



Quick Guide
For **TEAM MANAGERS**

Vancouver Your Associations: TeamSnap for Team Managers



Welcome to a new season of Your Association hockey!

As a team manager, your go-to communication and management tool is TeamSnap. We've created these cheat sheets to support the already available instructions on TeamSnap, which you can find here:

<https://helpme.TeamSnap.com/article/183-welcome-guide-for-team-administrators>

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How to Create a TeamSnap Account

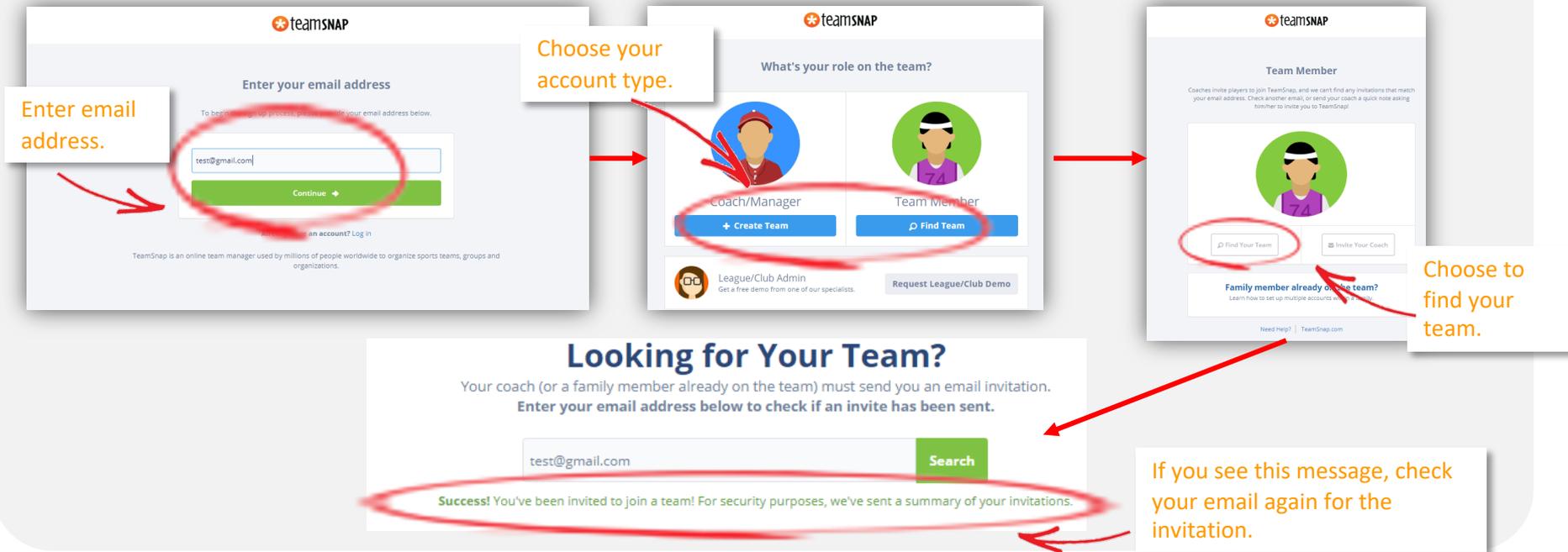
If you don't already have an account, either from a past Your Association team or another sport, the easiest way to create an account is to accept the email invitation that the Registrar sent you to join the team.

To accept an email invitation, view instructions here: [Accept Your TeamSnap Invitation](#)

If you did not receive an email invitation, reach out to your Registrar to confirm your email address or that an invitation has already been sent.

You can also find your team this way:

1. Go to TeamSnap.com and enter your email address. If an account exists with that email, it will ask for a password. If an account does not exist, you will be asked to locate your team to see if an invitation was sent.



Enter email address.

Choose your account type.

Choose to find your team.

Looking for Your Team?
Your coach (or a family member already on the team) must send you an email invitation.
Enter your email address below to check if an invite has been sent.

