User Guide

SPORTSSIGNUP

Easy for You. Easy for All.™

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# Introduction to the User's Guide

This document is intended for end users of the system (called Registrants or Members). Registrants are anyone registering – this could be a parent registering their child, adults registering themselves, someone registering to volunteer or purchase merchandise, or someone giving a donation. You initially need to create an account with your basic information, such as contact information. You can then add children and adults to your accounts. Once people have been added to the account, you can register the people to play or volunteer for sports/activities. If allowed by your organization, you can also pay for your registrations using credit cards. Some organizations also have options to purchase merchandise through their registration site.

Getting Help

If you need any assistance or have any questions on eligibility or product selection, contact your organization. Your Organization's contact information can be found in the right hand panel of your Organization's login page:
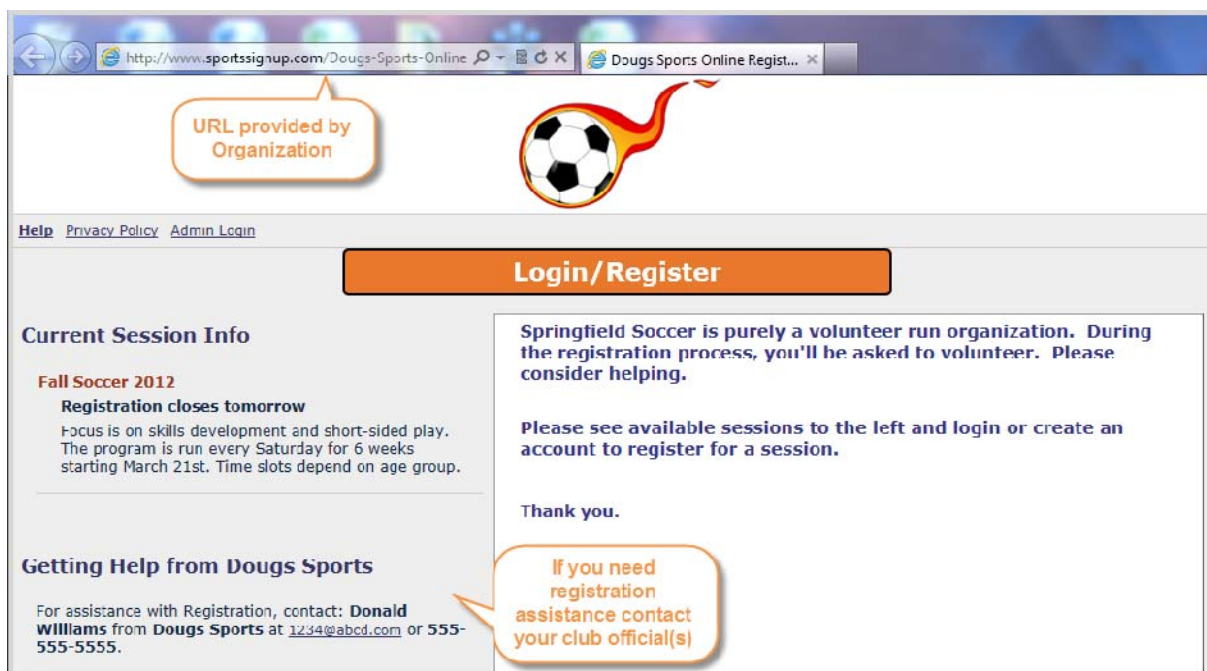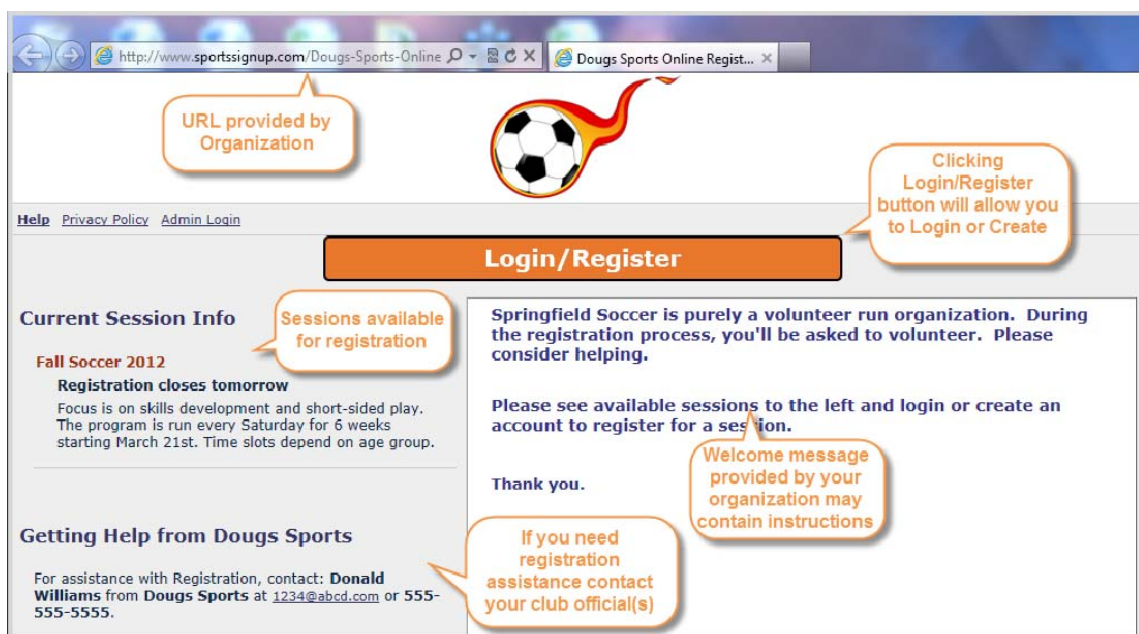

