COMET communications update
March 18th, 2022

A. Team Line-up Manager user roles

Since COMET's implementation, there hasn't been an option for the user role TEAM LINE-UP MANAGER to be assigned to a specific team (or teams) within a Club. This meant that the user role TEAM LINE-UP MANAGER has always been Club based, and as result, these users then receive system generated notifications for every game, of every team within their club, and we recognise this has been hugely frustrating.

Within the next few weeks, our software developers we will have resolved this issue, and we will then provide Clubs with an option for TEAM LINE-UP MANAGER users to be assigned to a specific team (or teams) within their Club. Once the development has been completed, we will contact all users, and provide a user guide detailing what actions need to be taken by Clubs to implement the above change.

Once actioned, whenever a TEAM LINE-UP MANAGER user logs into either the COMET web version or the COMET Football app, they will then only see the matches for, and receive system generated notifications in respect of, their assigned team. If a person is assigned the TEAM LINE-UP MANAGER user role in two or more teams within the same club, then once logged in, the user will then be asked to choose which of their assigned team they want to log into.

B. Users with two or more different accounts on COMET

We know that there are COMET users that have user roles with two, or more, different organisations e.g. a person is set up as a user in Organisation A, and also as user in Organisation B.

Historically on COMET, whenever a person wants to be set up as a user in two or more different organisations, they have had to create separate user accounts for each profile, and in doing so, also have to provide different email addresses for each user account they create.

Within the next few weeks, we will have the ability for multi-account users to merge their different user accounts into one account, and once they have logged in, they will then be asked to choose which of their different profiles they want to select e.g. a person set up as a user in Organisation A and also as a user in Organisation B, will then only have one user account. They will log into this user account and will be asked to select whether they want to access their profile in Organisation A or B. This development will hugely simplify things for all users, who will then only need to remember one username and password!

In order to prepare for this change, we kindly request your assistance.

If you are a user that has two or more different user accounts on COMET (**if you only have one user account you do not need to do anything**), then please action the following by no later than **31st March 2022**:

- Please send a COMET Help Ticket (please [click here](#) for help) using the title "**Merge user accounts**"
- In the Help Ticket please provide the following information:
    - o A list of the usernames for each of your different COMET user accounts; and then
    - o Highlight which username you want to retain. The other usernames will then be merged into the one you want to keep.

Once we have heard back from everyone, we will then provide Analyticom with a list of the user accounts that need to be merged. Once this has been actioned, we will contact all users, and provide a user guide explaining what they need to do when they next log in.