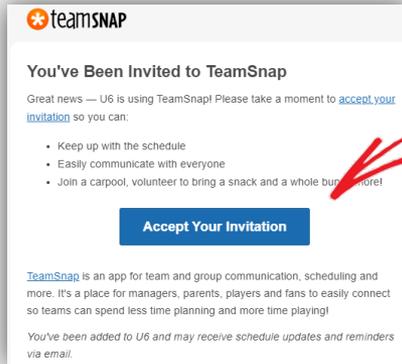
Success! You've been invited to join a team! For security purposes, we've sent a summary of your invitations.

If you see this message, check your email again for the invitation.

Accept Your TeamSnap Invitation

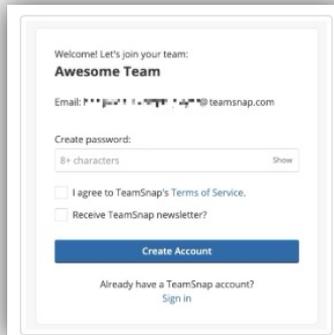
An email invitation would have been sent to you from Your Associations staff to join TeamSnap, so the email address that you provide during registration must be current and active.

1. In order to join your team's TeamSnap, you must accept the email invitation.



Click on "ACCEPT YOUR INVITATION" in email.

2. If you already have an account, you can sign in to get started. If you do not currently have an account, you must create one.



3. To create an account, see instructions here: [How to Create a TeamSnap Account](https://helpme.TeamSnap.com/article/183-welcome-guide-for-team-administrators)

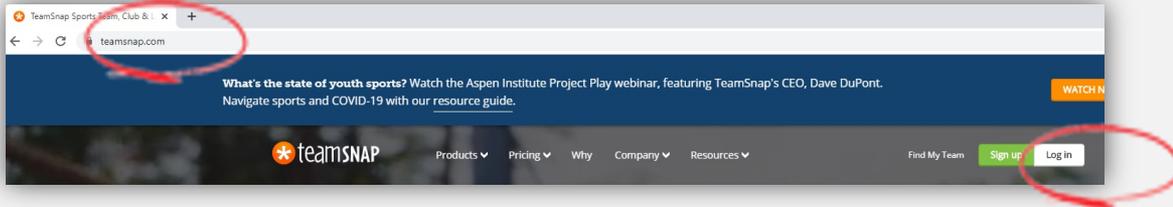
Team Setup

How to Log Into and Out of TeamSnap

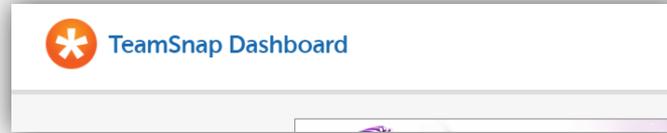
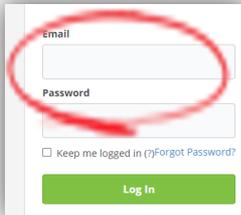
In situations where you are using TeamSnap under different roles or for different sports or teams, it is best if you log in and out of TeamSnap properly to ensure that you are using it for the correct team.

LOG IN

1. Go to TEAMSNAPO.COM and choose “LOG IN” to the far right.

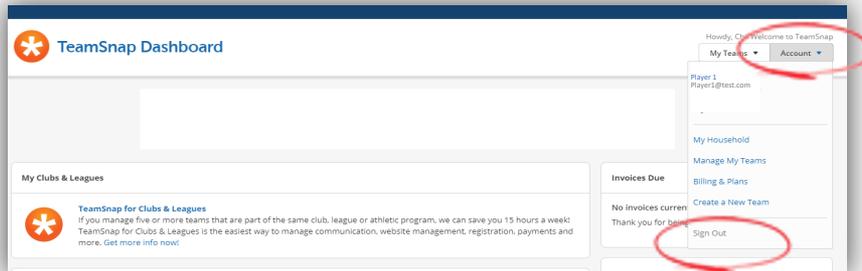


2. Enter the correct email and password for the team you would like to access. You will then be directed to your DASHBOARD.



LOG OUT

1. From anywhere in TeamSnap, hover your mouse over “ACCOUNT” to the far right. At the bottom of that menu, choose “SIGN OUT”.



Reminder:
As a Team Manager you will have a different profile than your child. It is important that you are aware which profile you are logged in under as each will have different privileges and settings.

