Getting Started Guide

For anyone who is new to using SportsEngine to manage a child's sports life.

sportsengine

Table of Contents

Introduction

Keeping track of your child's sports schedules can be a full time job. We've made it easier with the easy to use team management and communication features within your team's SportsEngine website and mobile app. You can manage your child's schedule by responding to invitations to games and events in real time. You can communicate with your team manager, coach, and other parents directly within the app and receive notifications of messages as text messages and email.
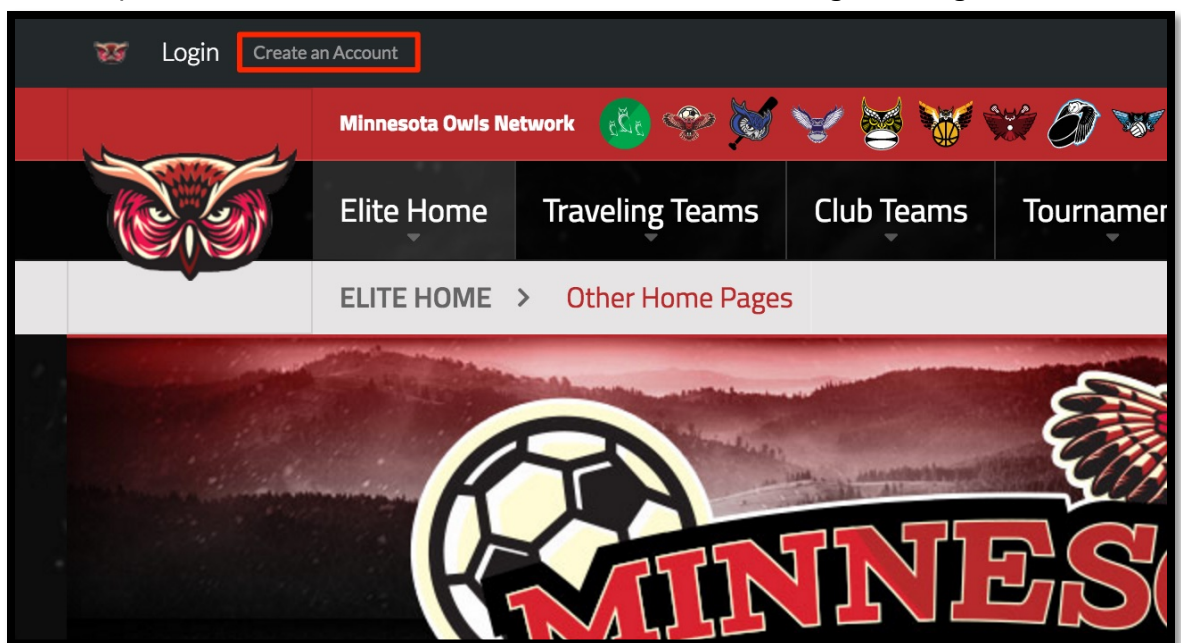
This guide helps you get going with SportsEngine including how to create and access your SportsEngine account, view invitations and schedules, and how to download the free SportsEngine mobile app. For more in-depth information on these topics and more, refer to the [SportsEngine Help Center](#).

Creating a SportsEngine Account

A SportsEngine account allows you to manage your member profile, team schedule, pay bills from your organization, send and receive messages and manage your volunteer hours. And that's just the start. Your SportsEngine account is your main access point for managing your child's sports life.