Or by clicking on **Help** once you are logged into your user account and attempting to Register
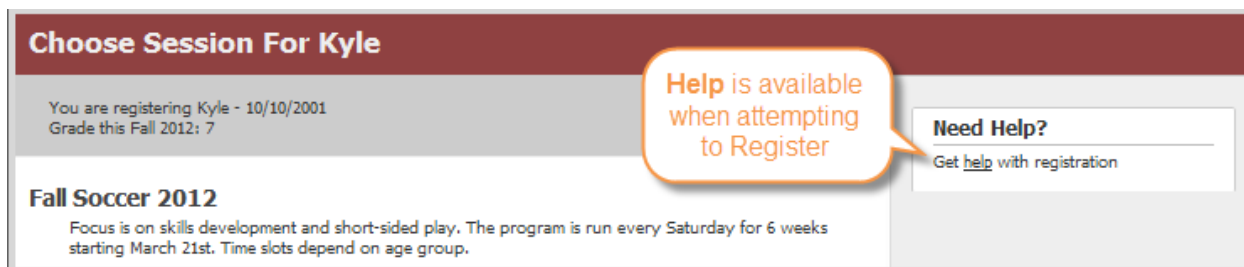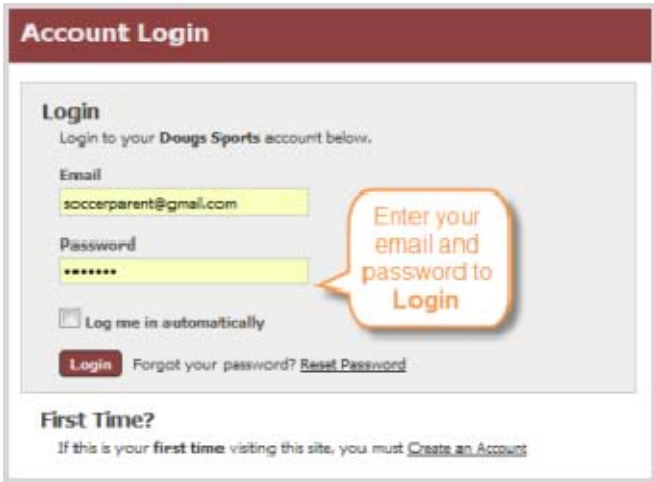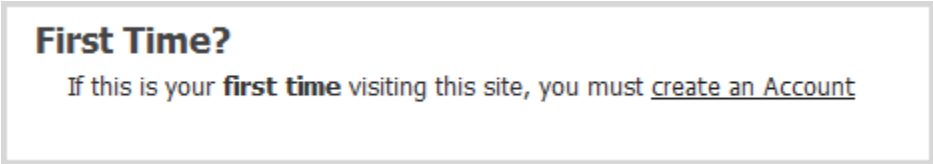
Accounts

