (cont)

### Step 5. Payment

If you have been supplied with a **Voucher**, enter the **Voucher code**, click on the **Apply voucher** button and click on the **Finish** button.

If you have not been supplied with **Voucher**, add the credit card details and click on the **Finish** button.

The screenshot shows the '5. PAYMENT' step of the registration process. On the left, there is a sidebar with the 'OFFICIALSHQ' logo and 'AFL' logo, along with introductory text for 'OfficialsHQ Registration'. The main content area is titled '5. PAYMENT' and includes a progress indicator 'STEP 5 / 5'. It features three main sections: 1. 'Subscription' for '\$22 / season' with a 'SEASON PASS' label. 2. 'Voucher' section with a text input field and an 'Apply voucher' button. 3. 'Card' section with a 'Card number' input field and a 'MM / YY CVC' input field. At the bottom right, there are 'Previous' and 'Finish' buttons.

You will be taken to the **Account Created** page.

The screenshot shows the 'ACCOUNT CREATED' confirmation page. On the left, the sidebar remains the same as in the previous step. The main content area features a large green checkmark icon, the text 'ACCOUNT CREATED', and a message: 'Your new account on OfficialsHQ was successfully created. You will receive an email shortly containing further instructions on completing the last steps of your account. Thank you for using OfficialsHQ!'. There are no navigation buttons on this page.

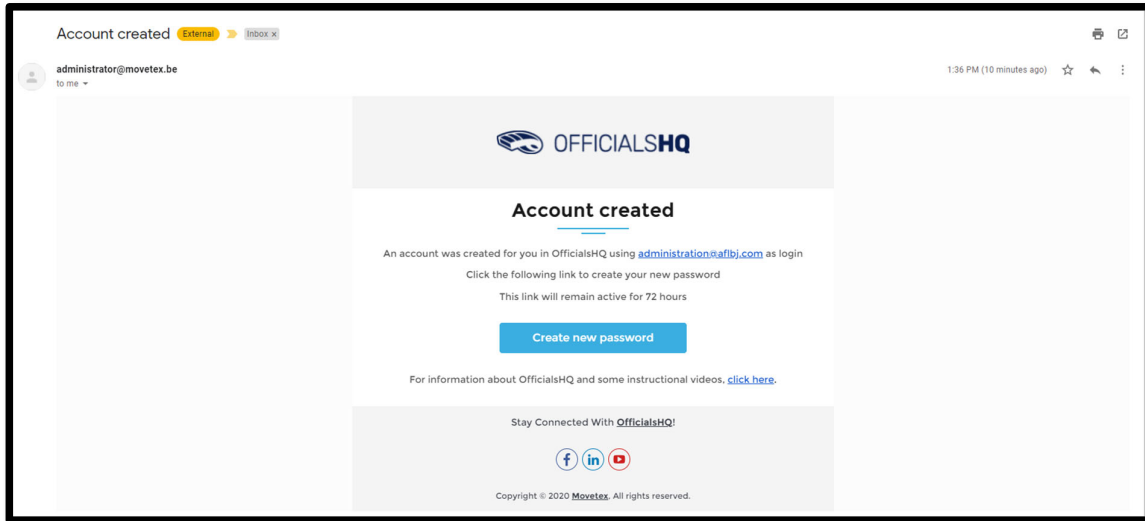


## Umpire / Umpire Coach Registration (cont)

### Account Creation

Check your email for an email with the subject line **Account created**.

Open the email and click on the **Create new password** button.



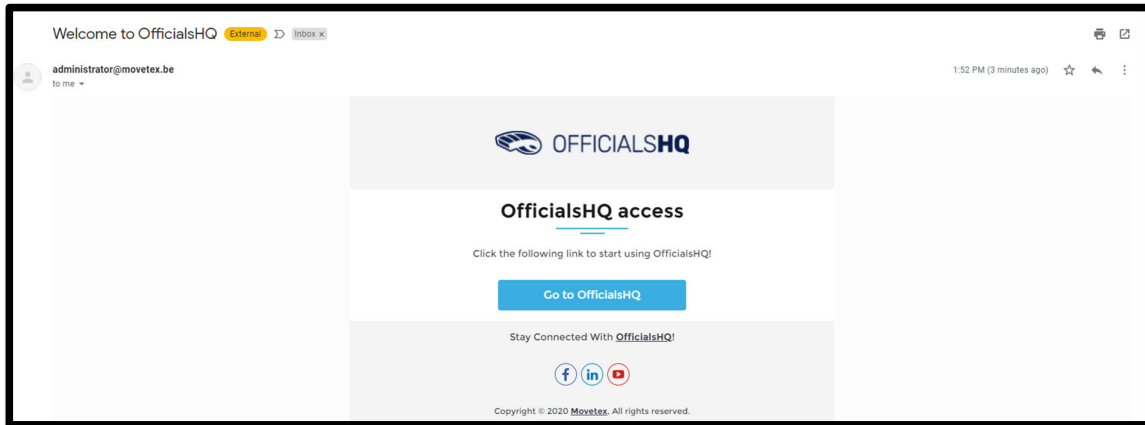
Enter a **Password**, enter **Confirm password** and click on the **Create** button.



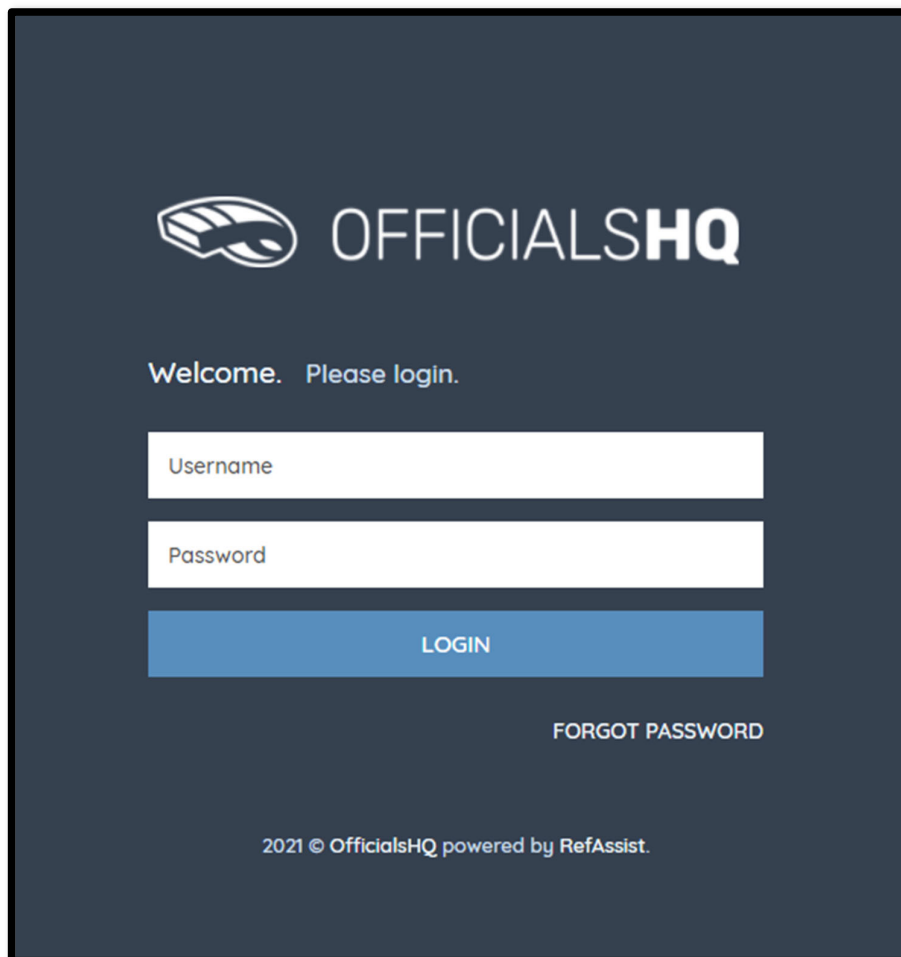
### Umpire / Umpire Coach Registration – Account Creation (cont)

Check your email for an email with the subject line **Welcome to OfficialsHQ**.

Open the email and click on the **Go to OfficialsHQ** button.



Enter a **Username**, enter **Password** and click on the **Login** button.





## Umpire / Umpire Coach Registration (cont)

### Required Account Completion

The first time you login to your new account you will be asked to add information to the **Required account competition** pop-up.

Please ensure you add information to **ALL** of the tabs on the left hand side **BEFORE** you click on the **Complete** button.

**Clubs** tab – select all community clubs you are associated or registered to.

Required account completion

- Clubs
- Umpire info
- Work with children
- Demographics
- Emergency info
- Banking
- Medical

Please select all clubs you are associated to.  
Select none if you aren't associated with one or more clubs.

Search

No club

Cancel Complete

**Umpire / Umpire Coach Registration – Required Account Completion (cont)**

**Umpire info** tab – select **Active player** option, select **Age group you currently play** option (if required), select **Year started umpiring** option and select **How did you find out about us** option.

The screenshot shows a web form titled "Required account completion" with a close button (X) in the top right corner. On the left is a vertical navigation menu with icons and labels: Clubs (crown), Umpire info (globe), Work with children (shield with child), Demographics (globe), Emergency info (question mark), Banking (ATM), and Medical (first aid kit). The "Umpire info" tab is selected and highlighted with a blue bar. The main content area contains four dropdown menus: "Active player?", "Age group you currently play?", "Year started umpiring?" (with up and down arrows), and "How did you find out about us?". At the bottom right are "Cancel" and "Complete" buttons.

**Work with children** tab – select **State**, add **WWC number**, add **Expiry date** and under **Card** click on the **select files** button to upload a copy of your WWC card.

The screenshot shows the same "Required account completion" form, but with the "Work with children" tab selected and highlighted in blue. A grey informational box with an orange exclamation mark icon contains the text: "Please add your 'Work with children' license information if you want to be appointable for youth games. When no license information is added you will not be appointed for youth games." Below this are three input fields: "License number" (text box), "Expiry date" (calendar icon), and "License" (a grey box with a "Select files..." button). At the bottom right are "Cancel" and "Complete" buttons.



**Umpire / Umpire Coach Registration – Required Account Completion (cont)**

**Demographics** tab – select **Country of birth** option, select **Were you or any of your parents born overseas** option and select **Are you from Aboriginal or Torres Strait Islander origin** option.

The screenshot shows a dialog box titled "Required account completion" with a close button (X) in the top right corner. On the left is a vertical navigation menu with icons and labels: Clubs (crown), Umpire info (globe), Work with children (parent/child), Demographics (globe), Emergency info (question mark), Banking (ATM), and Medical (first aid). The "Demographics" tab is selected and highlighted with a blue bar. The main content area contains three dropdown menus: "Country of birth", "Were you or any of your parents born overseas?", and "Are you from Aboriginal or Torres Strait Islander origin?". At the bottom right are "Cancel" and "Complete" buttons.