To create a SportsEngine Account, do the following:
1. Go to the organization's website for which you want to create a SportsEngine account.
2. At the top left of the screen, click **Create an Account** to the right of Login.
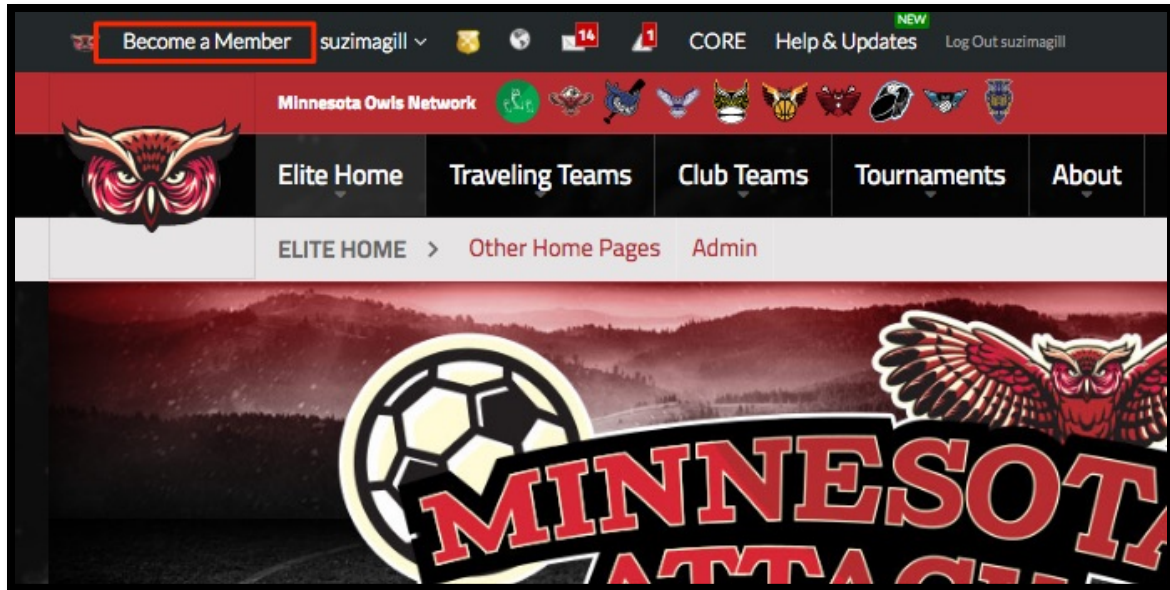
3. You will then be brought to an Account Information entry screen. Fill out all of the following fields:
   a. First Name
   b. Last Name
   c. Email Address
   d. Mobile Phone Number
   e. Desired Username
   f. Password
4. Certify that you are at least thirteen years of age, and signify whether you'd like to receive emails on updates and offers from SportsEngine by selecting the corresponding checkboxes.
   Note: If you are creating a SportsEngine account to register your child, you must still create the account in your name and with your own information. Once you've registered the child, their information will be added as a sub-profile of your account and located in the Household section of your profile.
5. Select the **Sign Up** button at the bottom of the page when you are finished.
6. An activation email will be sent to the email address you provided, which will be used to finish creating your account. If you do not see the email within a few minutes, be sure to check your Spam Folder as it may have been misidentified as such by your email service.
7. Open the email and click the Activation Link provided. You will then be brought back to the website, where you can now successfully log in with your SportsEngine account.

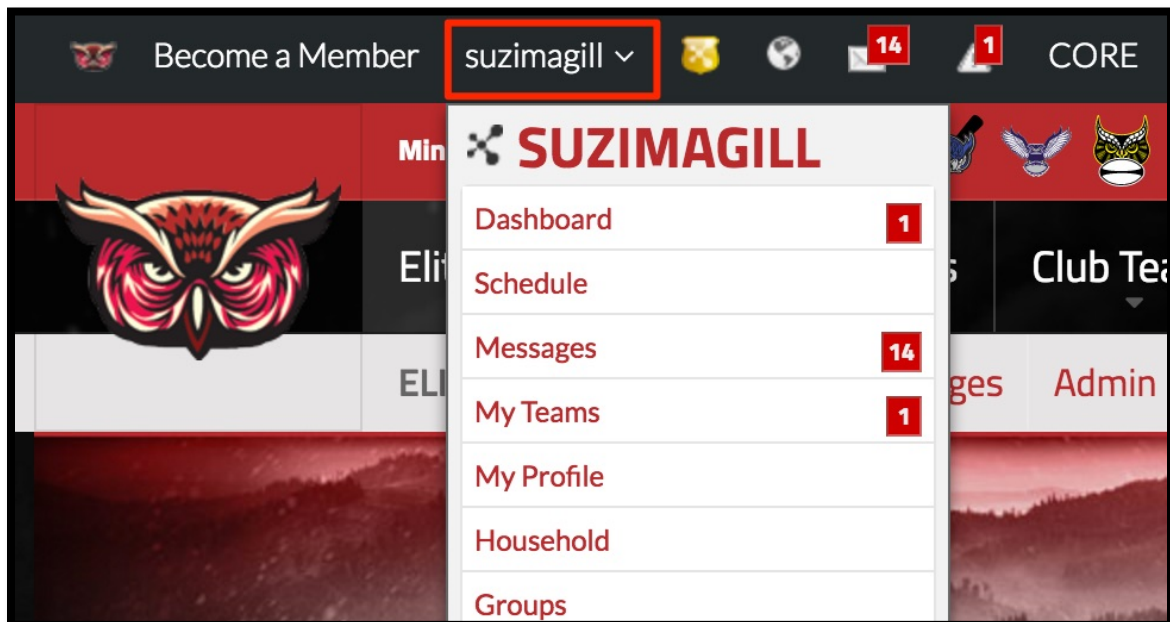## Becoming a Member of Your Team's Website

