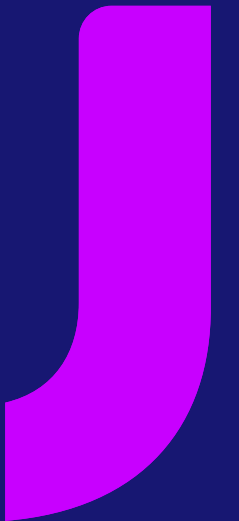


Rugby Xplorer

Referee Season Set Up

**RUGBY
AU**



Rugby Xplorer

Referee Guide

In this guide, you will find instructions on

- Module 1 – Payment Set Up.
- Module 2 – Related Teams
- Module 3 – Referee Availability and Unavailability
- Module 4 – Accepting or Rejecting Appointments
- Module 5 – Match Day Process
- Module 6 – Referee Send Off Reports
- Module 7 – Post Match Game Reports
- Module 8 – Reviewing MOD Report



Lead MOD

Points of Contact



**SYDNEY NORTH RUGBY
REFEREES**

Even Baxter

comms@snrr.org.au



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RUGBY REFEREES' ASSOCIATION INC.

David Ogier

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**— NSW —
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Referee Manager

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Matt.Tink@nsw.rugby



**— NSW —
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**— NSW —
RUGBY UNION**

Appointments & Development - Juniors

JACK JONES

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Module 1

Payment Settings

**RUGBY
AU**



Payment Settings

Referee Account Details

Why Set Up Your Account Details?

- Ensure you get paid for your referee appointments.
- Default option is: Donate back to my Referee Association.
- Payments processed securely via PIN Payments (AU)



Payment Settings

Referee Account Details

Choose How You Receive Payments

1. Donate back to my Referee Association

- Funds go directly to the referee association.



2. Receive Payment

- Payment goes to your personal bank account via Rugby Xplorer.

OR



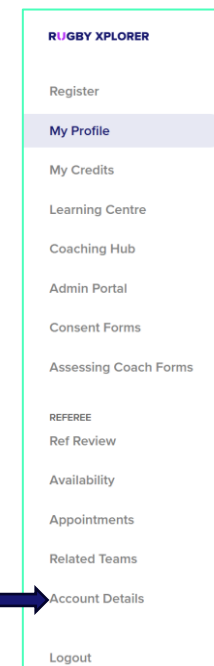
Payment Settings

Referee Account Details

How to Add Account Details

Using a Web Browser, Log into www.myaccount.rugbyexplorer.com.au

1. On the left hand navigation menu Go to Rugby Xplorer Portal > Referees > Account Details



2. Select Payment Option

Select Payment option

Donate back to my Referee Association

Receive Payment

OR

Donate back to my Referee Association

Receive Payment

- **Note. Donations made to SNRR and NSWRA are made via the Australian Sports Foundation and are tax-deductible.**

Payment Settings

Referee Account Details

How to Add Account Details

3. Enter bank account details

Add your Account details

<input type="text" value="BSB"/>	<input type="text" value="Account Number"/>
<input type="text" value="Account Name"/>	<input type="text" value="Email Address"/>

I agree to abide by the referee payments terms and conditions and complete the PIN Payments KYC process to ensure I can receive transferred funds.

NOTE:

Referees under 18 years of age will need to add their parent/guardian's bank account and have their parent/guardian complete the KYC process.

Payment Settings

Referee Account Details

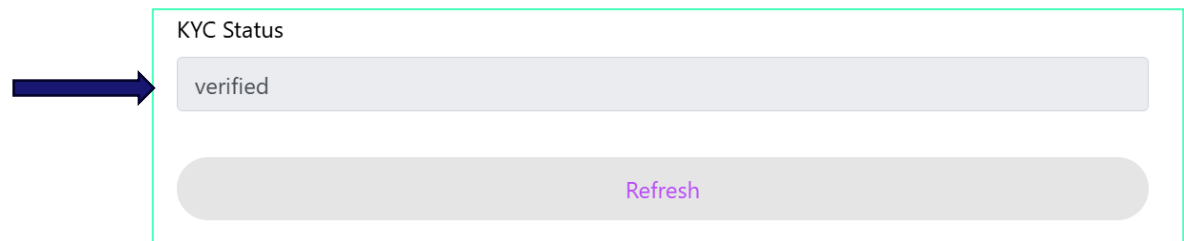
How to Add Account Details

4. Continue through the KYC verification process.

- The Nominated email/phone number will receive an SMS or email to the individual containing a unique link.
- The user is welcomed into the HooYu platform and guided on the steps required to complete their identity verification
 - Selfie & Liveness Detection: The user takes a selfie, often accompanied by a liveness check (e.g., blinking, moving) to ensure the person is physically present.
 - Document Capture: The user uses their mobile camera to take photos of official identification documents, such as a passport or driver's license.
 - Proof of Address: The user may be asked to capture a photo of a utility bill or bank statement for address verification.

