

# Coach and Team Communication Guide

<b>Option 1: SportsEngine (mobile and web apps)</b>	<b>1</b>
Parents / Guardians -- Providing access to additional Parents / Guardians	2
Coaches -- Managing roster communication lists	3
Parent / Guardian User -- Opt-in for SportsEngine app communication features	3
Parent / Guardian User -- Changing Email address to be used for communications	6
Coaches / Parents / Guardians -- Sending Messages to the Team	7
<b>DEPRECATED!!! Option 2: Email lists via Google Groups (on abyha.org)</b>	<b>10</b>
Coaches -- Managing ABYHA Email lists (Google Groups)	10
Coach / Parent / Guardians -- Sending Messages to the Team	12
Board Members -- Sending Messages on behalf of a Group ("From" a group address)	12

## Option 1: SportsEngine (mobile and web apps)

ABYHA pays for the [SportsEngine](#) team and league management product. SportsEngine consists of a team and registration management platform (database, registration builder, site builder, reporting system), as well as a mobile & web application for coaches, players and guardians.

The SportsEngine's [webapp](#) and mobile apps (available on iOS & Android app stores) support sending messages to individual players (parents / guardians) or to complete team rosters. The recipients receive the messages via emails or texts depending on their profile settings.

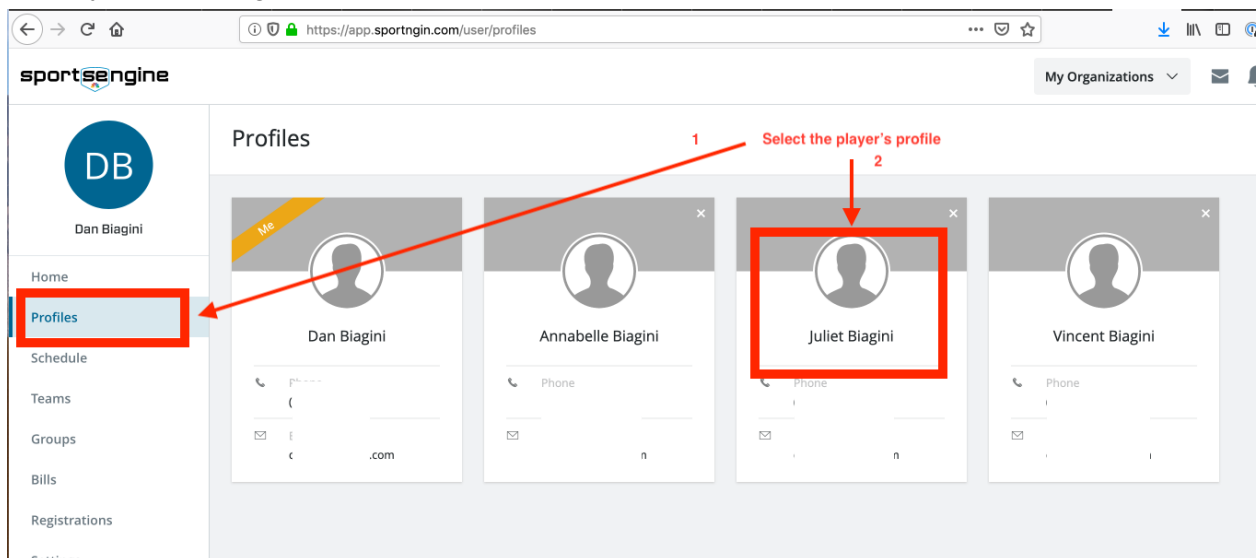
This app also has the ability to view schedules, an RSVP system for game attendance management and is integrated into our invoicing and payment system so users can see scheduled payment info for their registrations.

