FAMILY ADMINISTRATOR GUIDE

Family Admin Guide

Table of Contents

Family Admin Guide

Family Admin Guide

INTRODUCTION

This guide is intended for the family administrators of the SportsSignUp Play system, often referred to as registrants or adults. Registrants refer to anyone that is registering. This could be:

- A parent registering a child.
- Adults registering themselves.
- An individual giving a donation.

GETTING STARTED

Create an Account

To create an account:

1. Navigate to your SportsSignUp Play league's website.
2. In the upper-right corner, click **Login**.
3. Click **Create an Account**.
4. Fill in form as required.
5. Once complete, click **Create User**.
6. Fill in form as required.
- **NOTE:** This information will be used by your league to contact you. Please refer to our Privacy Policy for more information on how your contact details are protected by SportsSignUp Play.
7. Once complete, click **+Create Account**.

Once you have created your account you can then add additional members to the account, register, or go directly to your Account Overview Page.

Login to your Account

To login to your account:

1. Navigate to your SportsSignUp Play league's Website.
2. In the upper-right corner, click **Login**.
3. Enter the Email Address associated with your SI Play Account.
4. Enter your *Password*.
5. Once complete, click **Login**.

Account Overview

After you have successfully logged into your SportsSignUp Play account you will be directed to your Account Overview Page. This will be the starting point for all functions performed within your account. From here you can:

- Manage account information.
- Register for current and upcoming programs.
- View and manage financial transactions.
- Print any forms required by your league.
- Receive notifications of account actions needed.
- Navigate to your team website.

ACCOUNT SETTINGS

Account Settings allows you to manage all account information. From here you can:

- Add additional account members.
- Edit account information.
- Manage account payment information.
- Manage communication settings.

Add Additional Account Members

Add a Family Administrator

Account administrators are adults who have the ability to add and edit data to an account.

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. On the right-hand side under "Account Options", click, **Add Adult**.
4. Fill in form as desired, taking care to answer Yes to the Family Administrator Section.
5. Once complete, click **Save**.

Add a Family Member

Family Members are adults who are added to the family account in order to follow their favorite teams and players, both on the web and in the app.

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. On the right-hand side under "Account Options", click, **Add Adult**.
4. Fill in form as desired, taking care to answer **No** to the Family Administrator Section.
5. Once complete, click **Save**.

Add an Account Child

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings.**
3. On the right-hand side under "Account Options", click, **Add Child**.
4. Fill in form as desired.
5. Once complete, click **Save**.

Edit Account Members

Edit Account Member

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Click on the Account Member you wish to manage.
4. On the right-hand side under Adult/Child Options, click, **Edit**.
5. Make all desired edits.
6. Once complete, click **Save**.

Sharing Account Information

You have the ability to securely share the adult contact information with other members of your team. If you do not wish to share this information, you can disable this feature.

NOTE: By default, this feature is enabled.

Family Admin Guide

To manage your account information sharing feature:

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Click on the Account Member you wish to manage.
4. On the right-hand side under Adult/Child Options, click, **Edit**.
5. Next to the following sections, ensure the Share with My Team box is marked as desired:
   - Login email
   - Alternate email(s)
   - Primary phone
   - Alternate phone(s)
6. Once complete, click **Save**.

EVENT REMINDERS

Adults on the account have the ability to receive event reminders, which will be sent in the form of an email from your league. If you do not wish to receive these reminders, you can disable this feature. Event Types are classified as:

- Games
- Practices
- Other Events

Event reminders are sent with the following frequency:

Game Reminders:

- 3 days before the game.
- 24 hours prior if game starts before 12PM.
- 12 hours prior if game starts after 12PM.
- Practice/Non-Game Event Reminders:
- 24 hours prior if event starts before 12PM.
- 12 hours prior if event starts after 12PM.

NOTE: By default, this feature is enabled.

To manage event reminders:

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Click on the Account Member you wish to manage.
4. On the right-hand side under Adult Options, click, **Edit**.
5. Under Receive Upcoming Event Reminders, ensure all boxes are checked as desired.
6. Once complete, click **Save**.

