

# SportsEngine Mobile App - Help & FAQs

Download the SportsEngine Mobile App from your App Store.

**Or** use this link from your phone.

<https://www.sportsengine.com/solutions/capabilities/communication/team-mobile-app>

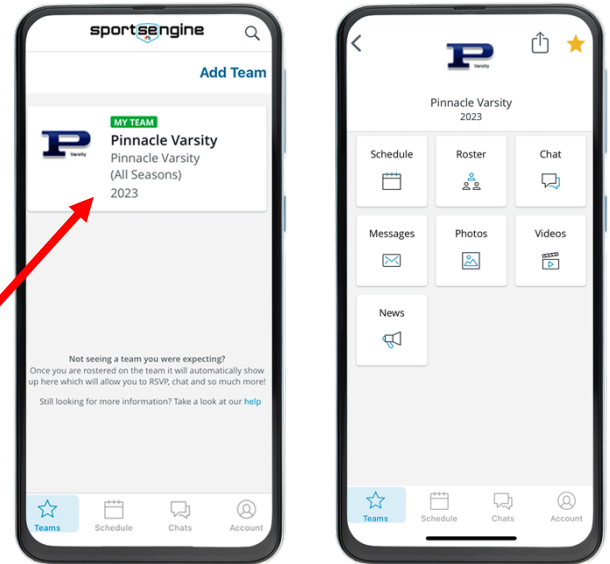
**Please Note:** You must have a SportsEngine Account that is associated with a Registered and Rostered Player to utilize all the functions on the mobile app.

## How to Sign in and Set-up Your SE Mobile App

1. **Sign-in** to the Mobile App using the email and password used to set up your account.

*Can't Remember Your Password? **Sign In with a Magic Link** to your email that'll sign you in instantly.*

2. If your athlete is registered and rostered on a team, that Team it will automatically show up here.
3. Tap team tab to get started with all the great functions such as mobile calendar, alerts, chats, RSVP, and more.



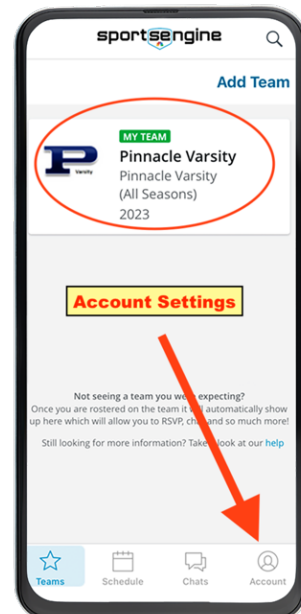
## How to Set-up & Manage Notifications on the SE App

**STEP 1:** On the bottom right of the **Home** screen, tap **Account**.

The **Account** tab will display your account info and any Registered Players and Guardian's associated with your account/household.

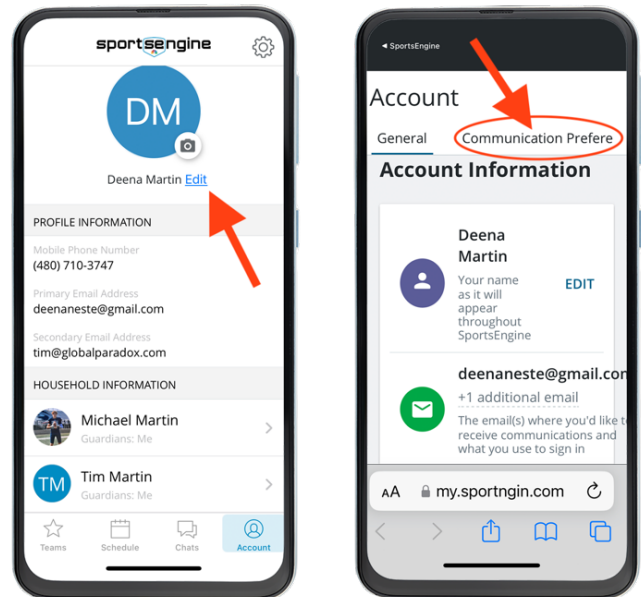
From Here you can:

- Manage Reminders
- Notification
- Emails
- Chats



**STEP 2:** Tap **Edit** below your initials.

This will open a web tab where you can edit your communication preferences for everyone associated with your Account.