**ABYHA parents/guardians who registered their player will already have a SportsEngine account. Users may add additional accounts as "guardians" of their player, so that spouses, other family &/or guardians may have access to the Team management and communication features.**

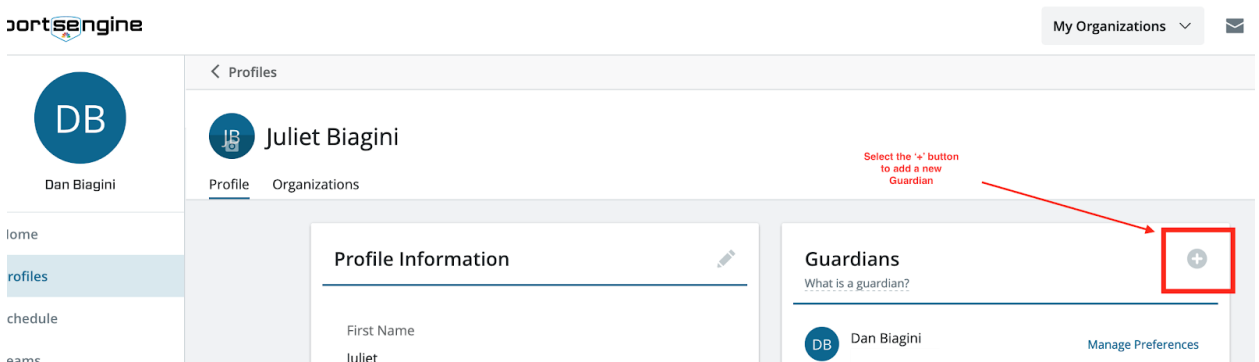
## Parents / Guardians -- Providing access to additional Parents / Guardians

You can add additional family members or guardians to access your player's team information and communications. To do this you must "add a guardian" to your player's profile(s).

1. Navigate to the SportsEngine app (example showing the web app, however the mobile apps have the same look and feel)  
<https://app.sportngin.com/user>
2. Select the "Profiles" option on the left hand menu and then choose the player's profile for whom you'd like to grant access.



3. Select the "+" (plus sign) button on the Guardian section to add a Guardian



4. Enter the guardian's email address in the form. If the new guardian has an existing account on SportsEngine you should use the address that is linked to their account. If not, then they will receive an email inviting them to create a SportsEngine account.

### Invite a Guardian

×

Invite:

Email Address

Invite this guardian to manage the following profiles:

AB

Annabelle Biagini

☒

JB

Juliet Biagini

☒

## Coaches -- Managing roster communication lists

One of the main benefits of using the SportsEngine app to send communications is it allows the parents to self-manage their preferred communication mechanisms. For a parent to receive email communication from the app (i.e. messages from the coach, or schedule changes, etc), they need to “opt-in” to receiving these messages by modifying their profile.

If parents have questions on this, refer them to the below instructions and ask them to email [webmaster@abyha.org](mailto:webmaster@abyha.org) for further assistance.

## Parent / Guardian User -- Opt-in for SportsEngine app communication features

1. Navigate to the SportsEngine app (example showing the web app, however the mobile apps have the same look and feel)  
<https://app.sportngin.com/user>
2. Choose the “Settings” option in the menu



Dan Biagini

Home

Profiles

Schedule

Teams

Groups

Bills

Registrations

Settings

Apps

## Home

### Upcoming Events

Nothing Scheduled

You're in the clear! No games or events on the horizon.

### My Teams



**Mite Marner**

Acton-Boxboro Youth Hockey Association



**Squirt Souliotis**

Acton-Boxboro Youth Hockey Association

Showing 2 of 2 teams. [See all my teams](#)

### Upcoming Payments

**2019-2020 Season Player Registration - Mite Fee**

Autopay scheduled for Sep 15, 2019 • Visa ending in

**2019-2020 Season Player Registration - Squirt/Pewee/Bantam Fee**

Autopay scheduled for Sep 15, 2019 • Visa ending in


**2019-2020 Season Player Registration - Mite Fee**

Autopay scheduled for Oct 15, 2019 • Visa ending in

3. Select email &/or phone checkboxes for each player that you'd like to receive email or text message notifications.

Browser address bar: <https://app.sportngin.com/user/account>

**sportengine**



Dan Biagini

- Home
- Profiles
- Schedule
- Teams
- Groups
- Bills
- Registrations
- Settings**
- Apps

