

# sport**se**ngine



## User Account Dashboard Guide



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## Introduction

Your SportsEngine Account Dashboard is your one-stop shop for all things regarding your own personal SportsEngine account information. From your dashboard, you can:

- View upcoming events
- See teams you are rostered to
- Pay an invoice
- Explore past registration information
- Locate previously purchased items
- Update your notification settings, plus more.

**NOTE:** You will first need to [create a SportsEngine account](#) to view your Dashboard.

## YOUR USER DASHBOARD

### HOW TO ACCESS YOUR USER DASHBOARD

1. [Sign in](#) to your SportsEngine Account.
2. In the top-right corner of the screen, click on your “initials” or “account photo”.
3. Under your *name*, choose **Go To My Account**.

## PROFILES

Your Profile tab will display the “Account Owner” and “Sub Profiles” that exist on your SportsEngine account. The owner of the account will be signified by an orange banner that reads “Me”. The sub-profiles will all be listed after the owner.

### DIFFERENT PROFILE TYPES

- **Account Owner Profile:**
  - This is the profile for the owner of the SportsEngine account - usually the Parent/Guardian of the athlete.
  - This profile usually is not tied to a roster unless the Account Owner is a coach, athlete, or team manager.
  - The Account Owner signs in to the SportsEngine account, has access to edit the account information, and manages other sub-profiles on the account.
- **Sub-Profile:**
  - These accounts are the athletes of the Account Owner.
  - These profiles are the ones that are tied to registrations and rosters.
  - Sub-profiles do not have sign in access to the account and can't edit any information within the account.
  - These accounts can only be added to a SportsEngine account when going through a registration or by claiming a roster spot.



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## HOW TO EDIT PROFILE INFORMATION

1. Click on the “Profile” that you want to update.
2. Under *Profile Information*, in the top-right hand corner, click the **Pencil Icon** to edit.
3. In the relevant field(s), input or change all of your updated information and click **Save**.

## HOW TO ADD ADDITIONAL PROFILES

You are not able to add another Account Owner to a SportsEngine account. The Account Owner is setup at the time the profile is created. An Account Owner must be above the age of 13 to own the account.

- Sub-Profiles are created or added through registering athletes and/or claiming roster spots for a team on SportsEngine.

## TEAMS

The Teams tab will show you all of the SportsEngine teams your profiles are rostered to. From here, you can view team information and update notification reminders.

## HOW TO VIEW TEAM INFORMATION

1. On the right-side of the screen, click **View Team**.
2. Here is where you see the team schedule, the roster, and any chats that occurred on the mobile device.

## HOW TO MANAGE NOTIFICATIONS AND REMINDERS

1. On the right-side of the screen, click **Manage Reminders**.
2. Check the box next to your user *email address* to update your reminder options.
3. Click **Save**.

## WHY CAN'T I SEE MY TEAM THAT I'M ASSOCIATED WITH?

Your organization will need to first roster you to a team page in order for you to have access. Please reach out to your org admin if you do not see your team on this tab.

## GROUPS

When you're placed in a group by one of your website administrators, your group information will populate here. Group members may have special permissions to certain pages on the website that other users do not.

## HOW TO MESSAGE A GROUP

1. On the right-side of the screen under the *Actions* column, click **Send Message**.
2. Choose either **All** or **Selected** group members.



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3. Input your message and click **Send Message**.

## BILLS

The Bills tab shows you all bills that have been invoiced to your account. Administrators of an organization can invoice your SportsEngine Account for things like registration fees, volunteer fees, apparel items, and more.

### HOW TO VIEW A SALE ITEM

1. Under the *Sale* column, click the “Sale number”.
2. Here is where you will see an in-depth outline of what the invoice is for.

### HOW TO PAY AN INVOICE

1. On the right-side of the screen, under the *Payment Status* column, click **Make a Payment**.
2. Click **Proceed to Checkout**
3. Choose your payment method.
4. Input your “Credit Card” or “Bank Account” information and click **Pay**.

