Foireann FAQ

Q1. If a club has already collected their membership fees from their members, should they still get their members to register on Foireann.
A1. Yes, they should still get their members to register on Foireann but the Club should setup their membership types to Pay Later in Club. This will allow the club to complete the second step of the process by adding money to their stripe account to finish the membership process.

Q2. If you forget your Username or Password?
A2. Request it to be re-set at the bottom of the login page. If you created a second account in error, you can always request your club administrator to remove the first or second account at a later stage.

Q3. Can clubs just use Foireann to collect details and still send in cheque or EFT payment to complete step 2.
A3. No, the Software does not allow GAA Handball to complete the registration process when cheque, EFT or card payment is made.

Q4. Areas of difficulty with Stripe setup that GAA Handball Clubs have faced include
   (a) Selecting the incorrect bank account type - SEPA Credit Transfer which only displays a virtual bank account that can be used for the club to transfer money from their club's online banking system
   (b) Why will stripe not work with only 1 Foireann Club Administrator linked
   (c) Finally a club needs to request GAA Compliance once the account is linked before it will work.

A4. (a) Software company advise for clubs who want to top up their stripe account is to select SEPA Direct Debit and this will allow the club to enter the sort code and account number and thus request funds from their bank

(b) Stripe is like a cheque book, you need more than 1 signature before it will fully work, so you need to have 2 Foireann Club Administrators and 1 will end up having to put in a code to confirm a stripe payment.

(c) Once a club has their Bank account linked then they must wait until the GAA Compliance team verifies their account. They can email compliance@gaa.ie to enable this feature.