



# Using Refsuite

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Tags	
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If you encounter any issues, please email [support@refsuite.co.uk](mailto:support@refsuite.co.uk)

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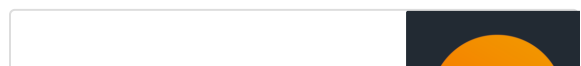
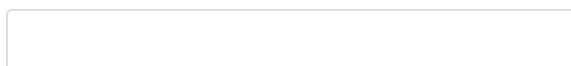
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## What is Refsuite?

Refsuite is a mobile app which allows referees to:

- Manage availability
- Confirm fixtures
- View fixture information + contact information
- View league rules
- Submit match reports

## How to download the app?



<https://apps.apple.com/app/id1465147177>

Refsuite is revolutionising grassroots refereeing. It's an administrative app & portal

 <https://play.google.com/store/apps/details?id=com.ratech.refsuite>



## How to manage your availability?



### Did you know?

Refsuite operates an **open date system**, so you are default closed.

<https://www.loom.com/share/a0f1c5379dc640499d755295a581929b>

## How to confirm & view fixtures?



### Did you know?

Refsuite automatically picks up on all fixture changes, so you'll always know the latest information about your match.

<https://www.loom.com/share/052adbbe9c604a17b38e53cd23a8e9c3>

## How to view league documents?



### Did you know?

The league rules are displayed within the app - the information you need is always at your fingertips.

<https://www.loom.com/share/0fa4b23d6ee34be58019fd0a0f387bae>

## How to submit match reports?



### Did you know?

Refsuite now contains the league's match report, so you can submit all of your admin from your mobile phone.

<https://www.loom.com/share/5a2ad8278bed46c5beee5d71d74c775a>

## FAQs

### 1. My account is locked, how do I unlock it?

- a. If your account is locked, this means you have not been added to your league or County FA within Refsuite. Please contact them directly to unlock your account.

### 2. I am under 18, is my guardian required?

- a. Yes. Any users under the age of 18 will require a guardian to be added into the app. If your guardian does not sign up, the child's account will remain locked.



Please note that it may take a number of days for County FA to verify a guardian's account, so please allow for this.

### 3. I can't use the app, what do I do?

- a. Refsuite is in the process of building an email system which will allow non-app users to manage their admin via email. Whilst we do not recommend this, the functionality will soon exist.

### 4. My calendar screen is grey, what do I do?

- a. This means you have not yet been mapped to a league. Please get in touch with your referee secretary so they can add you. The minimum information they require is:

- i. First name
- ii. Last name
- iii. Email (matching Full-Time)
- iv. Postcode


**5. I have created an account but I cannot do anything, what do I do?**

- a. Same answer as above!

## Feature Requests

Feature	Status	Notes
Match fee	In development	“There is often confusion - especially for new refs. It would be good if the fees for the match are included in the fixture - and whether it should be a split fee or home team to pay. Pls bear in mind that ref can be as young as 14 and for them to have to ask an adult, can be intimidating. With the ability for the league sec to override too.” <i>As a stopgap, we currently display the league documents within the app. You can search these documents for “fee” and the fee will display. <a href="#">An example video is here.</a> We will look to add this feature soon.</i>

## Active Bugs

 No active bugs.

▼ Table

Bug List	Status	Notes
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## Complete Bugs

Bug List	Status	Notes
Availability submission	Complete	Availability not submitting properly on the app.
Create account	Complete	Users could not create an account on the app.

<b>Bug List</b>	<b>Status</b>	<b>Notes</b>
Forgot password	Complete	Clicking forgot password was causing an error & nothing loaded.
Fixtures not appearing	Complete	Looking into our feed updates, match cancellations did not seem to be received for 4 September.
Match report errors	Complete	Users could not utilise the sliders within the match report.
Log out	Complete	Apple app signs users out when the app is closed.