### Account Information

**Name**  
Dan Biagini | [Change](#)

**Primary Email**  
[redacted]@.com [🔗](#)

**Secondary Email**  
none

**Mobile Phone**  
[Add Mobile Phone](#)

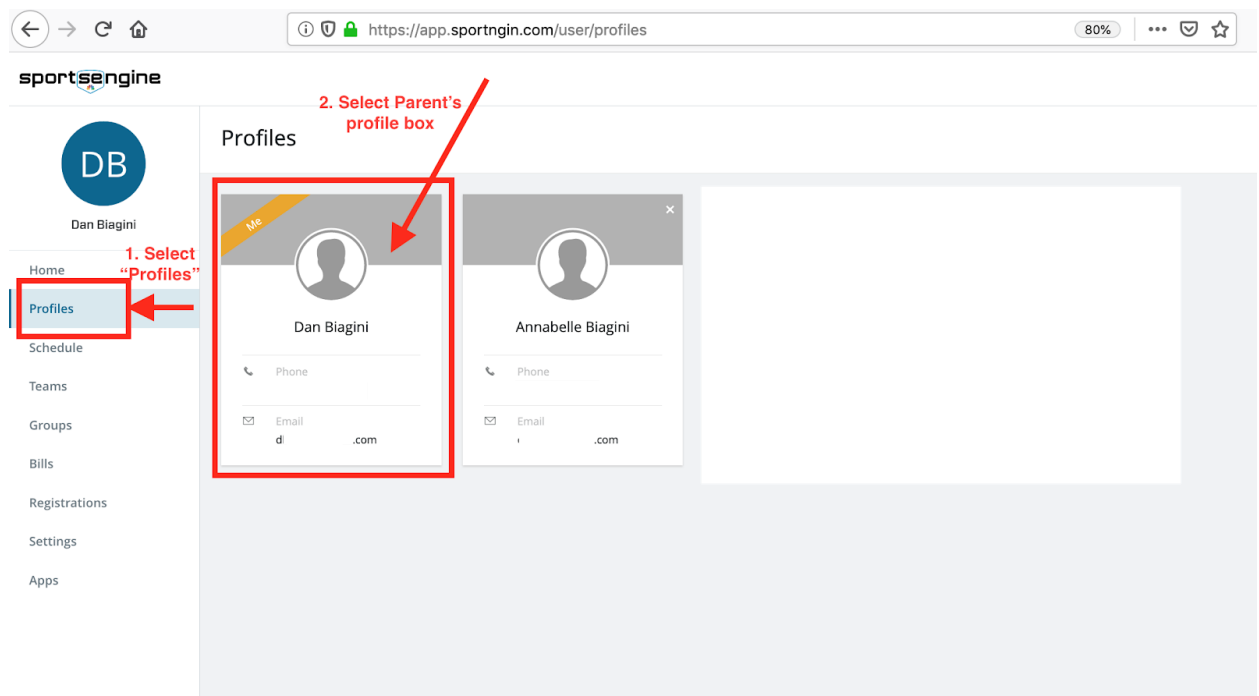
### Notification Settings [🔗](#)

**Acton-Boxboro Youth Hockey Association**

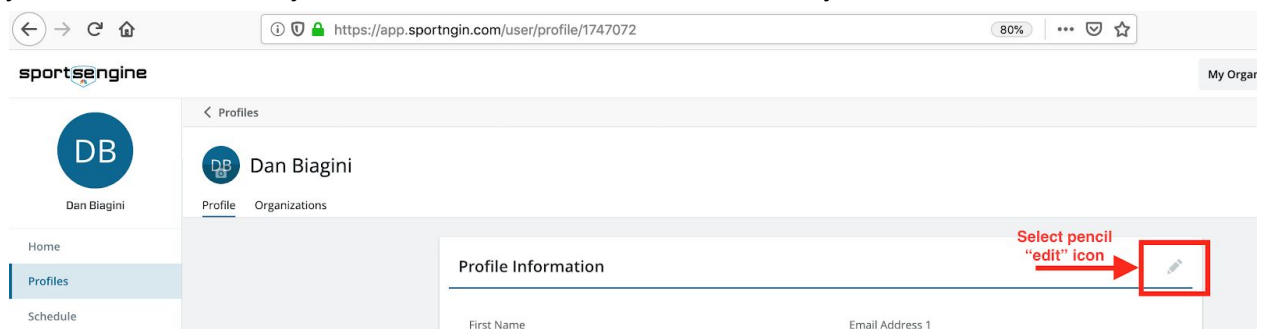
<input checked="" type="checkbox"/>	d	.com	<b>Select checkboxes for email &amp;/or text notifications for each player's team</b>	<input type="checkbox"/>	617-4	35
<input checked="" type="checkbox"/>	d	.com		<input type="checkbox"/>	617-4	35
<input checked="" type="checkbox"/>	d	.com		<input type="checkbox"/>	617-4	35
<input checked="" type="checkbox"/>	d	.com		<input type="checkbox"/>	617-4	35