Note on Data Removal: To comply with data privacy regulations, HooYu deletes the document images and data from its platform after the verification process is complete.

4. IN Rugby Xplorer Click Refresh to see updated KYC status



Payment Settings

Referee Account Details

Things You Must Know

Appointments won't be paid if account details are missing.

Note: If you do not accept your appointment or complete KYC verification, this will prevent all referees from being paid.

Payments take ~5-8 business days after invoice payment.

(Invoice is Paid Wednesday 1201am – Payments should arrive the following Tuesday to Friday, add extra days for public holidays.)

Club admins can see KYC status via Rugby Xplorer **Admin** Portal > Members > Members Management

Payment Settings

KYC Verification

Why KYC is Required

Required by PIN Payments for legal and financial compliance (International Anti Money Laundering Laws).

Confirms identity to transfer funds to your bank account.

Under 18? Must use parent/guardian account for verification.

Learn more: [AUSTRAC KYC/AML Guidelines](#)

Verification video: [Hooyu guide](#)

Payment Settings

Troubleshooting

If You Encounter Issues

PIN Payments (AU):

Email: support@pinpayments.com

Phone: 1300 364 800

Expired KYC link? Start again and notify PIN Payments with:

Subject: "KYC Completion for Rugby Australia - [Full Name]"

Rugby Xplorer Support:

Email: runningrugby@rugby.com.au

Phone: (02) 8005 5555

If KYC Fails or does not update in 24hr – Email Running Rugby to clear account details and commence the steps again.

Module 2

Related Teams

**RUGBY
AU**



Related Teams

Adding a Related Team

Why Add a Related Team?

Links you to a specific team or club you're associated with.

Helps the Referee Appointments Manager to assign you to games that are near or close to your linked teams.

While it doesn't assign matches directly, it provides context that may influence your appointments.

Teams must be created by the host club in Rugby Xplorer.

Please link your related team as soon as practicable. Contact your club if you are unable to locate your club team.

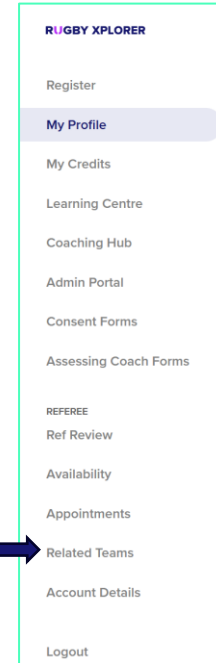
Related Teams

Adding a Related Team

How to add a Related Team.

Using a Web Browser, Log into www.myaccount.rugbyexplorer.com.au

1. On the left hand navigation menu Go to Rugby Xplorer Portal > Referees > Related Teams



2. Click "Add Related Teams"

A screenshot of the 'Related Teams' page. At the top left is a header 'Related Teams' with a dropdown arrow. In the center is a button labeled 'Add Related Teams'. Below the button is a table with two columns: 'Team Name' and 'Club'. The table is currently empty, and below it is the text 'You don't have any related team'. A large blue arrow points from the 'Add Related Teams' button in the previous step to this button.

Related Teams

Adding a Related Team

How to add a Related Team.

3. Enter team name
 - Team name and club will appear in the search results

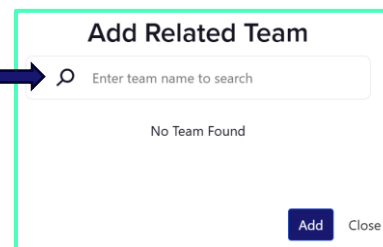
Note:

