

Parent/Guardian Guide:

Getting Started with SportsEngine Team Management App

As a reminder, we selected SportsEngine as our new sports management platform to improve the online experience for our members. A big part of our decision-making process was selecting a platform that was intuitive and easy to navigate, mobile friendly on any screen or device, with strong reporting and team management capabilities and sustainable over time.

We have created this guide to help you get started with the SportsEngine mobile app and to view your teams on the team website in order to manage and communicate with your teams. You will be able to RSVP for scheduled games and events, view the player roster, and chat and message your team using the Sports Engine app and Team website.

A. How to Download the SportsEngine Mobile App

The SportsEngine mobile app is available for iOS and Android devices and is available in the Apple App Store and on Google Play. The Sports Engine Team App is a great tool to allow teams to manage their games, practices and communicate on the go.

On an iOS Device

1. On your device, open the **App Store**.
2. Search for SportsEngine.
3. Tap the **Get** button to begin installing the app.
4. Open the app on your device.
5. On the **Settings** tab, tap **Account** and tap the **Sign In** button to sign into your SportsEngine (SE) account **(NOTE: please use the same login and password you used to create your SE account to register with Lady Vipers Lacrosse.)**

On an Android Device

1. On your device, open Google Play.
2. Search for SportsEngine.
3. Tap the **Install** button to begin installing the app.
4. Open the app on your device.
5. On the **Settings** tab, tap **Account** and tap the **Sign In** button to sign into your SportsEngine account **(NOTE: please use the same login and password you used to create your SE account to register with Lady Vipers Lacrosse.)**

FAQ'S on logging into SE app:

1. What email and password do I use to login to the SE Team App to see my player's team(s)?
 - a. The same email and password you used to originally create your SE account when you registered your player. This is your primary email account on your SE account profile. **(PLEASE DO NOT** create a new login and password).

2. Where can I locate the primary email on my SE account?
 - a. All your account information in SE can be accessed by clicking on your photo in the top right-hand corner of your User Account Dashboard.
 - b. Click on “Settings” on the left-hand side of your Dashboard and this will bring up all your account profile information including your primary email, mobile phone number, and notification settings.

B. How To View My Teams in the SE Mobile App

Once you have loaded the SE mobile app to your phone and logged in, you should see the teams that your child/player is on and you are a guardian for in the app.

FAQ’s on viewing my teams in the SE app:

1. Why don’t I see the team that my player is on in the SportsEngine (SE) Team App?

Answer: Are you the primary account owner/parent-guardian who registered the player in SportsEngine? If yes, then you need to enter the email address and password that you used to create your SportsEngine account in the team app. They cannot be different.

NOTE: if you are not the primary account owner/parent-guardian **AND** you did not create an account in SportsEngine to register your player, you **WILL NOT** see the team in the SE app. The primary account owner/parent-guardian will need to add you as a guardian in the SE app before you will have access.

2. How do primary account owners/parent-guardians gain access to the SE app?

Answer: The primary account owner/parent-guardian who registered the player in SE is added to the SE team app once the team is made active in SE. The name, email and phone number of the primary account owner is added to the SE app as the players primary guardian.

3. **How can a second parent/guardian be added to the team?**

Answer: The primary account owner/guardian of the player can add/invite the second parent as a guardian in the SE app by following the steps below in your mobile app:

- i. Click on the account button at the bottom of the screen.
- ii. Click on the player’s name for second parent/guardian to be added to team.
- iii. Click on guardian’s tab (this will show who is the primary guardian, their email and phone number.
- iv. Click on + sign at bottom of screen
- v. Click on add guardian
- vi. Type in email address of second guardian
- vii. Send invite to guardian
- viii. Once they accept the invitation, they will have access to the team. They will need to create their own SE account if not done already.

4. What is a guardian?

Answer: Any family member of an athlete can be added as a guardian allowing them to be involved with the team without being the primary account owner/parent-guardian.

5. What can a guardian do?

Answer: Guardians have permissions to view the team schedule, RSVP to games and events, message team members and view and edit the athlete's profile.