### CAN I ADJUST A DUE DATE?

If you need to adjust an invoice due date, please reach out to your organization admin as they will need to make that change.

## REGISTRATIONS

Your Registration tab shows you all of the registrations that you have signed up for under this particular SportsEngine Account.

### HOW TO PRINT A REGISTRATION ENTRY

1. Click on the “title” of the registration you want to view.
2. In the top-right corner of the entry, click **Print Entry**.

### HOW TO DOWNLOAD AN AUTOFORM

AutoForms copy all of your registration information from a registration to a printable PDF form. AutoForms can be added to a registration if you are signing up with a governing body, for example: USA Hockey, US Lacrosse, US Club Soccer, and USAV.

**NOTE:** Not all registrations have AutoForms attached to them. Your organization sets up your AutoForms during the registration process.

1. Click on the “title” of the registration that has the AutoForm entry attached to it.
2. At the top of the page, click the hyperlinked “name” of the PDF.
3. After the AutoForm is downloaded, print the form if needed (optional).



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## HOW TO VIEW A REGISTRATION RECEIPT/ORDER

1. Next to the title of the registration that has the receipt, on the right-side of the screen, click **Order Details**.
2. View receipt details.
3. In the top-right corner, click **Print Order Receipt** (optional).

## HOW TO CHANGE CREDIT CARD INFORMATION ON A PAYMENT PLAN

Once you are locked into a registration payment plan, you can make future payment or change your credit card information.

1. On the right-side of the screen, click **Order Details** next to the session this change should occur within.
2. Under *Payment Calendar*, scroll down and choose **Make Payment** next to the next payment you want to change.
3. Check the box next to **Enter new payment method**.
4. Enter your new credit card information.
5. Click **Make Payment**.

## CAN I CHANGE A PAYMENT DATE?

If you need to adjust your registration payment plan, please reach out to your organization admin as they will need to make that adjustment.

## SETTINGS

This tab allows you to update your SportsEngine profile settings. Here is where you can update your password, change your login email address, update your notifications, unsubscribe from certain organization messages, and receive text messages.

## HOW TO ADD SECONDARY EMAIL ADDRESS

1. In the top-right corner of the screen, click **Add Email Address**.
2. Enter the new email address and click **Add Email Address**.
  - **NOTE:** If you receive an error message that means your secondary email address is already in use. You cannot have two SportsEngine accounts with the same email address (primary or secondary).
3. Navigate to your email's inbox.
4. In your inbox, open the "Verify Email" to verify your email address.
5. Once you have verified your secondary email address, return to your *Settings* tab of your user dashboard.
6. Click the **Make Primary** button next to your new email address.

## HOW TO CHANGE A PASSWORD

1. In the top-right corner of the screen, click **Change Password**.



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2. Input your current password.
3. Add your new password.
  - Passwords must be at least 8 characters in length and must contain at least one uppercase letter, one lowercase letter, and one number or symbol.
4. Enter your new password again to confirm.
5. Click **Change Password**.

## HOW TO ADD A MOBILE PHONE NUMBER

1. Under your *Account Information* header, click **Add Mobile Phone**.
2. Input your mobile number.
3. Click **Submit**.
  - You will be sent a mobile validation code.
4. Check your mobile device and input your validation code number.
5. Click **Submit**.

## HOW TO UPDATE YOUR NOTIFICATION SETTINGS

1. Scroll down until you get to **Notification Settings**.
2. Check the boxes next to your email address or phone number to start or stop receiving communication from a particular organization.

## DIBS

Your Dibs tab will display all of the active sessions that your SportsEngine Account is associated with, as well as any claimed or completed Dibs items that you have on your account.

**NOTE:** This tab will be hidden if you are not using Dibs.

## HOW TO REQUEST CANCELLATION OF A DIBS ITEM

1. Under the *Claimed Items* header, click on the “title” of the Dibs item.
2. On the right-side of the page, click **Request Cancellation**.
  - The Admin will be notified of your cancel request.