Log into your Account

When you go to the URL address provided by your club, you will be taken to your club's welcome page. The left panel provides contact information for your club, as well as a link to a help form so you can contact your club if you have questions about registering. You will also see the current open sessions in the left panel. On the right your club may choose to include a welcome message or additional instructions and/or details about registration.
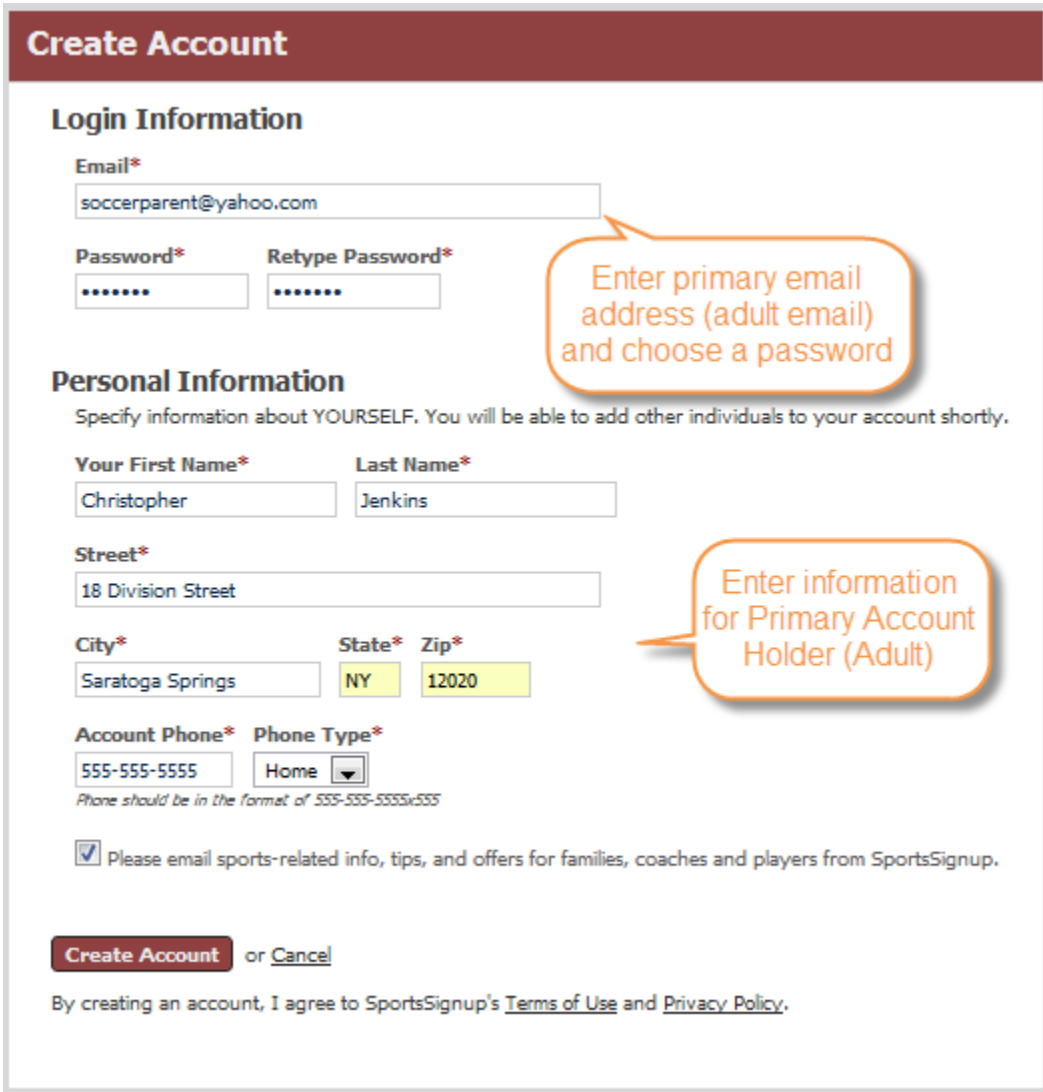

Step	Action
1	Enter the URL provided by your organization (or in some cases your organization might provide a link you can click on directly from their site). The URL will look something like this: www.sportssignup.com/your-organization-name **Tip**: You can bookmark your organization's registration site in order to easily return to the login page.
2	Click the **Login/Register** button.

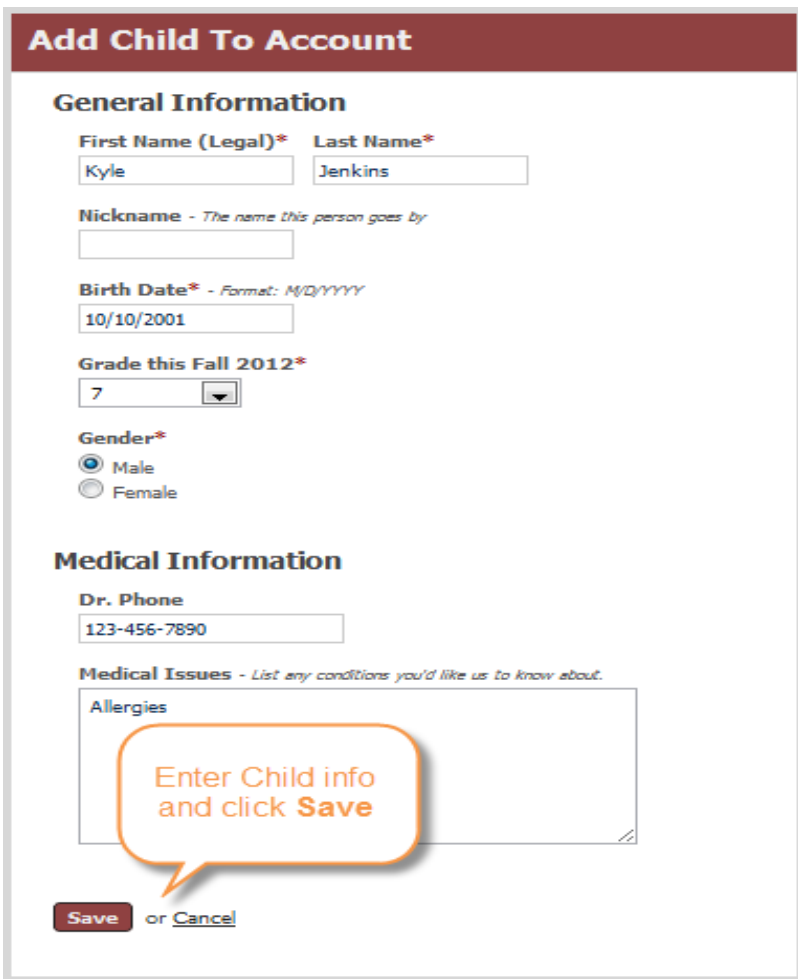| If	Action
You have previously created an account with the organization	Enter your login information (email and password) and click **Login.** **Tip**: If you forgot your password, you will be able to request a new one. A *system-generated* password will then be sent to the account email.
You have never created an account with the organization	Click the **Create An Account** button