Search Club > Identifier > Age Number

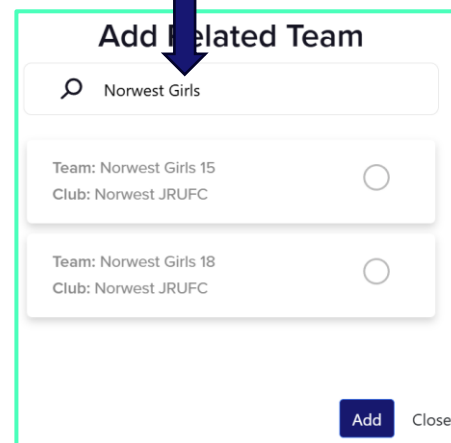
e.g. Norwest Red 12

If your team doesn't appear you may have to enter more details

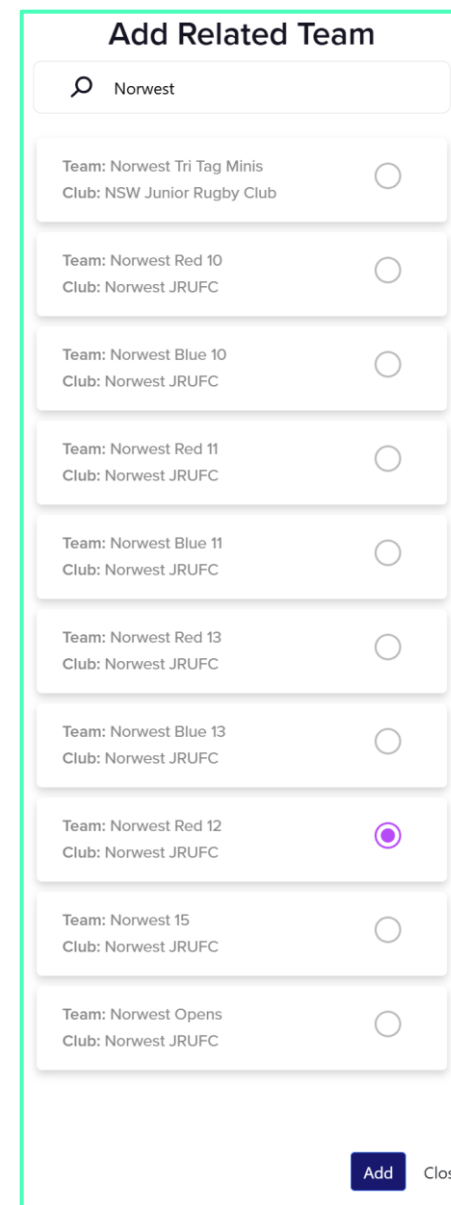
4. Select the correct club and click "Add"



The screenshot shows the 'Add Related Team' dialog box. At the top, there is a search bar with a magnifying glass icon and the text 'Enter team name to search'. Below the search bar, it says 'No Team Found'. At the bottom right, there are two buttons: 'Add' and 'Close'.



The screenshot shows the 'Add Related Team' dialog box with search results. The search bar contains 'Norwest Girls'. There are two search results listed: 'Team: Norwest Girls 15 Club: Norwest JRUFC' and 'Team: Norwest Girls 18 Club: Norwest JRUFC'. At the bottom right, there are two buttons: 'Add' and 'Close'.



The screenshot shows the 'Add Related Team' dialog box with search results for 'Norwest'. The search bar contains 'Norwest'. There are ten search results listed, each with a radio button to its right. The results are: 'Team: Norwest Tri Tag Minis Club: NSW Junior Rugby Club', 'Team: Norwest Red 10 Club: Norwest JRUFC', 'Team: Norwest Blue 10 Club: Norwest JRUFC', 'Team: Norwest Red 11 Club: Norwest JRUFC', 'Team: Norwest Blue 11 Club: Norwest JRUFC', 'Team: Norwest Red 13 Club: Norwest JRUFC', 'Team: Norwest Blue 13 Club: Norwest JRUFC', 'Team: Norwest Red 12 Club: Norwest JRUFC' (with the radio button selected), 'Team: Norwest 15 Club: Norwest JRUFC', and 'Team: Norwest Opens Club: Norwest JRUFC'. At the bottom right, there are two buttons: 'Add' and 'Close'.

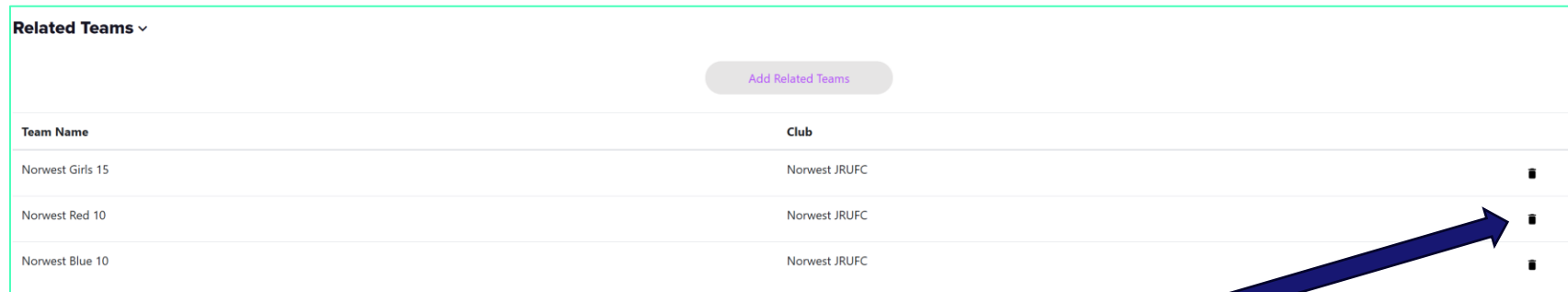
Related Teams

Adding a Related Team

How to add a Related Team.