Setting Up Alternate Name for the Team

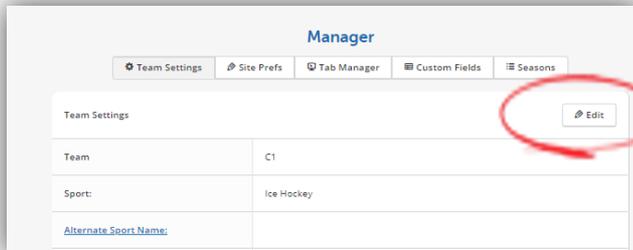
This is OPTIONAL: If you wish to have a team “nickname” set up, you can do so under “ALTERNATE SPORT NAME”. For example, instead of the official “Your Associations U9 C2”, you could add an optional name as “U9 Thunderbolts”.

Please do not change “TEAM” or “LEAGUE” fields.

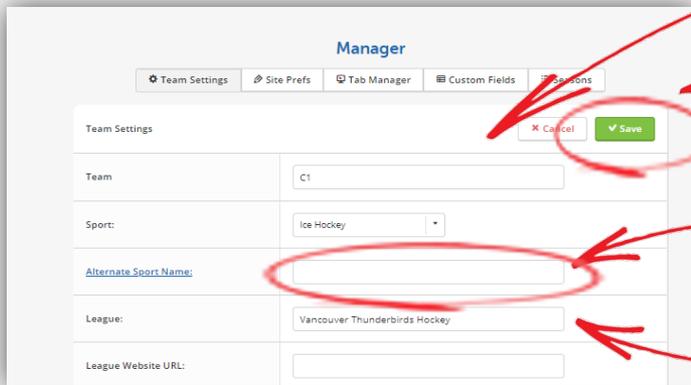
1. On the menu bar at the top, choose “MANAGER” to the far right



2. On the next page, click "EDIT".



3. Make your change under “ALTERNATE SPORT NAME”.



Do **NOT** change “TEAM” name.

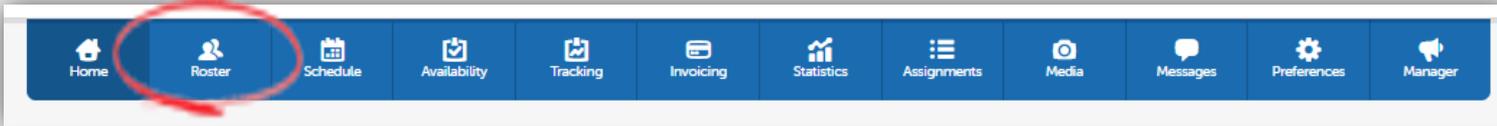
Click  when done.

Change “ALTERNATE SPORT NAME” here.

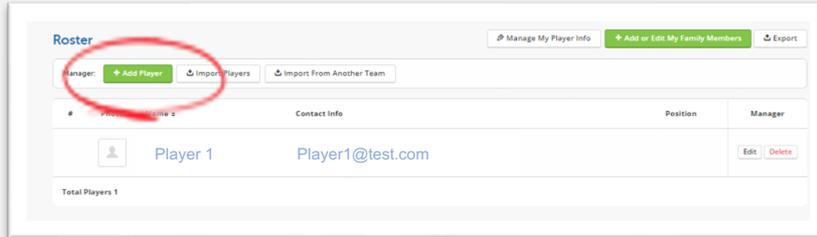
Do **NOT** change “LEAGUE” name.

Add a non-player (Coaches / HCSP)

