How do I define clearance reason/denial options?

25/09/2025 3:31 pm AEST

Overview

If your organisation will have specific reasons why members can be approved and denied for clearances, you can set these up as options so that they can be selected when approving and denying clearances. For example, specific Associations may have reasons that aren't generally followed sport-wide, such as:

- Player is cleared has moved interstate
- Clearance is denied because a player has outstanding fees needing to be paid first
- Player is cleared due to personal/family changes
- Clearance is denied because there are too many players in their age group

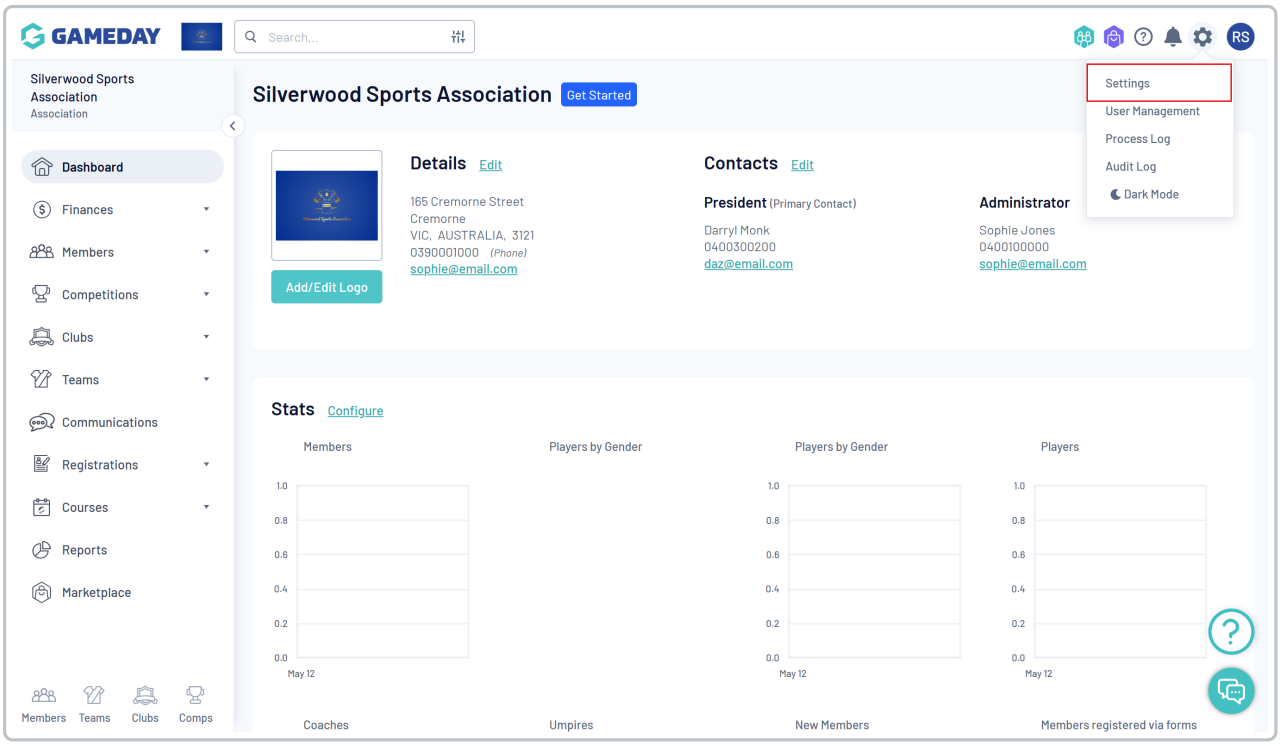
> **Note:** Only associations can set up approval/denial reasons