- This related team will appear in your list of related teams.
 - Complete this as many times as necessary

Related Teams ▾	
Team Name	Club
Norwest Girls 15	Norwest JRUFC
Norwest Red 10	Norwest JRUFC
Norwest Blue 10	Norwest JRUFC



Note: to remove a team, select the trash icon on the right.

Module 3

Referee Availability and Unavailability

Referee Availability and Unavailability

Why Add an Availability and Unavailability?

Referees are assumed to be available unless they submit an unavailable date and/or date range.

Note:

Unavailable date needs to be entered at least two days in advance (contact your appointments officer if it is within 48 hours or less).

If unavailable for one role, but available for another role, enter separate unavailable dates.

When entering unavailable dates, you can type them straight in, or click the calendar icon to select from the calendar. The time can be adjusted using up/down keys.

Referee Availability and Unavailability

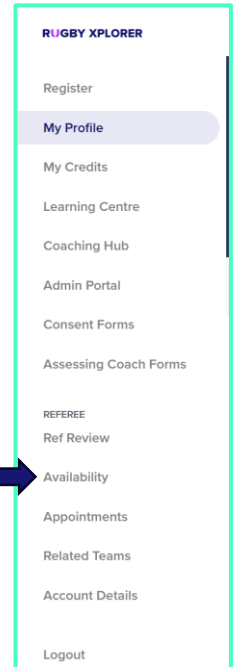
Availability and Unavailability

How to add an Unavailability.

Using a Web Browser, Log into www.myaccount.rugbyexplorer.com.au

1. On the left-hand navigation menu Go to Rugby Xplorer Portal > Referees > Availability
2. All appointment boards you have been assigned to will appear listed here, with your associated grading in each board

Appointment Board
Name
SJRU Weekend



Referee Availability and Unavailability

Availability and Unavailability

How to add an Unavailability.

There are two Types of Unavailability

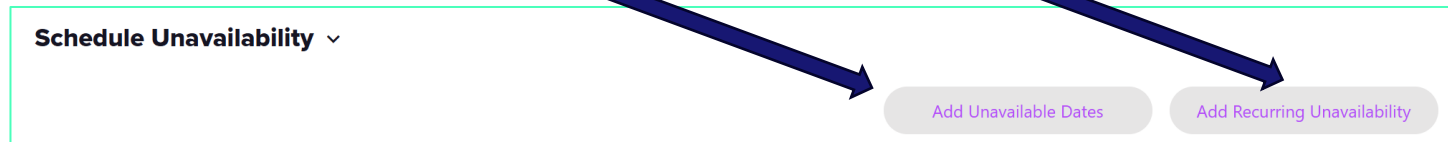
Unavailable:

Used when you have a single unavailability

Recurring unavailability:

Used when you have an unavailability that occurs at the same time every week (e.g. Saturday mornings from 7am-12pm), this removes the need of having to enter this multiple times.

3. Click "Add Unavailable Dates" or "Add Recurring Unavailability"



Referee Availability and Unavailability

Availability and Unavailability

How to add an Unavailability.

Add Unavailable Dates

Appointment Board(s)
 SJRU Weekend Select All

Role(s)
 Referee Referee Coach

Start Date
dd/mm/yyyy --:-- --

End Date
dd/mm/yyyy --:-- --

Add Dates

Start Date	End Date
No Unavailable Dates	

Submit Close

4. Select Appointment Boards or All

5. Select Roles

6. Add Start Date and Time

7. Add End Date and Time

8. Click "Add Dates"

9. Click "Submit"

Add Recurring Unavailability

Appointment Board(s)
 SJRU Weekend Select All

Role(s)
 Referee Referee Coach

Unavailable Days
 Mon Tue Wed Thu Fri Sat Sun

Unavailable From
--:-- --

Unavailable To
--:-- --

Start Date
dd/mm/yyyy

End Date
dd/mm/yyyy

Submit Close

Referee Availability and Unavailability

Availability and Unavailability

How to add an Unavailability.

