



# Family Online Reporting

## New Features

The new look and feel to the family portal is not the only change that has happened as part of the update. There have been a number of changes in the background that are designed to make the user experience better.

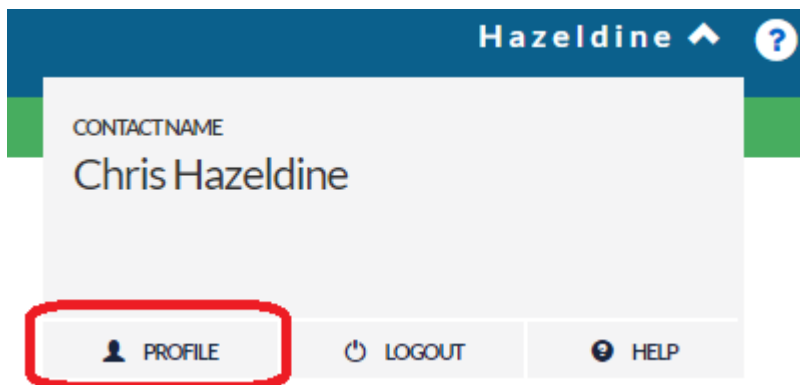
A quick video tour: <https://youtu.be/EpUff3zX4DY>

## Single Member

If you have participated in a number of events outside your home centre you would have noticed multiple copies of yourself. Now you will see only one with consolidated results across common events.

## Member Profile

All of your contact details are now part of your editable Profile, so if your details change you can update directly rather than contacting your Club/Centre or waiting until registration time.



## Tickets

View and Print your tickets by Event, Meet and Season. This gives two new ways to print your tickets. Look for the 🏆 icon as you move around the pages.

## Logging into ResultsHQ

Families can view their children's results at [www.resultshq.com.au](http://www.resultshq.com.au)

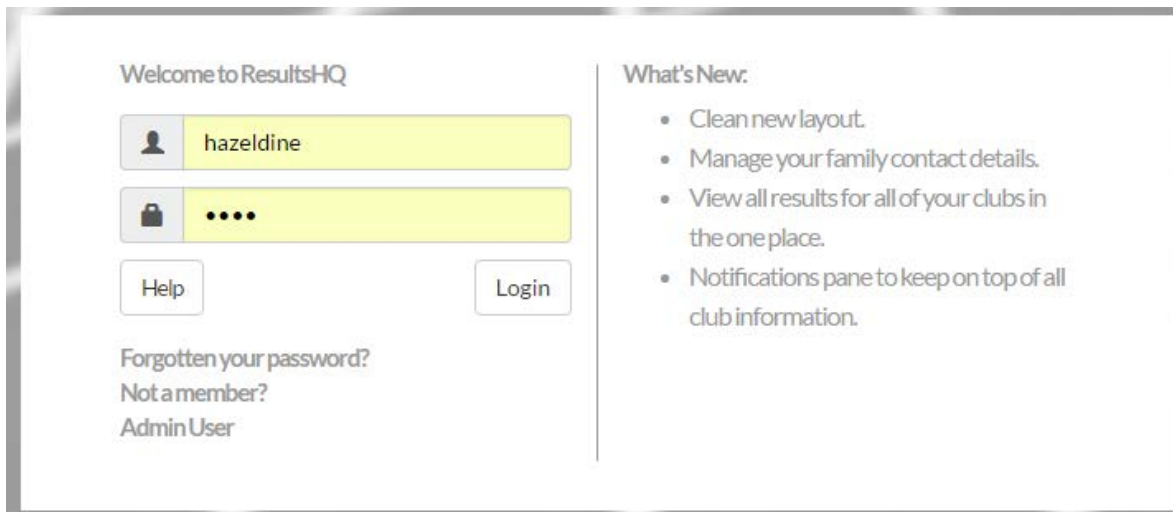
They will require their username and password. For a demonstration of what the login looks like, login with these credentials: **email:** email@demo.com.au **password:** demo

You can also login using the Family Login button the HDLAC Home page:

Logon to **ResultsHQ** to view your results, PBs and Centre records. Your username and password will be e-mailed to you shortly.

