



# System Enhancements: 16/10/2019

Last Modified on 31/10/2019 12:38 pm AEDT

We have recently made UI (user view) changes to the Member to Team and Member to Club forms. These changes were made to improve user experience and hope to make registering a little easier.

Please see the below for changes to both these forms, including the "before" and "after" looks of the forms.

## Member to Team

The issue we faced on these forms was that the user was clicking on continue under Register a new person instead of selecting the record linked to their account and re-registering.

This was causing an issue where if users did this they were being asked to pay their state registration fees again and unnecessary refunds were being issued.

We removed the drop-down layout and replaced the member selection.

Existing Display

1. Choose Type 2. Basic Info 3. Extra Info 4. Summary

Welcome to Basketball's National Registration System

NOTE: To complete this process you will need to pay online.

Enter your Team Code

Each team in the database has a unique code, called the Team Code. To register to a team, members must identify the team by its team code. If your Team code does not automatically appear in the box below, you'll need to enter it manually. If you don't know your team code, contact your team manager or administrator.

Team code:

Register a person already attached to your account

The people below are attached to your account. Select one from the drop down to register them.

Select a person

Register a new person

Continue

New Display

1. Choose Type 2. Basic Info 3. Extra Info 4. Summary

Welcome to Basketball's National Registration System

NOTE: To complete this process you will need to pay online.

Enter your Team Code

Each team in the database has a unique code, called the Team Code. To register to a team, members must identify the team by its team code. If your Team code does not automatically appear in the box below, you'll need to enter it manually. If you don't know your team code, contact your team manager or administrator.

Team code:

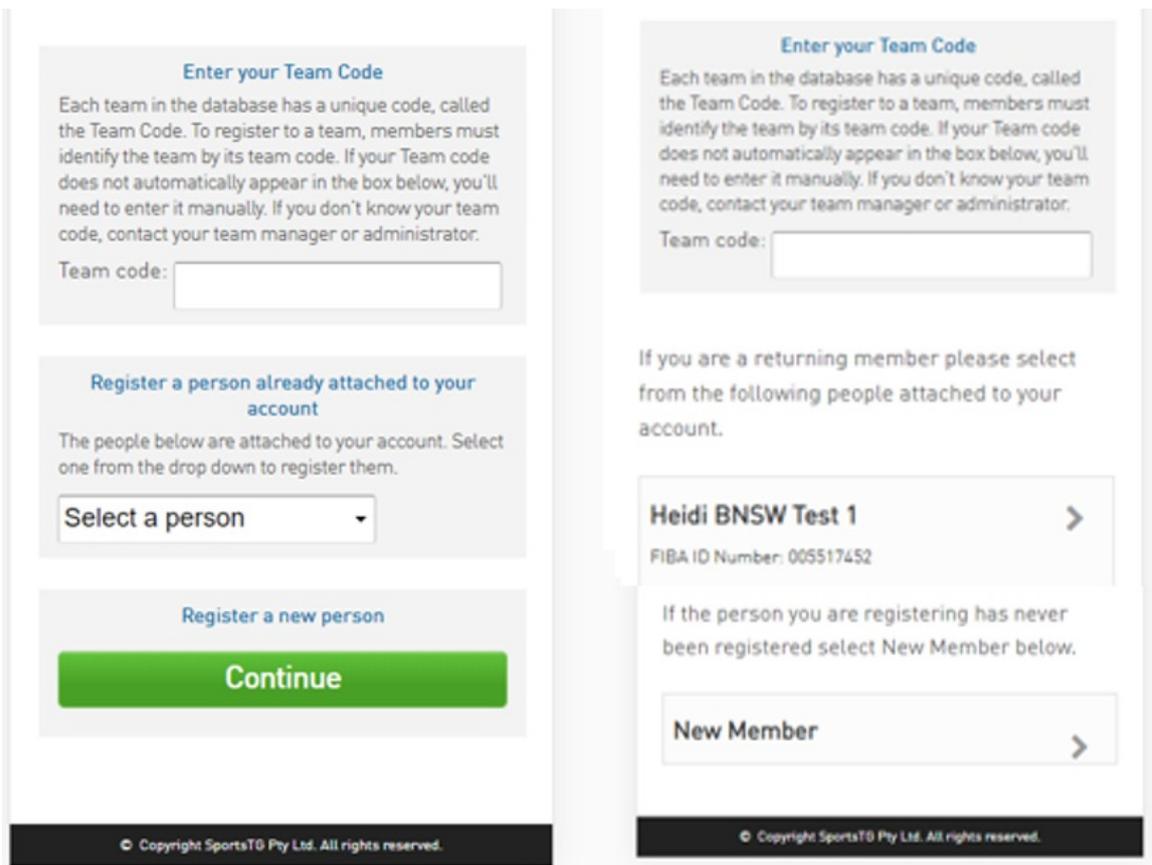
If you are a returning member please select from the following people attached to your account.

Matthew Maden  
FIBA ID: 000994069

Razzle Razi  
FIBA ID: 004952413

If the person you are registering has never been registered select New Member below.

New Member



## Member to Club

As part of the current form flow, a user is prompted to select their club before proceeding.

The current layout confused many people who weren't clear that they needed to click on their club name to proceed and instead were clicking confirm club which started registration with a new club.

The result was many people were registering to the wrong club and paying the wrong fees.

We have updated the layout of this screen to look more like the previous screen on member to club forms where we layout linked members on the left with a button on the right to register to a new club.

### Existing Display

Cairns Basketball Inc.

Please select the Club record for **Razzle Razi** that you wish to register to.

You are currently registered to the following Clubs

Club Name
General Club
Office Registrations

To join a new Club select from the list below

Phoenix

Confirm Club

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### New Display

Cairns Basketball Inc.

Please select the Club record for **Heidi Test Cairns Club** that you wish to register to.

You are currently registered to the following Clubs

To join a new Club select from the list below

Phoenix	>
Timberwolves	>

Select a club

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BNSW Test Association

Please select the Club record for **Heidi BNSW Test Club** that you wish to register to.

You are currently registered to the following Clubs

Club Name
General Club

To join a new Club select from the list below

aaa

Confirm Club

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BNSW Test Association

Please select the Club record for **Heidi BNSW Test Club** that you wish to register to.

You are currently registered to the following Clubs

General Club	>
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To join a new Club select from the list below

Select a club

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## Registration Forms -Refresh & Back Button

In addition to the form changes, SportsTG have been working on some additional functionality and changes to help avoid extra duplicate members and transactions in the system.

It is known to cause problems when users hit the 'back' or 'refresh' buttons in their browsers when using registration forms.

All forms on The Basketball Network will have an added message at the top of pages to advise users. Example below

'Do not hit refresh or the back button on your web browser! Your progress on the

form will be lost.

In addition to the text, (depending on the individuals browser settings eg. Chrome & Firefox) when the user presses the 'back' button a pop-up message will appear and the user must confirm they want to proceed back to the start of the form.

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