

IScore INTEGRATION FAQ

Thank you for your interest as a Beta Partner for the new iScore/SI Play Integration!

This sheet will answer many of the initial questions regarding this process. To assist you with the scoring process using the iScore application, please review the iScore Integration Scoring Guide for [Android](#) and [iOS](#).

INTEGRATION REQUIREMENTS

Download the iScore Baseball and Softball App

The **iScore Baseball and Softball** app is a FREE scoring application available exclusively on iOS and Android. You are not required to make any in-app purchases in order to participate in the beta test. However, there are additional features available for purchase if you'd like to take advantage.

To download for:

- **iOS**, go to the **App Store** and search for **iScore Baseball and Softball**.
- **Android**, go to the **Google Play Store** and search for **iScore Baseball and Softball**.

Activate Your SI Play Teams

Ensure a League Administrator assigns all players and volunteers to their roster, and then **Activate** the teams.

Discover Games

Games must be discovered and scored in the iScore Baseball and Softball scoring application.

PRODUCT FEEDBACK

During this beta period, we encourage you to share feedback of your user experience and will monitor use cases as they are presented to us. Your feedback will help us create a perfect product for the rest of the users.

What kind of feedback are we looking for?

- **Usability**- How easy and intuitive is the process of scoring games, and having the results appear on the team websites? Are there any steps that are confusing, or didn't work the way you thought they would?
- **Bugs**- Early access to a beta feature means that there are probably some bugs about. When reaching out, try to be as specific as possible.
- **Performance**- What improvements would you like to see?

CONTACTING THE BETA PARTNER TEAM

Below are the different kinds of support you can expect and how best to make contact.

Beta Partner Support

There are two ways to contact the Beta Partner Team:

1. Email us directly at insiders@siplay.com.
2. Respond to the first Beta Partner Program conversation you received.

The Support Team at SI Play

Due to the limited number of people dedicated to Beta Partner Support, and for the most expedient and helpful response, we ask that if you have questions outside of the beta integration, to contact the support team directly.

You can reach support by:

1. Emailing them directly at support@siplay.com.
2. After logging in to your account, visit the **Help Center**. From there you can click the **Contact Us** tab to order to start a conversation, search through our Self-Help articles or schedule a telephone conversation with one of our Support Team members.

TEAM WEBSITES VS LEAGUE WEBSITES

Great News! Your feedback is already generating changes! Many of you requested that this integration be applied to both the Team AND League Websites. As we speak, our developers are working to make that a reality before beta ends. For now, this integration still only applies to our SI Play Team Websites.

SI Play Team Websites

After games are scored, the following will be available automatically on the **SI Play Team Website**:

- Pitch Counts
- Box Scores
- Stats.

SI Play League Websites

Because integration with the **SI Play League Websites** is not yet fully integrated, an Administrator from your organization will still need to enter scores and stats in the **League Admin** system.

RESTRICTIONS AND OTHER CONCERNS

We understand the concerns raised over the lack of restrictions placed on scoring games with the iScore application. At this time there is limited or no restrictions for who can score a game.

During this beta period we will be monitoring use cases as they are presented and encourage you to share your concerns and feedback on how you feel this feature can be improved.