

# NRL FAN FORUM FAQs

## **What is an online research community?**

An online research community is a group of individuals with similar interests, and experiences, who have voluntarily chosen to participate in online research studies about various topics related to their common interests.

## **What is NRL Fan Forum all about?**

NRL Fan Forum is the official online research community of the NRL where Rugby League fans from all walks of life can come together to take part in surveys and discussion forums about a variety of topics.

## **Who are Futures Sport + Entertainment?**

Futures Sport + Entertainment is a leading global sports management consultancy firm that specialises in the use of advanced data, technology and analytics to advise the world's most famous leagues, clubs and sponsors.

## **Who is Vision Critical?**

Vision Critical are an international technology research company founded in Canada. Vision Critical build online platforms that facilitate two-way communications with customers, employees and citizens in contexts ranging from market research to civic engagement. Vision Critical help clients ask better questions, listen more intently, and learn what the people they care about think and say. Visit [www.visioncritical.com](http://www.visioncritical.com) for more information.

## **How do I register to become a member?**

We recruit for NRL Fan Forum at different times of the year with the aim of receiving responses from a good representation of clubs and interest levels. It is just a case of clicking on the 'Join us now' button on the login page and answering a short profiling survey about you and your interests. You will then receive a notification indicating that you have joined the NRL Fan Forum.

## **How many activities will I be asked to do in a month?**

It will vary, but typically, you will be invited to a one of activities per month. This could be a survey, discussion or another type of study.

## **How do I complete a survey?**

You will be e-mailed a URL address for each survey which is unique to you. Simply click on that URL or cut and paste it into a web browser of your choice and complete the survey online. Survey length varies but is closely controlled with your limited time in mind.

## **How long will I have to complete each survey?**

This will depend on the survey. Typically, you will have anywhere from 48 hours to one week to complete each survey.

**What prizes or incentives are available for being an NRL Fan Forum member of the community?**

*Monthly Prize Draw*

All members who complete a poll, survey, or make a comment in the forum each month will go into the draw to win that month's prize drawn on the 1st of every month.

The monthly prize is a \$100 Gift Voucher for NRLshop.com

*Invited Survey Draws*

Throughout the year, members may be invited to complete specific online surveys on topics the NRL or clubs would like feedback on. Each of these invited surveys will have a separate prize draw attached for completing it.

**What do I do if I do not get my prize?**

If it has been 28 days since you completed your prize claim and you still have not received your prize, you can contact support at support@nrlfanforum.com

**How do members receive information and feedback as a result of the survey topics they complete?**

Certain study results may be made available to all members via periodic newsletters.

**What happens to the personal information we collect?**

Please see the NRL's privacy policy, a copy of which can be found at;

<http://www.nrl.com/portals/nrl/radeditor/documents/2015/nrlprivacypolicy-updated.pdf>

**How will my responses to discussions and surveys be used?**

Your responses, along with responses from other community members, will be grouped together and serve as feedback for the key decision-makers at the NRL.

**Will my responses remain confidential?**

Yes. Your responses will remain confidential. It is not about linking individuals with responses but getting an overall view.

**What do I do if I forget my password?**

Simply click the "Forgot Password" link under the sign in button on the member login page. If you have any issues, click the technical support link found at the bottom of the member login page.

**How do I change my email address?**

You can change your email address by logging into the portal at nrlfanforum.com and updating your profile information by clicking on "Update User Info" in the upper right corner of the Members page.

**What if I don't want to be a community member anymore?**

Members may remove themselves from the community at any time by using the 'Update User Info' function on the member's page.