Create Account

Once an account has been created, the information will always be retained. You won't have to enter your contact information again and you can easily edit it if it changes. You will also be able to see a history of the orders you have with your organization (the only thing not retained in SportsSignup is your credit card information – you will need to re-enter this with each payment if choosing to pay in this manner).

Step	Action
1	Enter the primary account holder's email (the email you will use to log into the account) in the Email AND the Confirm Email area. Enter information about the Primary Account Holder.

Step	Action
2	Create a Password
	Tip: This is typically the first adult on the account. A second adult, children, as well as additional optional emails, can be added once the account is created.
3	Click **Create Account**

Add Additional People to Account

Once an account has been created, you will be presented with different options (the options presented may vary by organization). Options may include registering, shopping or going to your account Settings. People can be added at the time of registering (**Register Now**) or by clicking **Account Settings**.

Step	Action
1	Click **Account Settings > Add Child/Adult**
2	Enter Person's Information and Click **Save** **Note:** Information requested here will vary by organization. If there is an eligible session open, you will be brought directly to the Choose a Session page to register.

Edit Account Information

You can change any information about your account here, such as your email, phone number, etc.

Under "Account Options" you will notice the feature **Mobile Phone Settings**. Here, you will be able to Enable Texting to have a generated password text to you in case it is forgotten. To enable, click **Mobile Phone Settings > Enable Texting** and using your cell phone, follow the instructions in Step One. You will receive a text message with a confirmation code, which you will enter into the box, and click "Save".
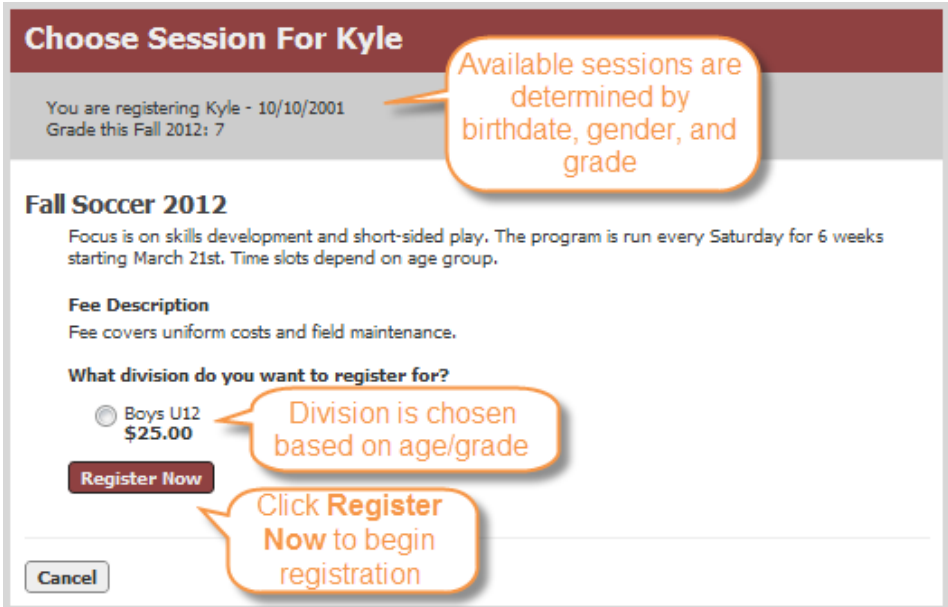
If you want to ...	Then take the following action...
Add a Child	Click **Add Child**
Add Adults/Add another Parent	Click **Add Adult** • **Note:** Your organization may have set a limit on the number of adults that can be added to an account.