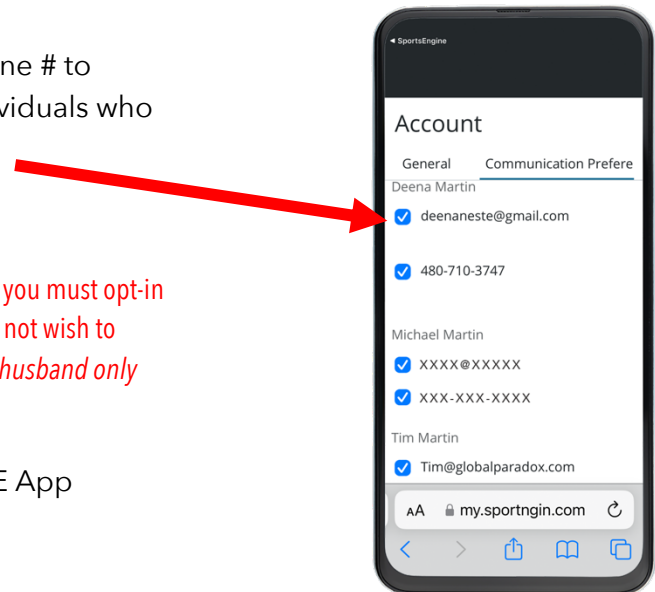


**STEP 3:** Select the box next to the email and phone # to begin receiving notifications. Do this for any individuals who would like to receive Team Communication

**STEP 4:** Click **Save**.

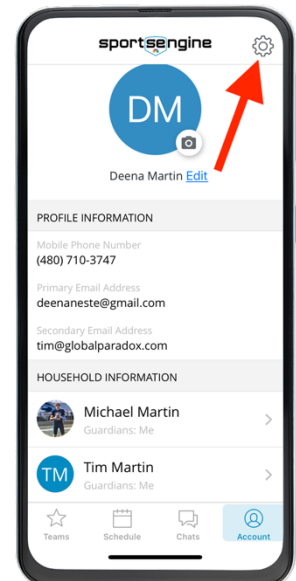
**Note:** To receive emails, chats, and reminders to your phone, you must opt-in by selecting your phone #. If members of your household do not wish to receive chats & alerts, do not "select" their Phone #. (i.e. - my husband only wants to receive Team Communication via email)

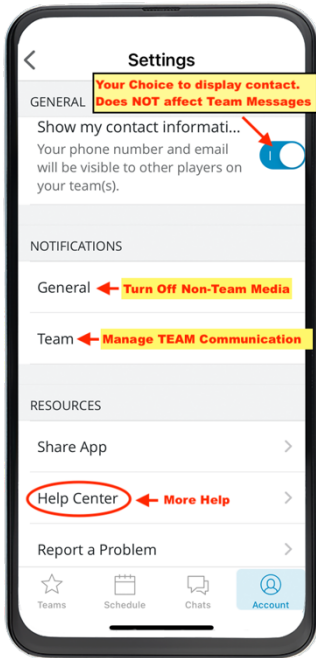
**STEP 5:** Tap the **Back Button** and return to the SE App



**STEP 6: Enable and Manage Messages, Alerts & Reminders**

1. Return to your **Account** tab.
2. In the upper right-hand corner, tap the **Gear Icon** which will take you to **Settings**.





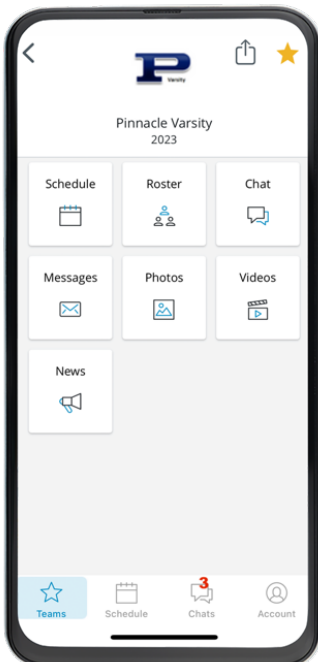
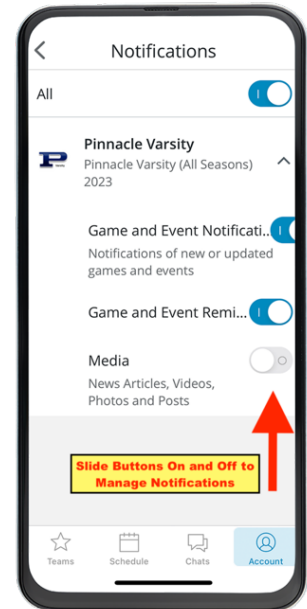
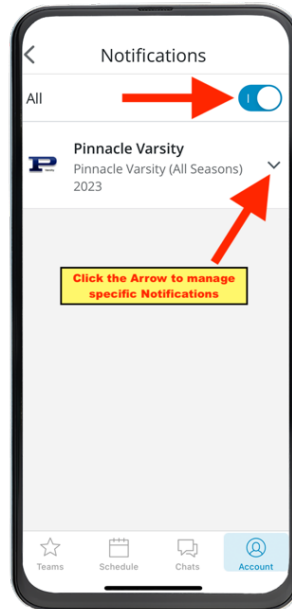
**3. Display Contact Info:** Select whether you would like to display your contact info with other members of the team. This Does NOT affect your ability to receive notifications or team communication.

**4. Tap General** to turn off media and offers from 3<sup>rd</sup> party advertisers. (recommended)

**5. Tap Team** to manage **Notification & Reminders** for Games & Events.

- To activate Notifications - slide the button to **BLUE**.
- Tap the **Down Arrow** to manage specific Notifications.

