sportsengine

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**.

HOME

The Home tab shows you your upcoming events, gives you quick access to the teams you belong to, and lists any upcoming payments you may have.

HOW TO VIEW ALL UPCOMING EVENTS
1. On the **Home** tab, under *Upcoming Events*, click **See all upcoming events**.
2. Click on the title of the event to see more information.
   - **NOTE:** Click on the green check mark (√) to RSVP to the event.

HOW TO VIEW ONE OF MY TEAM'S TEAMCENTER
1. On the **Home** tab, under *My Teams*, click on a name of a team.
   - You will not see any teams if you do not belong to any teams.
   - Click HERE to learn more about TeamCenter.

HOW TO MAKE A PAYMENT
1. On the **Home** tab, under *Upcoming Payments*, click **Pay Now**.
2. Continue through the checkout process.

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.

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 A PROFILE PICTURE

1. Choose the Profile that needs a photo.
2. In the top-left corner, click the **Camera Icon** on the profile image.
   - Click **Clear Photo** if there is a picture you would like to remove.
3. Click **Upload a New Photo** and select the new photo from your computer.
4. Click and drag the arrows to resize the image crop circle.
5. Click **Save**.

HOW TO ADD ADDITIONAL PROFILES

You are not able to add another "Account Owner" to a SportsEngine account. The 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.

HOW TO ADD GUARDIANS TO MY SUB PROFILES

1. Click on the Profiles tab of your dashboard.
2. Click on an athlete sub profile.
   - **NOTE:** You can not add a Guardian to the account owner's profile.
   - If you don't have a sub profile for the athlete, *you will need to add one either through a registration or by claiming a roster spot.*
3. On the right side, click the plus sign (**+**) to add a Guardian.
4. Input the Guardian's email address to invite them.
5. Toggle which athlete profile(s) this Guardian should manage.
6. Click **Send Invitation**.

HOW TO ADD ADDITIONAL EMAILS TO RECEIVE NOTIFICATIONS

1. Click on the Profiles tab of your dashboard.
2. Click on a profile.
3. To the right of the *Profile Information* header, click the **pencil icon**.
4. Scroll down the page until you find the field labeled "Email Address 1" and "Email Address 2."
5. Input a new email address.
6. Click **Save**.
7. On the left-hand navigation, click the **Settings** tab.
8. Under *Notification Settings*, scroll down and find the organization that you would like that added email to receive communications from.
9. To the right of the *name of the profile you added the email address to*, check the box next to the new email address.
10. That email address will now receive communication that is sent to that profile from that organization.

SCHEDULE

Your Schedule tab shows you all of the events and games that you are invited to based off of which Teams you are rostered on.

HOW TO SYNC YOUR SCHEDULE TO GOOGLE CALENDAR

1. Click the Schedule tab.
1. On the right side of the screen, click **Sync to Calendar**.
2. Choose **Google Calendar** and click **Sync**.
3. Sign in to your Google Calendar.
4. A Google prompt will appear, click **Add**.

HOW TO SYNC YOUR SCHEDULE TO A CALENDAR APPLICATION

1. Click the Schedule tab.
2. On the right side of the screen, click **Sync to Calendar**.
3. Choose **Other Calendar** and click **Copy**.
4. Paste your calendar link into your preferred calendar application.

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. Click the Teams tab.
2. On the right side of the screen, click **View Team**.
3. 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. Click the Teams tab.
2. On the right side of the screen, click **Manage Reminders**.
3. Check the box next to your user email address to update your reminder options.
4. 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

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

HOW TO MESSAGE A GROUP
1. Click the Groups tab.
2. On the right side of the screen under the *Actions* column, click **Send Message.**
3. **Choose either All or Selected group members.**
4. **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. Click the Bills tab.
2. Under the *Sale* column, click the "sale number."
3. Here is where you will see an in-depth outline of what the invoice is for.

HOW TO PAY AN INVOICE

1. Click the Bills tab.
2. On the right side of the screen, under the *Payment Status* column, click **Make a Payment**.
3. Click **Proceed to Checkout**
4. Choose your payment method.
5. 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 the Registrations tab.
2. Click on the "title" of the registration you want to view.
3. 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 the Registrations tab.
2. Click on the "title" of the registration that has the AutoForm entry attached to it.
3. At the top of the page, click the hyperlinked "name" of the PDF.
4. After the AutoForm is downloaded, print the form if needed (optional).

HOW TO VIEW A REGISTRATION RECEIPT/ORDER

1. Click the Registrations tab.
2. Next to the title of the registration that has the receipt, on the right side of the screen, click **Order Details**.
3. View receipt details.
4. 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. Click the Registrations tab.
2. On the right side of the screen, click **Order Details** next to the session this change should occur within.
3. Under *Payment Calendar*, scroll down and choose **Make Payment** next to the next payment you want to change.
4. Check the box next to **Enter new payment method**.
5. Enter your new credit card information.
6. 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 CHANGE MY SIGN IN/PRIMARY EMAIL ADDRESS

1. Click the Settings tab.
2. In the top-right corner, click **Add Email Address**.
3. 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 can not have two SportsEngine accounts with the same email address (primary or secondary)*.
4. Navigate to your email's inbox.
5. In your inbox, open the "Verify Email" to verify your email address.
6. Once you have verified your secondary email address, return to your *Settings* tab of your user dashboard.
7. Click the **Make Primary** button next to your new email address.

HOW TO ADD SECONDARY EMAIL ADDRESS

1. Click the Settings tab.
2. In the top-right corner of the screen, click **Add Email Address**.
3. 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).

4. Navigate to your email's inbox.
5. In your inbox, open the "Verify Email" to verify your email address.
6. Once you have verified your secondary email address, return to your *Settings* tab of your user dashboard.
7. Click the **Make Primary** button next to your new email address.

HOW TO CHANGE A PASSWORD
1. Click the Settings tab.
2. In the top-right corner of the screen, click **Change Password**.
3. Input your current password.
4. 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.
5. Enter your new password again to confirm.
6. Click **Change Password**.

HOW TO ADD A MOBILE PHONE NUMBER
1. Click the Settings tab.
2. Under your *Account Information* header, click **Add Mobile Phone**.
3. Input your mobile number.
4. Click **Submit**.
   - You will be sent a mobile validation code.
5. Check your mobile device and input your validation code number.
6. Click **Submit**.

HOW TO UPDATE YOUR NOTIFICATION SETTINGS
1. Click the Settings tab.
2. Scroll down until you get to **Notification Settings**.
3. 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. Click the Dibs tab.
2. Under the *Claimed Items* header, click on the "title" of the Dibs item.
3. On the right side of the page, click **Request Cancellation**.

- The Admin will be notified of your cancel request.

DELETE ACCOUNT

Since your account is associated with all of your SportsEngine information including past registrations, invoices, profile information, rosters, purchases on your account, old dibs sessions and more, we *dot not* recommend deleting your account since you *will not* be able to recover any of this information.

HOW DO I DELETE MY SPORTSENGINE ACCOUNT?

NOTE: This process can not be undone!

Please reach out to accounthelp@sportsengine.com for assistance in permanently deleting your account.