ADD/EDIT MEMBER IMAGE

To add member image:

1. Navigate to your SportsSignUp Play Account.

2. On the right-hand side under "Account Options", click **Account Settings**.
3. Click on the Account Member you wish to manage.
4. On the right-hand side under Adult/Child Options, click, **Add Image**.
5. Click **Choose File**.
6. Once image is selected, click **Upload Image.**
7. Drag and size cropping window as desired.
8. Once complete, click **Save**.
9. Once complete, click **Done**.

To change member image:
1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Click on the *Account Member* you wish to manage.
4. On the right-hand side under Options, click, **Change Image**.
5. Click **Choose File**.
6. Once image is selected, click **Replace Image**.
7. Drag and size cropping window as desired.
8. Once complete, click **Save**.
9. Once complete, click **Done**.

To resize member image:
1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Click on the *Account Member* you wish to manage.
4. On the right-hand side under Options, click, **Change Image**.
5. Click **Manage Image**.
6. Drag and size cropping window as desired.
7. Once complete, click **Save**.
8. Once complete, click **Done**.

Manage Account Information
Edit Account Information

Editing your account information allows you to manage your account address, manage your ability to receive communications from your league, and answer or re-answer any account questions required by your league.

NOTE: Turning off All Communications means you won't receive ANY emails or text messages sent by our administrators, coaches, etc. to ANY email addresses/phones listed on your account. You will only receive transactional email.
1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Under "Account Information", click **Edit**.
4. Make desired edits.
5. Once complete, click **Save**.

Emergency Contact

To add/edit emergency contact:

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. Under "Emergency Contact", click **Add Emergency Contact/Edit**.
4. Fill out/edit form as desired.
5. Once complete, click **Save**.

Change Password

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. On the right hand side under "Account Options", click **Change Password**.
4. Fill out form as required.
5. Once complete, click **Change Password**.

Mobile Phone Settings

From time to time your league may want to send text messages for important notifications such as cancellations, game changes, etc. In order to receive text messages, you must "opt in" applicable mobile phones.
NOTE: Your league does not charge for text messaging. However, standard messaging rates from your personal cell phone carrier may apply.

To enable texting:

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. On the right hand side under "Account Options", click **Mobile Phone Settings.**
4. Next to the mobile number you wish to enable, click **Enable Texting**.
5. Follow the prompts as required.
6. Once complete, click **Save**.

To disable texting:

1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Account Settings**.
3. On the right hand side under "Account Options", click **Mobile Phone Settings**.
4. Next to the mobile number you wish to disable, click **Disable Texting**.
5. Follow the prompts as required.
6. Once complete, click **Done**.

Saved Payment Information

Your league may allow you to save your credit card information for future transactions. If you would like to do this, be sure to check the Store Credit Card box after entering your credit card information during checkout. By selecting this option, you authorize SportsSignUp Play to save your credit card information for future required payments. This authorization will remain in effect unless you delete the saved credit card information via the **Account Settings > Saved Payment Information** page.

Family Admin Guide

REGISTRATIONS

Register a Player

1. Navigate to your SportsSignUp Play Account.
2. Click **Register to Play/Participate**.
3. Select desired *Registrant*.
4. Click **Register Now**.
5. If additional information is requested, fill out the form and click **Continue Registration**.
6. Click on the desired *session*.
7. If needed, choose a *division*.
8. Click **Register as a Player.**
9. Follow all prompts as directed.
10. Once you arrive at your shopping cart you can:
    *   Add additional registrations.
    *   Browse your league's store if available
    *   Edit your Cart.
    *   Continue to Checkout.

NOTE: Registrations are not complete until payment is made in full, or when applicable, the minimum amount due is rendered, and check out is complete.

Register a Coach/Volunteer

1. Navigate to your SportsSignUp Play Account.
2. Click **Apply to Coach/Volunteer**.
3. Select desired *Registrant*.
4. Click **Register Now**.
5. If additional information is requested, fill out the form and click **Continue Registration**.
6. Click on the desired *session*.
7. If needed, choose a *division*.
8. Click **Register** for desired program.
9. Follow all prompts as directed.
10. Once you arrive at your shopping cart you can:
    *   Add additional registrations.
    *   Browse your league's store if available
    *   Edit your Cart.
    *   Continue to Checkout.

