



## **Rugby Xplorer (RX) FAQs**

These were the most asked questions on all RX related calls, emails, and inquiries.  
If you have additional questions, please contact [membership@usa.rugby](mailto:membership@usa.rugby).

### **General**

Is Rugby Xplorer purely app based, or is there a browser interface too?

- *For registrations you can use either the Rugby Xplorer app or a desktop browser.*
- *All match-day information (live scoring or post-match results entry) must be entered via the Match Day app.*
- *The Admin portal for club and comp management are only available on desktop browser.*

Is the registration app the same as the “Match Day” app?

- *No, these are two separate apps.*

How will transfers work?

- *Players who move clubs will be required to pay new dues to new entities. ie. if a different GU and/or club then they will pay those dues. (Council fees and national fees won't be paid twice)*
- *Players will need approval from both the club they are moving from and the “parent” organization (SYRO/Conference/Geographic Union etc).*

Will my historical information be loaded into the system? (Registration, accreditations/credentials etc.)

- *Yes, as part of the set-up, all of the previous systems' information will be loaded, you do not need to do this yourself.*

### **Registration**

When will player registration open up?

- *Pre-registration for the 2022-2023 season is open now, but please note your 2021-2022 registration (through Sportlomo) will be valid through August 31<sup>st</sup> 2022.*





### **Club/Entity Administration**

How do I create my club in the system?

- *Clubs will be set up by USAR, you do not create these. Once the club is set up in the system, and you have created an RX account, club admins can be granted administrator access to your club to set any fees, update contact details etc. If you have a NEW club that needs to be created, please reach out to your “parent” organization and they will work with USAR to get the club created.*

How will I be granted administrative access?

- *Once you have made a RX account, your “parent” organization (SYRO/Conference/Geographic Union etc) will be able to grant you these permissions.*

Can a club collect dues through the system? Can these be updated/changed?

- *Yes, a club can collect any individual dues that they would like, and you have complete control over setting these fees. All these fees will be required to be paid when an individual registers. You do not pay any fees for collecting the money and having this deposited into your account. The user does pay a transaction fee which is calculated on the sum total of USAR fee, plus any Council/GU/conference fees, etc.*

Can an admin do a bulk upload of registration for the team ?

- *All individuals will need to login and go through the account creation, and registration process themselves (so that they can check off terms/conditions and waivers). A club will have 3 options to pay for registration (below)*
  1. Individual pays (default) - the individual will pay for their own registration
  2. Auto payment - a club can put a credit card on file, which will be auto charged when an individual registers
  3. Manual payment - the club will receive a monthly invoice for all registrations that they can pay in one lump sum monthly

### **Competition System**

Does this replace the former USAR CMS?

- *Yes, RX has an integrated competitions system (a separate app) that allows you to select your weekly roster, live score match information, document competition cases etc.*

Can I update my roster each week?

- *Yes, you will need to select your entire roster for the first week, but after that it will auto load the previous match’s roster and you can make updates/changes each week.*





### **Administrator Privileges Overview:**

If you are an administrator (at a club, conference, union, or council level) you will have the ability to:

- Update contact information for your organization or club
- Add/remove any other administrators at YOUR level, or a level below
- Update your entity's banking information utilizing Stripe (third party payment processor)
- Set club, or individual fees that your entity collects (and update these accordingly)
- View your team's compliance
  - Pay team registration
  - Check registered number of players
  - Verify coach compliance
- Control your registration settings
  - Player pays (default)
  - Auto payment (card on file is automatically charged when registration occurs)
  - Manual Payment (monthly invoice is sent)
- Add up to 3 custom questions to collect through the registration process
- Send email communications and push notifications
- Manage competition management (rosters, schedules, ladders, competition cases etc.)

### **Additional Resources:**

- Rugby Xplorer help Website: <https://help.xplorer.rugby/>
- Email USA Rugby with questions and issues at [membership@usa.rugby](mailto:membership@usa.rugby)

### **How-To Videos:**

- [How to Grant Admin Access](#)
- [How To Register](#)
- [Set Up Member Profile](#)
- [How to onboard your banking details, and set your Payment settings](#)

