Common Issues Guide

1. I can’t add/update a player’s AAU #.
   - Solution:
     Remove the athlete from the roster (click “Action” on athlete’s row in roster, and select “Remove From Team”).

     Click “Add AAU Player” and re-add them to the roster.

2. I am getting an error adding athlete/coach to roster.
   - Make sure you have the FIRST and LAST NAME matching exactly as printed on their AAU membership ID. If necessary, reference the AAU Membership Lookup. Commonly, last names ending in Jr. Sr. I, II, III, etc. are more challenging to add to the roster.

3. I am trying to add a coach and getting the error “Email Already Exists for this user”.
   - Change the email for the coach, or change .com to .org. It is more important to have the coach’s current AAU membership # on the roster rather than their true email.

4. One of my athletes is not printing on the roster and scoresheets.
   - Check the roster’s eligibility report by selecting the event from the top dropdown, if applicable. Your athlete is likely ineligible for the age division the team is registered in (your team is meant to be Grade-Based but registered in an Age-Based division).

Review our Boys’ and Girls’ Basketball Eligibility Requirements prior to registering for an event.
5. Adding multiple athletes/coaches at once.

- To save time, you can add multiple athletes or coaches at the same time by using the AAU Club Code and the main contact of the Club’s AAU membership #. To use this feature, your athletes/coaches MUST be attached to the AAU club code in our membership database.

Click “Add AAU Player” or “Add AAU Coach”, and then use the Add Athlete (or Coach) by Club Code section. Use your team’s Club code, and the AAU membership # of the individual who registered the Club (Representative AAU#). Click “Search” and you will then see the entire list of athletes or coaches attached to the Club code. Select your athletes for the roster and add them.