## Parent / Guardian User -- Changing Email address to be used for communications

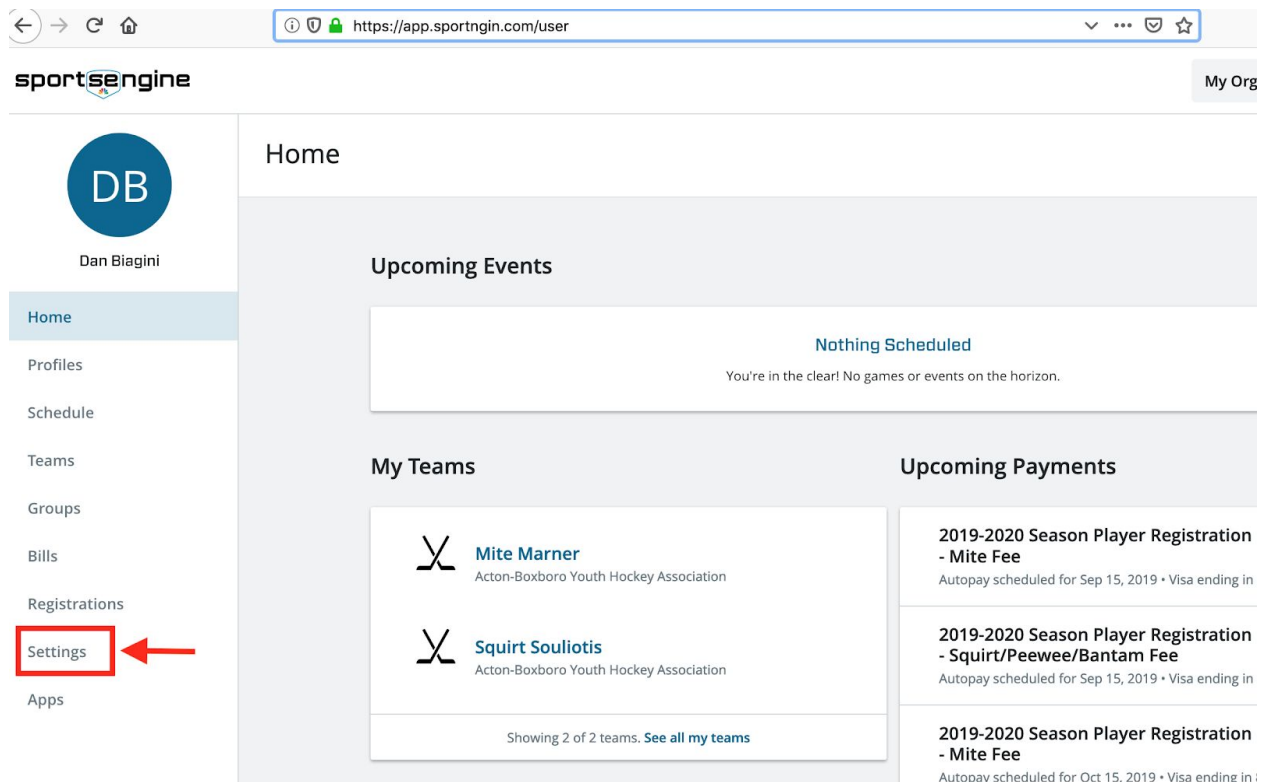
1. Navigate to the SportsEngine app (example showing the web app, however the mobile apps have the same look and feel)  
<https://app.sportngin.com/user>
2. Select the Profiles option, and then choose the parent's profile (there will be additional profiles for any children / players on the account)



3. Once in the profile, select the "edit" pencil icon, and then update the secondary email address field. SportsEngine doesn't let you modify the primary email address, however you can choose to only receive communication at the secondary address.