1. On the menu bar at the top, choose "ROSTER".

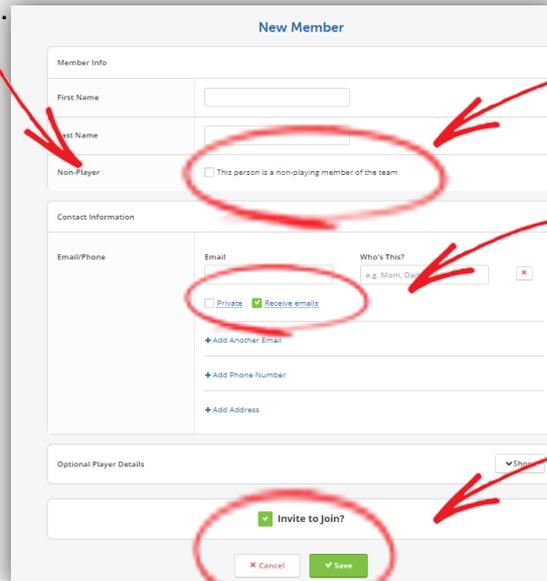


2. On the next page, click "ADD PLAYER".



Reminder:
DO NOT delete or change a player.
To do so, please contact Your Association staff.

3. Add "NON-PLAYER" details.



The 'New Member' form includes the following sections and highlighted elements:

- Member Info:** First Name, Last Name, and a checkbox for 'Non-Player' (checked).
- Contact Information:** Email/Phone section with a 'Private' checkbox (checked) and a 'Receive emails' checkbox (checked).
- Optional Player Details:** 'Invite to Join?' checkbox (checked).
- Buttons:** 'Cancel' and 'Save' buttons at the bottom.

Click this box to choose for coaches, HCSP, etc.

To make contact info private, check the box marked "PRIVATE".

Make sure "Invite to Join?" is checked green.

Click  when done.

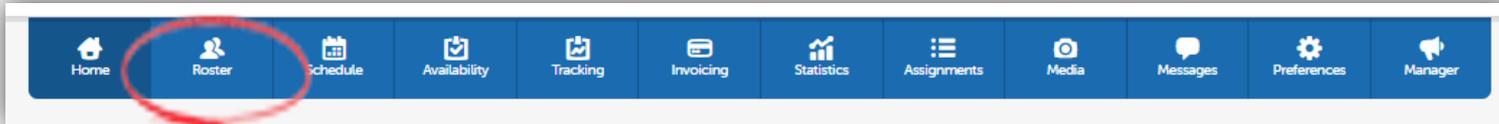
Giving a Non-player (HC/ Parent) Manager Privileges

In certain situations, it is necessary to give a non-player such as a Head Coach or another volunteering parent the ability to manage team’s TeamSnap profile.

IMPORTANT NOTES:

- The parent must create their own account/profile in TeamSnap, rather than use the contact person profile in the child’s account.
- If they don’t already have their own profile, they can:
 - a) Create their own, but must provide the Team Manager with the email address used so that the invitation can be sent to the correct address.
 - b) Accept the TeamSnap invitation the Team Manager sent to them and follow instructions here [Accept Your TeamSnap Invitation](#).
- It is important to give Manager privilege to the PARENT, and NOT the player.
- Make sure that these members are confident in how to navigate TeamSnap as once a change is done, there is no record of what changes were made or to reverse the changes.

1. Once you have the HC or parent’s profile in TeamSnap, go to the menu bar at the top, choose "ROSTER".



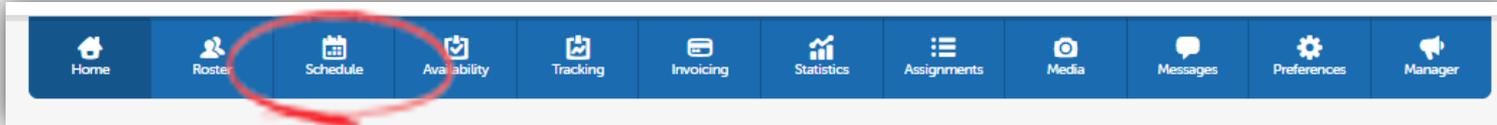
2. Click on the member’s name from the list to edit or add them as a non player – see instruction [here](#).
3. Under “MANAGER ACCESS”, turn on “GIVE THIS PERSON MANAGER ACCESS”.

4. Click  at the bottom to confirm.

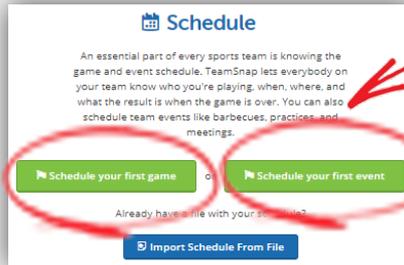
Schedule a Game/Practice – First Time

If this is your first time using TeamSnap to set up a game or event, you will see a slightly different menu. Refer to instructions here.