When you register a player for a team, you will automatically become a member of their organization's website, which includes all of the team sites under that organization. That means you will receive emails sent from the organization. You can also become a member of the site by clicking the **Become a Member** link on the site's top navigation header.

Enter your email address and click **Update Membership**.

Viewing Your SportsEngine Profile

Once you are logged in, you can now view and update your profile. Your profile is located in the top navigation drop-down menu. Click on your username and the drop-down menu appears.

From here, you can access the following:
- Account Dashboard
- Schedule(s) for all of your profiles
- Messages sent by your teams

- My Teams
- My Profile
- Household – any sub profiles added to your account (children profiles)
- Groups
- Bills
- Registrations
- Purchased Items
- Dibs
- My Access
- My Ngin Widget
- Account Settings

A detailed overview of each item is available [here](#).

Installing the SportsEngine Mobile App

The SportsEngine mobile app is available for iOS and Android devices and is available on the Apple App Store and on Google Play.

For iPhone Devices

To install the SportsEngine app on your iPhone, do the following:
1. On your device, open the App Store.
2. Search for SportsEngine.
3. Select the **Get** button to begin installing the app.
4. Open the app on your device.
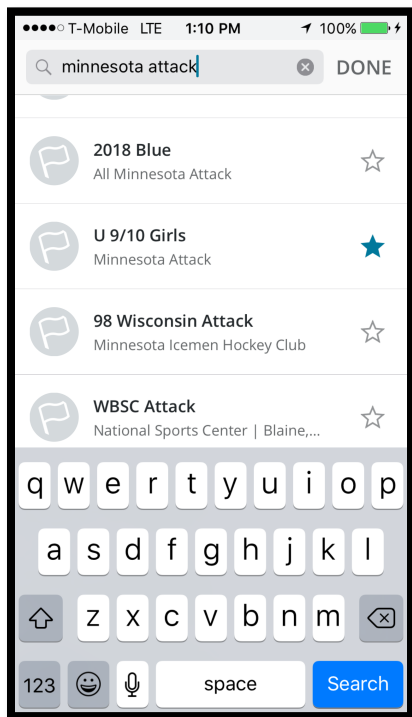5. On the Settings tab, select **Account** and select the **Sign In** button to sign into your SportsEngine account.

For Android Devices

To install the SportsEngine app on your Android device, do the following:
1. On your device, open Google Play.
2. Search for SportsEngine.
3. Select the **Get** button to begin installing the app.
4. Open the app on your device.
5. On the Settings tab, select **Account** and select the **Sign In** button to sign into your SportsEngine account.

How do I follow teams?

Any teams for which you are a member will automatically appear in the Favorites tab when you first log in to the app. Teams that you want to follow but are not a member of will also appear in the Favorites tab after you add them.

Note: If you have edit permissions on a team page you will be able to update the schedule for games and events as well as the update the roster using the mobile app. You can also moderate posts and videos on the app submitted by other users prior to making them viewable.

To follow a team, do the following:
1. Log in using your SportsEngine username and password.
2. Select the Search icon in the upper right of the screen.
3. Search for a Team within the app by Team ID or by Team Name in the Search field.

4. Select the star icon for the team you want to add to your favorites. The team will now appear on your **Favorites** tab.