**Emergency info** tab – add **Name**, add **Telephone number** and add **Relationship**.

The screenshot shows the same "Required account completion" dialog box, but with the "Emergency info" tab selected and highlighted in blue. The main content area now contains three text input fields: "Name", "Telephone number", and "Relationship". The "Cancel" and "Complete" buttons remain at the bottom right.

### Umpire / Umpire Coach Registration – Required Account Completion (cont)

**Banking tab** – add **Bank name**, add **Bank account holder**, add **Account number** and add **BSB**.

The screenshot shows a web form titled "Required account completion" with a sidebar menu on the left containing: Clubs, Umpire info, Work with children, Demographics, Emergency info, Banking (highlighted), and Medical. The main content area has a grey instruction box: "Please enter your main bank account details used for receiving payments. It will be possible to add more bank accounts in your profile after completing the registration process." Below this are four input fields: "Bank name \*", "Bank account holder \*", "Account number \*", and "BSB \*". At the bottom right are "Cancel" and "Complete" buttons.

**Medical tab** – select **Allergies**, **General medical Notes/injuries** and **Do you identify as living with a disability/disabilities** from the drop-down box, click on the **Add medical information** button and add information in the **Additional info** area.

The screenshot shows the same "Required account completion" form but with the "Medical" tab selected in the sidebar. The instruction box says: "Please add all relevant medical information, if applicable add some extra information or a document." Below the instruction is a dropdown menu with "Allergies" selected. To the right of the dropdown is an "Add medical information" button. Below the dropdown are three more options: "General medical Notes/injuries" and "Do you identify as living with a disability/disabilities", each with a "Remove" button. Below these is an "Additional info" text area and a "Select files..." button. At the bottom right are "Cancel" and "Complete" buttons.



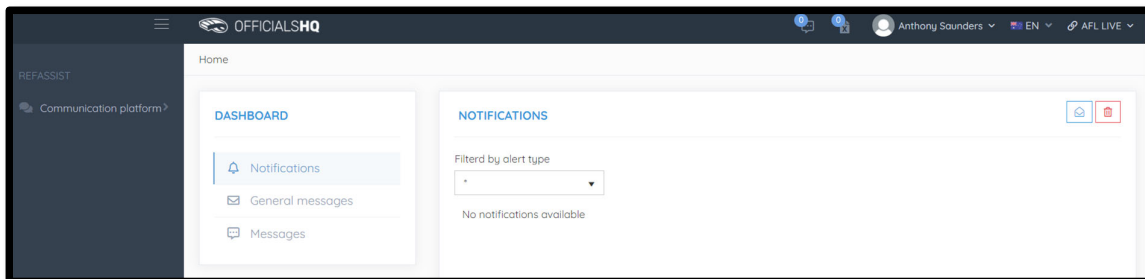
### *Umpire / Umpire Coach Registration – Required Account Completion (cont)*

When information in **ALL** of the tabs has been completed click on the **Complete** button.

The **Terms and Conditions** pop-up will appear, click the box **I have read the terms and conditions and agree** and click the **I agree** button in the bottom right corner.

The screenshot shows a 'Terms and Conditions' pop-up window. At the top, it says 'Terms and Conditions'. Below that, there is a paragraph of text: 'I understand that by submitting this application for registration I declare that I have read and understood, and agree to be bound by, these Terms and Conditions of participation. By accepting this application the signatory warrants that they have the power and authority to enter into these Terms and Conditions of Registration on behalf of the Participant.' Below the text is a checkbox that is checked, followed by the text 'I have read the terms and conditions and agree'. At the bottom right of the window, there are two buttons: 'I disagree' and 'I agree'.

You will be logged in to the **OfficialsHQ** platform and taken to your **Dashboard**.





### 3. Logging in and accessing OfficialsHQ

To login and access OfficialsHQ go to <https://app.officialshq.com> and enter the username & password you have registered.

OFFICIALSHQ

Welcome. Please login.

Username

Password

LOGIN

FORGOT PASSWORD

2021 © OfficialsHQ powered by RefAssist.

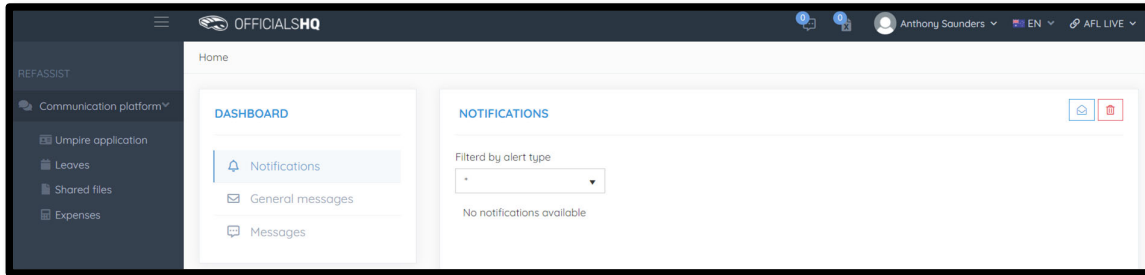


## 4. Admin Access

There five levels of admin access in the **OfficialsHQ** platform as follows. When an umpire has registered, any user with full admin access is able to allocate umpire with the relevant admin access.

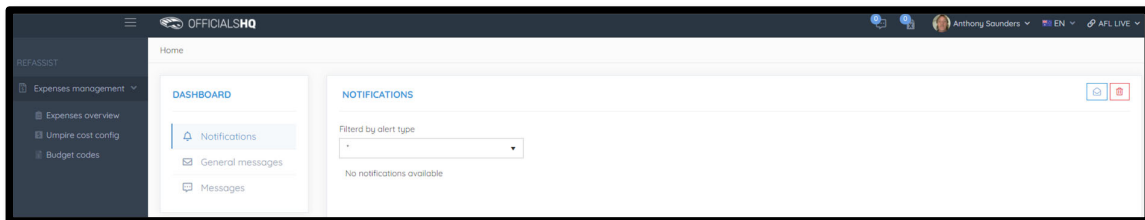
### Umpire & Umpire Coach

**UMPIRE & UMPIRECOACH** access gives the user access to **Communication platform** for basic information like appointments, leaves, shared files & expenses.



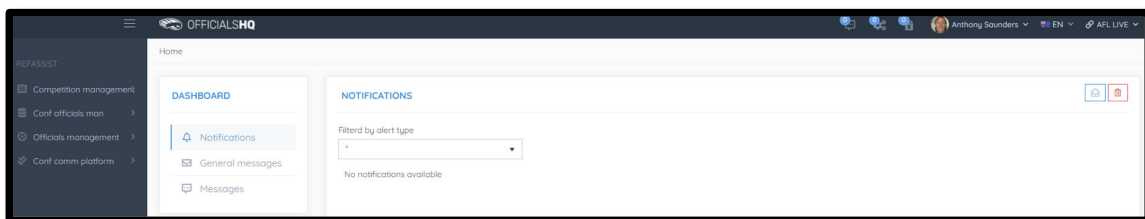
### Finance

**FINANCE** access gives the user access to **Expenses management** for expenses overview, umpire cost config and budget codes.



### Appointments

**RA** access gives the user access to **Competition management**, **Configure officials management**, **Officials management** and **Configure communication platform**.



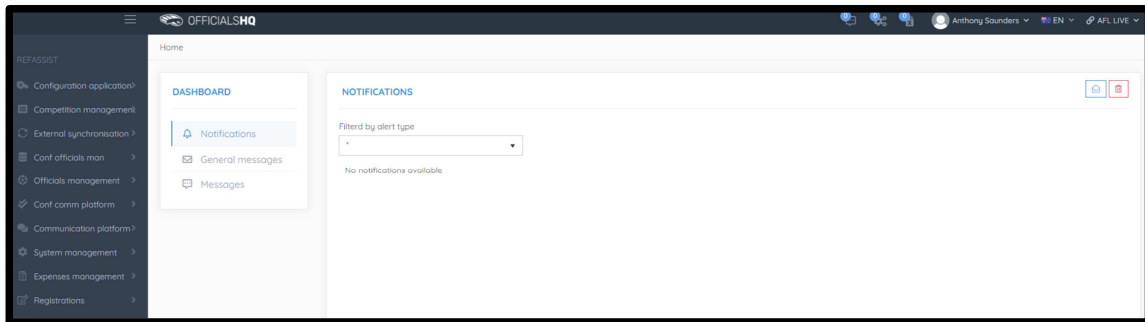


## Admin Access (cont)

### Client Admin

**CLIENTADMIN** access gives the user access to all functions of the platform.

**Please note this access should only be given to National or State admins only.**



**For assistance with granting admin access please contact your State Umpire Manager.**

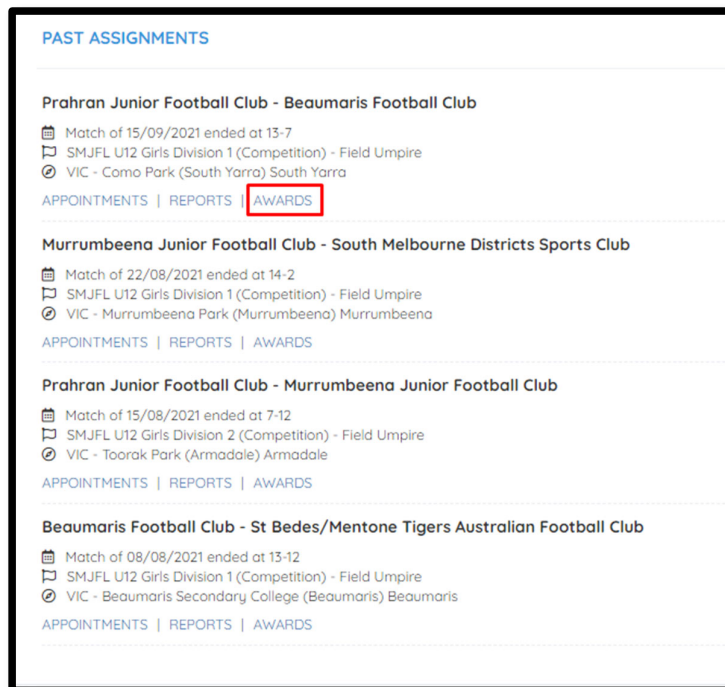
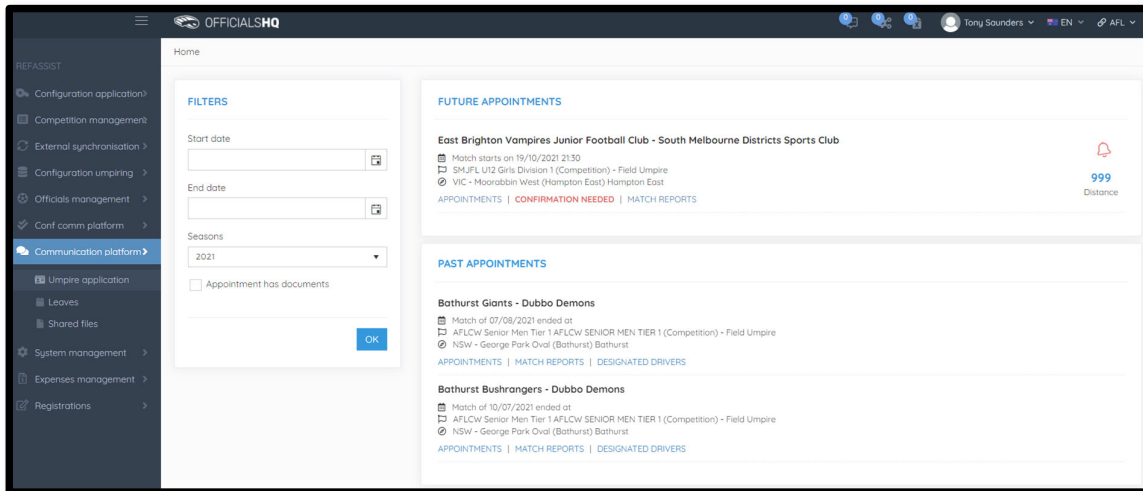


## 5. Communication Platform

### Umpire Application

In the left hand menu click on **Communication platform** and click on **Umpire application**.

