



# connectMyClub App User Guide

## Contents

Downloading / registering onto the App .....	2
Documents.....	3
List of members .....	3
Communication.....	3
Announcements.....	3
News .....	3
Direct Messages .....	4
Emails.....	4
Group Chats.....	4
Message Board.....	5
Event Reports.....	5
Reminders .....	6
Newsletter .....	6
Contact with Club officials.....	6
Training and club runs .....	6
Training routes .....	7
Training Plans.....	7
Team events.....	7
Photo Albums .....	7
Offers and Discounts .....	8
Other useful features to explore.....	8
Safeguarding on the Club App.....	9
Using emails for app registration.....	9

## Downloading / registering onto the App

Downloading and registering onto the connectMyClub App couldn't be easier. Simply click on one of the links below (depending on what mobile device you have) and click install:

- Apple devices: <https://apps.apple.com/gb/app/connectmyclub/id1638335545>
- Google Play (Android):  
<https://play.google.com/store/apps/details?id=com.connectmyclub.app&hl=en>

You can download the app onto your mobile phone or tablet, or you can access it via the web on your computer.

Once downloaded, open the app, select 'Create New Account,' then enter your name, e-mail address, a memorable password, and the club app code - **6935655b**. Unless agreed otherwise, please use the name and email address that you are registered under on the myAthletics portal.

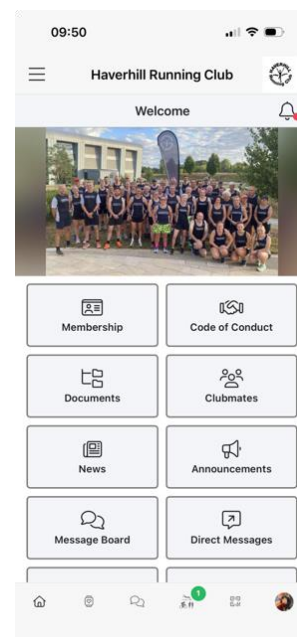
Note: the e-mail address you use must be unique to you. If you share an e-mail address with anyone else in the club you will need to use a different e-mail address for the purpose of app registration and on-going access. See '[Using emails for app registration](#)'.

The app will ask whether you want to allow notifications. We would strongly recommend that you allow notifications so you don't miss key updates and messages. You will then be sent a verification e-mail. Click on the link in the e-mail, wait for confirmation, then log in to the app using your e-mail and password. You should then see the Welcome screen (right).

If you've already given permission for us to add your details to the app, these will already be on the system but it's worth checking to make sure that everything is correct. If you haven't given permission to add your details you will need to add them yourself manually.

To check/add details:

- Click the three lines in the top left-hand corner of screen to display the side bar menu
- From the menu click 'My Menu' then 'My Details'
- From here you can check, add and/or amend your personal details, including your photo, England Athletics URN, and any coaching or other qualifications that you possess. You can also create links to your Garmin, Strava and social media accounts.



Under 'ICE details and PARQ' make sure you provide at least one emergency contact and complete the Physical Activity Readiness Questionnaire (PARQ) as you will not be able to register onto training sessions without doing so.

Next, you'll need to confirm your agreement to the HRC and UKA codes of conduct. Click on 'Code of Conduct' from the Welcome screen, then scroll down to confirm agreement at the bottom. Agreement to these codes is mandatory before you can register onto training sessions.

## Documents

Documents such as the HRC Constitution and other policies and procedures can be accessed by clicking 'Documents' on the Welcome screen.

Documents are stored in folders that correlate to the type of documents they contain. For example, Health and Safety related documents are held in the Health and Safety folder. Just click on the relevant folder to view the documents it contains.

## List of members

You can access a list of club members who are registered on the app by clicking 'Clubmates' on the Welcome screen. This is just a list of names - no personal information is shown. The names of junior members are not included on the list.

## Communication

The club app comes with several communication and messaging features, all of which can be used without disclosing your personal details. You can:

- Receive **Announcements** from the Club
- Receive **News** stories that have been posted by the Club
- Send **Direct Messages** to other members – NOT available to Juniors
- Send **E-mails** to the Club
- Engage in **Group Chats**
- Post and reply to general messages via the **Message Board** – NOT available to Juniors
- Submit **Event Reports** for other members to see
- Receive **Reminders** and deadlines etc
- Receive a weekly **Newsletter** to summarise the latest news and events (coming soon)
- Contact club officials (committee members and welfare team)

## Announcements

To be used for informing members about things like cancellation of training sessions, updates (e.g. PB League update), and result availability (e.g. TT results published). Announcements are prepared, distributed and managed by the admin team only.