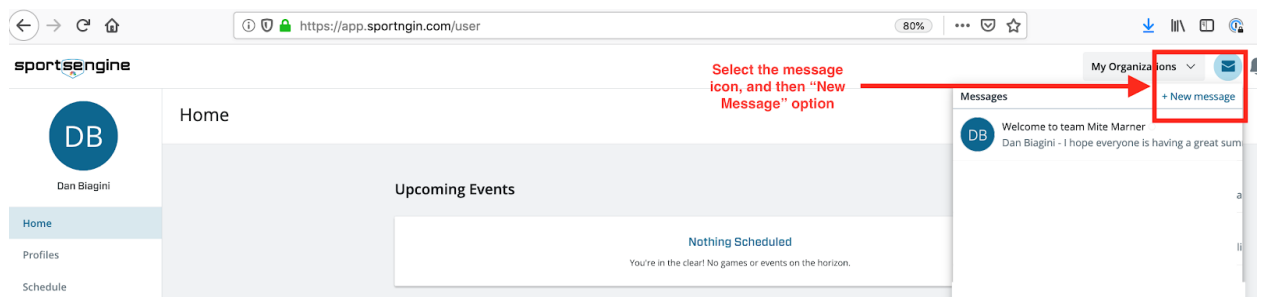
4. Navigate back to the Settings menu option.



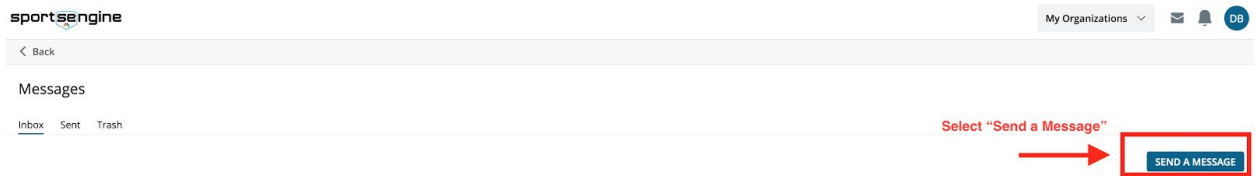
5. Select the email address that you'd like to receive notifications on your profile.

## Coaches / Parents / Guardians -- Sending Messages to the Team

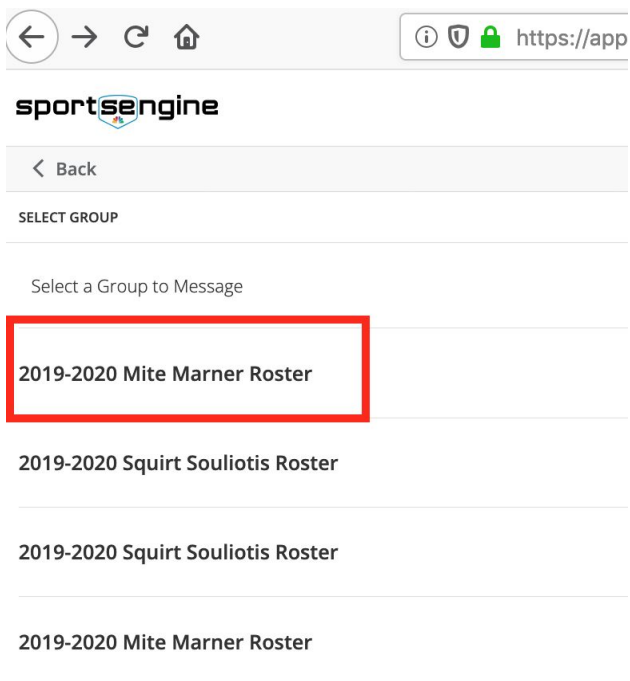
1. Navigate to the SportsEngine app (example showing the web app, however the mobile apps have the same look and feel)  
<https://app.sportngin.com/user>
2. Select the "Messages" icon in the upper right corner of the webapp (mobile app navigation is not explained here, however is consistent with typical mobile app navigation schemes).



3. On the message page, select “Send a Message” .



4. Select the roster group (team) you’d like to send to, you’ll see all the teams you are a member of listed.



5. Choose to either send a message to the whole team (all associated profiles and guardians), or to select specific recipients.



https://app.sportngin.com/user/messages

sportengine

< Back

SELECT GROUP

Select Message Recipients

Select the 2019-2020 Mite Marner Roster Group members you would like to receive this message.

Search profiles by name:

Start typing the name of the profile you would like to add as a message recipient.

Profiles

Dan Biagini (dbiagini) X

Select the profiles that you would like to add.

