



# Frequently Asked Questions

Update: 1 August 2010

This document answers some questions relating to the Devon Hockey Website (DHW). If the answer to your question is not here then please contact me. Also, if there are any errors or broken links then please let me know. Dates in brackets indicate when the relevant FAQ was last updated.

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## Abbreviations Used:

AGM	Annual General Meeting
CA	Club Administrator
DHUA	Devon Hockey Umpires' Association
DHW	Devon Hockey Website
DHWA	Devon Hockey Website Administrator
DHWW	Devon Hockey Website Webmaster
EH	England Hockey
EWA	External Website Administrator
FU	Foundation Umpire
LIUA	Level 1 Umpire Award
LIC	Level 1 Candidate
UDO	Umpire Development Officer
YU	Young Umpire

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## Devon Hockey Website Operating Year (1 May 2008):

This generally runs from 1<sup>st</sup> May to the 30<sup>th</sup> April in the following year. The 1<sup>st</sup> May denotes the start of a new operating year and as such *certain* actions happen that change the status of certain things (e.g. Subscriptions Paid/Not Paid, End of Accounting Year, Last Date to Claim Expenses, etc.).

## Access to Personal Area of Devon Hockey Website (15 Oct 2008):

This is only open to those Umpires who have paid their subscription (if applicable to their Membership Category) (see '[Subscriptions](#)' below) and who have maintained their 'Active' Umpiring Status (see '[Maintaining Umpire Active Status](#)' below). It is also open to Player Coaches, Administrators, Aspiring Umpires, etc. If you cannot access the DHW then contact the DHWW.

**Weblink:** <http://www.devonhockey.net/Public/PersonalLogin.php>

## Active Umpire Status (23 Sep 2008):

### **Maintaining Umpire Active Status:**

EH suggests that a qualified umpire needs to do 5 games to maintain their 'Active' Level 1 Status. This is reduced to 3 if the umpire also plays. Once an umpire has recorded 5 games the DHWW will mark the umpire as active. If they only umpire 3 or 4 games then the umpire needs to inform the DHWW that they play to be passed as 'Active'.

### **"I'm shown as 'Inactive', why?" (3 Oct 2008):**

The Umpire Active Status period runs from 1<sup>st</sup> July to 30<sup>th</sup> June the next year. Once the calendar date changes from 30<sup>th</sup> June to 1<sup>st</sup> July an umpire's 'Active' status is reset to 'Inactive' for all umpires. Once you have done the games required (see '[Maintaining Umpire Active Status](#)' below) then the umpire will be set to 'Active'. This is NOT done automatically by the DHW. Once you enter your games it may take up to 14 days for the relevant DHWA, who is authorised to review umpire activity, to manually mark the umpire as 'Active'.

**Note:** No umpire will be marked as 'Active' until they have recorded 5 games.

## Appointed Umpires (1 Aug 2010):

A policy concerning this is list on the DHW under 'Devon HUA; Umpire Appointing Policy in Devon'.

**Weblink:** <http://www.devonhockey.net/Public/Handbook.php>

### **"I want DHUA to appoint umpires to a game?" (8 Jan 2009):**

1. You need to make sure that the fixtures you want DHUA to appoint to:
  - a. Are listed on the DHW (**Weblink:** <http://www.devonhockey.net/Public/FixturesMenu.php>)
  - b. The **TIME** and **VENUE** information entered are correct (if not the Club Administrator for your club as shown on the DHW will have to update this). The **DATE** of a fixture can only be changed by a DHWA or EWA on the relevant website.

2. If the above has been done, email the relevant DHUA Appointment Secretary (Weblink: <http://www.devonhockey.net/Public/Committees.php>) for contact details.

### ***“How do I know if DHUA have appointed umpires to a game?” (10 Oct 2008):***

Go to the DHW and click on the link ‘Fixtures & Appointments’ to go to the relevant page. This lists all the games notified to the DHW.