To see any recent announcements, click the 'Announcements' button on the Welcome screen and any recent announcements will appear.

## News

To be used for general news stories and updates that are suitable for all members to read, such as recent press articles, reports of team events, team and other major events that are coming up, etc. Individual and less formal event reviews will not be excluded as these can be reported via Event Reports (see below). All news stories are prepared, distributed and managed by the admin team.

To see news articles, click the 'News' button on the Welcome screen and any current articles will appear.

## Direct Messages

To be used by a member to communicate directly and informally with another member, along similar lines to Messenger or WhatsApp. This feature is not available to junior members.

To send or reply to a message to/from another club member:

- Click the 'Direct Messages' button on the Welcome screen.
- If you've already sent or received messages these will be listed – simply click the line for the person you want to send a message to.
- If you want to send a message to someone you haven't messaged before, click the message icon in the bottom right-hand corner of the screen and select the person you want to send a message to from the list.
- If for any reason you want to prevent other members messaging you directly, toggle the button on the top right-hand side of the screen – any previous messages will then disappear, but they can be retrieved by switching the toggle back.

## Emails

The e-mail function should be used by members when they want to communicate with the Club in an official capacity, or when direct messaging would not be appropriate for personal reasons. Emails can be sent anonymously though we would urge members not to use this feature unless it is essential to protect anonymity, such as for whistleblowing. It may be difficult for the Club to respond to emails that are sent anonymously.

To send an email to the Club:

- Click the 'Email the club' button on the Welcome screen.
- Select who you want to send the e-mail to, using the drop-down button in the top right-hand corner of the screen.
- Add a subject title and the message and click the send arrow (bottom right).
- You can include photos by clicking the photo icon in the bottom left-hand side of the screen.

## Group Chats

To be used for messaging a group of individuals, similar to WhatsApp. Members will only have access to the groups they are a member of, dependent on which club roles and activities they are involved with. Only these groups will be shown in the app. From April 2026, group chats on club related business should, as far as possible, only be via the chat groups on the app and not via WhatsApp or Messenger.

To engage in group chats:

- Click the 'Group chats' button on the Welcome screen
- If you are a member of any groups a list of those groups will appear on the screen – you will only see groups that you are a member of.
- Simply click the group you want to send a message to and compose your message in much the same way as on WhatsApp.

## Message Board

To be used by members for communicating general information to other club members. This could include information about events that other members might be interested in, adverts for running kit that's no longer wanted, or promoting running related services (PT, yoga, massage etc). All messages must be polite and appropriately worded and if services are offered these must be relevant to running, offered by appropriately qualified individuals, and be within a 10-mile radius of Haverhill. If messages do not meet these requirements they may be removed by the admin team.

If you want to post something on the message board:

- Click the 'Message Board' button on the Welcome screen.
- Post your message by clicking the '+' button in the bottom right-hand corner of the screen.
- You can reply to an existing message by utilising the features directly underneath each post, in much the same way as you would on WhatsApp.

## Event Reports

Reports about major team events (e.g. Summer 5K series), or events in which several members participated (e.g. Cambridge HM), will normally be covered in the 'News' section (see above). However, members may want to tell others about their experience at an individual event. They can do this by using the 'Events Report' feature.

If you have attended an individual event and want to share information about how it went in the form of an event report, then click on 'Event Reports' on the Welcome screen.

Event reports that have already been submitted will be displayed, so you can check if someone has already submitted a report for the same event. Please avoid submitting multiple reports for the same event.

To upload an event report:

- Click the 'Event Reports' button on the Welcome screen.
- Click the paintbrush icon in the bottom right-hand corner of the screen.
- You can select which event you are reporting on (if this is shown on the app) from the drop-down menu at the top, or you can select 'As Yet Untitled' and create your own.
- Add a title (as necessary) and add content – you can include photographs or a link to a YouTube video if this exists.
- If you're not happy with the content you can save it as a draft and come back to it later.
- Once you are happy with the content, press the send arrow button in the bottom right-hand corner.

All event reports will be sent to the admin team for approval. Once approved, you'll be able to see the report listed under 'Event Reports'.

## Reminders

This function will be used by the admin team to set reminders for members to complete specific tasks, e.g. a reminder about registering for a team event. The reminders will appear on the app for a specific period only.