On the **Home** page any **Future Appointments** and **Past Appointments** will be listed.

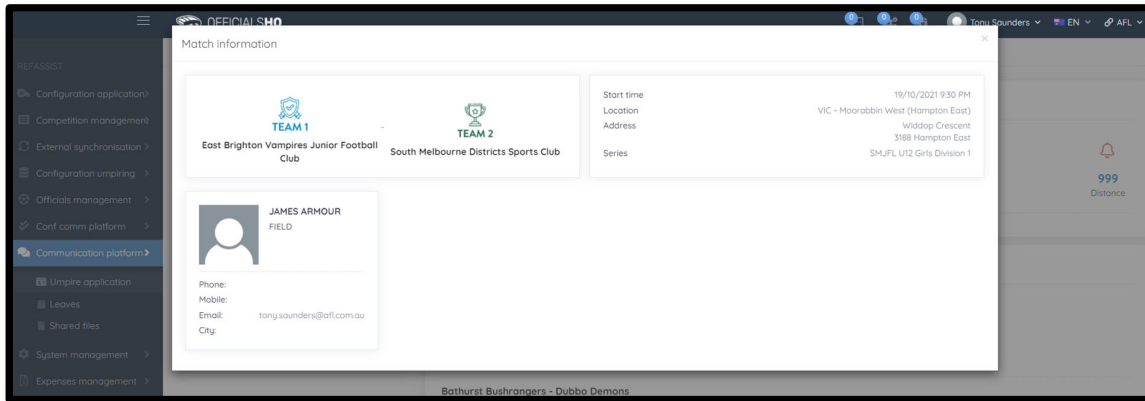





## Communication platform – Umpire application (cont)

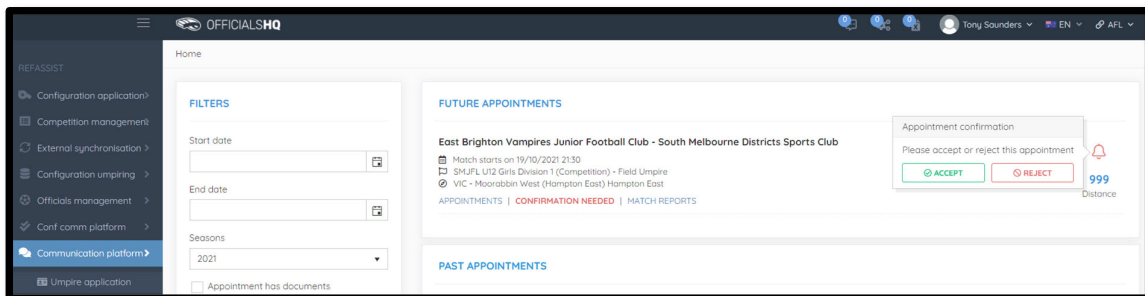
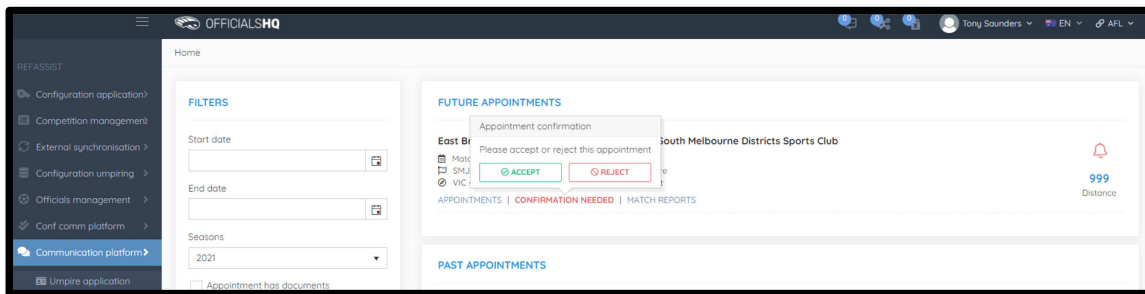
### Appointments

To view all of the umpires appointed to the match click on the **Appointments** link.



### Confirmation Needed

To accept or reject an appointment click on the **Confirmation Needed** link or the  icon.

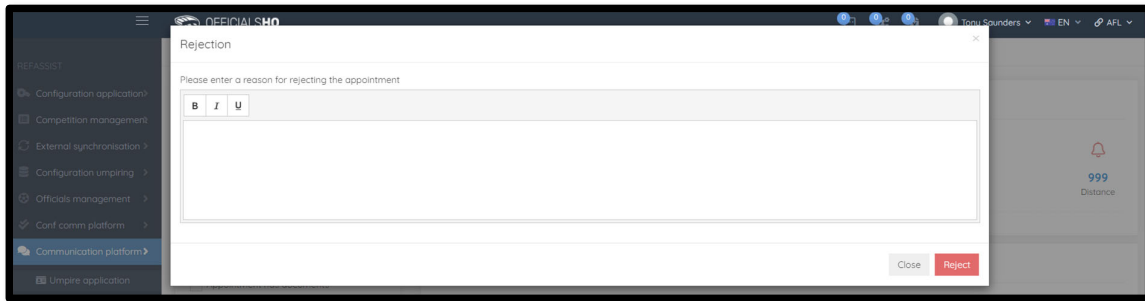




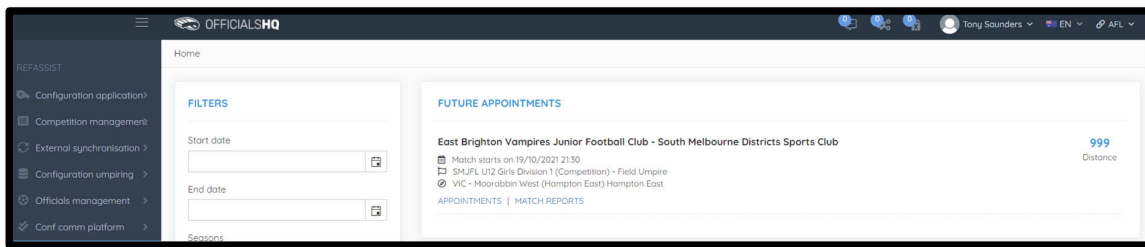


### Communication platform – Umpire application - Appointments (cont)

When rejecting an appointment the **Rejection** pop-up will appear, a reason must be entered and click on the **Reject** button.

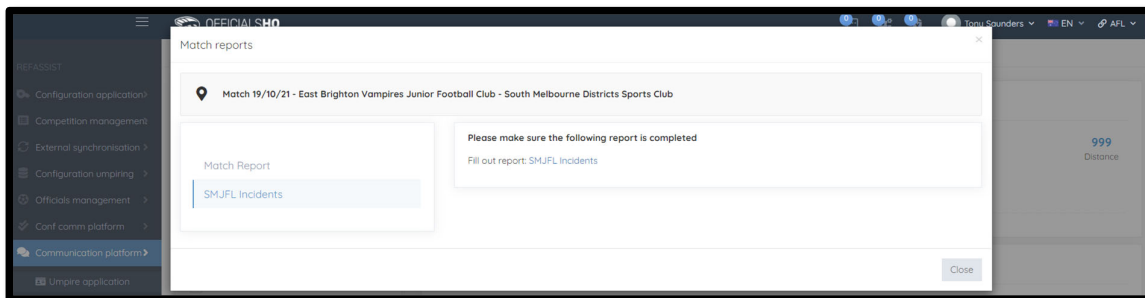
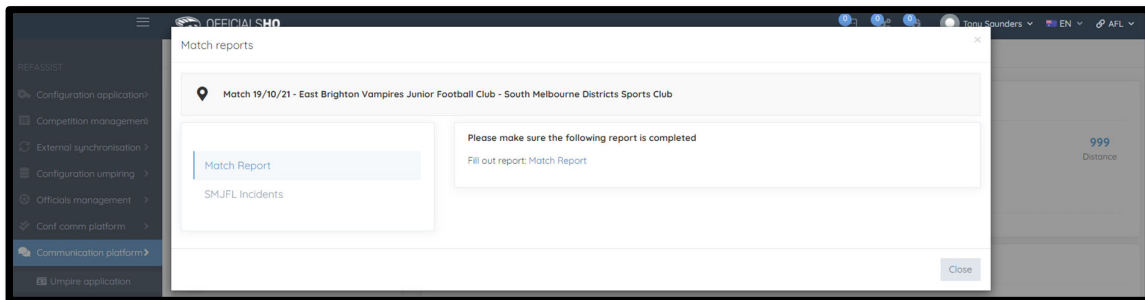


When accepting an appointment the match details in the **Future Appointments** section will update.



### Match Reports

To view and complete any match reports that have been added to an appointment click on the **Match Reports** or **Reports** link. On the **Match reports** page on the hand side will be a list of match reports linked to the appointment, click on each match report and click on the **Fill out report** link to open the match report.





### Communication platform – Umpire application - Appointments (cont)

Complete the match report and click on the **Submit** button in the top right corner.

OFFICIALSHQ

SAVE SUBMIT

**Home team**  
East Brighton Vampires Junior Football Club

**Away team**  
South Melbourne Districts Sports Club

**Start**  
19/10/2021 21:30

**Location**  
VIC - Moorabbin West (Hampton East)

**Series**  
SMJFL U12 Girls Division 1

**Address**  
Widdop Crescent

**JAMES ARMOUR**  
FIELD 1

Number of Yellow Cards \*

**Yellow Cards 0**

Player team \*

Player name \*

Player number \*

A **Submit** pop-up will appear, click on **Yes**.