Weblink: <http://www.devonhockey.net/Public/FixturesMenu.php>

You can filter games by using the ‘Quick Report – Next Week’s Matches’ button for all those games within the next 7 days. There are other filter options that you can use instead above this that you can select before clicking the ‘Report the Fixtures / Appointments’ button (e.g. filter by Competition, Team, Member, etc.).

Weblink: <http://www.devonhockey.net/Public/FixturesQuick.php>

If DHUA are unable to appoint to a particular fixture then the phrase ‘**Umpires not provided by Devon HUA**’ appears next to the relevant fixture. In this instance then it is down to the club to organise their own umpires.

If umpires have been appointed then their name(s) will appear next to the fixture, along with any mentor/coach/assessor. It is the responsibility of the home team to phone all those appointed to a fixture (including any mentor/coach/assessor) in accordance with the rules of the relevant competition to confirm the fixture arrangements.

If ‘Umpires not provided by Devon HUA’ does not appear and no names are next to the relevant fixture then DHUA are currently looking at appointing at this fixture but have not yet published any appointments.

### ***“Does my team have to confirm with appointed officials?” (7 Nov 2008):***

Yes, even though the fixtures details are shown on the DHW. Not every appointed official (e.g. Umpire, Coach, Mentor or Level 1 Assessor) has an email address and even if they do it may not be working.

Home teams are reminded that (as a common courtesy and also in accordance with league and competition regulations) they should contact DHUA appointed officials at least 7 days in advance of a fixture (or as soon as notified of an appointed official if less than 7 days notice). The away team does not have to confirm fixture information.

The home team should confirm the DATE, TIME and VENUE to the appointed officials by telephone. Also let them know the COLOURS the teams will be playing in. If there are any other unusual information (e.g. local road works, strange access to the pitch, changing rooms location, etc.) then please let the appointed official know.

If the appointed official is unavailable then please contact the relevant DHUA Appointments Secretary. Weblink: <http://www.devonhockey.net/Public/Committees.php>

This applies to ALL appointed fixtures, whether on a Saturday, Sunday, Wednesday or any other day of the week.

### **What does 'High Level Appointments' mean (19 Jan 2009):**

On the 'Fixtures & Appointments' section of the [DHW](#), fixtures are shown under the heading 'Higher Level Appointments. These are shown as 'greyed out'! These type of appointments are appointed to by a higher appointing authority (e.g. West, National League, etc.). Only those fixtures that involve Devon Umpires are shown; only the Devon umpire is shown, even though 2 umpires may be appointed! To check who is actually appointed the club/team concerned needs to contact the higher appointing authority and check on their website or with the relevant appointing secretary.

### **Fixture Information (19 Nov 2008):**

#### **"Where can I find this?":**

In a number of places! Firstly on the [DHW](#), secondly on the league websites and thirdly, who knows but probably in someone's head somewhere!

#### **"How do I add a Devon Competition fixture to the Devon Hockey Website?" (8 Jan 2009):**

Please refer to the Rules of Devon Competitions (listed under the Handbook section of the [DHW](#)) to clarify the rules relating to the competition, including deadlines for entering fixture information.

**It is the sole responsibility of the CA of the HOME Club to enter this information.**

Once the [CA](#) is in their Club Area they will see 'Add/Correct Knockout Competition Fixture Dates' section. This is where the [DATE](#) is entered for the relevant fixture. Then under the 'Matches, Times and Venues' section choose the relevant team and after clicking on the 'Change (or Add) Venues and Times for >Club Team Name<' button insert the [TIME](#) and [VENUE](#) next to the relevant Devon Competition fixture. Finally click the 'Submit the Changes, button to save the fixture information.

**NOTE:** All this information may be combined in one area for the season commencing 2009/10.

Once all the information is entered then the fixture appears in the list of fixtures on the [DHW](#) and the relevant [DHUA](#) Appointment Secretary will make appointments.