## Newsletter

The App has a Newsletter function that can be used to send out weekly newsletters (by e-mail) automatically. Weekly newsletters will highlight what training and events are coming up along with details of any news stories that have been published recently. This will in time replace the current monthly newsletter but it won't be deployed until the app is more established.

## Contact with Club officials

For your convenience, if you need to contact a member of the Committee or Welfare Team, click on the relevant buttons at the bottom of the Welcome screen.

## Training and club runs

The Club app comes with several features that enable you to check what training or club runs are taking place over the next week or two and to register your attendance at these.

**Please note that, for health and safety reasons, it will be mandatory for you to register your attendance at training sessions and organised club runs using the app from 1<sup>st</sup> July 2026.**

To check what training and club runs are taking place and register your attendance:

- Click the 'Training' button on the Welcome screen.
- Scroll down to find the training session that you want to attend.
- You can see details of all the training sessions, including the meeting points and, if appropriate, what each group will be doing within the session, by clicking the down arrow on the session title.
- The groups that you can join as part of a session are shown underneath. Decide which group you want to join and click 'I'm in' to register your attendance. If you change your mind, simply click 'I'm out' and your name will be removed from the attendance list. Note that there may sometimes only be one group to choose from, e.g. Track Training, 5K Time Trial etc.
- Sometimes, the meeting point for a specific group might be different to the rest of the groups taking part in the session. If so, this will be shown on your Group.
- If you need to contact the Group Leader for any reason, click 'Details and Messages' then, at the bottom of the next screen click 'Message Group'.
- To add the training session to your personal calendar, click the small calendar icon on top right-hand side of the group.

We encourage everyone to register their attendance in advance of a training session or club run as this will help us plan the session. However, if you're not sure whether you can attend or not, no problem, you can register on the night. You can do this in one of two ways:

- If you have your phone with you, click the second icon from the right at the very bottom of the screen to show your personal QR code. The group leader will then scan this code to register your attendance.
- If you don't have your phone with you then the group leader will be able to register you manually.

## Training routes

Over the next few weeks, we'll be adding the main club run routes that we use to the app so that you can view and download them easily and quickly, even if you forget to do this before you left home.

We will provide links to the route instructions as well as a GPX file (where at all possible), which you can download to your Garmin. However, in order to download the GPX files you will need to link the app to your Garmin account first. Simply click the three lines in the top left-hand corner of the screen to display the sidebar menu, then click 'My Menu' and 'Connected Apps'. From there you will be able to link the app to your Garmin account.

Please be patient while we add the routes as this could take some time.

## Training Plans

Training plans for the training sessions that are led by coaches will be uploaded and stored on the app. This feature is primarily intended for use by coaches, but if you are interested in finding out about the sessions you will be doing you can take a look at them by clicking 'Training Plans' on the Welcome screen.

## Team events

Details of team events, such as the 5k Summer Series and Winter XC events will be uploaded to the app and can be viewed by clicking 'Team Events' on the Welcome screen.

Click on the event that you want to attend and click 'I'm in'. The event will then appear with a green box around it. If you change your mind later simply click 'I'm out' to remove yourself from the attendance list.

If you click 'I'm in' you will automatically have access to a chat group for that event, which you can access via this screen or from the Group Chat screen. This is a handy tool to keep everyone informed about the event arrangements, or to answer any questions people might have.

You can add the event to your personal calendar by clicking the calendar icon at the bottom of the screen.

## Photo Albums

The app can store and display photo albums of events such as Awards Night, team races etc. To view any stored albums, just click 'Photo Albums' on the Welcome screen.

The admin team will decide which events and photos will be uploaded but if you have photos that you think should be included in an album, let us know.

To avoid taking up too much memory, albums will be limited to just a few poignant photos but we'll review this as time goes on.

## Offers and Discounts

Details of any offers or discounts, such as the latest Sportshoes discount codes, can be found on the app under 'Offers and Discounts.' If new offers or discounts are added we'll let you know by sending an Announcement to all members, though it's probably worth checking the app every now and again, just in case.