Select profile:

D

Dan Biagini (dbiagini)

E

Eamonn

J

Joshua

M

1. Select individual profiles to send

Push "Select Members" to finalize selection

SELECT MEMBERS

6. Compose and send.

# ~~DEPRECATED!!! Option 2: Email lists via Google Groups (on abyha.org)~~

We are no longer using team email lists for communications. The main issue was that this made it difficult to maintain master communication lists for communicating at the organizational level. The SportsEngine app has support for our communication use-cases, including: “coach to team”, “team members to team members”, and “board to organization”.

## ~~Coaches -- Managing ABYHA Email lists (Google Groups)~~

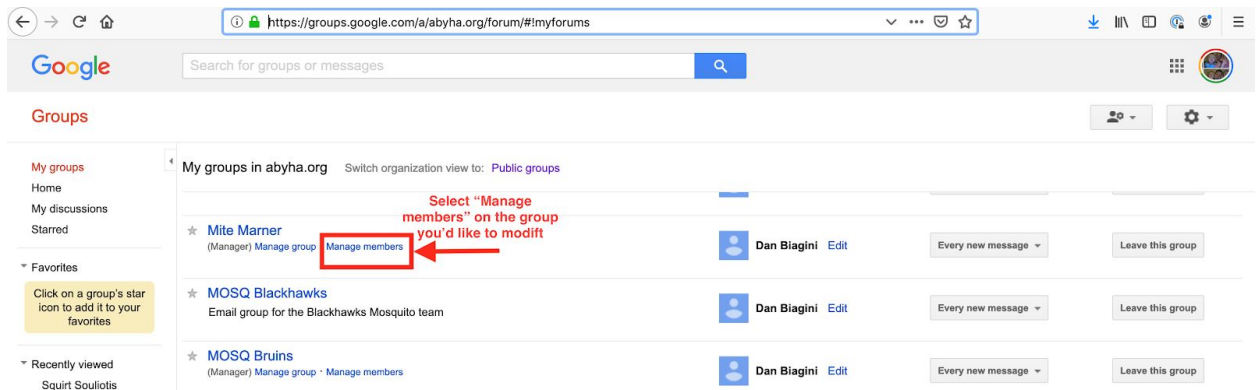
~~ABYHA email lists are hosted by Google's G-Suite product. Management is straightforward, and the system allows for the assignment of managers for each group. Coaches who prefer to use the direct email communication mechanism will need to manage the lists for their team, or find a parent / guardian to take on the “Team Manager” to do this for them.~~

### **Prerequisites:**

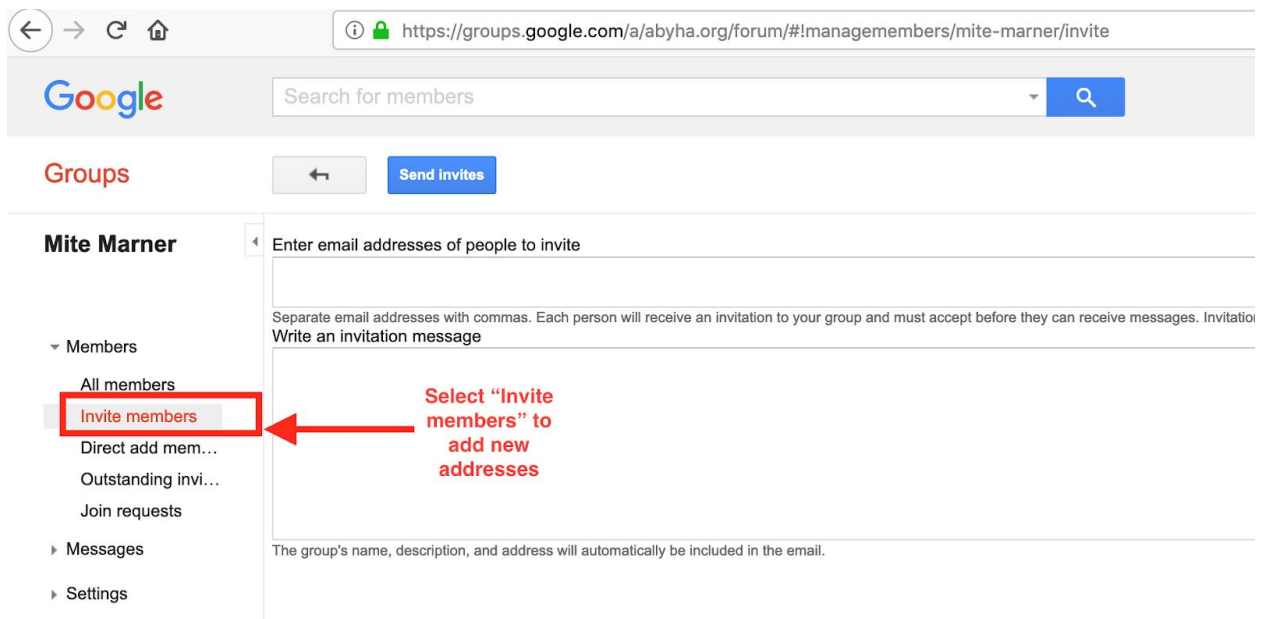
~~Coach or Team Manager must have a google account in order to manage the team list. Once a google account has been selected, email [webmaster@abyha.org](mailto:webmaster@abyha.org) from that account, and request to be made a list manager.~~