**FAMILY LOGIN**

**CENTRE LOGIN**



## Password Recovery

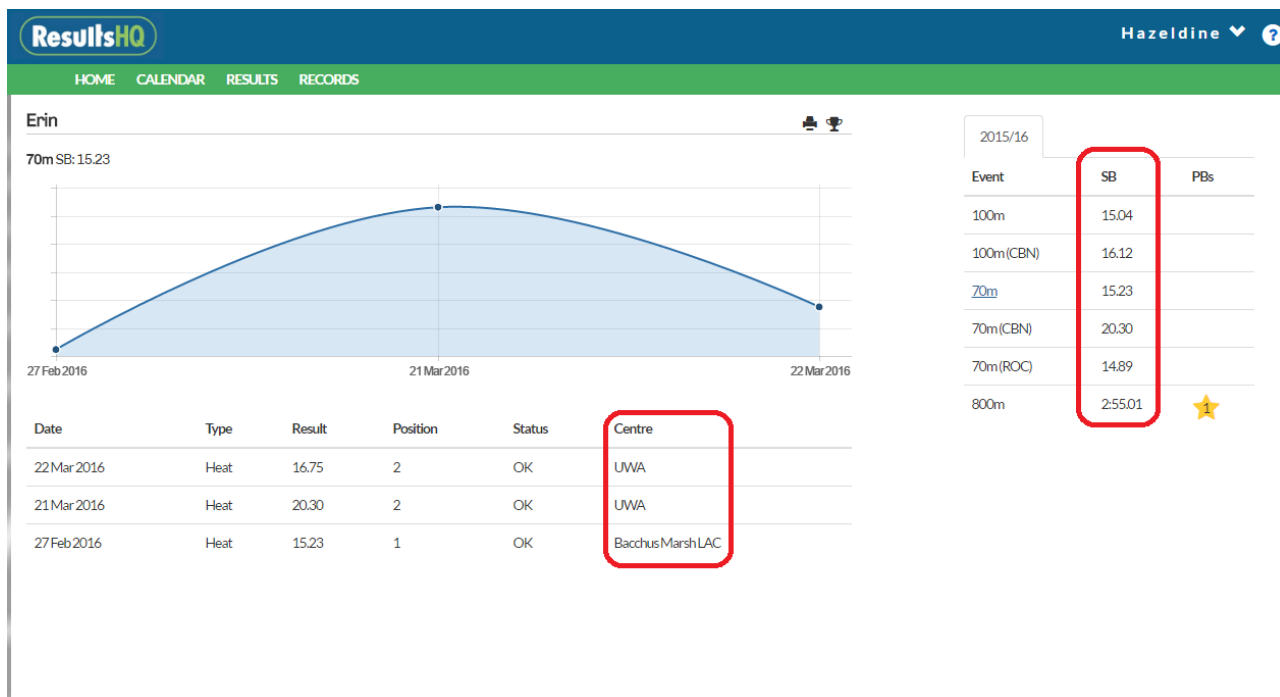
If you do not know your password, then press the 'Forgotten your Password' button on the login page. You will receive the password via their registered email address. If a valid email address has not been included in the account, then contact your Centre Registrar.

## Weekly Results Viewing

Athletes can view their results and results tickets within the ResultsHQ reporting portal once they are logged in. Simply click onto the Members name, date or event tile to get more details.

## Event View

Clicking on an event tile takes you to the **Event View** showing results history with charting to see how you have improved over time.



Each of the Profiles that the results are from is displayed and a navigation list of your Season Bests (SB) on the right lets you change the event.

## Locations

If your club/centre have used Locations in their event list, you will see the location next to the event name in brackets eg 70m (CBN). These events may have different conditions that make them not directly related to other such locations and all PB's and CR's will be treated separately.

## Calendar

To view all meets in the season using the Calendar option, click through to the relevant meet to see more details.

## Event Tickets

To produce event tickets click an event tile and then click the Ticket Icon 🎫 to the right of the event name.

## Meet Tickets

To produce meet tickets click on a meet from the Calendar page to locate the Ticket Icon 🎫 to the right of the meet date.

## Season Tickets

To produce season tickets click on the Ticket Icon 🎫 from the Calendar page to the right of the member name.

The screenshot shows a member profile card for Erin Hazeldine. It features a green running icon, the name 'Erin Hazeldine', and the event '2000cc H' with a result of '9:38.00'. Below this, there is a list of details: Previous PB: NA, Age Group: 10 / F, Event Date: 07 May 2016, Position: 3, Club: UWALAC, and Location: CBN.

Previous PB:	NA
Age Group:	10 / F
Event Date:	07 May 2016
Position:	3
Club:	UWALAC
Location:	CBN

## View All Access for Family Reporting

By default, the family portal will only display the results of the Members within that Family. However the option is available to display all of the results of the Centre, this is a setting that is controlled by your centre administrator.

**ResultsHQ** Hazeldine ▾ ?

HOME CALENDAR RESULTS RECORDS

Previous Season Results

Date: 17 May 2016 ▾

Age: 3 4 5 6 7 8 9 **10** 11 12 13 14 15 16 17 18

Gender: M F

Events: 1000cc

### Event Results

Club	#	Athlete	Age	Gender	Result	Position	
UWALAC	15082	Erin Hazeldine	10	F	4:07.68	1	★
UWALAC	14922		10	F	4:14.57	2	
UWALAC	15314		10	F	4:35.93	3	★