OFFICIALSHQ

SAVE SUBMIT

Description \*

Striking

Number of Incidents \*

0

Incidents 0 \*

Zero incidents

**Submit**

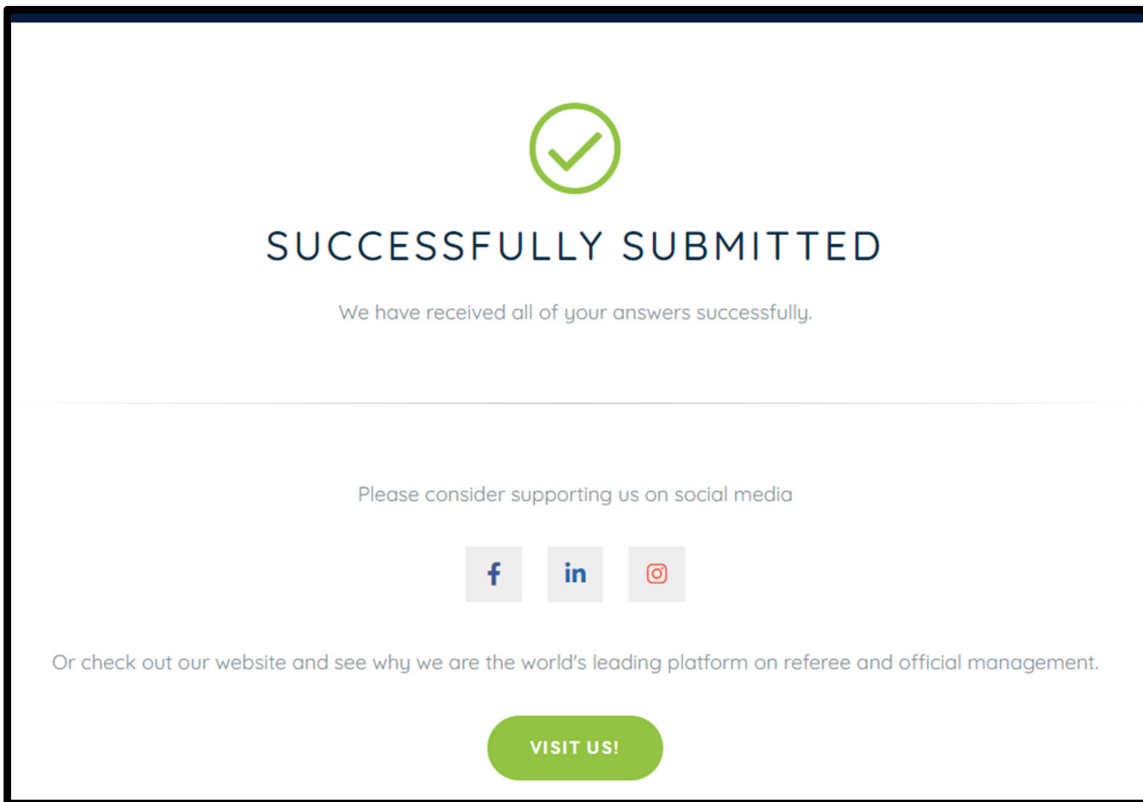
You are about to submit the following form.  
Once submitted the form will become unavailable for further editing.

Are you sure you want to continue?

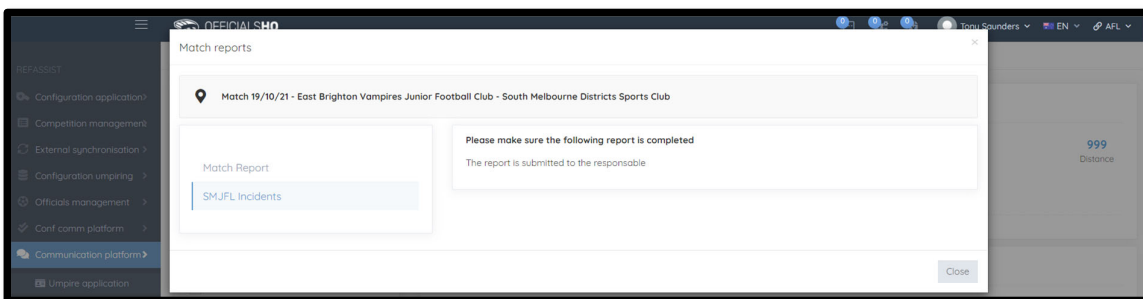
NO YES

### Communication platform – Umpire application - Appointments (cont)

A message will show when the match report has been submitted successfully.



On the **Match reports** page if a match report has been completed and submitted the link will no longer be available.





### Communication platform – Umpire application (cont)

#### Awards

To view and complete any awards that have been added to an appointment click on the **Awards** link. Complete the award information required and click on the **Save** button in the bottom right hand corner.

3 best players ✕

**First**

★ Team: Prahran Junior Football Club Prah U12 Girls Laughton

Player: Annabel Atkins

**Second**

★ Team: Prahran Junior Football Club Prah U12 Girls Laughton

Player: Amelia Anderson

**Third**

★ Team: Prahran Junior Football Club Prah U12 Girls Laughton

Player: Sibella Deague

Close Save

#### Leaves


In the left hand menu click on **Communication platform** and click on **Umpire application**.

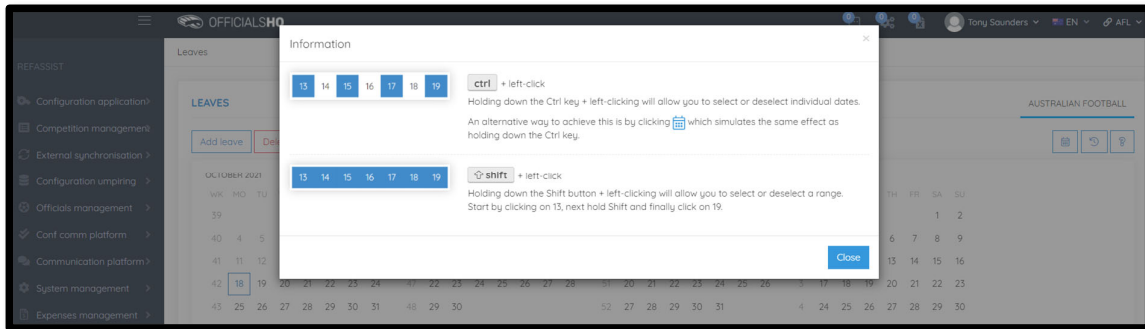
The screenshot shows the 'Leaves' management page in the OFFICIALSHQ system. The left sidebar contains a menu with 'Umpire application' selected. The main area displays a calendar grid for leaves from October 2021 to May 2022. The date 18th October 2021 is highlighted. The calendar shows days of the week (WK, MO, TU, WE, TH, FR, SA, SU) and the number of leaves for each day. Buttons for 'Add leave' and 'Delete leave' are visible at the top of the calendar area.



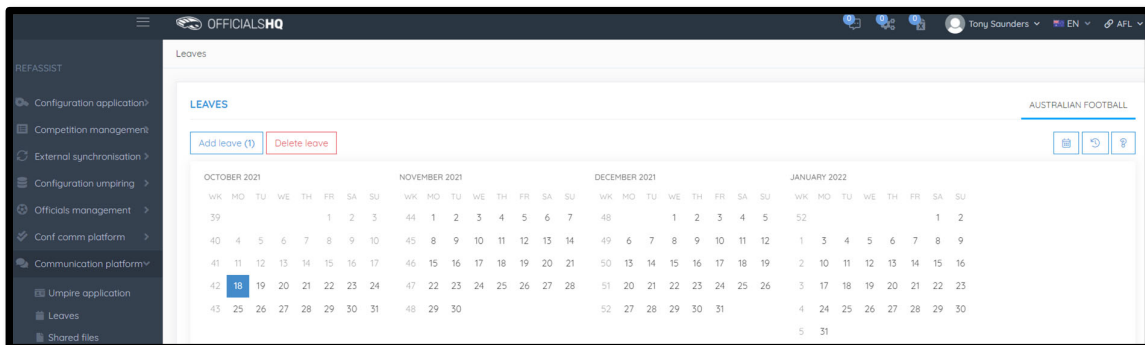
### Communication platform – Leaves (cont)

Please note in the OfficialsHQ platform umpires are always available by default. To add a day or days or times in a day when an umpire is unavailable Leaves need to be added.

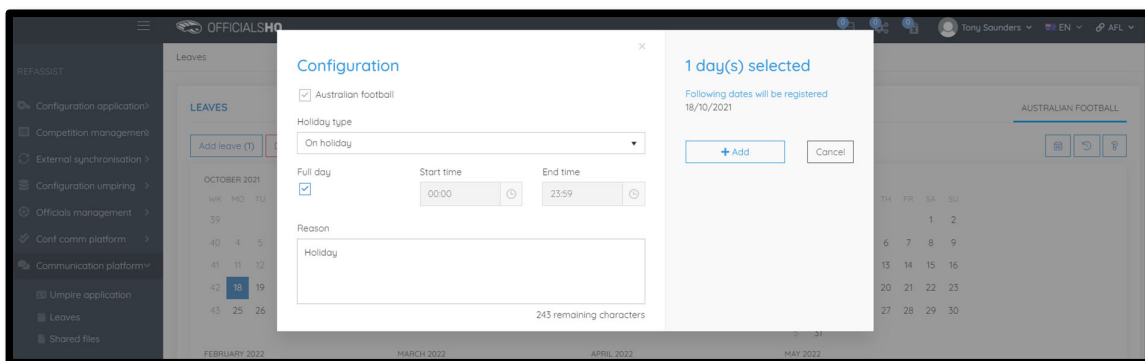
On the Leaves page if you click on the  icon it will open an **Information** pop-up for instructions how to add Leaves.



To add unavailability for one day, on the **Leaves** page click on the day in the calendar and click on the **Add Leave** button.



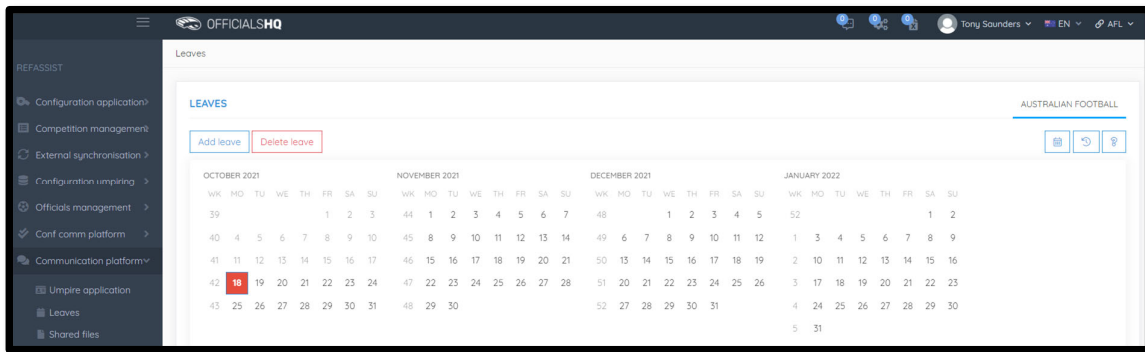
On the **Configuration** page select the **Holiday type**, add a **Reason** and click on the **+Add** button.



