



Process for Game Change request by Clubs

- [Introduction](#)
- [Requirements](#)
- [High Level Design](#)
- [Process](#)
 - [Prepare Requirements](#)
 - [Step 1: Start Game Change Request](#)
 - [Step 2: Select Game](#)
 - [Step 3: Make the required updates](#)
 - [Step 4: Approval Opponent](#)
 - [Step 5: Approval Gameplanning](#)
- [Emergency Game Change request](#)
 - [Manual Process \(emergency\)](#)
 - [Step 1: Start Emergency Game Change Request](#)
 - [Step 2: Emergency Opponent's Approval](#)
 - [Step 3: Emergency Official Request to Gameplanning](#)
 - [Step 4: Emergency Gameplanning Confirmation](#)

Introduction

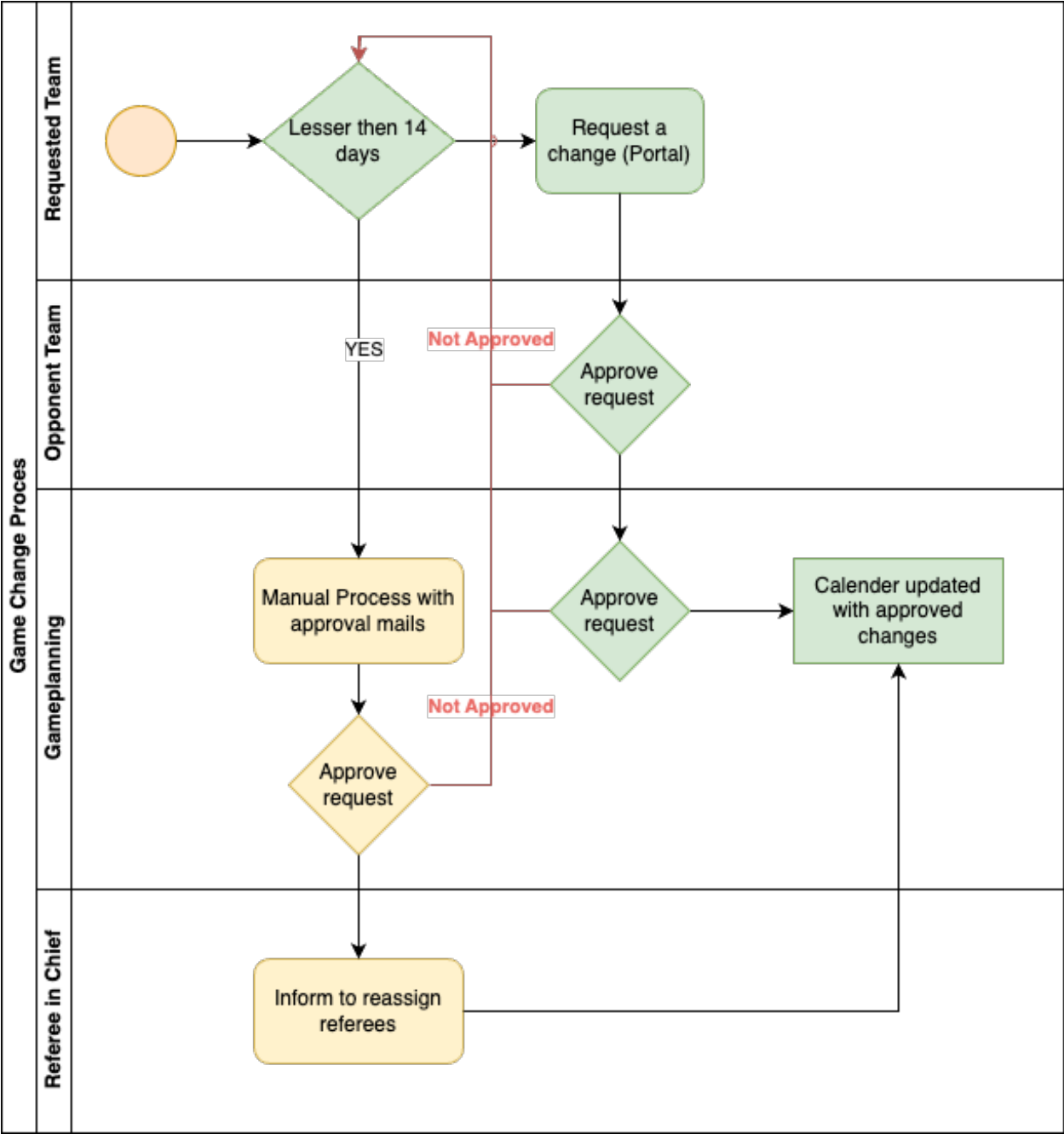
This guide outlines the steps and requirements for clubs to request changes to scheduled games. The process ensures transparency and efficiency, allowing clubs to manage game changes smoothly while keeping all stakeholders informed.

Requirements

- Accessible from everywhere and only for specific persons in the club
- 99,9% available
- Manageable by the business is a requirement
- Healthchecks and Monitoring
- Ensure that your club's information is updated correctly.