- ~~1. Login to the Google account from the prerequisite above, and navigate to the Group home page. You can find the Group home page by looking the list of groups you belong to at this link: <https://groups.google.com/a/abyha.org/forum/#!/myforums>~~

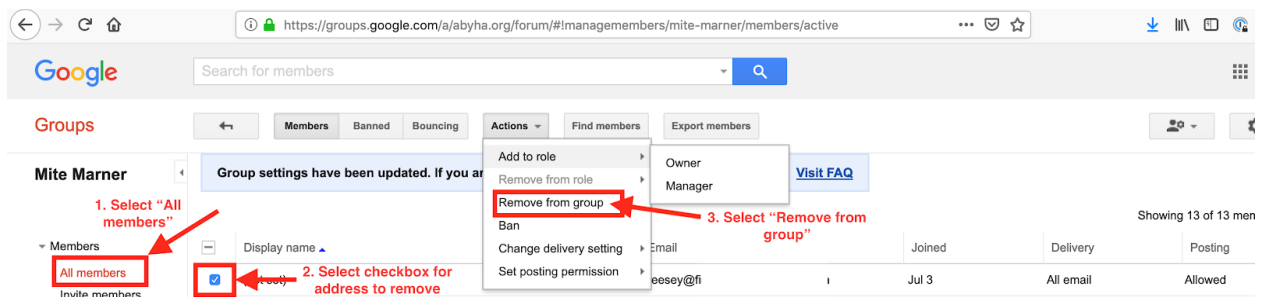
## 2. Select "Manage Members" on the group you'd like to update



## 3. To add new addresses, select "Invite New Members" on the left hand menu



## 4. To remove addresses from the group, select "Members", and then select the checkbox next to the address(es) that you'd like to remove. Finally, select "Remove from group" under the Actions pulldown



## Coach / Parent / Guardians -- Sending Messages to the Team

Sending messages to the team is as simple as sending an email to the Google Group's address. The address format is <level>-<team\_name>@abyha.org

For example the 2019-2020 season Mite level team group addresses are:

[mite-eichel@abyha.org](mailto:mite-eichel@abyha.org)

[mite-marner@abyha.org](mailto:mite-marner@abyha.org)

[mite-bergeron@abyha.org](mailto:mite-bergeron@abyha.org)

[mite-kane@abyha.org](mailto:mite-kane@abyha.org)

[mite-ovechkin@abyha.org](mailto:mite-ovechkin@abyha.org)

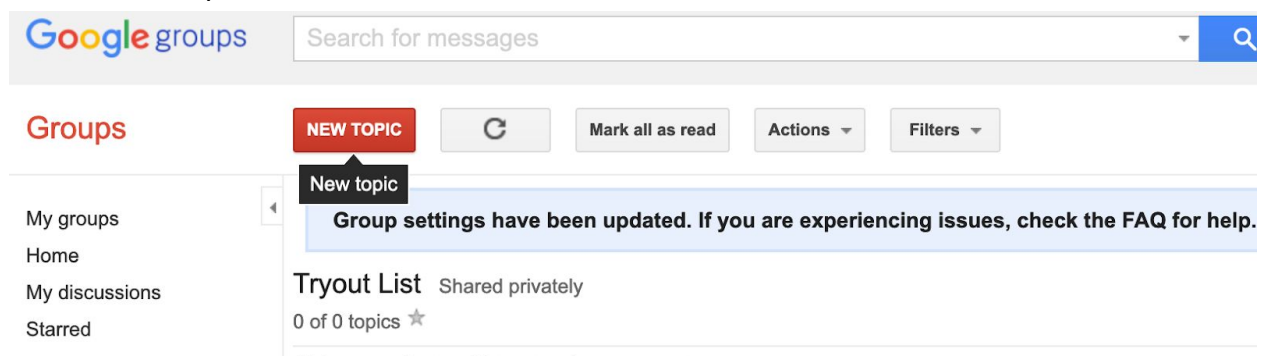
## Board Members -- Sending Messages on behalf of a Group (“From” a group address)

