



HARRIERS NC

ENgage Support (Online Payment System)

	O18 Players and Volunteers	U18 Players and Parents
<p>HOW DO I JOIN HARRIERS VIA ENGAGE? Individuals with no previous ENgage profile</p>	<p>Please access step-by-step instructions to setting up your ENgage profile at: https://www.englandnetball.co.uk/membership/become-a-member/O18-membership-checklist/</p> <p>Direct Link to Harriers ENgage Page: https://engage.englandnetball.co.uk/Dashboard/Organisation?id=26406</p>	<p>Please access step-by-step instructions to setting up your ENgage profile at: https://www.englandnetball.co.uk/membership/become-a-member/U18-membership-checklist/</p> <p style="background-color: yellow;">Parents, please set the account up in YOUR name - you will then be asked to add a child to the account (in your child's name)</p> <p>Direct Link to Harriers ENgage Page: https://engage.englandnetball.co.uk/Dashboard/Organisation?id=26406</p>
<p>HOW DO I LINK MY ENGAGE PROFILE TO HARRIERS? Individuals with existing ENgage profile</p>	<ol style="list-style-type: none"> 1. Log in to your ENgage account 2. Click on Add in the My Organisations section of your profile 3. Enter the club name HARRIERS 4. Click the Search button 5. Select the option with the Organisation Reference 1377 6. Click the ✓ icon 	<p>If you have your own ENgage account which is linked to your child's account, please view the following guidance:</p> <ol style="list-style-type: none"> 1. Log in to ENgage 2. In the Family and Friends section of your your profile select your Child to access their account 3. Click on Add in the My Organisations section of their profile 4. Enter the club name HARRIERS 5. Click the Search button 6. Select the option with the Organisation Reference 1377 7. Click the ✓ icon <p style="background-color: yellow;">*It is best if you link both yours and your child's ENgage profiles to the club to maximise the support we can offer via ENgage*</p>



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		<p>If you don't have an ENgage account but your child does, please view the following guidance:</p> <ol style="list-style-type: none"> 1. Log in to your child's ENgage account 2. Click on Add in the My Organisations section of their profile 3. Enter the club name HARRIERS 4. Click the Search button 5. Select the option with the Organisation Reference 1377 6. Click the ✓ icon
<p style="text-align: center;">HOW DO I PAY MEMBERSHIP FEES? England Netball insurance fees</p>	<ol style="list-style-type: none"> 1. Log into ENgage 2. In the My Organisation section of your profile select the Buy Membership button in the Harriers section 3. Click Add to Basket for the membership you wish to purchase (Note: check you are selecting the correct membership package and season) 4. Select Checkout 5. View and tick any waivers relating to the order 6. Click the circle next to the wanted payment method 7. Check the Payment Method details are correct 8. Select Pay now 9. Enter your payment details <p>If you make any payment errors, then you will have to request a refund direct with England Netball as we do not have control over this at club level. <u>You only have 14 days from payment to refund request so you must act quickly.</u> Access the England Netball Helpdesk to submit a request. Please follow instructions fully and complete all information.</p>	<ol style="list-style-type: none"> 1. Log into ENgage 2. In the My Organisation section of your profile select the Buy Membership button in the Harriers section 3. Select your child from the Select Person panel 4. Click Add to Basket for the membership you wish to purchase (Note: check you are selecting the correct membership package and season) 5. Select Checkout 6. View and tick any waivers relating to the order 7. Click the circle next to the wanted payment method 8. Check the Payment Method details are correct 9. Select Pay now 10. Enter your payment details <p>If you make any payment errors, then you will have to request a refund direct with England Netball as we do not have control over this at club level. <u>You only have 14 days from payment to refund request so you must act quickly.</u> Access the England Netball Helpdesk to submit a request. Please follow instructions fully and complete all information.</p>



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<p style="text-align: center;">HOW DO I PAY HARRIERS CLUB FEES?</p> <p style="text-align: center;">Harriers fees for training and competition</p>	<ol style="list-style-type: none"> 1. Log into ENgage 2. In the My Organisations section of your profile select the Buy Products button in the Harriers section 3. Select the wanted product 4. Select Checkout 5. Select the circle next to the wanted payment method 6. Select Pay now 7. Enter your payment details <p>If you make any payment errors, then you will have to request a refund direct with England Netball as we do not have control over this at club level. <u>You only have 14 days from payment to refund request so you must act quickly.</u> Access the England Netball Helpdesk to submit a request. Please follow instructions fully and complete all information.</p>	<ol style="list-style-type: none"> 1. Log into ENgage 2. In the My Organisations section of your profile select the Buy Products button in the Harriers section 3. Select your child from the Select Person panel 4. Select the wanted product 5. Select Checkout 6. Select the circle next to the wanted payment method 7. Select Pay now 8. Enter your payment details <p>If you make any payment errors, then you will have to request a refund direct with England Netball as we do not have control over this at club level. <u>You only have 14 days from payment to refund request so you must act quickly.</u> Access the England Netball Helpdesk to submit a request. Please follow instructions fully and complete all information.</p>
<p style="text-align: center;">MY PERSONAL INFORMATION HAS CHANGED, HOW DO I UPDATE MY ENGAGE PROFILE?</p> <p style="text-align: center;">Keeping your ENgage record up to date</p>	<ol style="list-style-type: none"> 1. Log into ENgage 2. Click on the user menu in the top right corner of the screen 3. Select Details on the left-hand side menu 4. Within the box that you wish to edit, click on the pencil icon 5. Edit the required information 6. Click Save <p>Please note, you are unable to change names or date of birth through self-service. Therefore, you will need to access the England Netball Helpdesk to submit a request. A scan or photograph official documentation to evidence the change will be required.</p>	<p>If you have an ENgage account linked to your child's, please follow this guidance:</p> <ol style="list-style-type: none"> 1. Log into ENgage 2. In the My Family section on your profile, select the three vertical dots next to your child's record 3. From the options, select Edit Details 4. Select the pencil icon or + to edit/add the details you wish to change <p>If you also have you own ENgage account, please ensure you update your details too:</p> <ol style="list-style-type: none"> 1. Log into ENgage 2. Click on the user menu in the top right corner of the screen



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<p>I'M HAVING PROBLEMS ACCESSING ENGAGE. WHAT DO I DO? Engage support</p>	<p>In your first instance, please contact the club for support (harriersnc@gmail.com). If we cannot help then access the ENgage support and FAQs available at: https://www.englandnetball.co.uk/support/support-for-registered-individuals/athletes/engage-help-centre/</p>	<p>In your first instance, please contact the club for support (harriersnc@gmail.com). If we cannot help then access the ENgage support and FAQs available at: https://www.englandnetball.co.uk/support/support-for-registered-individuals/athletes/engage-help-centre/</p>