To remove a team from your Favorites, swipe left and then select **Remove**.

Adding the iCal Feed for Your Team's Calendar To Your Phone
You can add your team's calendar to your phone's calendar using an iCal feed.
To add the iCal feed, do the following:
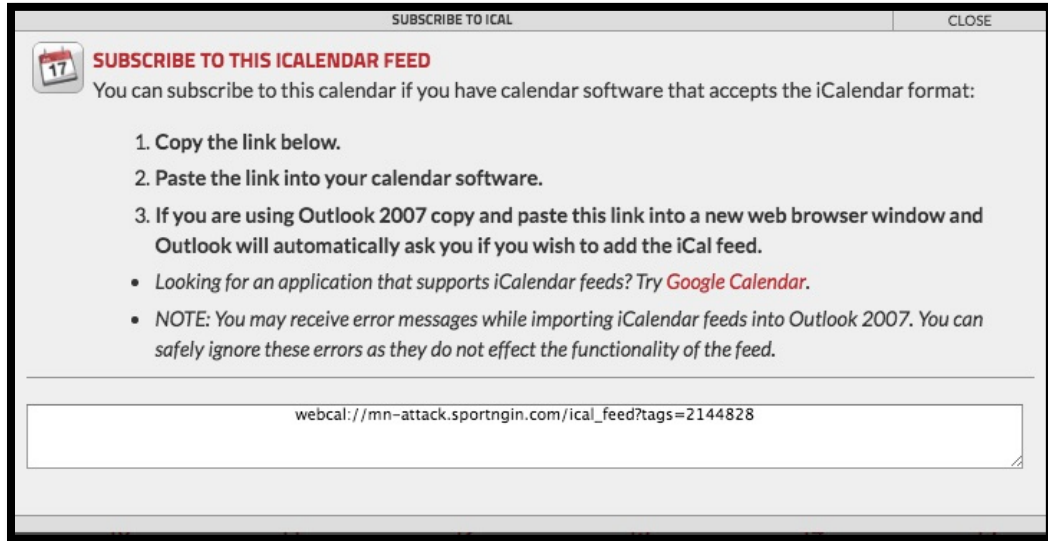
1. Navigate to your team's Calendar page.

2. Click the **Subscribe to iCal Feed** link.

3. Follow the instructions for copying the URL and adding it to your smartphone's calendar.
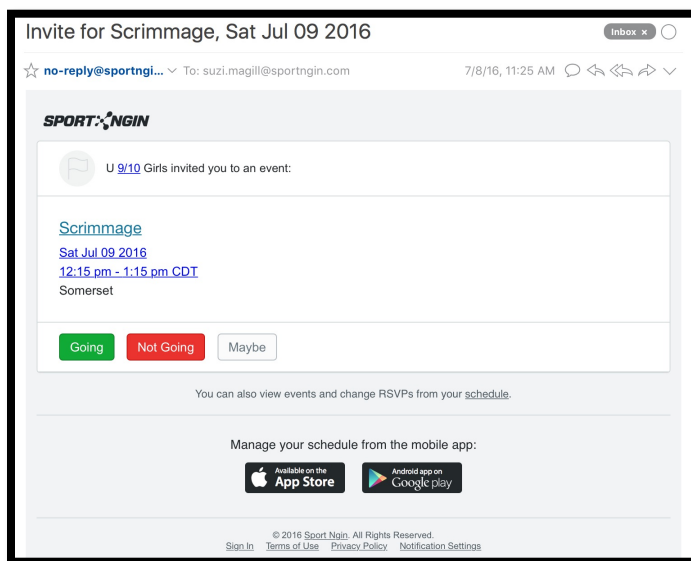

Viewing Event and Game Invitations and Responding to RSVPs

When your Team Manager or Coach creates a new game or event, you will receive an invitation via email and in your SportsEngine Inbox. You will also receive a notification on your mobile app. You will need to RSVP to one of the notifications.