10. Unavailable Dates will appear listed

Unavailable Dates		
Board	Unavailable Dates	Role(s)
SJRU Weekend	27/04/2026 07:02 - 08/05/2026 22:02	Referee, Referee Coach

Note:

To edit an entry select the pencil
to remove an entry, select the trash icon on the right.

Referee Availability and Unavailability

Unavailability Troubleshooting.

If you can't add a date

Check you're attached to an appointment board. If no board is listed, you cannot enter dates.

Fix, you must be added to an Appointment Board first. Please contact your association Lead MOD (Slide 3) to assist in rectifying this.

Entered the wrong role: edit/remove and re-enter with the correct role(s)

Referee Availability and Unavailability

Why Add a Referee Travel Distance Limit?

Referees are assumed to be available for all venues unless they add a travel distance limit (one-way) to their account.

Note:

Your travel distance limit (one-way) will default to "no limit"

If you wish to be available for all venues and appointments, we recommend you leave your travel distance limit at "no limit".

In Junior Rugby the Junior match appointments officer restricts the distance that referees travel. For example, we won't ask a referee to travel from Newport to the Blue Mountains.

It is our preference that members do not enter a Travel Distance Limit.

Please avoid this function, Travel Distance Limit if you are referring Subbies or Premiership Rugby with NSWRRRA.

Referee Availability and Unavailability

Referee Travel Distance Limit

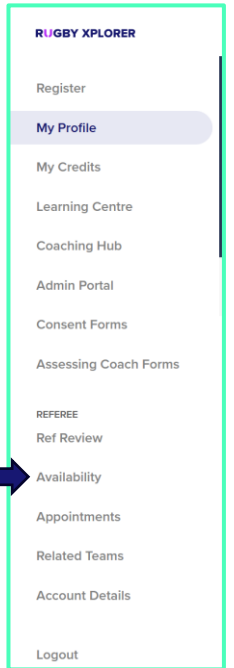
Referee Travel Distance Limit.

Using a Web Browser, Log into www.myaccount.rugbyexplorer.com.au

1. On the left-hand navigation menu Go to Rugby Xplorer Portal > Referees > Availability

2. Select your 'Travel Distance Limit (one-way)' from the dropdown

3. Click "Submit"

A screenshot of a web form titled 'Appointment Board'. The form has a section for 'Name' with the value 'SJRU Weekend'. Below that is a dropdown menu for 'Travel Distance Limit (one-way)' with the selected option 'No Limit'. A blue arrow points from the text 'Select your 'Travel Distance Limit (one-way)'' to the dropdown menu. At the bottom right of the form is a 'Submit' button. A blue arrow points from the text 'Click "Submit"' to the 'Submit' button.

Note: Referees are required to submit their unavailability by Sunday night for the following weekend's matches.

Module 4

Accepting or Rejecting Appointments

**RUGBY
AU**



Accepting or Rejecting Appointments

Appointments

As a referee or MOD how do I, accept/reject/view my appointments?

Two Ways to accept or reject appointments

1. Email notification

- In the email received to the registered email address click the link to accept/reject

Dear David,

Please be advised of your appointment for the following match:

Date	Mon 23-Mar-2026
Time	21:26
Competition	Referee Demo
Venue	Alwyn Lindfield Reserve 1
Round Type	Regular
Home Team	Referee Appointments 10
Away Team	Referee Appointments 20
Your Role	Referee
Other Referees	

[CLICK HERE TO ACCEPT/REJECT APPOINTMENT\(S\)](#)

[Submit a send-off report](#)

[Report an incident](#)

Appointment Officer
Mobile:
Email: jack.jones@nsw.rugby

Accepting or Rejecting Appointments

Appointments

As a referee or MOD how do I, accept/reject/view my appointments?

Two Ways to accept or reject appointments

2. Using a Web Browser, Log into www.myaccount.rugbyexplorer.com.au

- On the left-hand navigation menu Go to Rugby Xplorer Portal > Referees > Appointments
- You will see up to three headings:

"Pending",

The screenshot shows the 'Appointments' page in the Rugby Explorer portal. It features three main sections: 'Pending', 'Appointments Upcoming (current season)', and 'Appointments History (current season)'. The 'Pending' section contains a table with one row for a pending appointment on 23-03-2026 at 21:26. The 'Appointments Upcoming' section shows 'No Appointment'. The 'Appointments History' section is currently collapsed.

