

TOURNAMENT CONNECT

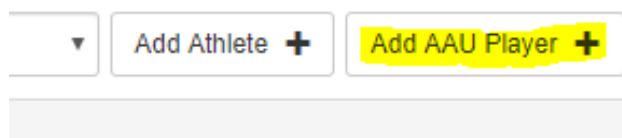
Common Issues Guide

1. I can't add/update a player's AAU #.

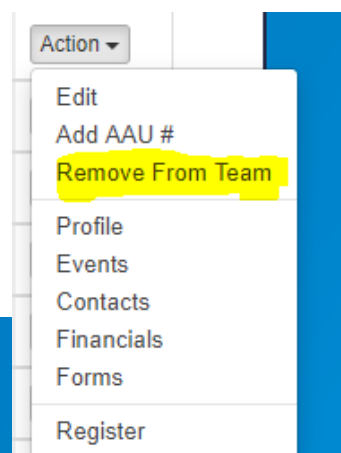
- Solution:

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.



A screenshot of the roster management interface. It shows a dropdown menu with a downward arrow, followed by two buttons: 'Add Athlete' with a plus icon and 'Add AAU Player' with a plus icon. The 'Add AAU Player' button is highlighted in yellow.



A screenshot of the 'Action' dropdown menu. The menu is open, showing options: Edit, Add AAU #, Remove From Team (highlighted in yellow), Profile, Events, Contacts, Financials, Forms, and Register.

2. I am getting an error adding athlete/coach to roster.

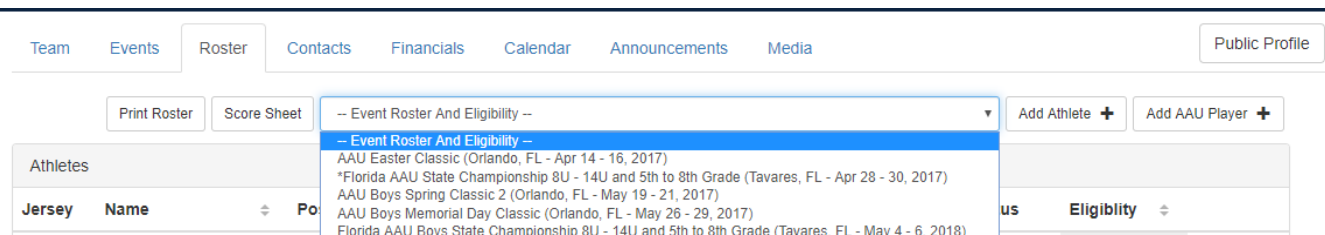
- Make sure you have the FIRST and LAST NAME matching exactly as printed on their AAU membership ID. If necessary, reference the [AAU Membership Lookup](#). Commonly, last names ending in Jr. Sr. I, II, III, etc. are more challenging to add to the roster.

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).



A screenshot of the tournament connect interface. The top navigation bar includes links for Team, Events, Roster, Contacts, Financials, Calendar, Announcements, Media, and a Public Profile button. Below the navigation bar, there are buttons for 'Print Roster' and 'Score Sheet'. A dropdown menu is open, showing a list of events: AAU Easter Classic (Orlando, FL - Apr 14 - 16, 2017), *Florida AAU State Championship 8U - 14U and 5th to 8th Grade (Tavares, FL - Apr 28 - 30, 2017), AAU Boys Spring Classic 2 (Orlando, FL - May 19 - 21, 2017), AAU Boys Memorial Day Classic (Orlando, FL - May 26 - 29, 2017), and Florida AAU Boys State Championship 8U - 14U and 5th to 8th Grade (Tavares, FL - May 4 - 6, 2018). Below the dropdown, there is a table with columns for 'Jersey', 'Name', and 'Pos'. To the right of the table, there are buttons for 'Add Athlete' and 'Add AAU Player', and a section labeled 'us Eligibility'.

Review our [Boys'](#) and [Girls'](#) Basketball Eligibility Requirements prior to registering for an event.

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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.

Add AAU Member

×

Add Athlete by Member ID

Athlete AAU# *

Must enter one of the following*

Athlete Zip Code

OR

Athlete DOB

OR

Athlete Last Name

Search

Add Athlete by Club Code

Club Code *

Representative AAU# *

Search

Close