Please make sure that ALL fixtures, including Devon Competition, League, etc., have [DATE](#), [TIME](#) and [VENUE](#) information as this is listed on the [DHW](#), which is a useful tool for other clubs, press, spectators, etc.

**Weblink:** Handbook is at <http://www.devonhockey.net/Public/Handbook.php>

#### **"How do I add a non Devon Competition fixture to the Devon Hockey Website?" (2 Dec 2008):**

Only a [DHWA](#) can ADD a non Devon Competition FIXTURE to the [DHW](#). Please send the fixture information to the [DHUA](#) Appointment Secretary. They will then add the fixture. Once the fixture has been added the [CA](#) can alter or enter the [TIME](#) and [VENUE](#).

### **Hospitality (27 Apr 2009):**

The Hospitality Score is the [DHUA](#) Appointed Umpire's opinion of how hospitable the [HOME](#) team were. The question asked, when [DHUA](#) Appointed Umpires enter their match feedback on the [DHW](#) after the fixtures is, 'Rate the hospitality of the HOME team from arrival to leaving.' The appointed umpire has the following choices:

- Excellent
- Very Good
- Good
- Poor
- Bad

From this a score is achieved; it is then averaged over the season.

For example, this may cover, but is not limited to:

1. How was the umpire welcomed when they arrived at the fixture?
2. How helpful were the home team to any requests the umpire had as to the safety of the playing area, state of goals, etc.?
3. Was the umpire told where the home team were having their after match teas?
4. Did the players come to shake the umpires hand and thank them after the game?
5. How was the umpire hosted afterwards (were they bought a drink, spoken to, etc.)?

## Level 1 Umpire Candidates (1 Oct 2008):

***“I passed my L1UA Course and Assessment many years ago but EH do not seem to have any details about this! How do I get qualified?”:***

If DHUA cannot trace your L1UA Registration, after consulting EH and other relevant bodies, then there is an informal procedure within Devon that can be use to get you qualified. Normally you would have to retake the L1UA Course including exam and be reassessed. However, at the sole discretion of DHUA and, in exceptional circumstances it may be possible to waive the requirement to retake the L1UA Course and exam and proceed straight to the reassessment. If you are granted this exemption you will have to enter your availability on the DHW. You may be given a time limit to do your reassessment. By granting this DHUA exemption the LIC accepts that it does not imply any legal or other obligation by DHUA and therefore this reassessment period may be withdrawn at anytime by DHUA.

### ***Can a L1C umpire a League/Cup Competition game?:***

Until a L1C has been assessed by a suitably qualified Level 1 Assessor (see DHW for those qualified to do so) and passed as a Level 1 Umpire then a L1C is not allowed to umpire certain games (see individual league and competition rules). If the League or Competition on the Devon Hockey Website has (\*) after it then you must have one fully qualified active Level 1 Umpire or above and you can also have one L1C. You cannot have 2 L1C's.

**Note:** The following appears on the 'Fixtures & Appointments' section of the DHW (Weblink: <http://www.devonhockey.net/Public/FixturesMenu.php>) to indicate whether a L1C can umpire a certain game.

League Rules require 2 Active Qualified Level 1 Umpires – In Leagues marked (\*) one umpire may be a Level One Candidate

### ***“Can a L1C receive mentoring from DHUA?”:***

Yes and it is FREE. Just add your availability to the DHW and indicate 'Mentoring' or 'Assessment' in the column 'Special Notes / Considerations' when adding availability.

## Logging On to the Devon Hockey Website (23 Sep 2008):

You can log on to the DHW as either a Club Administrator, a 'Member' of DHUA or as a Level One Umpire.

## **Club & School Administration:**

**Weblink:** <http://www.devonhockey.net/Public/ClubLogin.php>

1. 'Select your Club' from the drop down list
2. Enter your club's password
3. Click the 'Continue' button.

