

FREQUENTLY ASKED QUESTIONS

What is the Family Link?

1

Family Link is a new section on SCRUMS that allows one listed **parent / guardian** to manage their **child / dependant(s)** player profile(s) from their (the parent / guardian's) own SCRUMS account.

This replaces the Parent Access Button which only allowed parent / guardians access to their child's account through an access link sent to them in an email.

With the Family Link, **parent / guardians** can now login to their own SCRUMS account and find the **Family Link** section by navigating to the **Family Link Tile** contained on the SCRUMS Main Dashboard.

Why was the Family Link Created?

2

To ensure we can continually improve the experience of a **parent / guardian** on SCRUMS, the Family Link was created to provide greater functionality for them to view and manage the SCRUMS records of their **child / dependant(s)**.

PLEASE NOTE: If you cannot access the Family Link tile / the tile itself is greyed out, this means your email address is not verified on your SCRUMS account. Please contact scrums@sru.org.uk.

How do I create a Player Profile for my child / dependant now?

3

Parent / Guardians will need to create their own **SCRUMS** account before they are able to create an **U18 Youth Player Profile**.

If a parent / guardian **DOES NOT** have an existing account on **SCRUMS**, they can create one [HERE!](#)

PLEASE NOTE: Guidance on **Registering on SCRUMS** can be found [HERE!](#)

Once logged into the account, from the **SCRUMS Main Dashboard** click the **Family Link** tile to create a **NEW U18 Youth Player Profile**.

PLEASE NOTE: Guidance on **Creating a Youth Player Profile** can be found [HERE!](#)

FREQUENTLY ASKED QUESTIONS

How do I Access and Manage my child / dependant's SCRUMS Profile?

4

To access an **U18 Youth Player Profile**, a parent / guardian can [login to their own SCRUMS Account](#) from the **SCRUMS** main login page [HERE!](#)

Once logged into the account, from the **SCRUMS Main Dashboard** click the **Family Link** tile. Any Youth Player Profiles linked to the account will be shown here.

To access and manage the Player Profile click the **View Profile** button.

What is the 'Register Self' Button?

5

Young players aged 14+ can register themselves on SCRUMS. Once a child / dependant turns 14, the **Register Self** button will appear on their **Profile Tile**.

This means the young player can take over their existing account by providing their own details and setting a password for their account. This will allow them to login and manage their own SCRUMS account.

Taking over their account in SCRUMS will give the young player access to:

- Login and manage their own account and player profile
- Create additional SCRUMS profiles (Coach / Match Official)
- Book onto available training and education courses
- Access GAINLINE, Scottish Rugby's Digital Learning Hub

PLEASE NOTE: Once self-registered, the young player will still appear in the Family Link section, and the parent / guardian can still access the profile until the young person turns 18.

How do I allow my child to Register themselves on SCRUMS?

6

Once a young player turns 14, the **Register Self** button will appear on their **Profile Tile**.

1. The parent / guardian can click this button and enter their child / dependants email address in the text box provided.
2. SCRUMS will then send an automatic email to the young player with a unique user link.
3. The young person needs to click this link to set up a password for their account.
4. Once completed, the young player can then login to their own account.