6. **How do I give a player access to the SE team app so they can RSVP and communicate with the team?**

Answer: Currently there are only 2 ways to give a player access to the SE app for their assigned team;

- i. Have the player sign in to the SE app with the primary account owners/parent or guardians' email and password.
- ii. Have the primary account owner/parent-guardian add the player as a guardian using the player's own email address. Once they have been added as a guardian, the player will be invited to the team and will be required to set up their own SportsEngine account profile with their own password. Once this has been complete, they will be able to access their team and have all the same permissions in the SE app as a guardian.

C. How Do I View the Schedule and RSVP in the SE App

When your Coach creates a new game or event, you will receive an invitation via email and in your SportsEngine Inbox. You will also receive a notification on your mobile app. You will need to RSVP to one of the notifications.

RSVP Via Email Invitation

You will receive an invitation email to which you can RSVP. There is no need to login to the team website to RSVP, simply choose your response within the email indicating that you are **Going, Not Going, or Maybe**. You can also add a note to your response.

RSVP Via SE Mobile App Notification

- Click on Schedule
- Click on game or event you want to RSVP's for
- Click Yes, No or Maybe for RSVP
- To add a note of explanation for a No or Maybe response, click on the 3 dots to right of RSVP and you will be prompted to add a note.
- To view all team RSVP's, click on RSVPs tab

D. How To View Roster in SE App

Click on the team that you want to view the roster for. This will bring up a screen for you to select Roster. This will bring up a list of all the players on the team. The staff can also be viewed by clicking on the staff tab.

E. How To Send Messages to the Team in SE App

Click on the team that you want to message. This will bring up a screen for you to select Messages.

- To send a new message, click on the + sign at the top right-hand corner.
- Click on To: and this will allow you to select who you want to message. You can message all players and staff or select the players and staff you want to message.
- Type in the Subject of the Message
- Type your message
- Click Send in top right-hand corner

F. How To Chat with team in SE App

- Click on the team that you want to chat. This will bring up a screen for you to select Chat
- To send a chat, click on Chat
- Add message
- Click send.

Getting Started with Sports Engine Team Center

What is Team Center?

Team Center is where you can view your teams from your desktop computer. In Team Center you can do the same things you can do from the mobile app such as RSVP for games and events, view team schedule and calendar, view the team roster, and send a chat. When a game or event or RSVP is updated in Team Center, it will automatically sync with the mobile app and vice versa.

G. How To Access Team Center from Your Desktop

- Sign in to SportsEngine with your SportsEngine account.
- In the top-right corner, click on the **My Organizations** dropdown.
- Under *My Teams*, click on the team name you would like to view.
- If you don't see your team, click **View All**

H. How To View/Edit RSVP's, View Schedule of Games and Events and Calendar in Team Center

- Sign in and go to your team's TeamCenter.
- On the left-hand navigation, click on the **Schedule** tab. This will bring up 3 tabs; Games and Events, Calendar and RSVPs. You can view all the games and events in list view or calendar view. You can also view all team RSVP's by game/event in the RSVP tab.
- To edit your players RSVP, click on the game/event you want to edit from Schedule and then click on Information and you will be able to edit/change RSVP from there.

NOTE: all primary account owners and added guardians will receive an automatic reminder email 48 hours before the game or event.

I. How To Chat with team in Team Center

- Sign in and go to your team's TeamCenter.
- On the left-hand navigation, click on **Chat**.
- Type message and send.

Getting Started with SportsEngine User Dashboard

Your SportsEngine Account Dashboard is your one-stop shop for all things regarding your own personal SportsEngine account information. From your dashboard, you can:

- View upcoming events
- See teams you are rostered to
- Pay an invoice
- Explore past registration information
- Locate previously purchased items
- Update your notification settings, plus more.

J. HOW TO ACCESS YOUR USER DASHBOARD

- Sign in to your SportsEngine Account.
- In the top-right corner of the screen, click on your “initials” or “account photo”.
- Under your *name*, choose Account Settings.

On the left-hand side of your User Dashboard, you will see a list of the options you have to choose from:

- Home: Upcoming events, My Teams, Upcoming payments
- Household: Account owner and sub profiles
- Schedule
- Teams
- Bills
- Registrations
- Apps
- Settings

K. HOUSEHOLD

Your Profile tab will display the “Account Owner” and “Sub Profiles” that exist on your SportsEngine account.