Add a Team	Click **Add Team**
	• **Note:** This is only available and applicable to organizations offering tournament registration (Coaches registering a team of children).
Edit Person Information	Click **Edit** next to the Child's, Adult's or Team's name
Edit your Account Info (address, email)	Click on **Edit under Account Information**
Change your password	Click on **Change Password**

Register

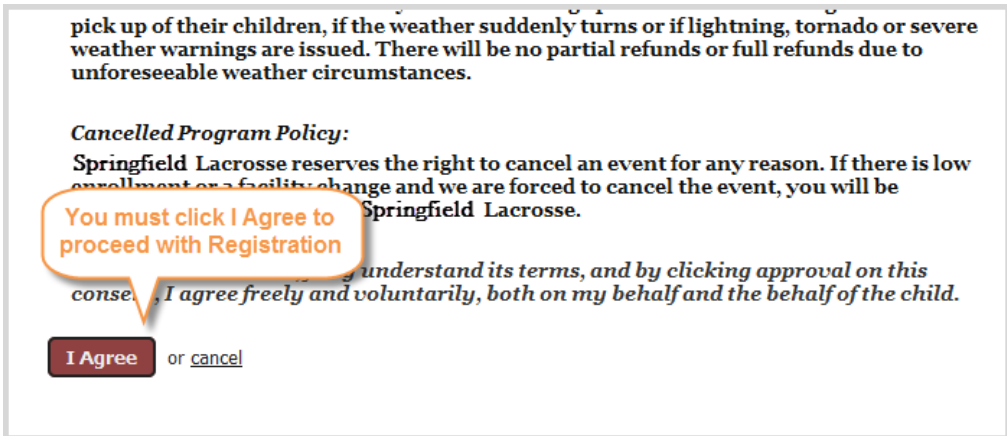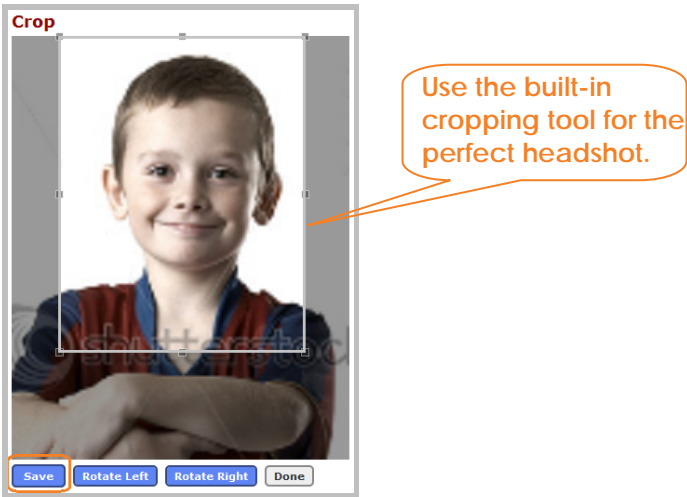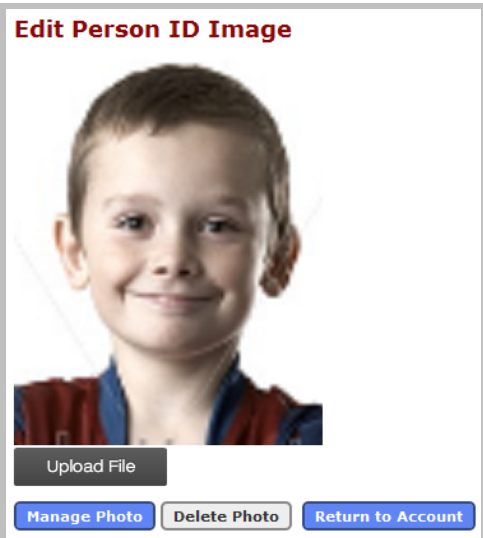| Step	Action
1	Click **Register Now** under persons on account screen.
2	Select the person that you would like to register
3	Click **Register Now** next to the session you would like to register for. • **Note**: Only Sessions/Divisions the child is eligible for (per age, grade, and gender criteria) will be available for selection.
4	Answer any additional Registration Information and click **Continue**

5	Read the Consent Page and click **I Agree** • **Note**: You must click, **"I Agree"** in order to continue. If you click, **Cancel,** the registration will end and you will be brought back to your account.
6	If there are additional registrations you would like to add to your order, click **Register**.
7	If you would like to purchase or browse through merchandise (if your organization has a store set up), click **Browse Store**
8	If you would like to complete your order, click **Checkout**

Photo ID Uploader

SportsSignup's **Photo ID Uploader** allows users to upload player ID Images to their family account. The player photo will be displayed in the family account.