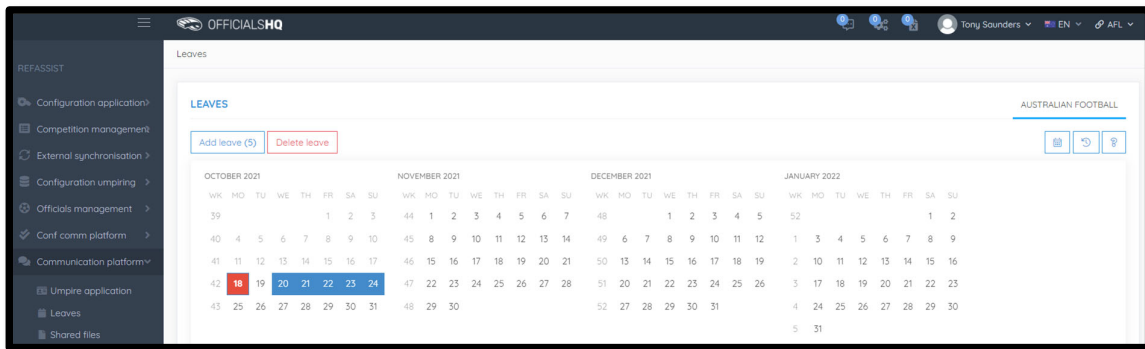


### Communication platform – Leaves (cont)

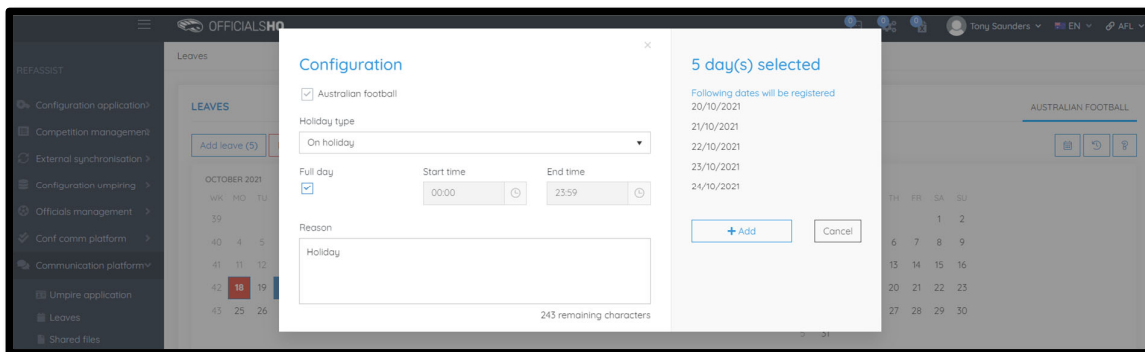
You will be returned to the **Leaves** page and the added leave will be shown.



To add unavailability for more than one day, on the **Leaves** page click on the first day, hold the shift button and click on the last day in the calendar and click on the **Add Leave** button.



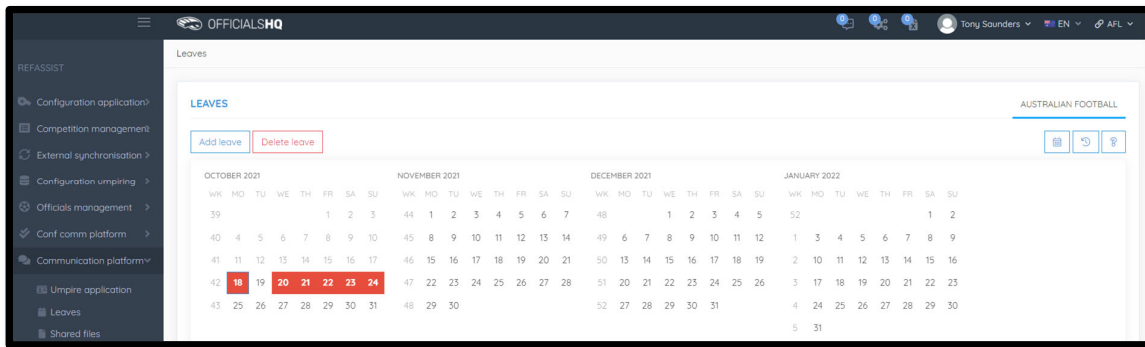
On the **Configuration** page select the **Holiday type**, add a **Reason** and click on the **+Add** button.



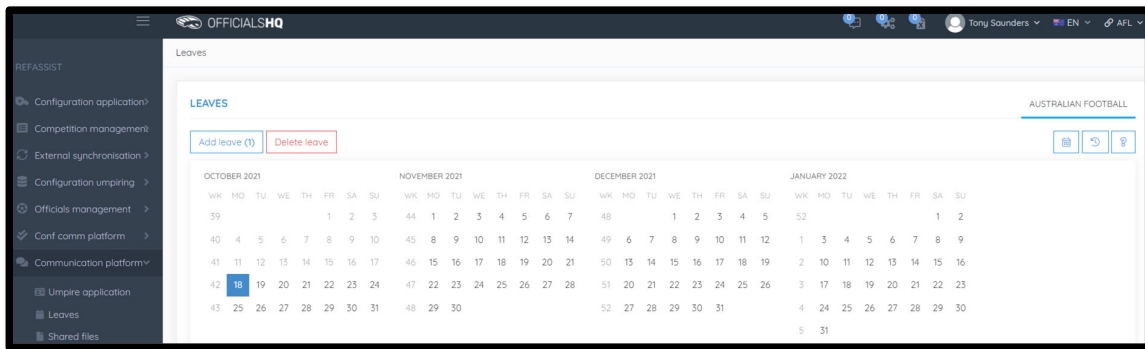


### Communication platform – Leaves (cont)

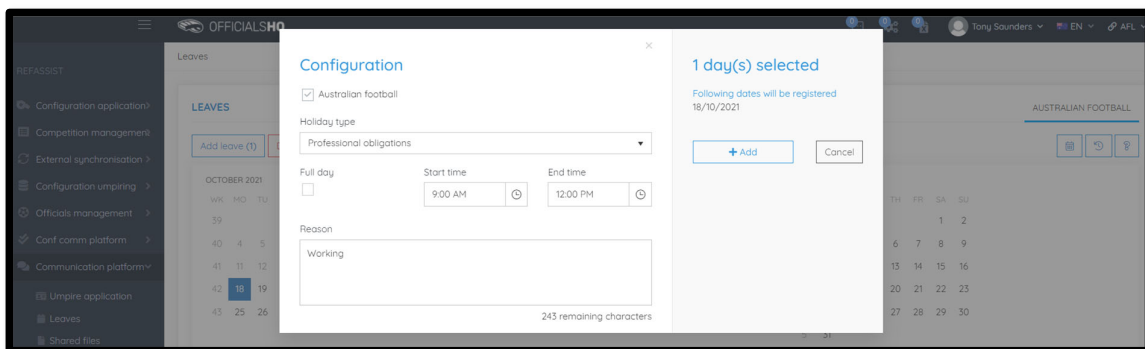
You will be returned to the **Leaves** page and the added leave will be shown.



To add unavailability for a period of time on one day, on the **Leaves** page click on the day in the calendar and click on the **Add Leave** button.



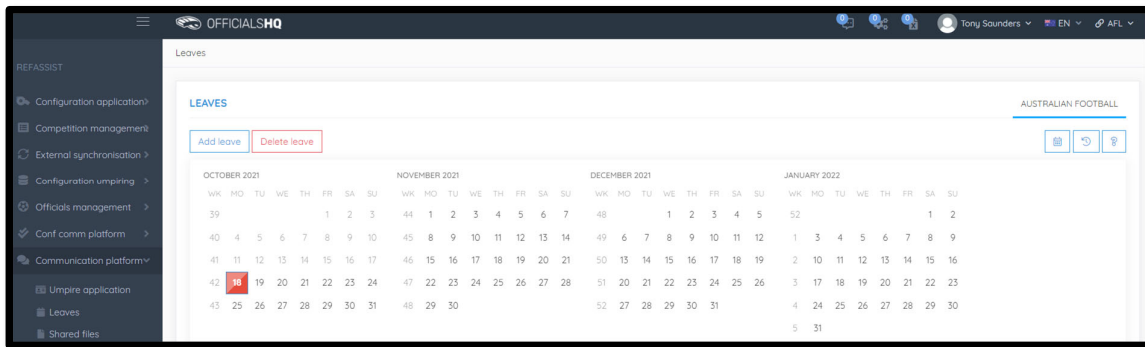
On the **Configuration** page select the **Holiday type**, untick the **Full day** box, select the **Start time**, select the **End time** add a **Reason** and click on the **+Add** button.



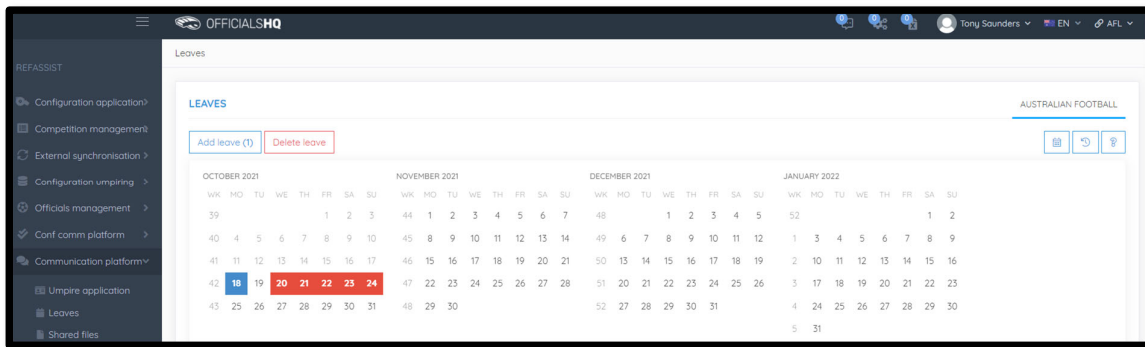


### Communication platform – Leaves (cont)

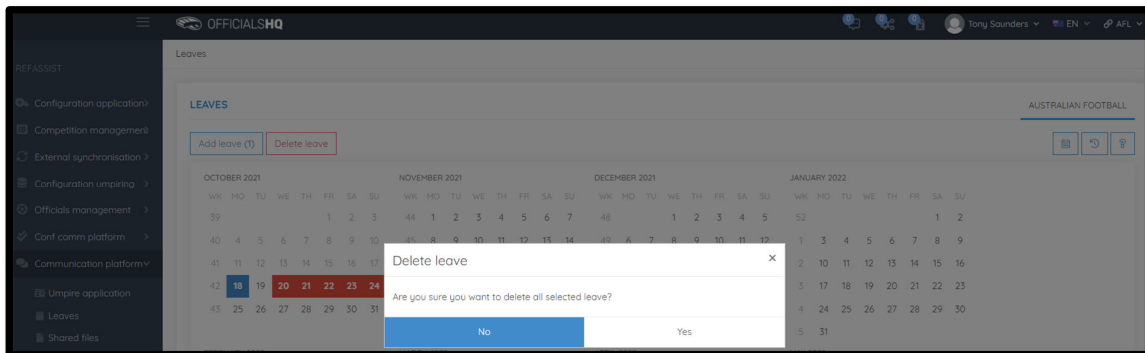
You will be returned to the **Leaves** page and the added leave will be shown.