---

Step-by-Step

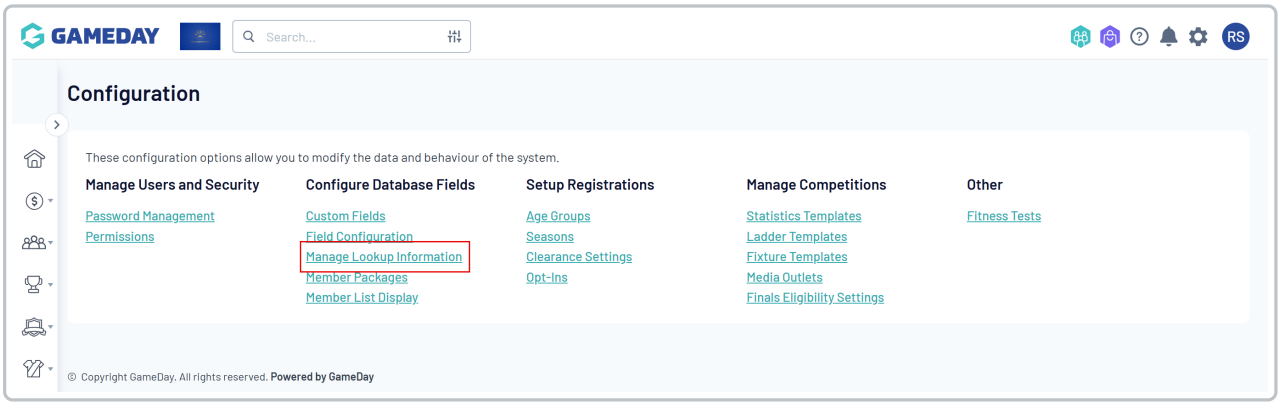
Step 1: Open the Settings page

From an Association level database, select the **Settings Cog** from the top right hand corner, then click **SETTINGS**



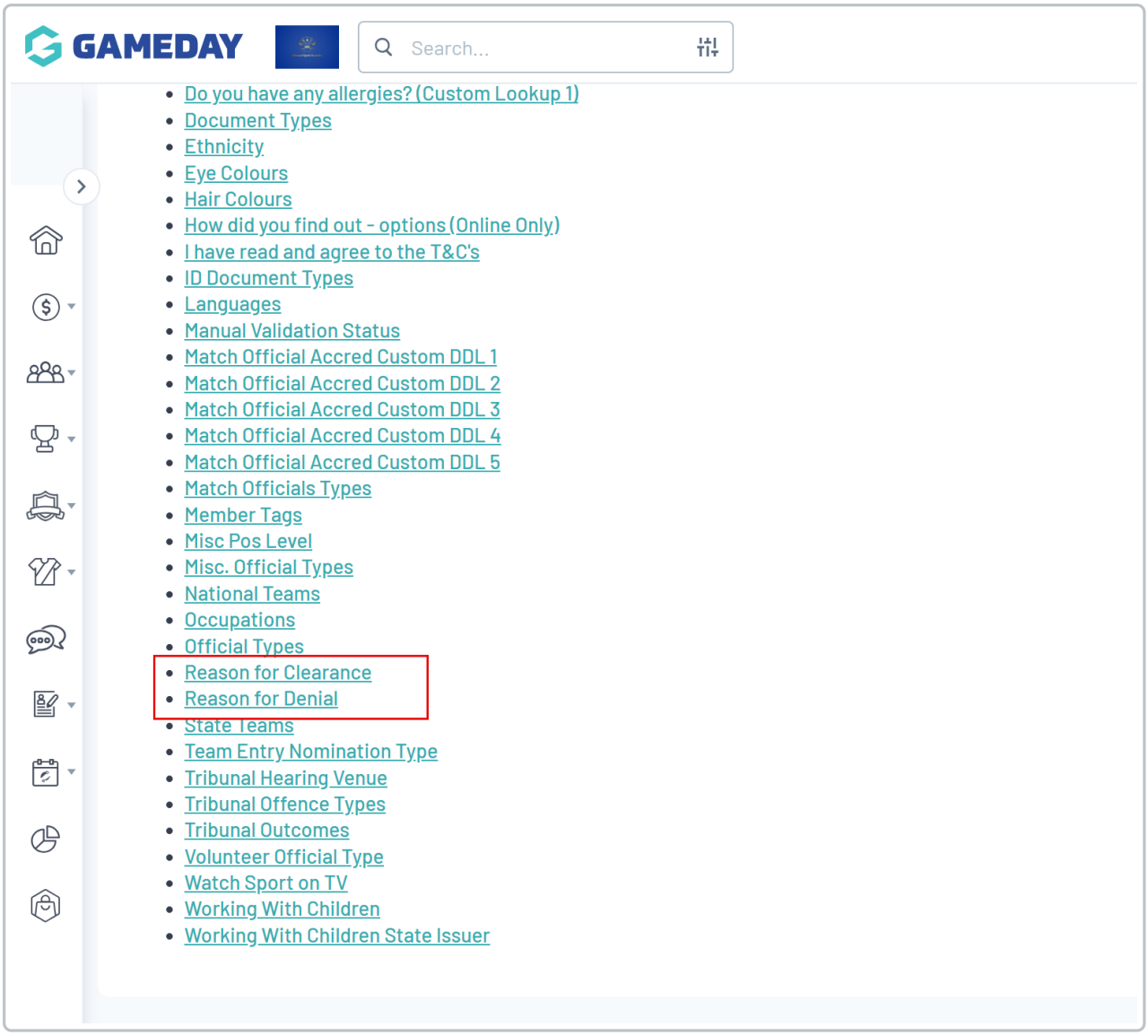
Step 2: Open the Lookup Information options