1. On the menu bar at the top, choose "SCHEDULE".

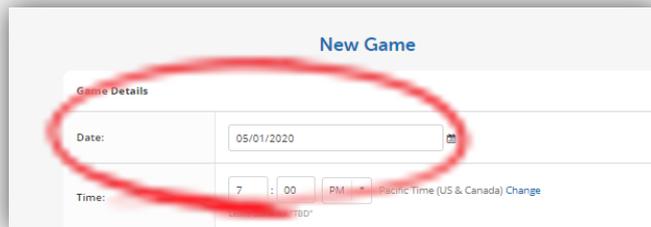


2. Choose whether you are setting a new "GAME OR EVENT":

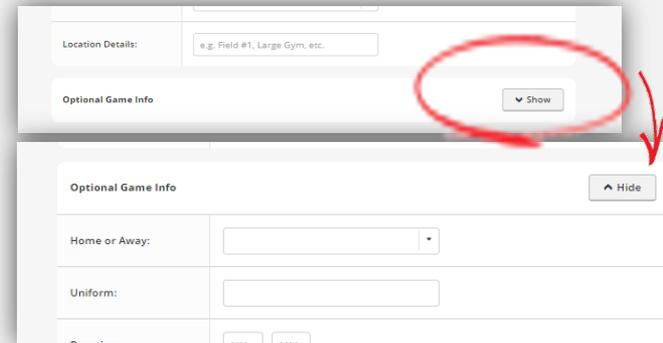


Choose one or the other.

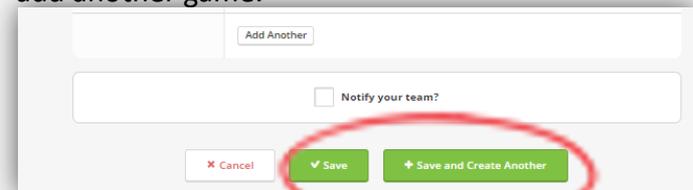
3. Fill out game details as much as possible. You can go back to edit later if not all information is available.



4. To add "OPTIONAL GAME INFO", click on "SHOW" next to it. This is a good habit to get into so that players and parents can be up to date on key information on the game such as "HOME or "AWAY", "ARRIVAL TIME", whether it's "CANCELLED", etc.



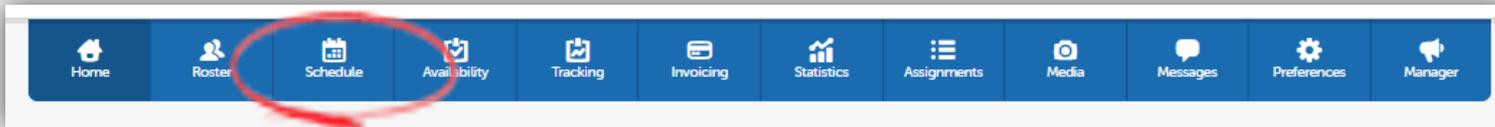
5. Remember to click "SAVE" at the bottom to confirm or add another game.



Schedule a Game – Import

When a set of game schedule is released for the season, you will have to add the games to your team schedule so that your team knows where they need to be. They will be available either on <https://games.pcaha.ca/games> or HiSports (available only if you have access). You should be able to upload the schedule with the Import function in TeamSnap rather than entering the games one by one. Note: Some organizations might have already loaded this information so it may be a case of you confirming that the dates/times are correct.

1. On the menu bar at the top, choose "SCHEDULE".



2. Choose Import Schedule from File, map the data to appropriate fields, file has to be in .csv format.

Import Schedule

Use the selectors below to match the columns from your imported spreadsheet to the corresponding columns of a TeamSnap schedule.
Unmatched columns will not be imported. You can save a schedule with warnings.