To remove unavailability for one day, on the **Leaves** page click on the day in the calendar and click on the **Delete Leave** button.



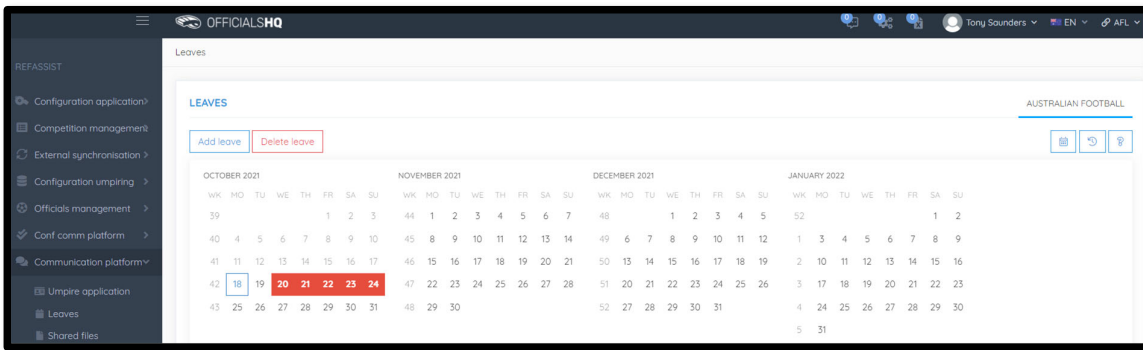
The delete leave pop-up will appear, click on **Yes**.



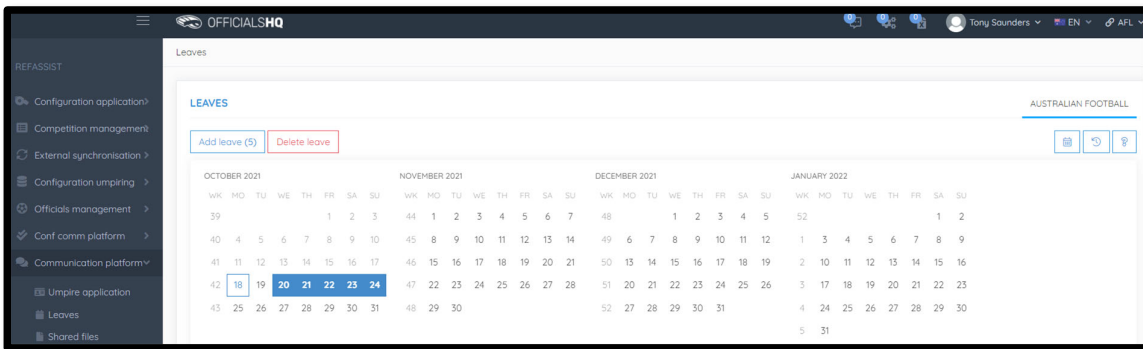


### Communication platform – Leaves (cont)

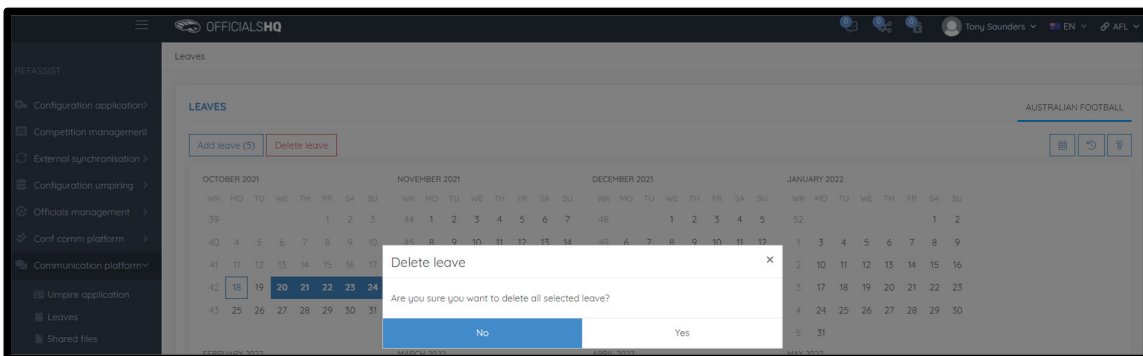
You will be returned to the **Leaves** page and the leave will be removed.



To remove unavailability for more than one day, on the **Leaves** page click on the first day, hold the shift button and click on the last day in the calendar and click on the **Delete Leave** button.



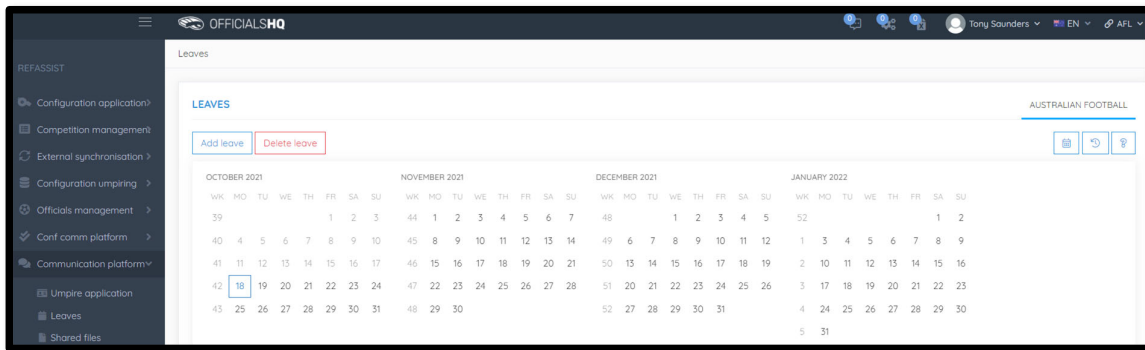
The **delete leave** pop-up will appear, click on **Yes**.





### Communication platform – Leaves (cont)

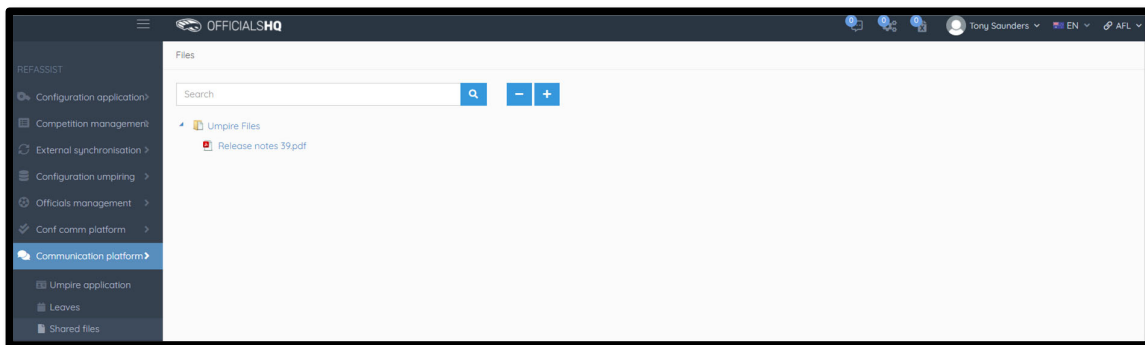
You will be returned to the **Leaves** page and the leave will be removed.



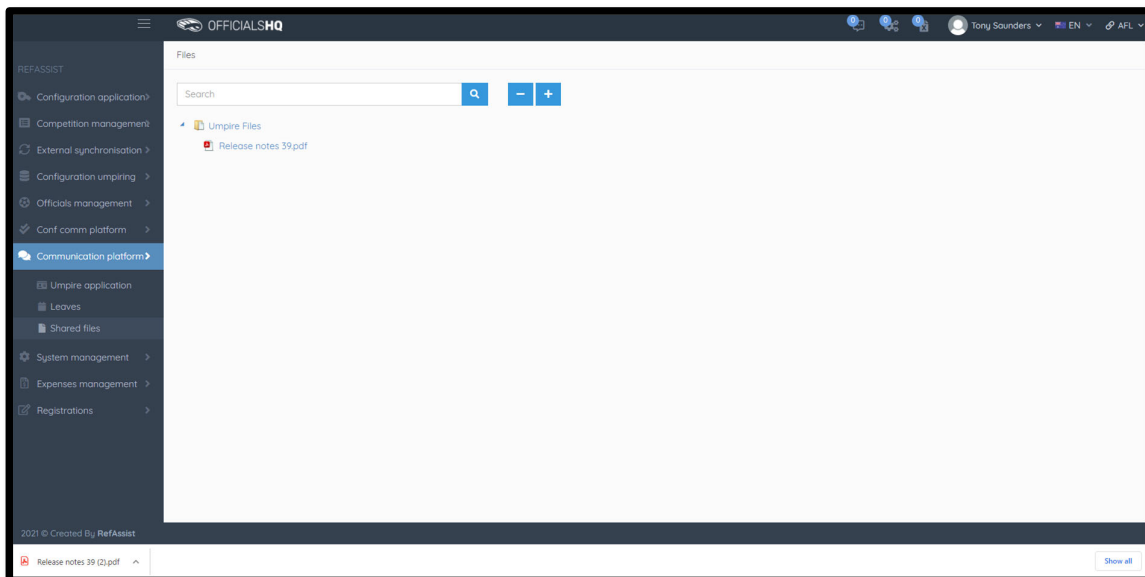
### Shared Files

In the left hand menu click on **Communication platform** and click on **Shared files**.

If any files have been shared with the umpire they appear on the **Files** page, click on the link to download the file.



The download link will appear in the bottom left corner of the screen, click on the link to open the file.