NOTE: Registrations are not complete until payment is made in full, or when applicable, the minimum amount due is rendered, and check out is complete.

Shopping Cart

If you are unable to complete a transaction, you can return to your shopping cart at any time once you are ready to complete your order. As long as registrations remain in the cart, players are not in danger of being waitlisted.

NOTE: Registrations will remain in the shopping cart until the registration period ends.

To view shopping cart:

1.   Navigate to your SportsSignUp Play Account.
2.   On the right-hand side under Shopping Cart, click **View Cart**.

Once you view your cart you can:

• Remove items from cart
• Add additional transactions to cart
• Complete checkout.

PAYMENT METHODS

Payment Plans

Some leagues will allow the option of payment plans. Minimum amount due, number of installments, payment due dates, and payment methods will be set by your league.

Pay by Check

Some leagues allow the option to make payments by check. When this option is selected, follow the subsequent instructions to complete your payment. If you have any questions, contact your league.
NOTE: Orders paid by check will be considered as complete registrations.

Pay by Credit Card

Your league may allow you to save your credit card information for future transactions. If you would like to do this, be sure to check the Store Credit Card box after entering your credit card information. By selecting this option, you authorize SportsSignUp Play to save your credit card information for future required payments. This authorization will remain in effect unless you delete the saved credit card information.
To cancel credit card authorization:

1.   Navigate to your SportsSignUp Play Account.
2.   On the right-hand side under "Account Options", click **Account Settings**.
3.   On the right-hand side under "Account Options", click **Saved Payment Information**.
4.   Click **Delete**.
5.   Confirm Delete.

Wait List

Some leagues will choose to put a cap on registrations in a particular division. When this is done, they also have the option to allow registrants to be placed on a wait list. Divisions that have been waitlisted will be identified as such in red lettering next to their division name during the registration process. Once your league accepts or denies admission to the waitlisted division, you will be notified by email. If accepted, you may then go into your account and complete payment for your registration.
NOTE: Once accepted onto a waitlisted division, registrants have up to two weeks to complete their order before their order is deleted.

Background Checks

Some leagues may require background checks for all or some coaching and volunteer positions to complete registration. You will be asked to enter personal information, answer self-admission Yes/No questions, and give online consent to the disclosure, authorization, and release agreements.
NOTE: In order for an accurate background check to be performed, it is critical that all applicable fields are filled out and information is entered in the EXACT format of the examples provided.

Once a background check is complete, you will be notified by your league ONLY if an unfavorable outcome is reached.

A background check is typically valid for 1-3 years, dependent on your league's requirements. When your background check has expired, the system will automatically prompt you to complete a new one following registration for the new session.

Team Website

You will have access to your team's website once the following has occurred:
- You've completed registration.
- You've been assigned to a team.
- Your team has been set to Active by your league.

To login to your team's website:
1. Navigate to your SportsSignUp Play Account.
2. Click **Team Website**.

Shop

If your league has an online store for purchasing league and team related merchandise, you can access this store directly from your account.

To access your league's store:
1. Navigate to your SportsSignUp Play Account.
2. Click **Shop**.

See Shopping Cart and Payment Methods for further information regarding your shopping experience.

View Orders

From your Account Overview you have the ability to view your recent orders or your complete order history. Recent registration and purchase orders, along with links to the corresponding order receipts will be listed directly on this page.

To view your complete order history:
1. Navigate to your SportsSignUp Play Account.
2. On the right-hand side under "Account Options", click **Order History**.

FAMILY SCHEDULE

You can easily keep track of the schedule for everyone on your account in one location by viewing your family schedule. All games, practices, and events will be listed with the following information:
- Which family member the event is scheduled for.
- The type of event.
- The event date.
- The event location.

You can also click on an individual event for further details, such as address and location maps.

NOTE: Events that have been cancelled will show in bold red lettering notifying you of the change in status in the Event Detail section.

THE SPORTSSIGNUP PLAY PRIVACY POLICY

At SportsSignUp Play, we understand the importance of privacy and security. We encourage you to review SportsSignUp Play's Privacy Policy. If you have questions about our privacy practices please

contact us at privacy@sportssignup.com. Click here to access the SportsSignUp Play Privacy Policy.