Hello JTT Parents!

I have been working with our website, registration and batch email vendor TST Media to resolve some of the problems that we have encountered with parents not receiving vital communication from myself or the coaches this season. We think we have tracked down the issue and it will require a little account management on your part to make sure you have the correct email addresses listed with your account.

TST Media hosts a variety of sports and recreation websites and also provides registration services for many youth recreation programs throughout the US. The company was started by Shakopee native, Justin Kaufenberg, and really does a great job providing professional help in a variety of administrative areas that volunteer organizations such as ours can not do well or efficiently.

The software platform that all this runs on is called NGIN (pronounced "engine") and is used by other organizations such as Shakopee Youth Baseball, Shakopee Volleyball Association, Shakopee Girls Softball and the Shakopee Soccer Association. All of these organizations use NGIN for registration and communication with players and parents.

Where the problem lies is when a family has multiple NGIN accounts for multiple kids in multiple sports! Your NGIN account is valid for all sports that use TST's NGIN platform.  When we send you a email from the NGIN batch email system it only goes to the email listed on the owner of the NGIN account. The "owner" could be the parent or the player depending on how you established your NGIN account.

The administrative work we require from you is to make sure all the email addresses that you want to receive Shakopee Tennis Association email are attached to your account. Attaching emails involves logging into your account from our website and making the necessary additions either by listing secondary email addresses or email addresses that you want to be cc:d when an email is sent to the account holder.

Below are 2 links from the TST Media Knowledgebase that expalins how to:

1)How do I change my primary email address or add a secondary email to my account?

<http://support.ngin.com/questions.php?questionid=69>

2)How do I carbon copy someone on email communications regarding my child/player?

<http://support.ngin.com/questions.php?questionid=246>

Please take the time to do some housekeeping on your account profile so all the communication from us is sent to the proper person(s) in your household.

Also, make sure that spam is not blocking anything from any [shakopeetennis.org](http://shakopeetennis.org/) email address. The NGIN batch emailer will usually assign [noreply@shakopeetennis.org](mailto:noreply@shakopeetennis.org) and this seems to get blocked by some spam filters (comcast).

All emails are posted on the site and cc:'d to the Jenny's Loft webpage. Each team page has a subpage called "tennislink" on our site and that is a direct page to the USTA's schedule site.