Board members or administrative volunteers may need to send messages to a collection of groups or to [abyha@abyha.org](mailto:abyha@abyha.org) (all teams) **from a group address**.

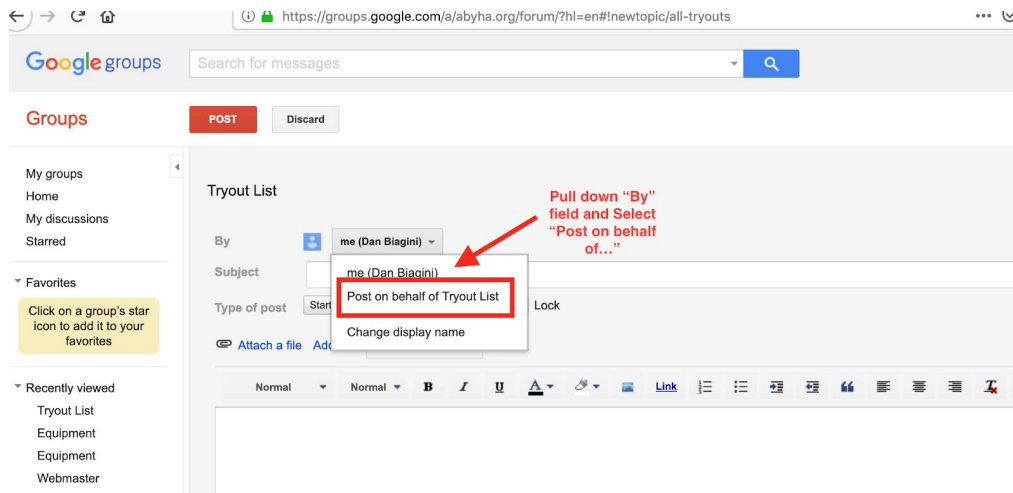
### Prerequisite:

The group that will be sending the message (i.e. the “From” address in the email) needs to be configured such that managers of the group can “post as the group”. This can be setup by emailing [webmaster@abyha.org](mailto:webmaster@abyha.org) and requesting access to send from a group.

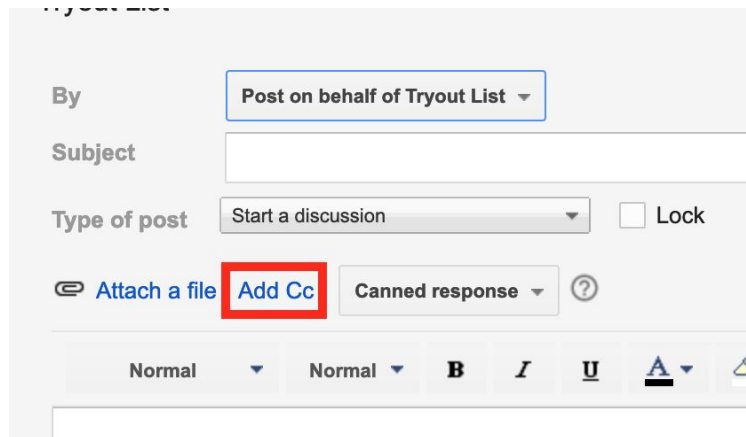
1. Login to <https://groups.google.com/a/abyha.org/forum/?hl=en#!myforums> and click on the group you'd like to send **From**
2. Select “New Topic”



3. Pull down the drop-down menu in the “By” field, and select “Post on behalf of <group>” where <group> is the group you are posting From.



4. Click on “Add Cc” and enter the list(s) or addresses that you’d like to send the message To:



5. Type your message and hit the “Post” button on the top left.