Photo Upload

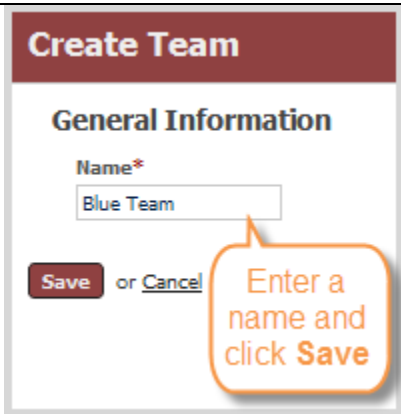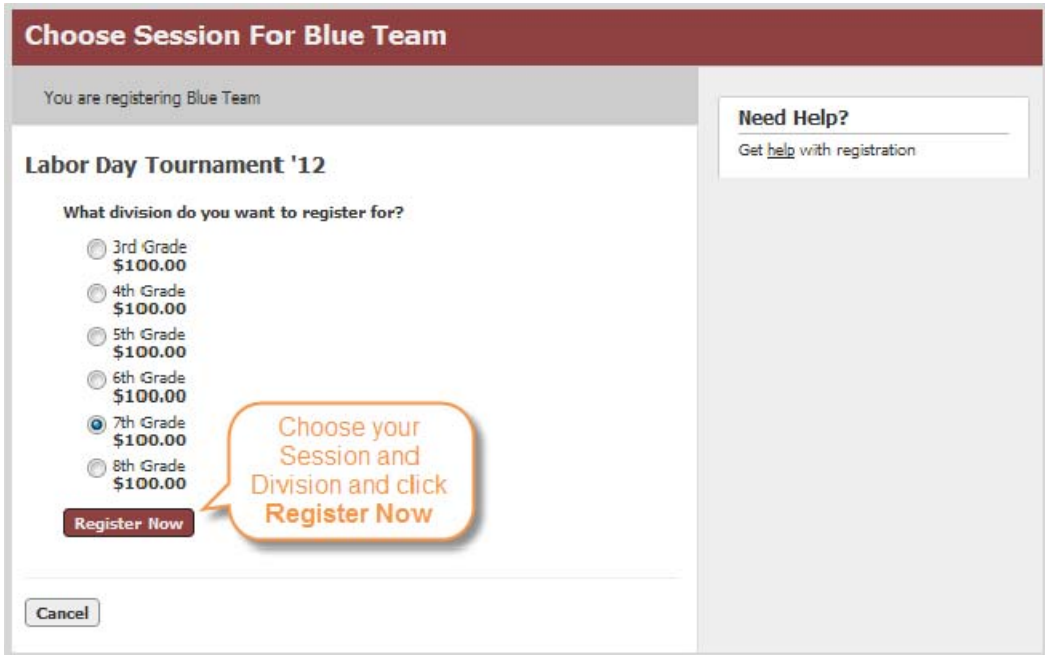| Step	Action
1.	Players/Adults should Login or Create Account.
2.	Click **Account Settings** to access people inside the account. **Children** 	Name	Gender	Birthdate	Grade this Fall 2012	 Kyle Jenkins — *Click on name to access person info* — 10/10| — 7 Sarah Jenkins — F — 10/25/2003 — 5 **Note**: Coaches will have access to upload images for all players assigned to their team.
3.	Click "Add Image" button and choose your image from your files. **Kyle Jenkins** 10/10/2001 Grade this Fall 2012: 7 Gender: M **Medical Info** Dr. Phone: 123-456-7890 Medical Issues: Allergies Done **Child Options** ▸ Edit ▸ Register ▸ Delete ▸ Add Image ▸ Registration History *Click Add Image to upload photo* Tip: A headshot photo works best and must be in .jpg, .png or .gif formats.
4.	Click **Upload Image** and adjust the image with the built-in cropping tool and **Save**. **Crop** *Use the built-in cropping tool for the perfect headshot.* Save Rotate Left Rotate Right Done

Step	Action
5.	Review the results and continue to make changes, delete the image or return to the family account. **Edit Person ID Image**

Special Circumstances

Tournament Registration

There are two types of Tournament Registration, Coaches registering their **Team** of children and Coaches registering their **Team** of Adults. This is not applicable to parents who are registering their children individually to be placed on a team.

Step	Action
1	**Add Teams**
2	Enter the Team information and click **Save.**

Note: Information requested here will vary by organization.

3	Once the Team is created, select the team and click **Register Now.** Select a Division (if applicable) and continue to enter players and coaches. Assign your role on the team using the dropdown menu next to your name under **Role**.
4	Once the Team is created, click **Register Now.** Find your Session, and select a Division (if applicable) and click **Register Now** to enter players and coaches.
5	Edit the Roster.

> **Note:** Divisions and Minimum and Maximum roster requirements will vary by organization.

6	Check Out and Confirm Order to complete the registration.

Background Checks

Registration Phase

Users are asked to enter information about their name, maiden name, birth date, address, prior address, social security number, etc.
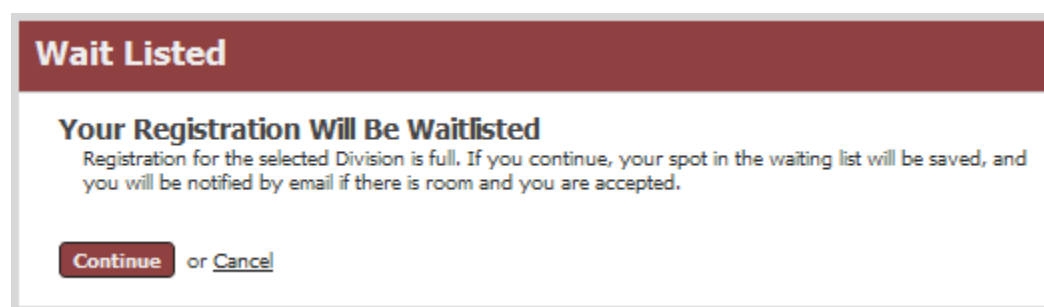
Once the account information is recorded, the user can submit the information necessary to complete a background check. We call this a "Registration". A Registration typically lasts for one year (depending on your organization), at which point the user can login and re-register. The registration walks the user through three steps.