- Account Owner: The owner of the account will be signified by an orange banner that reads “Me”. This is the profile for the owner of the SportsEngine account which is typically the Parent/Guardian of the athlete. This profile usually is not tied to a roster unless the Account Owner is a coach, athlete, or team manager. The Account Owner signs in to the SportsEngine account, has access to edit the account information, and manages other sub-profiles on the account.
- Sub Profiles: The sub-profiles will all be listed after the owner. These accounts are the athletes of the Account Owner or accounts you have been added as a guardian to. These profiles are the ones that are tied to registrations and rosters. Sub-profiles do not have sign in access to the account and can’t edit any information within the account. These accounts can only be added to a SportsEngine account when going through a registration.

L. TEAMS

The Teams tab will show you all of the SportsEngine teams your profiles are rostered to. From here, you can view team information and update notification reminders.

- View Team Information: Click on the Team name under the profile you want to view information for. After you click on the team name, it will take you to the team where you can view the team schedule, the roster, and any chats that occurred on the mobile device.
- Manage Reminders: Click on the 3 vertical dots to get a dropdown menu with Manage Reminders as a choice. Then check the box next to your user *email address* if you want to receive email reminders 48 hours before each game and event.

M. BILLS

The Bills tab shows you all bills that have been invoiced to your account. Administrators of an organization can invoice your SportsEngine Account for things like registration fees.

- View a Sale Item: Under the *Sale* column, click the “Sale number”. This is where you will see an in-depth outline of what the invoice is for.
- Pay an Invoice: On the right-side of the screen, under the *Payment Status* column, click Make a Payment. Click Proceed to Checkout. Choose your payment method. Input your “Credit Card” or “Bank Account” information and click Pay. NOTE: If you need to request a change to an invoice due date, please reach out to your organization registrar as they will need to work with you on this request.

N. REGISTRATIONS/PRINT MEDICAL FORM

Your Registration tab shows you all of the registrations that you have signed up for under this particular SportsEngine Account.

- Print a Registration Entry: Click on the “title” of the registration you want to view. In the top-right corner of the entry, click Print Entry.
- Download Your Players Medical Form: Click on the “title” of the Soccer registration for the season you want to print the medical form for. At the top of the page, click on WYS/US Youth Soccer Medical release. After the Medical form is downloaded, print the form.
- View a Registration/Order receipt: Next to the title of the registration that has the receipt, on the right-side of the screen, click Order Details. View receipt details. In the top-right corner, click Print Order Receipt.
- Change Credit Card Information on a Payment Plan: Once you are locked into a registration payment plan, you can make future payment or change your credit card information. On the right-side of the screen, click Order Details next to the session this change should occur within. Under *Payment Calendar*, scroll down and choose Make Payment next to the next payment you want to change. Check the box next to Enter new payment method. Enter your new credit card information. Click Make Payment. NOTE: If you need to request an adjustment to your registration payment plan, please reach out to your organization registrar as they will need to work with you on this request.

O. SETTINGS

This tab allows you to update your SportsEngine profile settings. Here is where you can update your password, change your login email address, update your notifications, unsubscribe from certain organization messages, and receive text messages.

- Add a secondary email address: In the top-right corner of the screen, click Add Email Address. Enter the new email address and click Add Email Address. NOTE: If you receive an error message that means your secondary email address is already in use. You cannot have two SportsEngine accounts with the same email address (primary or secondary). Navigate to your email’s inbox. In your inbox, open the “Verify Email” to verify your email address. Once you have verified your secondary email address, return to your *Settings* tab of your user dashboard. Click the Make Primary button next to your new email address.
- Change Password: In the top-right corner of the screen, click Change Password. Input your current password. Add your new password. Passwords must be at least 8 characters in length and must contain at least one uppercase letter, one lowercase letter, and one number or symbol. Enter your new password again to confirm. Click Change Password.
- Add a mobile phone number: Under your *Account Information* header, click Add Mobile Phone. Input your mobile number. Click Submit. You will be sent a mobile validation code. Check your mobile device and input your validation code number. Click Submit.
- Update Notification Settings: Scroll down until you get to Notification Settings. Check the boxes next to your email address or phone number to start or stop receiving communication from a particular organization.