Date & Time	Details	Status
23-03-2026 21:26	Competition: Referee Demo Venue: Alvyn Lindfield Reserve 1 Home Team: Referee Appointments 10 Away Team: Referee Appointments 20 Your Role: Referee Other Referees:	Accept / Reject

Date & Time	Details	Status
No Appointment		

Date & Time	Details	Status
-------------	---------	--------

"Appointments Upcoming"

"Appointments History"

The navigation menu for Rugby Explorer includes: Register, My Profile (highlighted), My Credits, Learning Centre, Coaching Hub, Admin Portal, Consent Forms, Assessing Coach Forms, REFEREE, Ref Review, Availability, Appointments, Related Teams, Account Details, and Logout.

Accepting or Rejecting Appointments

Appointments

As a referee or MOD how do I, accept/reject/view my appointments?

You will see all pending appointments that are assigned to you, but you have not yet accepted or rejected. The fixture details, including competition, venue, teams, your role, other referees and/or referee fee will be included.

Accept, will be added to your Appointments (upcoming) list.

Reject, will prompt you to choose an alternative available time and reason for rejecting the appointment.

Note: You are unable to reject your appointment **within 2 days** of the fixture date, in which case the referee will be prompted to contact the appointment board directly.

If you do not accept the appointment, this will prevent all referees from being paid.

Pending	
Date & Time	Details
23-03-2026 21:26	Competition: Referee Demo Venue: Alwyn Lindfield Reserve 1 Home Team: Referee Appointments 10 Away Team: Referee Appointments 20 Your Role: Referee Other Referees:


Accept Reject

Accepting or Rejecting Appointments

Appointments

Troubleshooting

Once accepted if you need to reject the appointment, go back in and click the reject button.

Appointments Upcoming (current season)		
Date & Time	Details	Status
23-03-2026 21:26	Competition: Referee Demo Venue: Alwyn Lindfield Reserve 1 Home Team: Referee Appointments 10 Away Team: Referee Appointments 20 Your Role: Referee Other Referees:	Approved 

If you have received an email notification but cannot see the appointment in your Rugby Xplorer portal, please log out and log back in and/or clear your browsing history.

Module 5

Match Day Process

**RUGBY
AU**



Match Day Process

Match Day App

As a referee at the end of my Match what do I DO?

To ensure you are paid correctly, there are some steps you must take. At the end of the match, you should ask both team managers to come to you.

During the Pre-game Chat:

It is recommended that you ask managers to come to you at the conclusion of the match and **before** finalising the game in match day.

Match Day Process

Match Day App

As a referee at the end of my Match what do I DO?

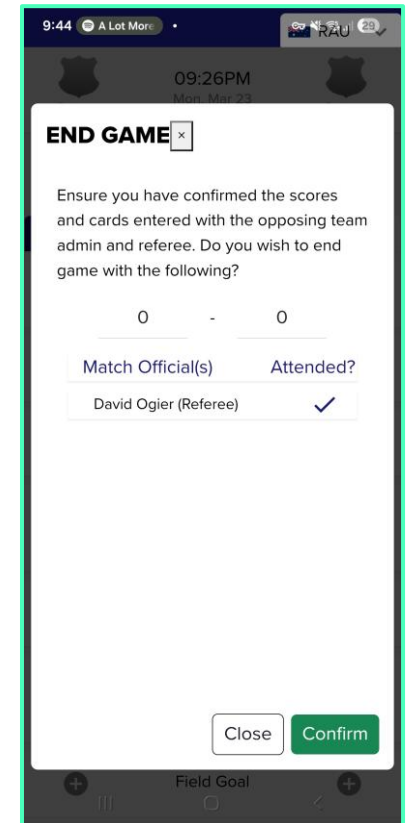
At the conclusion of the game:

1. Ask the managers to come to you.
2. Have them show cards have been entered.



3. Ask them to End the Game
4. If your name appears, ask them to leave the tick in place and select confirm.

If another Referee is there, ask them to untick the box and Follow the next slide.