Step	Action
1	A set of 'self admission' questions are asked related to crimes against persons, in the form of Yes/No. For Yes answers, there is an open text field to provide an explanation

2	To proceed, the user must agree to the online Consent.
3	If you require users to pay for their background checks, the Payment pages collect payment information. Otherwise, this is set to $0.00.

Wait Lists

Some organizations have Wait List enabled. Once a cap is met (as set by your organization) additional players are placed on the Wait List. You would be prompted with a message letting you know the registrant (player) will be placed on a wait list. The Organization will then decide if there are slots open to add additional players. You will receive a notification from your organization if the registrant has been let into the division. Once the player has been taken off the wait list, the account holder can log back into the account and pay for the registration.
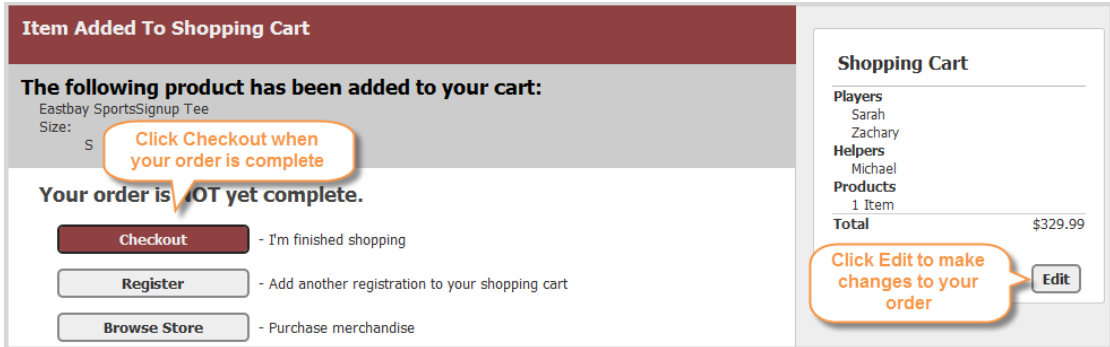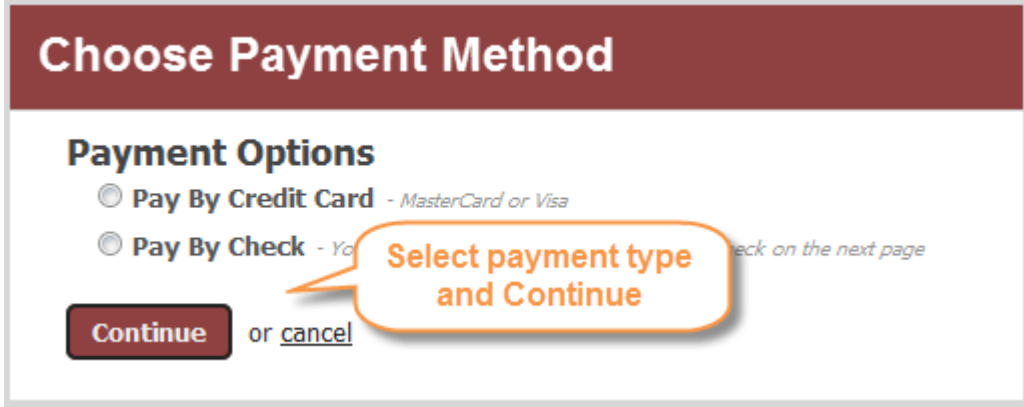

Adding Merchandise (if Available)

Step	Action
1	Click on the Item you would like to see additional details on or order. **Tip**: Registrations and merchandise (when available) can be added to the same order prior to checking out.
2	If you decide to purchase items, make selections (for size, color, etc.) and click **Add to Cart**.

| 3	Continue to repeat process of clicking on item and making selections for each item you would like to add to your shopping cart.
	• **Note**: Shipping: UPS Ground - (FREE when spending over $75 on merchandise)

Check Out

Step	Action
1	Click **Check Out** to place Order
2	If merchandise was ordered, select your shipping method and click **Continue**.
3	Enter all Shipping Information (if applicable).
4	Choose Payment Method (payment options will vary based on your Organization) and click **Continue**.
5	If paying by credit card, enter appropriate information and click **Continue** then **Confirm Order.** If paying by check, click **Confirm Order** and send payment by following the instructions on the screen.

View Team

You will be able to view your team once you have registered, been assigned to a team, and the administrator has made the team visible to the players and coaches on the team.