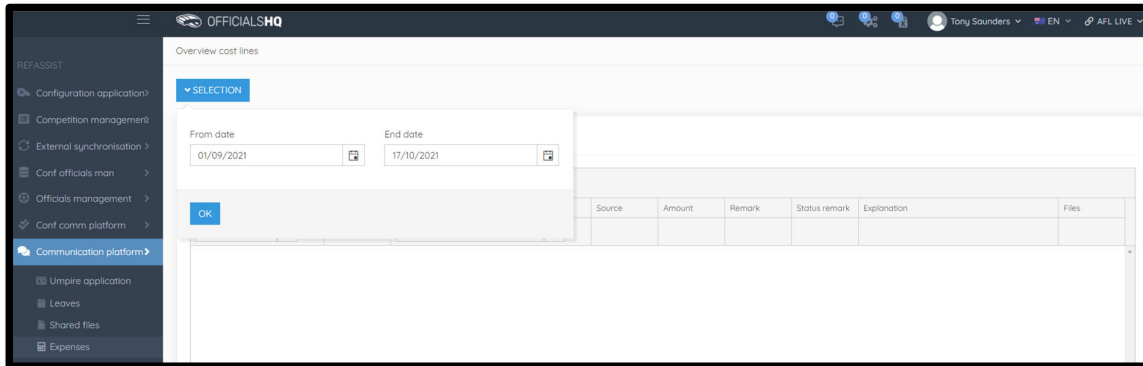


## Communication platform (cont)

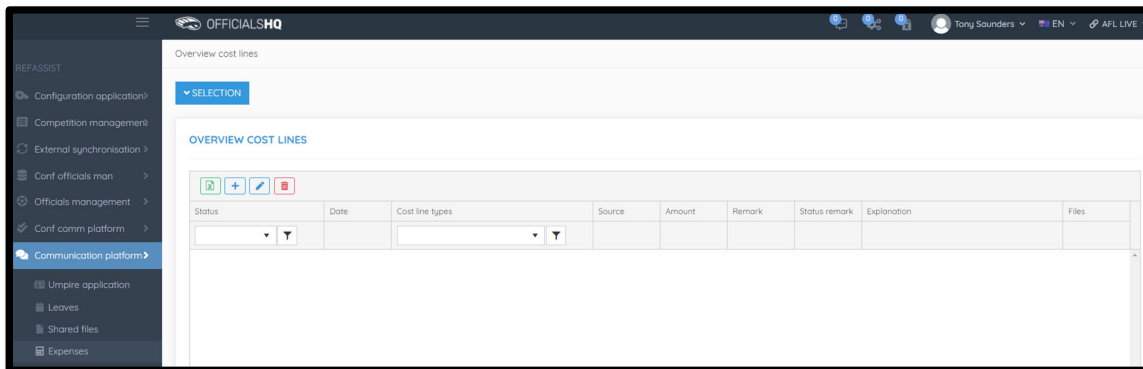
### Expenses

In the left hand menu click on **Communication platform** and click on **Expenses**.

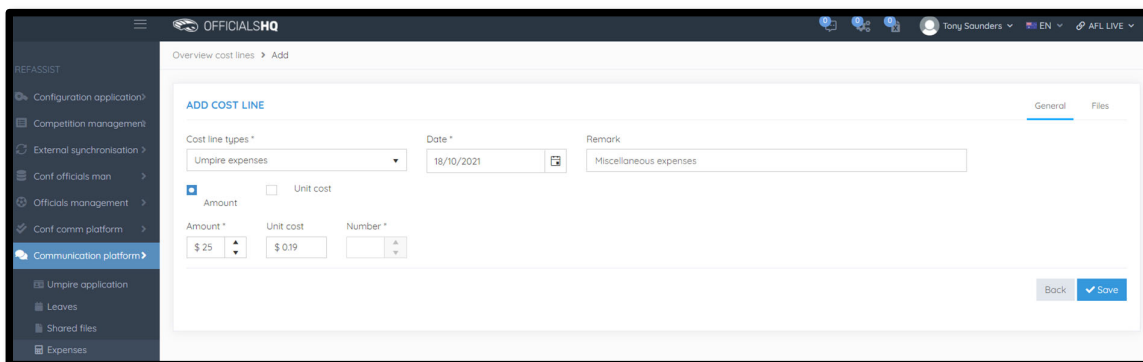
To view all the current expenses for an umpire, on the **Overview cost lines** page in the **Selection** area select the **From date**, select the **End date** and click on the **Ok** button.



To add an expense, on the **Overview cost lines** page click on the **(Add)** icon.

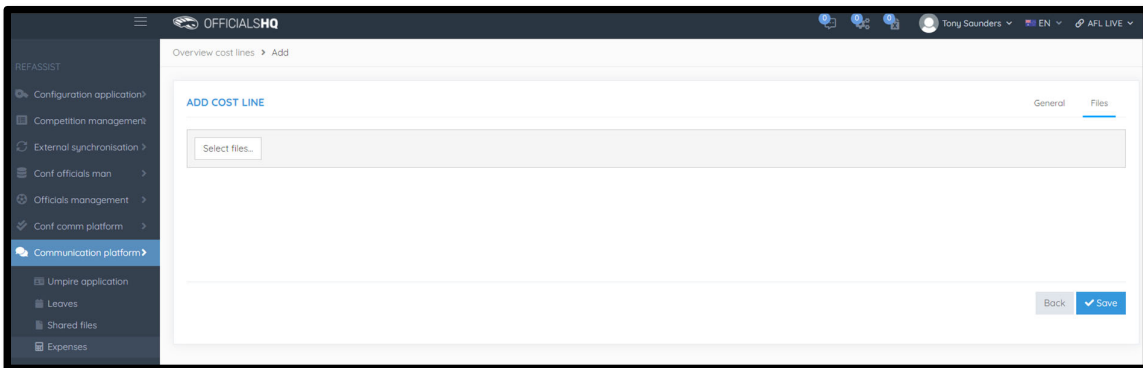


On the **Add Cost Line** page select, the **Cost line type**, select the **Date**, add a **Remark**, select either **Amount** or **Unit cost** and add the **Amount** or **Unit cost**. To upload a document click on the **Files** tab in the top right hand corner.

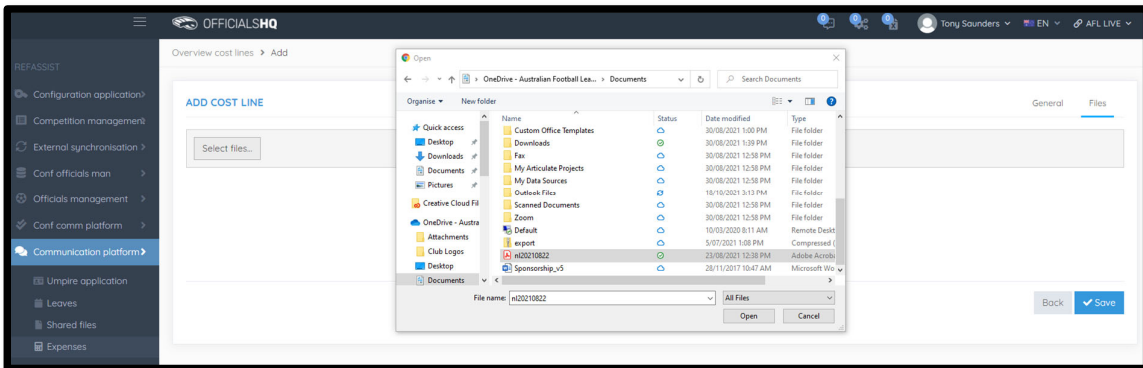


### Communication platform - Expenses (cont)

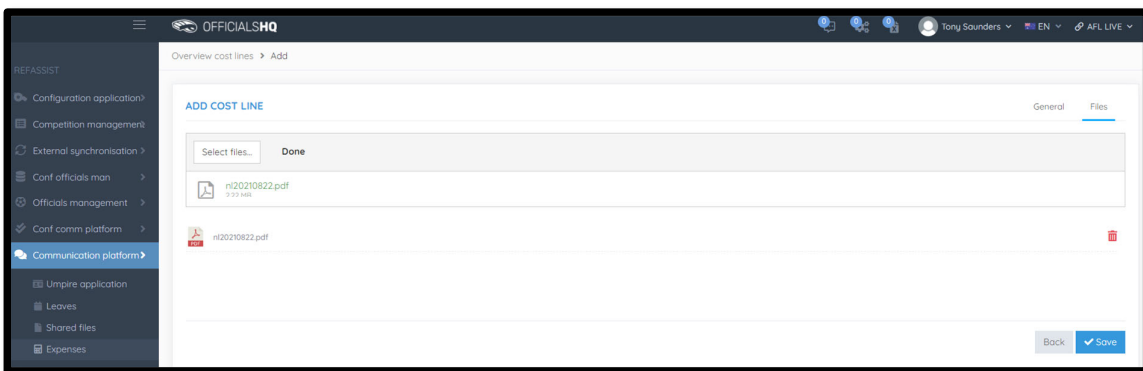
Click on the **Select files** button.



In the **Open** pop-up select the file.

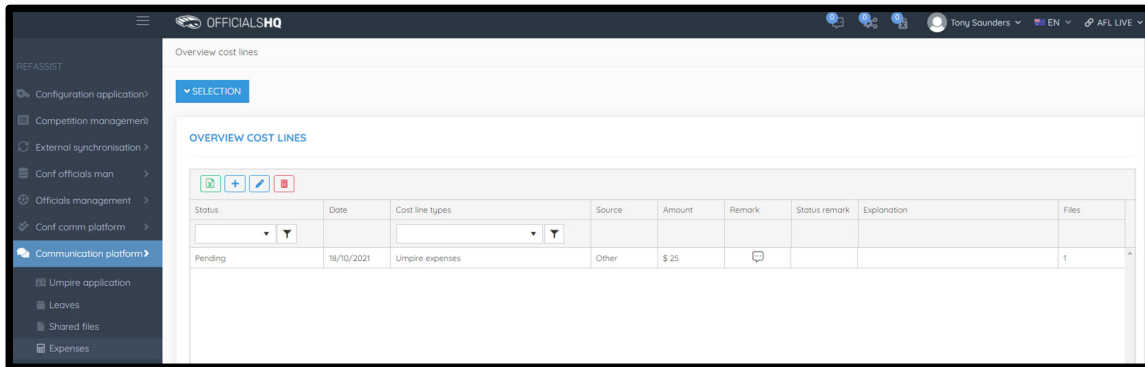



The file will upload, click on the **Save** button.