*\* We recommend turning off MEDIA so you don't get constant alerts each time someone uploads multiple game photos.*



### STEP 7: Explore the App

From the Home page, tap on **Team** and it will open the tools page where you can...

**View the Schedule:** Practices, Games, & Events

**View the Roster:** Especially handy for games. The roster can be sorted by Jersey # or Player First or Last Name

**Messages & Chats** - Read and Send

**View Photos & Videos** posted to the Football Website

Quick access to the Calendar and Chat notifications can also be found on the footer of the app.

## **Additional Support & FAQs for SE Mobile App**

### **Important Info About SportsEngine Accounts & Mobile App**

1. All SportsEngine Accounts must first be set up on the web via <http://sportsengine.com> prior to using the mobile app.
2. The primary **Account Owner** must be a Parent or Guardian, over the age of 18, and cannot be the rostered Player. Players are listed as members of the Account Owner's **Household**.
3. The primary **Account Owner** must enter a valid email address to receive email notifications and a phone number to receive text notifications.
4. The primary **Account Owner** must enter a secondary email address and phone number for another parent/guardian and to receive communication. SportsEngine will then send an email to that individual to verify the invite with a link to register under the Account Owner's profile.
5. Additional Parents/Guardians must be entered as **Guardians** under the **Player's Profile** to have full access to Team Schedules, specific notifications and manage a player's profile.
6. All SportsEngine accounts must be associated with a rostered Player Profile to access Team Notifications, Communications, and Schedules on both the football website and mobile app.

### **My Team is Not Showing Up When I login to the Mobile App**

1. You did not login with the email address used to create your SE account.
2. You are not the Account Owner or an added Guardian for a Rostered Player.
3. You have not activated your SE account following an invite sent to your email. If you have been invited by the Account Owner to join as a Guardian, you must accept the invitation and set up your account before you can set up your mobile app. If you cannot find your invite, please ask the Account Owner to send a new invite.

### **I Am Listed as a "Fan" not a "Member" on the Mobile App**

Here are some of the reasons why this happens:

1. The Account Owner in SportsEngine is in your Players name which can limit your permissions for viewing and interacting as a Member.

SE accounts need to be set up with Parent/Guardian as the Account Owner with your Player registered under your Household. If this is the case - you will need to recreate your SE Account and set it up with you (the Parent/Guardian) as the Account Owner and add your Player as member of your Household. This will also require submit a NEW football registration for your Player. ([Click this link of instructions on \*\*How to Change the Account Owner in SE\*\*](#))

2. The rostered Player profile isn't connected to your SportsEngine Account.

3. An error was made when registering the Player's grade level for next fall which may have placed him on the wrong team.
4. You logged in to the SportsEngine App with a different email that isn't associated with your rostered Player profile.
5. The Team Admins haven't rostered your player to their Team Pages yet.
6. You have been removed as a Guardian from the rostered Player's profile.

**Please reach out to your Team Reps for assistance with any of the above.**

## **Why Am I Not Receiving Chats or Notifications?**

Here are the primary reasons.

1. You are not signed into your SE account on the mobile app.
2. You have not opted in for messaging from your SE Desktop Account OR have not added a mobile number.
3. You have not enabled Notifications on your SE mobile app.
4. Your SE Account is not associated with a Rostered Player. (You are not the Account Owner or an added Guardian under the Player Profile)
5. You haven't updated the SportsEngine mobile app to the latest version.

## **What's the Difference Between Team Chats and Messages?**

**Team Chats** are real-time conversations amongst the team sent to mobile devices. (similar to a text)

**Messages** are emails sent from Team Reps, the Football Board, or Coaches delivered to your email inbox. Messages may also be sent as a text to users who have opted in to receive these notifications.

## **How to Send a Team Chat**

1. Tap **Chats**.
2. Choose the "Team" you wish to message.
3. Enter the desired message. To include attachments, tap the camera icon in the message bar.
4. Tap **Send**.

*NOTE: Only Account Owners and individuals associated with that account can interact with Team Chats. "Fans" are not able to receive Team Chats. See instructions on how to add additional Guardians on the website FAQ page. [DESKTOP GUARDIAN ADD INFORMATION](#)*

## **How to Mute a Team Chat**

1. Tap **Chats**.
2. Choose the "Team" you wish to manage.

3. In the upper right-hand corner, tap **the Gear Icon**.
4. Tap the indicator for **Mute**.
5. When successfully muted, the indicator will turn **Gray**.

### **How to Disable All or Certain Notifications**

1. Tap on **Account**.
2. In the upper right-hand corner, tap the **Gear Icon**.
3. Tap **Settings**.
4. To disable **ALL Notifications**, slide the button next to **All Teams** to the Left.
5. To disable **Specific Notifications** - tap the **Down Arrow** on the Team and select the notifications you wish to disable.
6. When successfully disabled, the switch will turn **Gray**.

### **For More Help:**

Check the FAQ Page at <https://www.pinnaclefootball.com/faq> or go to [mobile-help.sportsengine.com](http://mobile-help.sportsengine.com)