## Other useful features to explore

There are several other features that might be of interest. We'd recommend spending some time exploring these features but here are some ideas to get you started:

- **Active Safe** allows runners to report and check on any incidents that might have occurred in specific areas where you run, so that others are informed about any risks. **Active Safe** can be accessed under 'My Menu' from the sidebar.
- If you are a member of any another club(s) you can add the details under 'My Clubs' under 'My Menu' from the sidebar.
- You can keep track of what features you've used since registering onto the app by selecting 'My 2026' under 'My menu' from the sidebar.
- By selecting 'Comms/GDPR' under 'My menu' from the sidebar you can:
  - check and read the e-mails you have received from the Club via the app and decide what type of emails you want to receive in future
  - review your permissions for different types of communication from the club
  - review your subscriptions to specific club communication topics.
- You can review, connect and disconnect your app account to your subscriptions with other apps, including Garmin Connect and Strava. Select 'Connected Apps' under 'My Menu' from the sidebar.
- You can calculate your expected finish time for a race by using the 'Pace Calculator' under 'My Menu' on the sidebar.
- You can link your parkrun account to the app by clicking on 'parkrun' under 'My Menu' from the sidebar. Simply scan your parkrun bar code. You can then show the code and view your parkrun account directly from the app.
- You can switch user on the app very easily by clicking 'Switch User' under 'My Menu' from the sidebar and entering the e-mail address of the user you want to switch to. The other user will receive a request from you to access their account and once they have

confirmed their agreed you'll be able to switch accounts very easily. This is a handy feature, for example, for a parent who is a club member but who might also want to manage the app for a junior member.

- You can review which training sessions you have attended by clicking 'Training History' under 'My Menu' from the sidebar.
- You can manage which groups you follow for training purposes by clicking 'Settings' under 'Training' from the sidebar. For example, if you normally train with the green group and do club runs with the 10mm group, you can select these groups so that you are informed about any activities or messages relating to these groups. If you are a Training Leader you can also control which groups you lead from the same place.

## Safeguarding on the Club App

All Club members are encouraged to download and use the new Club app as this will rapidly become the main hub for club communication and information. However, we appreciate that parents may have concerns so we wanted to set the record straight on a couple of things.

Firstly, the app is a closed environment in which members can communicate without the need to share personal details. The only members who may have access to personal information are club admin officers. Club coaches and run leaders may also have access to certain information for the purpose of keeping individuals safe during training sessions and club runs.

To prevent children receiving inappropriate information and images, whether unintended or deliberate, junior club members (all those under 18) will not be listed in the 'Clubmates' section of the app, able to send or receive Direct Messages, or have access to the Message Board on the app. However, we will keep this under review in consultation with parents.

Parents may prefer to manage the app, including all communications, on their child's behalf, which is completely understandable. If a parent is also a member of the club they can easily switch between accounts by using the 'Switch User' feature, located on the sidebar menu. Click 'My Menu' > 'Switch User'. However, parent and child will need to be registered using a different e-mail address (see below for advice on this).

## Using emails for app registration

Each club member must register onto the app using an e-mail address that is unique to them. This should be the same e-mail address that we hold for them on the myAthletics portal.

For most senior members this should not present any issue. However, it could be a problem for junior members who don't have an e-mail address and instead use a parent's email address for club communications. This is particularly the case for children under the age of 13, as this is the minimum age for creating an email account in the UK.

Using a parent's e-mail address for app registration is absolutely fine, unless the parent is also a member of the Club and uses the same e-mail address, or several members of the same family are club members and use the same e-mail address.

To get around this problem, we would recommend one of the following approaches:

1. If there are two parents and more than one child, consider using one parent's email address for one child and the other parent's email address for the other child.
2. Some children are issued with an email address by their school, which could potentially be used for app registration.
3. If the parent has a gmail account they can create unique, personalised IDs for other members of the family by simply adding a '+' after their name in the primary email address, followed by any combination of words or numbers (e.g. a child's name). They can then use each version as a unique email address, for the purposes of registering onto the app. Incoming communications will go straight to the inbox of the parent's primary email account, so there's no need to worry about email communications from the Club going to the child.

For instance, if the primary email address is [johnsmith@gmail.com](mailto:johnsmith@gmail.com) and there are two children (Tommy and Jane), simply modify the primary address to create two unique addresses, i.e. [johnsmith+tommy@gmail.com](mailto:johnsmith+tommy@gmail.com) and [johnsmith+jane@gmail.com](mailto:johnsmith+jane@gmail.com), and use these addresses to register them onto the Club app. Incoming communications will always go to [johnsmith@gmail.com](mailto:johnsmith@gmail.com) and you can toggle between the accounts using the 'Switch User' feature on the app.

Whatever approach is used we would recommend that the email addresses used for the app and for the myAthletics portal are the same as this will avoid any confusion.