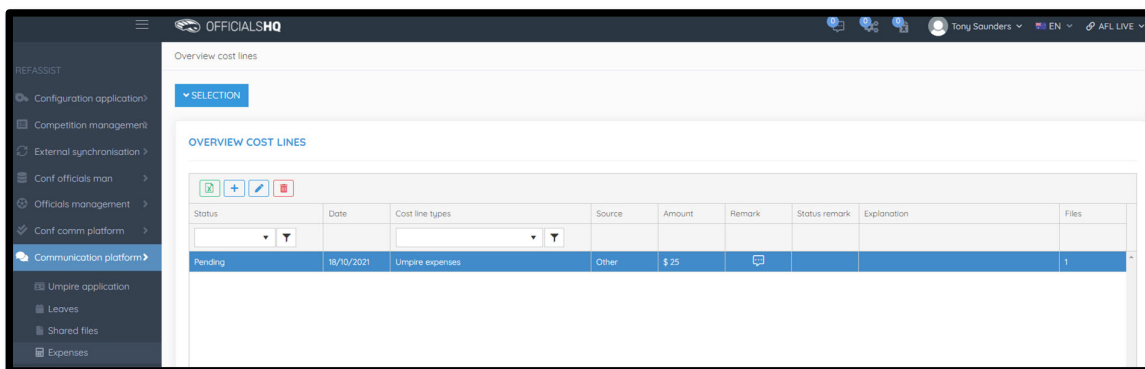


### Communication platform - Expenses (cont)

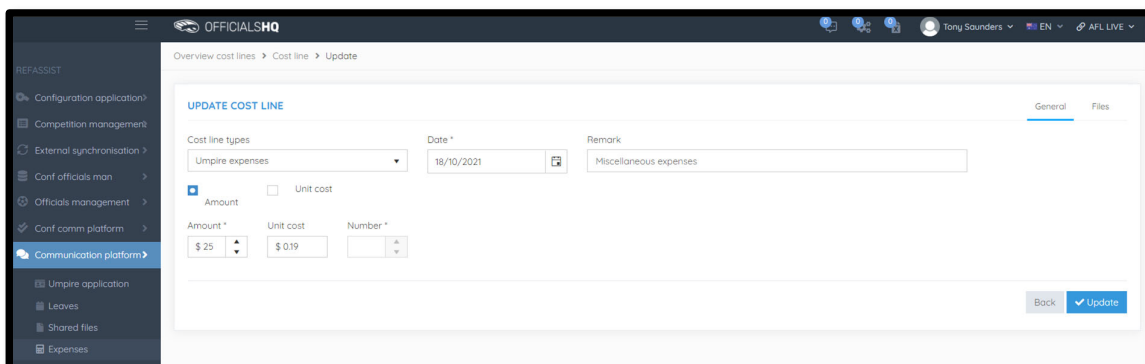
You will be returned to the **Overview Cost Lines** page and the expense will be added as **Pending** awaiting approval by the umpire admin.



To edit an expense on the **Overview Cost Lines** page click on the **Expense** and click on the  (**Update**) icon.

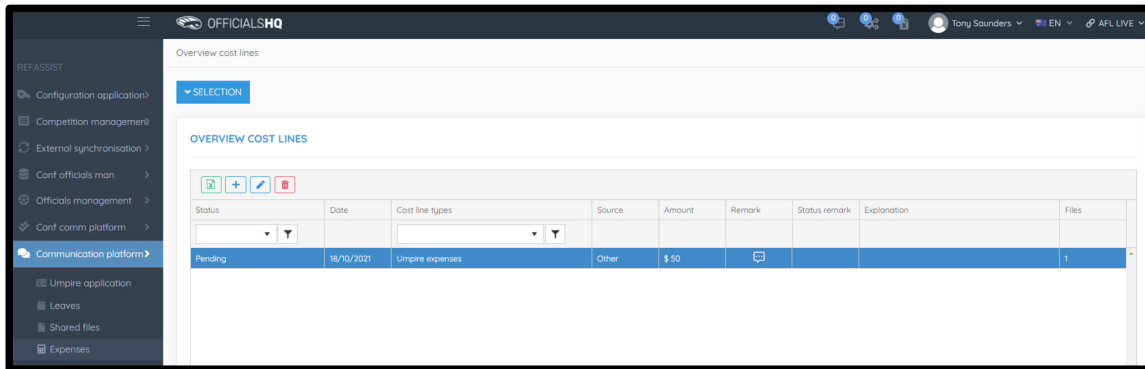



Edit the details of the expense in the **General** and/or **Files** tab and click on the **Update** button in the bottom right hand corner.



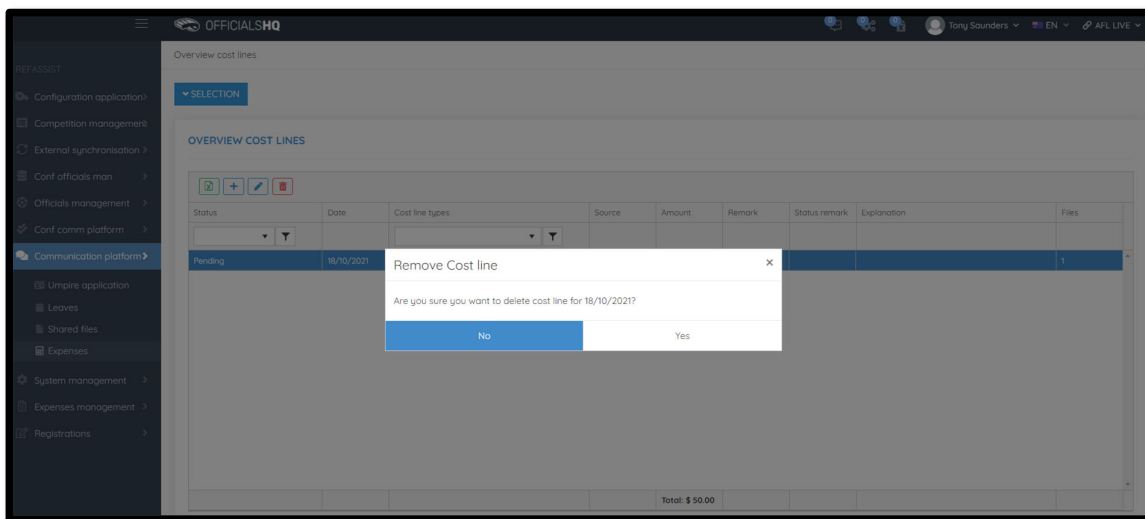
### Communication platform - Expenses (cont)

You will be returned to the **Overview Cost Lines** page and the expense will be updated as **Pending** awaiting approval by the umpire admin.

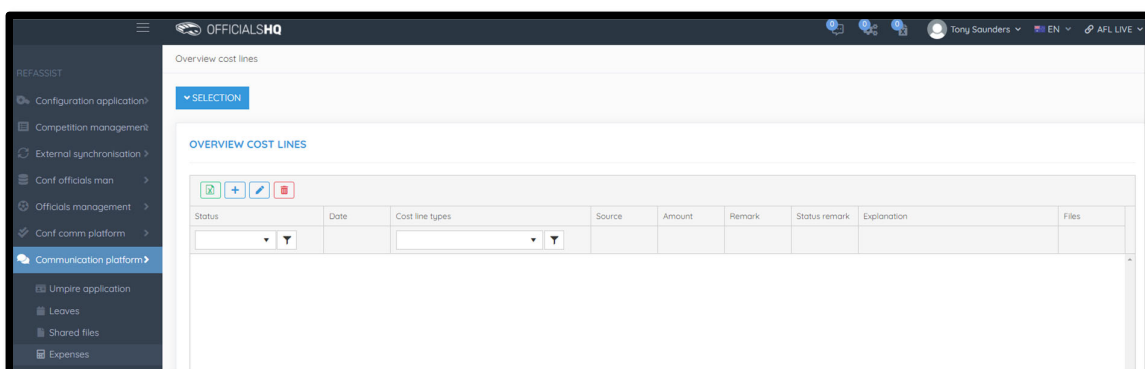


To remove an expense on the **Overview Cost Lines** page click on the **Expense** and click on the  (**Delete**) icon.

The **Remove Cost Line** pop-up will appear, click on **Yes**.



You will be returned to the **Overview Cost Lines** page and the expense will be removed.

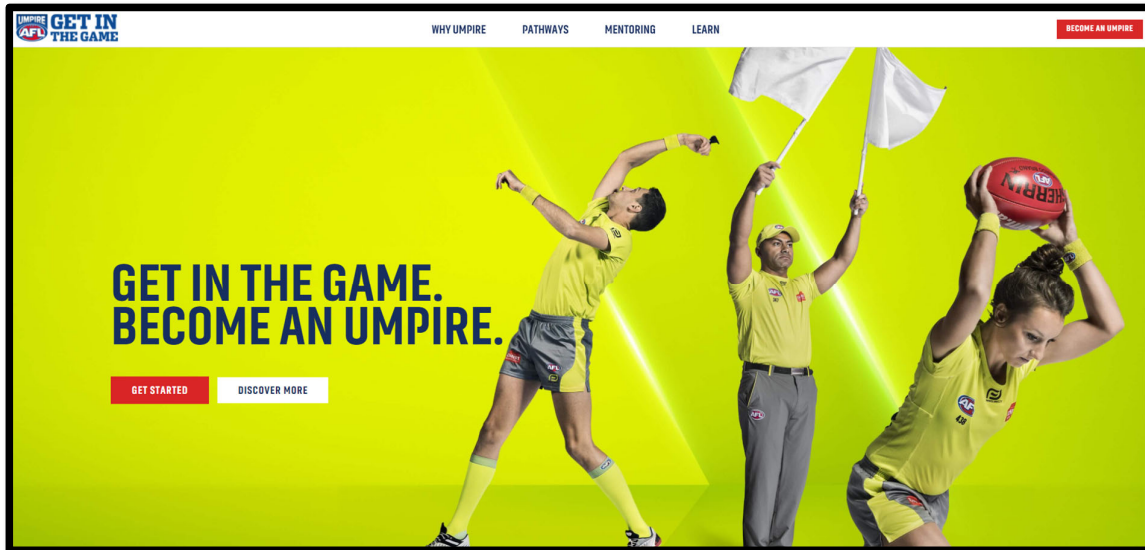




## 6. Support

### Umpire Resources

A one stop shop for all your Umpire needs including user guides and short videos for the OfficialSHQ platform, visit <https://umpire.afl>.



Other short videos created by the OfficialSHQ team are also available on their YouTube channel, to access click [here](#).



### AFL Customer Service Team

Participants can register in the OfficialsHQ platform by clicking [here](#) and update their details at their leisure on their profile once logged in [here](#).

The first line of support for **Umpires** is your umpire group administrator however our friendly staff are always here to assist with questions relating to the OfficialsHQ platform. Please contact our Customer Service staff on 1800 PLAYAFL or [umpire.afl@afl.com.au](mailto:umpire.afl@afl.com.au) who will be able to assist and make your valuable role that much easier.

## OfficialsHQ Umpire Support Process