Under the **Configure Database Fields** heading, select **MANAGE LOOKUP INFORMATION**



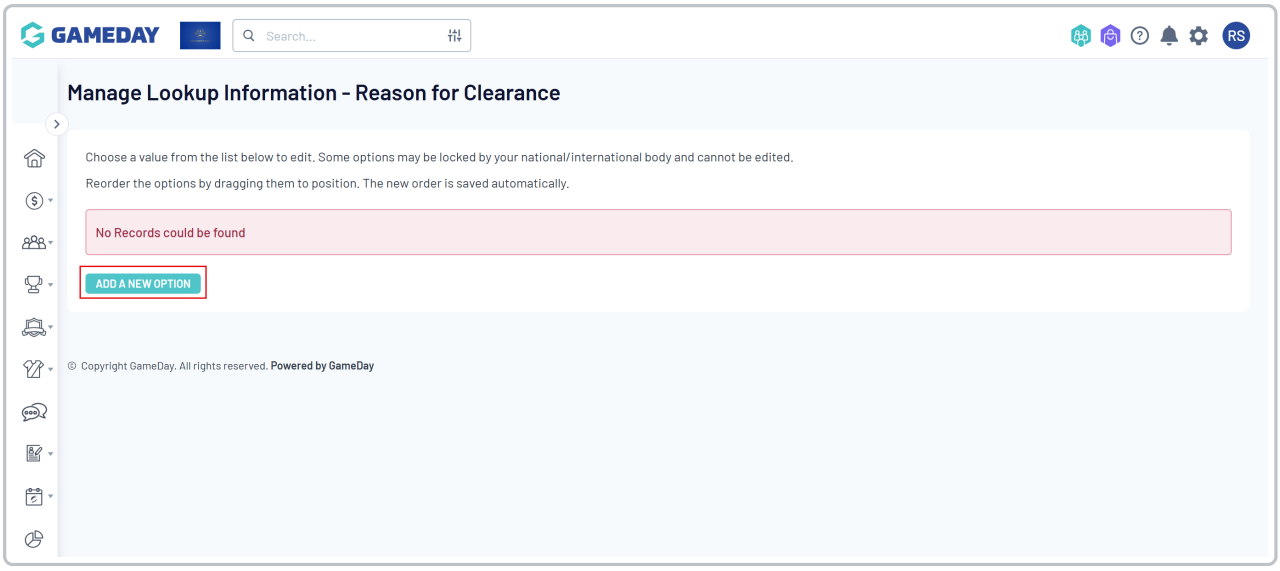
Step 3: Find the Clearance options

Scroll towards the bottom of the list and find **REASON FOR CLEARANCE** (clearance approval reasons) and **REASON FOR DENIAL**.

