Coaches/Team Manager Guide:

Getting Started with Sports Engine Team Management App

As a reminder, we selected Sports Engine 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 mobile app and team center in order to manage and communicate with your teams. You will be able to add games, practices, view RSVP’s, view and print your team roster, chat and message your team using the Sports Engine app and Team Center.

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.
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 SnVYSA.)

On an Android Device
1. On your device, open Google Play.
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 SnVYSA.)

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 players 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 screen.
   b. Click on “Settings” and this will bring up all your account profile information including your primary email, mobile phone number, and notification settings.

B. How To View/Manage 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 you are assigned to as coach PLUS any teams that your child is on and you are a guardian for in the app.

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

3. Why don’t I see the team that my player is on in the Sports Engine(SE) Team App?
   **Answer:** Are you the primary account owner/parent-guardian who registered the player in Sports Engine? If yes then you need to enter the email address and password that you used to create your Sports Engine 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 Sports Engine 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.

4. I do not see a player that is on my team in the active player roster in the team app, what should I do?
   **Answer:** Contact your local club rep immediately. Only the club reps can roster players to a team. This is to ensure that only players who have registered and paid are rostered to a team.

5. I do not see my coach, assistant coach, or team manager listed in the active staff list in the team app for my team, what should I do?
   **Answer:** Contact your local club rep immediately. Only the club reps can roster staff members to a team. This is to ensure that only staff who have registered and completed the appropriate trainings and background checks have been rostered to a team.

6. Who has access to the team in the team app?
   **Answer:**
   a. Primary account owner/parent-guardian of registered player(s)
   b. Other guardians invited to view the team
   c. Coach and Assistant Coach (if applicable)
   d. Team manager
   e. General staff

7. 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.

8. 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:
   i. Click on the account button at the bottom of the screen.
   ii. Click on the player name for second parent/guardian to be added to team.
   iii. Click on guardians 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.

9. 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.

10. 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.

11. 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 players 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 Sports Engine 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 To Add a New Game or New Event in the SE App**  
Click on the team that you want to add a new game or event to. This will bring up a screen for you to select Schedule.

- Click on Schedule  
- Click on + sign to add a new game or new event  
- Fill in start date and time, duration, opponent(if applicable), location, home or away, arrival time, uniform and and team notes.  
- Click Save  
- This game/event is now added to your team schedule and parents/players may now RSVP to this game or event.

D. **How To View RSVP’s in the SE App**

- Click on Schedule  
- Click on game or event you want to view RSVP’s for.  
- Click on RSVPs tab  
- This will show you the players who have RSVP’d by Yes, No, Maybe and No Response  
- Staff can also RSVP

E. **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.
Player information:

- The players Date of Birth and Gender are pre-populated in the app and cannot be changed.
- Coaches and team managers may add in jersey numbers and positions if they so choose.
- Player photo: You can also add a player photo by clicking on the player name and then clicking on the camera icon next to the initials of the player at the top of the screen. This will allow you to take a photo of the player or upload a player photo from your library and save it to the roster.

F. 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

G. 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 manage your team from your desktop. In Team Center you can do the same things you can do from the mobile app such as add games and events, view RSVP’s for games and events, and view the team roster. Team Center has a bit more functionality to help you manage your team such as printing a team roster for game day, a team contact list, and a team calendar. When you add/change games and schedules from Team Center it will automatically sync with the mobile app and vice versa.

H. How To Access Team Center From Your Desktop

- Sign in to Sports Engine 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 manage.
- If you don’t see your team, click View All

I. How To Add a New Game or New Event in Team Center

- Sign in and go to your team’s TeamCenter.
- On the left-hand navigation, click on the Schedule tab.
- In the top-right corner of the page, click either + New Event or + New Game.
- Enter the game or event information and click Add Game or Add Event.
• **Editing a game or event**: If you need to edit an existing game or event, click on the Schedule tab, find the game or event you want to edit. Next to game or event details, click on the pencil icon. Make your updates and click Save. You can also delete an event.

• **Calendar view**: Once you add a game or event, it automatically updates to the Calendar view in Team Center.

J. **How To Manage RSVP’s in the Team Center**

• Each time you create a new game or event, you will have the option to send out an RSVP notification to all invited players and staff. Select Yes under **Send RSVP invites now?** when creating the event to do this.

• **NOTE**: Regardless of whether you send RSVP invites or reminders, all invited players will receive an automatic reminder email 48 hours before the game or event and invited staff will receive an automatic reminder email that includes a player RSVP summary 24 hours before the game or event.

• **To view RSVPs in Team Center, click on Schedule-RSVPS’s tab.** This provides the RSVP’s by player by event.

K. **How To View and Print Team Roster in Team Center**

• Sign in and go to your team’s **TeamCenter**.

• On the left-hand navigation, click on **Roster**

• This will provide a list of the players on your team roster.

• Player information: The players Date of Birth and Gender are pre-populated and cannot be changed. Coaches and team managers may add in jersey numbers and positions by clicking on the player and the pencil icon. You can also add a player photo by clicking on the player name then clicking on the camera icon below the headshot. This will allow you to upload a player photo and then will print on the roster.

• **Contact list**: To print a contact list of players and staff, click on “print contact list”.

• **Message team**: Click on Message

• Print Roster: Click On Print Roster to print your roster for game day. **(NOTE: PLEASE USE CHROME WHEN PRINTING THE ROSTER, EDGE AND IE HAVE RENDERING ISSUES)**

L. **How To Send Messages from Team Center**

• Sign in and go to your team’s **TeamCenter**.

• On the left-hand navigation, click on **Roster**

• Click on Message. This will bring up a dialog box to type your message. When you click on “To” 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

M. **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