Viewing the Email Invitation

You will receive an invitation email to which you can RSVP. There is no need to login to the team website to RSVP, simply choose your response within the email indicating that you are **Going**, **Not Going**, or **Maybe**. You can also add a note to your response.
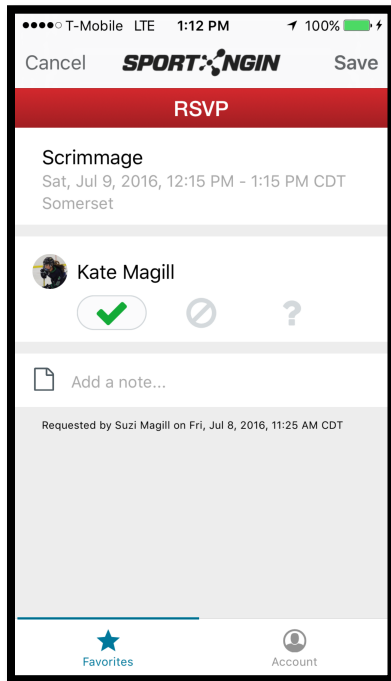
Viewing the Mobile App Invitation

You will receive a message in the My RSVPs section of the mobile app to which you can RSVP.

To respond to an invitation from the mobile app, do the following:

1. In the **My RSVPs** tab, tap the invitation.
2. Tap the icon to indicate if you are **Going**, **Not Going**, or **Maybe**.

3. You can also add a note, which is only read by the team manager and not other players.
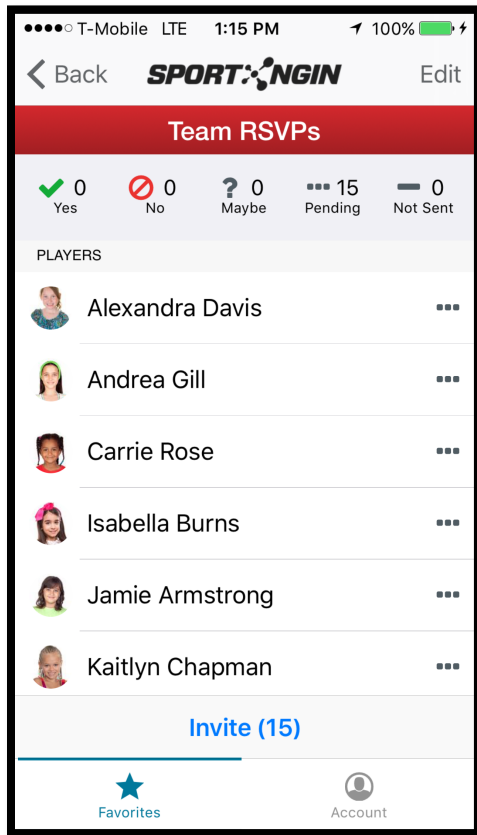4. Click **Save**.

Viewing the Team RSVPs

You can also see who from your team has responded to the invitations in the mobile app.

To view the team RSVPs, do the following:

1. In the mobile app, tap the **Schedule/Results** tab.
2. Tap the name of the event or game.

3. Tap **Team RSVPs**.

4. The responses for each player are shown in the list.

Updating Your RSVP

To update your response to an RSVP from the mobile app, do the following:

To update your RSVP response, do the following:
1. In the **My RSVPs** tab, tap the invitation.
2. Update your response indicating if you are **Going**, **Not Going**, or **Maybe**.
3. You can also add a note, which is only read by the team manager and not other players.
4. Click **Save**.

Sending and Responding to Team Messages

Messages are delivered to your SportsEngine inbox, email address, the mobile app, and a notification is sent via text message. The full message will display in the email and text notification. However, text messages are limited to 140 characters per text (and do not show the subject), so messages beyond 140 characters will continue in a subsequent text message.