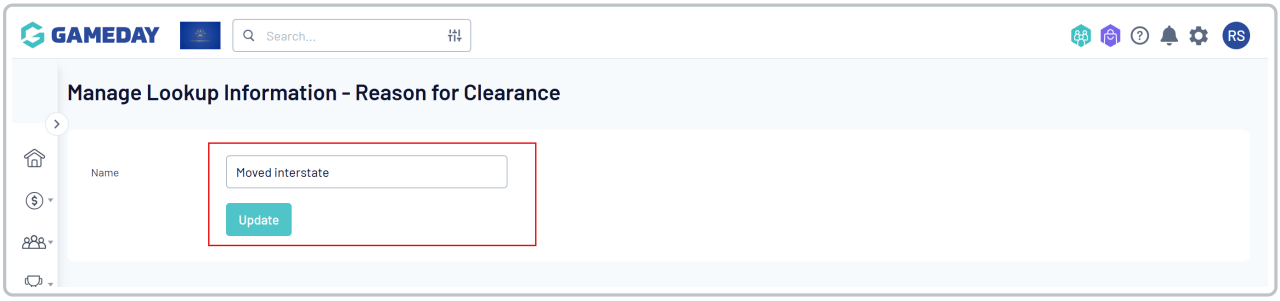


Step 4: Set your options

Click on the name of the field to open the list of field options, then click **ADD NEW OPTION** to add a new custom option

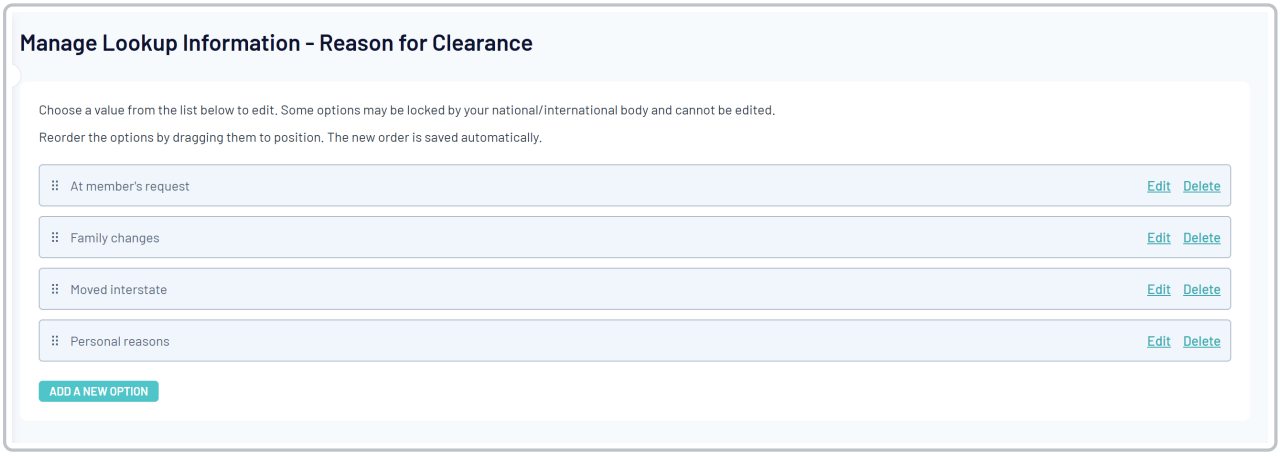


Enter your options, then click **UPDATE**



Step 5: Repeat

Repeat this process for any other reasons. These will appear in a list and you can drag and drop the reasons depending on where you want them in this list



The reasons for clearance will appear on the Request a Clearance screen, and the reasons for denial will appear on the Approve/ Deny a Clearance screen.

Watch

Your browser does not support HTML5 video.