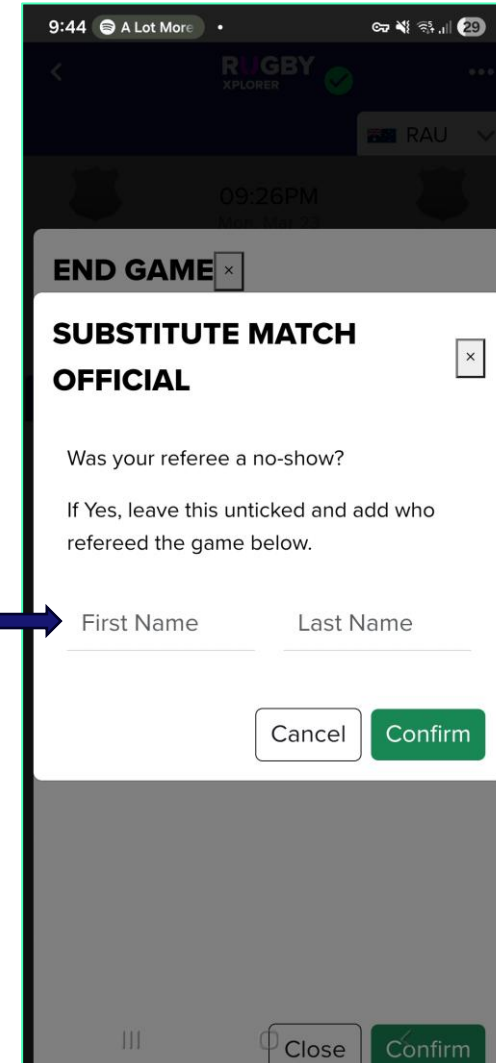


Match Day Process

Match Day App

As a referee at the end of my Match what do I DO?

If your name wasn't on the page before, ask the managers to type your name into the substitute Match Official Box



The screenshot shows the Rugby AU app interface. At the top, the status bar displays the time 9:44, signal strength, and battery level at 29%. The app header includes the 'RUGBY AU' logo and a 'RAU' dropdown menu. Below the header, the time '09:26PM' is shown. The main content area features two stacked modal boxes. The top box is titled 'END GAME' and has a close button (x). The bottom box is titled 'SUBSTITUTE MATCH OFFICIAL' and also has a close button (x). The 'SUBSTITUTE MATCH OFFICIAL' box contains the text: 'Was your referee a no-show?' followed by 'If Yes, leave this unticked and add who refereed the game below.' Below this text are two input fields labeled 'First Name' and 'Last Name'. At the bottom of this box are 'Cancel' and 'Confirm' buttons. At the bottom of the entire app screen, there are three icons: a hamburger menu, a 'Close' button, and a 'Confirm' button.

Module 6

Referee Send Off Reports

**RUGBY
AU**



Referee Send Off Reports

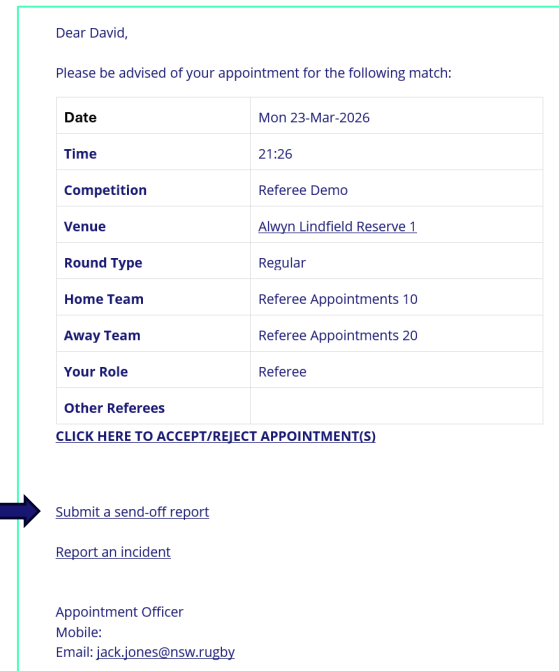
How do referees submit a send off report?

Referees appointed to matches through Rugby Xplorer (either appointed by the referee club and/or added as an 'assistant referee' by the team admin in the Rugby Match Day app) can submit a send-off report in two ways.

1. Email Notification

If a red card was added in a match that the referee was appointed to, the referee will receive an email to complete the send-off report.

Click link in email to open the Send-Off Report.



Dear David,

Please be advised of your appointment for the following match:

Date	Mon 23-Mar-2026
Time	21:26
Competition	Referee Demo
Venue	Alwyn Lindfield Reserve 1
Round Type	Regular
Home Team	Referee Appointments 10
Away Team	Referee Appointments 20
Your Role	Referee
Other Referees	

[CLICK HERE TO ACCEPT/REJECT APPOINTMENT\(S\)](#)

[Submit a send-off report](#)

[Report an incident](#)

Appointment Officer
Mobile:
Email: jack.jones@nsw.rugby

Referee Send Off Reports

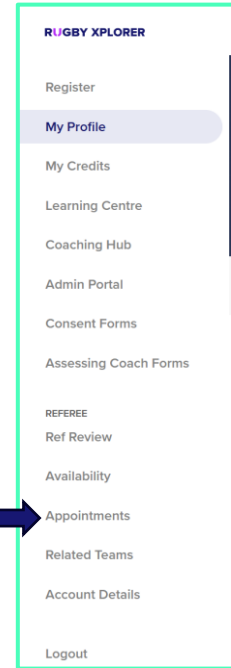
How do referees submit a send off report?