Allowing Text Messages

In order to receive text notifications, you need to add your mobile phone number and allow text notifications to be sent to your mobile phone.
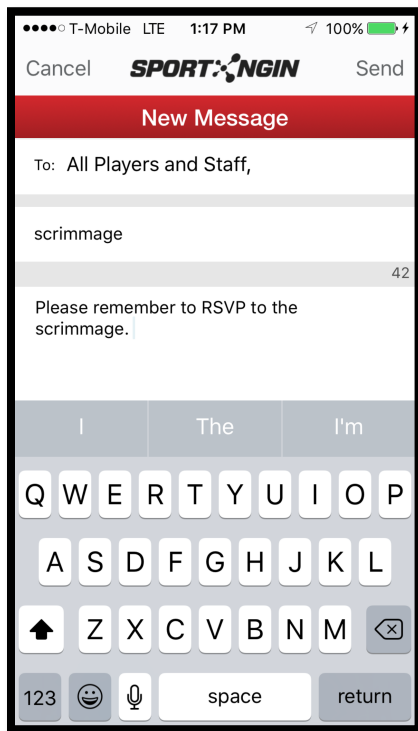
To receive text notifications, do the following:

1. On your team's website, click on your profile name on the top left of the screen.
2. Click **Account Settings** from the profile drop-down list.
3. Under **Notification Settings**, click the checkbox next to the team for which you want to receive text notifications.

Sending a Message through the Mobile App

You can send a message to individuals or in groups including the entire team from the team website or within the SportsEngine mobile app. You can also delete and reply to a message after you've opened it in the app.

To send a message through the SportsEngine mobile app, do the following:

1. Open the SportsEngine app. Login with your username and password.
2. Select the team.
3. Select the **Messages** icon from the team home screen.
4. Click the "+" to create a new message.

5. Enter the recipients' names, enter the subject text and then start typing your message. When completed, select **Send**.
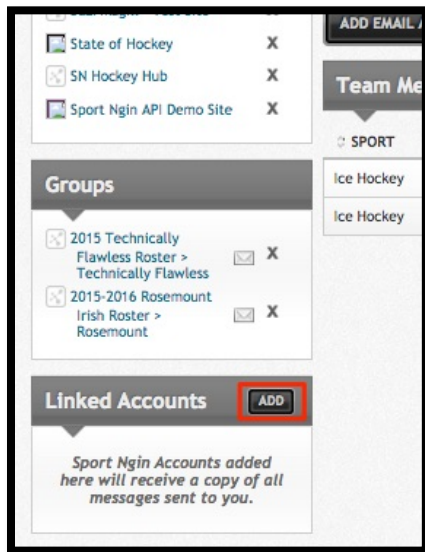
Linking Accounts to Receive Same Messages

You may want more than one person to receive the same messages sent from a player's team. You can do this by linking another SportsEngine account to the athlete's profile. By doing so, the linked account will receive a copy of all messages sent to the athlete. This would be helpful if a parent has a separate SportsEngine account from their child and would like to receive all messages sent to the child. Also, this would be helpful in situations where parents are in different households and both need to receive the same communications.

Additionally, a Linked Account can view any Private Roster that the Linked-to Account belongs to.
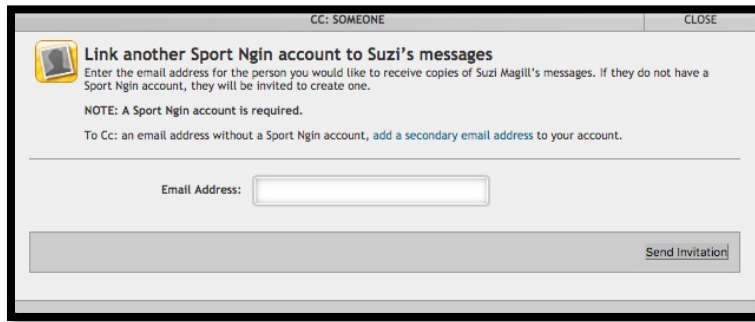
To Link an Additional SportsEngine Account
1. Access your Organization's SportsEngine website.
2. Login using your SportsEngine username and password.
3. Click the drop-down list next to your username and select **Profile**.
4. On the bottom left, in the Linked Accounts section, click **Add**.

5. Enter the email address that you would like to link and click **Send Invitation**. Until the other user accepts the invitation, it will display **Pending Acceptance**

by their name in the Linked Accounts section.

6. If you would like to CC an email address without a SportsEngine Account, you can add a secondary email address to your account by clicking add a secondary email address.

Enabling the Linked Account to Receive the Same Text Messages
If you want the linked SportsEngine account to also receive the text notifications, they will need to become a member of team site and opt in to receive text messages in their profile settings.