Frequently Asked Questions for Clubs

Club Assignments/Memberships

Q. How can I check who has accepted/paid for their club assignment?

Solution: Start in HQ, in the left-hand navigation click Members then Directory. Use the search and filters to find the desired member you would like to check. On the top of the screen below the member name click the Membership tab. The page will show the membership details below, if the member has accepted their club assignment the name of the club will show underneath the membership name. It will display USA Volleyball, the Region name, and the Club name.

Q. How do I help a parent who is getting a "Whoa… That's not in the Playbook" error when trying to accept their club assignment?

Solution: Revoke and resend the club assignment through your site's HQ. From Memberships, to the right of the membership invitation that needs to be revoked/re-sent. Click the three vertical dots and click the option to Manage Club Assignment Requests. Select the person who's having trouble and in the upper right, click either Resend or Revoke.

Q. Why are parents receiving errors that say a parent needs to purchase the membership?

You must be at least 18 to purchase a membership, This issue arises when an account for a player aged 13-17 is being used to purchase the membership.

Solution: If the parent just created the account and there is no information tied to it, they can simply update the profile's information in their Dashboard. The account (ME profile) should list the parent/adult's information. These instructions may be sent to assist: How to Update Profile Information

If the parent has other information connected to their account or is unsure, have them reach out to SE. Support will create a new account, and merge the original account to it.

Q. Where do players/coaches access their membership cards?

Solution: The digital cards may only be accessed from a smartphone, and should be saved in their Apple Wallet or G Pay account.

To add the membership card to their Wallet or Pay account, have them go to their email inbox and search for "[Your region] Membership Email." At the bottom of the email, they may click to add the card to their Apple Wallet or G Pay account.

Q. How do I send the Club Assignment Email to parents who have not received it?

Typically, the email is not received because the person is using a duplicate account and checking the wrong email. It can also be caused by settings within their inbox or opting out of an Organization Email within the Notification Settings.

Solution: Double-check that the assignment has been sent from your HQ. If so, reach out to SportsEngine support with their name/email for help.

Q. What can I do if the player's membership (verified information) lists the wrong name/DOB or is showing the parent's information?

The parent either purchased the membership on their own profile OR they've set up their account incorrectly.

Solution: Club must locate the desired profile in Directory and select the 3 dots next to the verified info. They can then submit a request to the region to update with the player's correct information.

Eligibility

Q. If staff has an active membership and completed all requirements, why do they display as ineligible within Governing Seasons?

Staff may have purchased the wrong membership, or needs to just change staff title. For example, the head coach title requires different membership vs a Junior Coaching membership.

Solution: Reach out to SE Support for help.

Q. What can I do when a user is unable to select their profile when completing the background screen?

Solution: Each person needing a background screen must have their own account as only the main profile of the account can go through the screening process -- if needed, the user can create one HERE, or reach out to SE Support for help.

Q. What can I do if a coach or staff member is not seeing a background screen in their account OR the membership is still showing this as a requirement, but they've already completed it?

Solution: There are a few reasons why a coach may not see a background check in their Dashboard — the most likely is that they have a duplicate account — where they completed the screen under one email address, but are now logging into another. They can reach out to SE Support, listing both emails and which should remain the primary of the account, and we can merge them together.

Accounts

Q. What can I do if a user reaches out about not being able to add a Guardian to their account OR the user is trying to switch their account to "be a parent" instead of a player?

Solution: This likely means that the user set their account up using the player's information. Have them reach out to SE Support -- we can work with them to update their profile information OR create a new account that we can merge their existing account into.

Q. Where can I go to Purchase Memberships?

Solution: Each region operates differently -- some users should go directly to a region's website to purchase the membership, others will purchase the membership when prompted after they accept the club assignment. Region administrators can best advise for this.

Q. What can I do if a user is not seeing the team listed in their account or in the mobile app?

Solution: If your organization is not utilizing a SE website, even if a user is rostered in the Governing Season, this will not show under Teams in the user's Dashboard nor in the app. Simply check that the player has been connected to the team in your HQ's Governing Season.

Q. What if a user is trying to activate their account and getting a Oops, Something Went Wrong Message

Solution: This typically means that they've already used the link to activate their account and they likely just need to login (HERE). If they continue to have trouble, have the user reach out to SE Support and we can activate the account on their behalf.

How can I access the Help Center?

HERE is a link to the SportsEngine Help Center. You will need to log in to your SportsEngine account in order to view articles pertaining to USA Volleyball.

Helpful Articles
- How to Send (or resend) Club Assignments
- How to Submit Rosters to the MMS
- How to Check Eligibility Status

What should I reach out to USAV/Regions About?
- Refunds or cancelling a membership
- Membership purchasing process
- Other pricing and approval inquiries
- Overriding eligibility statuses

What should I reach out to SportsEngine About?
- User accounts
- Trouble navigating HQ (sending invites or club assignments, uploading rosters to the MMS, checking eligibility status, permissions to HQ, etc).