TeamSnap Column Names:

Date (MM/DD/YYYY) | Time (2:00 PM) | Name | Opponent Name | Opponent Contact Name | Opponent C

Date	Time	Name	Opponent Name	Opponent Contact Name	Opponent Number
05/05/2018	4:00 PM		Example Opponent Team		
05/12/2018	4:00 PM		Example Opponent Team		
05/19/2018	4:00 PM		Example Opponent Team		

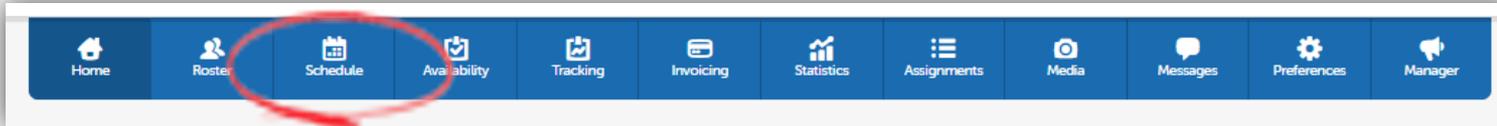
3. Fix any errors indicated by TeamSnap, check the notify the team box and save schedule.

<input checked="" type="checkbox"/>	Saturday, April 21, 2018 <small>(Duplicate event)</small>	4:00 PM		Example Oppone
<input checked="" type="checkbox"/>	Notify the team? Check this box to email the team with updated event details.			
		<input type="button" value="Cancel"/>	<input type="button" value="Save Schedule"/>	

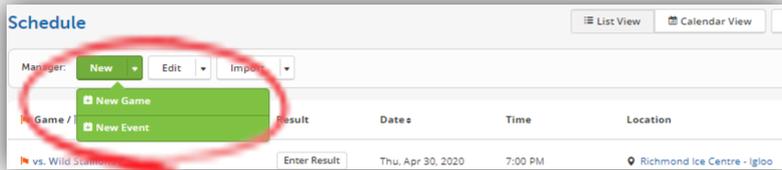
Schedule a Game/Practice – Ongoing

If you have already set up games or events previously for the team, refer to instructions here.

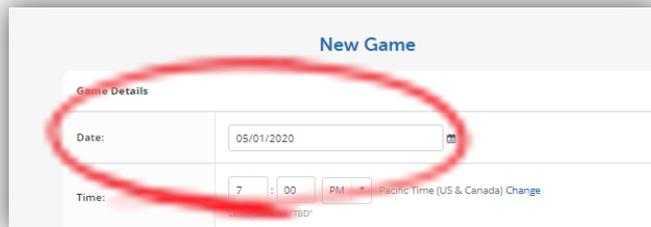
1. On the menu bar at the top, choose "SCHEDULE".



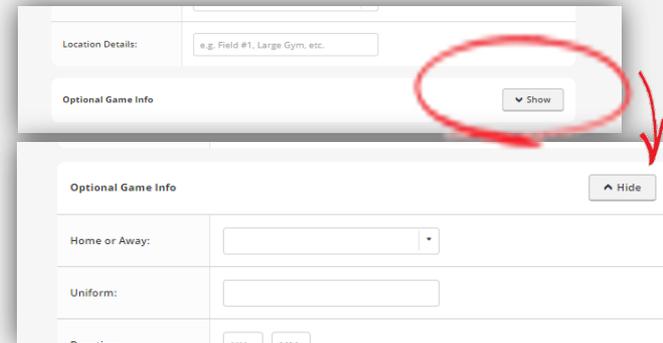
2. On the next screen, hover your mouse pointer over "NEW", and you will see "NEW GAME" or "NEW EVENT" pop up. Click on one to add.



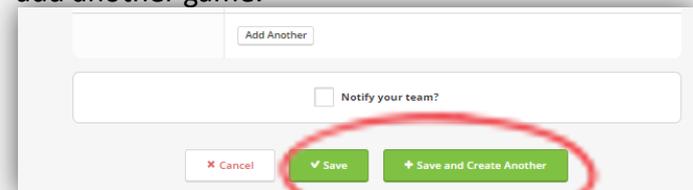
3. Fill out game details as much as possible. You can go back to edit later if not all information is available.



4. To add "OPTIONAL GAME INFO", click on "SHOW" next to it. This is a good habit to get into so that players and parents can be up to date on key information on the game such as "HOME or "AWAY", "ARRIVAL TIME", whether it's "CANCELLED", etc.