## **Personal Area (1 Oct 2008):**

This area is for those who are listed on the **DHW**. You may be either a:

- Member of **DHUA**, including **YU**'s or **LICU**'s
- A Level 1 Umpire (Registration Only) or an Aspiring Umpire
- A Coach (Player or Umpire), or Administrator

This area, which was previously 'Members Area' and 'Level 1 Umpire Area', is now combined into an area called 'Personal Area' on the **DHW**.

## **"How do I access my personal information?":**

**Weblink:** <http://www.devonhockey.net/Public/PersonalLogin.php>:

1. 'Select your User Name' from the drop down list
2. Enter your password
3. Click the 'Continue' button.

## **"What do I do as I have lost my password for the personal area?":**

If you cannot remember your password you can get this emailed to you by using 'Forgotten your Password' section in the Personal Area of the **DHW**.

## **"Why can't I access my Personal Area of the DHW? (2 Oct 2009):**

If someone's is set up on the **DHW** and their password is emailed to them and then they do not use it for 3 months to access the **DHW**, then their password is reset by the system to prevent access. The prime reason is to remove those people who will never log in from the warnings report about people who have not changed their password yet. If this should happen please contact the DHUA Membership Secretary or **DHWW** and they will reset your password for you.

## **"What if I am not listed in the Personal Area of the DHW?:**

See the response above. If this does not work then it is probably because your details are not held on the **DHW**.

## **"How do I associate/affiliate myself to a Club?" (1 Aug 2010):**

A policy concerning this is list on the **DHW** under 'Devon HA; Devon Hockey Website'.

**Weblink:** <http://www.devonhockey.net/Public/Handbook.php>

## **Subscriptions (1 May 2008):**

### **DHUA Annual Subscriptions:**

**DHUA** propose the annual subscriptions payable and the different types of membership at its **AGM** each year. Once the new subscriptions have been approved, all umpires and clubs will be informed; this information will also be posted on the **DHW**.

### **"When do I pay my annual subscription?" (1 Aug 2010):**

Only when informed by **DHUA**, either by email or by a News Items of the **DHW**. There is no need to pay the subscription until informed.

Please note, there is an automatic facility of the DHW that deducts your next annual subscription when you claim expenses (see '[I umpire under appointment from DHUA, do I need to pay a Subscription?](#)' below).

### **“Who do I pay my subscription to?” (1 Aug 2010):**

Individual subscriptions should be made payable to 'DCHUA' and sent with a covering letter to the Treasurer. The details of the Treasurer are held on the DHW under 'Devon HUA Committees'.

**Weblink:** <http://www.devonhockey.net/Public/Committees.php>

If affiliated to a Hockey Club they may pay them for you at the start of each regular season. Please check with your Club UDO.

### **“I've paid my Subscription but it now shows 'Not Paid'?”:**

Once the calendar date changes from 30<sup>th</sup> April to 1<sup>st</sup> May all subscriptions for umpires are reset from 'Paid' to 'Not Paid'. There is no need to do anything until you have been informed of the new subscriptions rates, which will normally be before the start of the normal hockey season.

### **“I umpire under appointment from DHUA, do I need to pay a Subscription?” (1 Oct 2008):**

Normally this will be deducted automatically from any expenses you have accrued but not claimed. If you have not accrued enough expenses then you may be asked to pay the difference. Also you have the facility to pay for next years subscription in advance when claiming expenses at the end of the Operating Year.

### **Umpiring History (14 Jan 2008):**

If you are appointed to a fixture by DHUA then this game is **AUTOMATICALLY** added to your Umpiring History. All other non DHUA appointed games can be added by you manually, including ones in a higher appointment capacity (e.g. West, NPUA Appointments, etc.) or for your club. The 'Your Umpiring History' function is available in your Personal Area of the DHW.

**Weblink:** <http://www.devonhockey.net/Public/PersonalLogin.php>

### **Umpire Insurance (2 Oct 2009):**

DHUA pays a fee to cover all members of DHUA. All those fully paid up members of the association are covered. LICU, FU and YU's are also covered. DHUA does not have to name the individual umpires, only the number being covered.

**End.**