High Level Proces Design



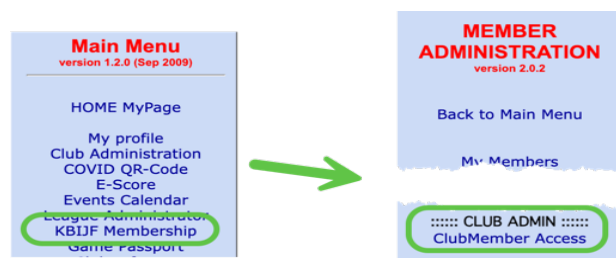


Process

Prepare Requirements

- Ensure that your club's information is updated correctly.
- If the game planner is different from the club secretary, be sure to include the game secretary's email address.
- If the game planner is different from the club secretary, be sure the role “Game Planner” has been assigned.

These updates can be made by the “Club Secretary” or “Club Power User” by logging into our website and following the provided path.



... Setup ClubMember ACCESS to MyRBIHF ...

This function enables you to update the MyRBIHF user access rights of a club member. Access to this screen is ONLY available for club members with an active MyRBIHF account and holder of an RBIHF than 13 months old are visible in this list below and will have access to MyRBIHF.

You can now determine who has access to certain areas of the RBIHF official back-office and your club details. Attention, actions performed here will have immediate effect to the website.

[Click here](#) to have a full overview of the access rights that are included per function.

[Click here](#) to review all Club Power accounts. These accounts are the ONLY accounts that can make changes to club user

Select MyRBIHF Access

Game Planner	1	Reload	2
	3	ADD Access	4

1. Select the role Gameplanner
2. Click on reload
3. Select the Game planner
4. Click on add the access button

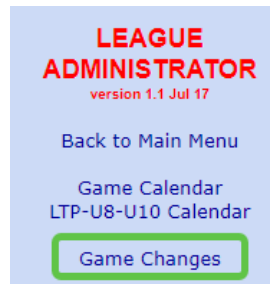
If you incurred some issue to have this done please send a mail to Office@rbihf.be

ROYAL BELGIAN ICE HOCKEY FEDERATION npo



Step 1: Start Game Change Request

- Check if the game is scheduled in calendar.
 - If the gameday lesser then 14 days send mail to GamePlanning-ICE@RBIHF.BE
 - If the gameday more then 14 days start a request in RBIHF portal
 - Goto <https://admin.rbihf.be/>
 - Select League Administrator
 - Select Game Changes

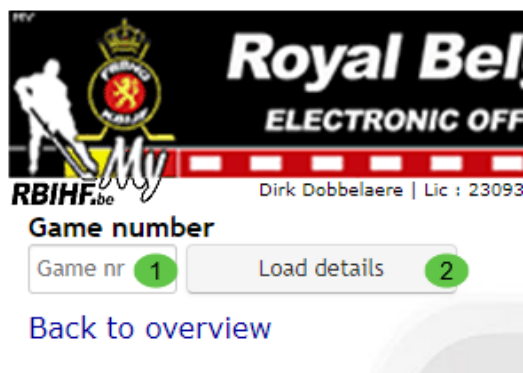


- Start new request via button (Request a Change)



Step 2: Select Game

- Fill in the game number from the game you want to apply changes
- Click load details





Step 3: Make the required updates

- When the game is successfully loaded you will be able to update the following parameters.
 - Date
 - Start Time
 - Location
- Submit for approval

Step 4: Approval Opponent

- The opponent team will receive an email on 'Secretary' and 'Game Secretary' given mailbox
- By following the link in the mail you will be arrived directly to the change request page and will have the possibility to approve or decline the change.
- Depending on the decision will be sent a mail back to requested team with a positive or negative answer.
- When the request has been approved the approval will go to Game planning (GamePlanning-ICE@RBIHF.BE)

Step 5: Approval by Game planning

- Game planning will be received an email.
- By following the link in the mail, you will be arrived directly to the change request page and will have the possibility to approve or decline the change.
- Depending on the decision will be sent a mail back to both team with a positive or negative answer.



Emergency Game Change request

There may be a cost or fine associated with an emergency request!

Manual Process (emergency)

When the game is to close on the planned game (lesser than 14 days) the automation will not allow anymore to change the request and need you to start the emergency process.

Step 1: Start Emergency Game Change Request

- The club wishing to make a last-minute change (the "Requesting Club") initiates the process by directly approaching the opponent club for the specific game they wish to change.

This is an informal approach, aiming to find a mutually agreeable date and time.

During this informal request, the Requesting Club should CC (carbon copy) the Game planning team to keep them in the loop. This ensures that Game planning is always aware of potential upcoming changes.

Step 2: Emergency Opponent's Approval

- If the opponent club agrees to the proposed change, they should reply to the initial email, confirming their agreement.
- If the opponent club does not agree, they should communicate their decision with the Requesting Club, either suggesting an alternative or denying the request.

Step 3: Emergency Official Request to Game planning

- Once mutual agreement is reached between the clubs and verified the availability of venue and other logistics, the Requesting Club sends an official change request via email to Game planning.
- In this email, the Requesting Club should detail the agreed-upon changes and CC the opponent club as proof of their agreement.

Step 4: Emergency Gameplanning Confirmation

- Upon receiving the official request, the Game planning will review the changes and update the official game calendar accordingly.
- Once the changes have been executed, Game planning will send a confirmation email to both clubs, informing them that the changes have been made on the calendar.