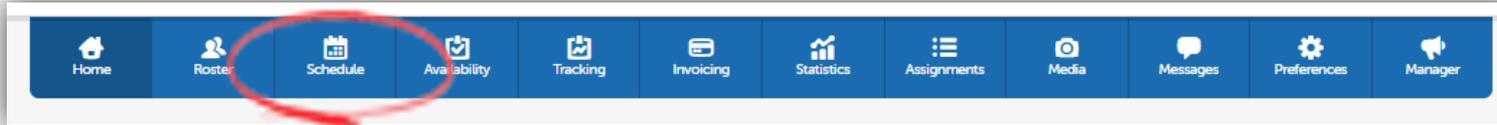


5. Remember to click "SAVE" at the bottom to confirm or add another game.

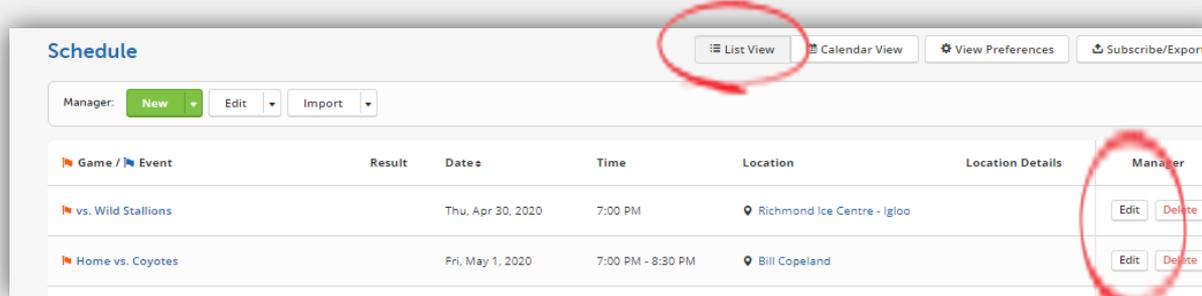


Changing a Game and Sending Out Email

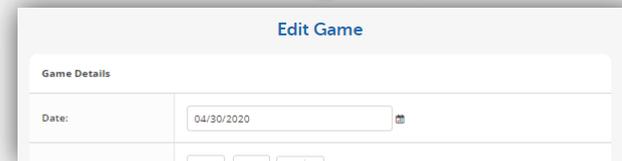
1. On the menu bar at the top, choose "SCHEDULE".



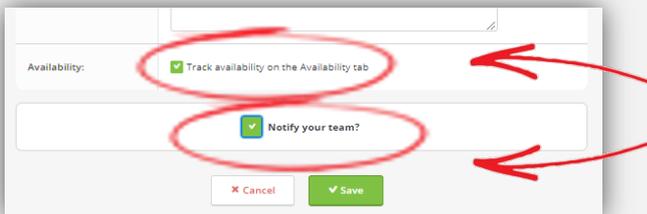
2. In "LIST" view, click "EDIT" next to the game you wish to change. *NOTE: You can also edit from "CALENDAR" view but there is a bit more scrolling to find the game to edit.



3. Edit any details that have changed or is new (date, time, location, etc.).



4. To notify your team that there has been a change, make sure to click "NOTIFY YOUR TEAM?" at the bottom of the page, and



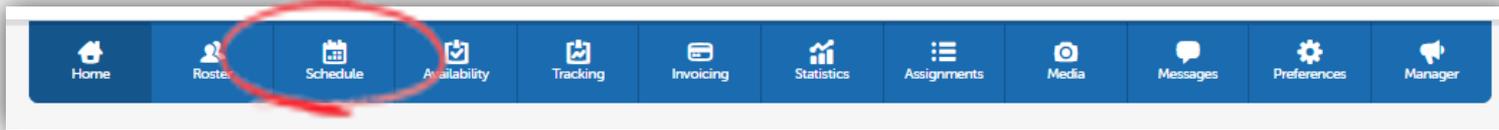
This is an important feature for such changes as dates, locations, etc.