2. Rugby Xplorer Portal

Using a Web Browser, Log into www.myaccount.rugbyexplorer.com.au

On the left hand navigation menu Go to Rugby Xplorer Portal > Referees > Appointments

Click "Send-off Report" button



Appointments History (current season) ▾

Date & Time	Details	Status	
22-03-2026 21:26	Competition: Referee Demo Venue: Alwyn Lindfield Reserve 1 Home Team: Referee Appointments 10 Away Team: Referee Appointments 20 Your Role: Referee Other Referees:	Approved	Send-Off Report

Referee Send Off Reports

How do referees submit a send off report?

Form will open, with dropdowns and free text field

If you need assistance, please contact your association.

Click "Submit"

Send Off Report Form

Name of Player Send Off
Please select a player

First Name Last Name Player's Number Send Off Date

Player's Team Player's Club

Home Team Away Team
Referee Appointments 10 Referee Appointments 20

Home Score Away Score
0 0

Approx time into match offence occurred

Ground & Weather Conditions

Where did the offence occur on the field?

Where were you in relation to the offence?

Player's reaction after being sent off

Send Off Due to 2x Yellow Cards Straight Send Off Offence

Description
Please enter description

Submit

Referee Send Off Reports

Referee Club Admin Report Review.

Referee club admins **should proof-read** send-off reports and fix errors before **changing the status to 'reviewed'** (e.g. poorly spelled or worded. Wrong law selected).

Currently **you cannot edit the player name**, etc. fields at the top of the report. The referee will need to resubmit the report or use a pdf editor to change.

Club admin > Competition Management > Send-off Reports

Search for report by player name or team name.

Click on the report to open

Click 'edit' if anything needs fixing

Click 'Mark as Reviewed' to change status from pending to reviewed.

Click 'Download PDF' to be emailed a link to download the report as a pdf

Click 'Delete' to delete the report (e.g. it's a duplicate or the referee needs to re-do from scratch)



Module 7

Post Match Game Reports

**RUGBY
AU**



Post Match Game Reports

Match Official to Club game Feedback.

Match Officials who have been appointed must submit a 'Match Feedback Report' via their Rugby Xplorer Portal to provide feedback on club and player behaviours.

1. Access the Rugby Xplorer portal.

2. Click **New Report**.

3. Select **Match Feedback Report** from the dropdown.

4. Select a report type from the dropdown.

5. Select the appointment to provide feedback on.

6. Fill in all required fields.

7. Click **Save**.

The screenshot shows the 'Match Feedback Report' form for David Ogier. It includes sections for:

- Appointments:** -- Select Appointment --
- How was your overall match experience? *** (1-5 scale: Extremely Poor, Poor, Satisfactory, Good, Excellent)
- Optional:** Additional Comments
- How was the home team PLAYERS behaviour towards referees? *** (1-5 scale)
- Optional:** Additional Comments
- How was the home team COACHES and SPECTATORS behaviour towards referees? *** (1-5 scale)
- Optional:** Additional Comments
- How was the away team PLAYERS behaviour towards referees? *** (1-5 scale)
- Optional:** Additional Comments

Post Match Game Reports

Club to Match Official Feedback.

Registered coaches who have been selected on a team list will be able to submit a 'Team Coach Report' via their Rugby Xplorer Portal to provide constructive feedback on their appointed referee(s).

Note: This report will only be available for review by Referee club admins. Individual referees will not see the Team Coach Report.

1. Access the 'Ref Review' option in the 'REFEREE' section of the 'RUGBY XPLORER' menu.

2. Click the 'New Report' button.

3. Select the report type from a dropdown menu.

4. Select 'Team Coach Report' from the dropdown.

5. Select the Match to provide feedback on.

6. Fill in all required fields.

7. Click the 'Save' button.

The screenshot shows the 'RUGBY XPLORER' menu with 'Ref Review' highlighted. The 'New Report' button is visible, along with a dropdown menu showing 'Team Coach Report' selected. The report form for 'David Ogier' includes sections for 'Matches', 'Speed - tackle, ruck, maul', 'Safety - foul play', 'Space - offside, IFOK', and 'Set piece - Scrum, Lineout', each with a 5-point rating scale and an 'Optional' comments field.

Module 8

Reviewing MOD Report

**RUGBY
AU**



Post Match Game Reports

Match Official MOD Reports

Match Officials who have been appointed must submit a 'Match Feedback Report' via their Rugby Xplorer Portal to provide feedback on club and player behaviours.