Click on the **team name** to view the team roster.
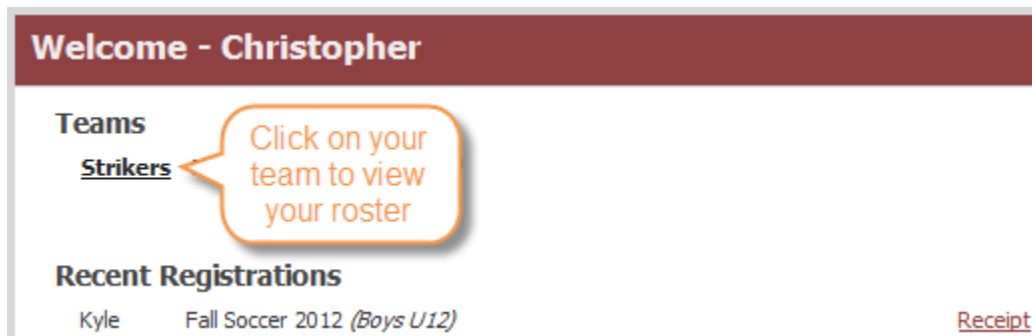
Tip: If you do not see the team name option and you know you have been assigned to a team, check with your administrator. Whole Team Access or Coach Preview (if you're a Helper or Coach) must be granted before the team will be visible.

View Orders

You can view the order on an individual registration by clicking the **Receipt** link next to the registration. You can also see a history of current and past orders, view/print receipts or track merchandise shipped by clicking on **Order History** to the right.
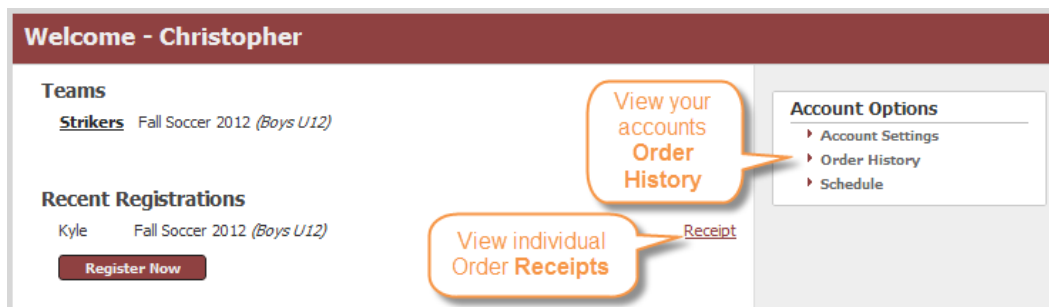
easyAlert

Enable any mobile phone in an account at any time to start receive text message alerts from your organization. When an easyAlert is sent, it is automatically delivered to all email addresses and enabled phone numbers on an account. If received by email, there is a link included so users can see that enabling text messaging is an option for receiving important notices via easyAlert.

Team Wall

The Team Wall is a free service that allows members of teams to communicate easily with one another. Once your team is available to view on your account, you will be able to create and respond to posts made on the Team Wall.

Step	Action
1	From your Welcome Page, Click on your Team Name to go to your Team Center.
2	Choose "Team Wall" from "Options".

Team Center

Cosmos Girls U14
Session: 2012 SSU Lobster Bake & Cornhole Tournament

Participants
Abromaitis, Doug
Bruno, Anthony
Clarvoe, Russell
DePasquale, Nicole
Doomchin, Avram
Frodyma, Michele
Hall, Peter
Haller, John
Jones, Susan
Lastarza, Josh
LeBow, Michael
Martino, Grace
Morris, Joshua
Murphy, Jodi
Peirce, Kristina
Quigley, Sandra
Scarchilli, Matt
Sherry, Ryan
Spor, Francis
Williams, Sarena

Options
▸ View Roster
▸ Team Wall
▸ View Schedule

Click Here to Access your Team Wall.

Go Home

3	If there is more than one adult on your account, you will have to choose your name from the list, and click "Continue".

User Required

Select User
In order to use certain features, we need to know which adult is currently logged in.
Please select yourself from the list below:

◯ Grace Martino

◯ Josh Moran

Continue   or Cancel

4	To create a new post, type your message in the text box at the top of the page, and then press "Post".

To reply to a post, click on the text box under the post you would like to respond to. Type your message, and then press "Enter" or "Return" on your keyboard.

• **Note**: When you create a Post, it will be available for comment by all team members. All replies to your Post will be sent to you by email. Team Wall is different from Facebook as it is 100% private as only team members and admins will see posts.

Coach's Guide

If you are a Coach, you can access the guide by clicking on the link below.

- Coach User Guide

SportsSignup's Privacy Policy and Data Security

At SportsSignup, we understand how important privacy and security are to end-users. We encourage users to review SportsSignup's policies. If you have questions about SportsSignup's privacy practices please contact us at privacy@sportssignup.com.

- SportsSignup Privacy Policy
- SportsSignup Data Security