When you do this, the change is automatically sent out to all email recipients and shows in RED or marked as changes so everyone stays informed. Also, make sure that the "TRACK AVAILABILITY ON THE AVAILABILITY TAB" is on.

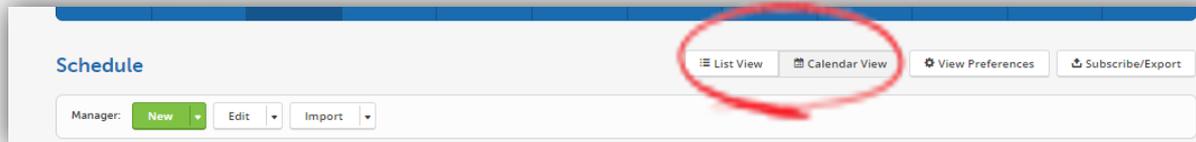


Changing View Preferences for Schedule

1. On the menu bar at the top, choose "SCHEDULE".



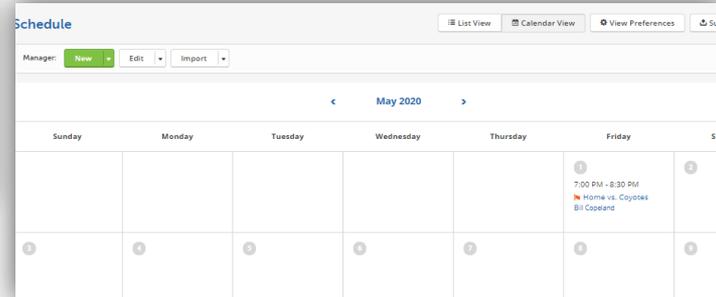
2. Select which view type you want: "LIST VIEW" or "CALENDAR VIEW".



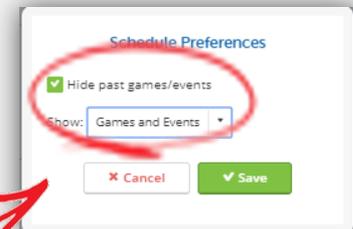
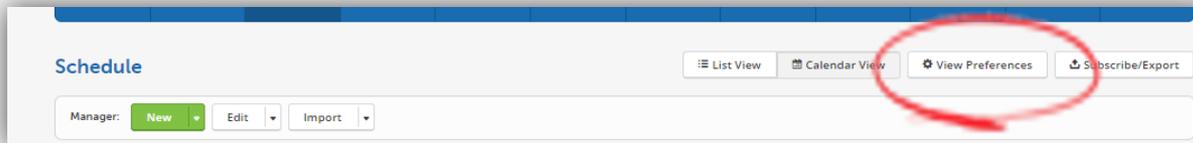
List View:

Game / Event	Result	Date	Time	Location	Location Details	Manager
vs. Wild Stallions		Thu, Apr 30, 2020	7:00 PM	Richmond Ice Centre - Igloo		Edit Delete
Home vs. Coyotes		Fri, May 1, 2020	7:00 PM - 8:30 PM	Bill Copeland		Edit Delete
Home vs. wrangling		Sun, May 10, 2020	TBD	Bill Copeland		Edit Delete

Calendar View:



3. To choose other view preferences, select "VIEW PREFERENCES" under the "SCHEDULE" tab:



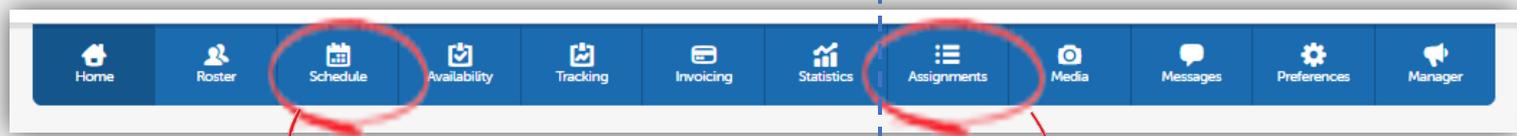
Change view here and 

Assign Scorekeeper/Timekeeper/Extra Help for a Game

You can assign different tasks to team parents to help with the workload while running a game or event. Other tasks you can assign include team snacks or team water bottles.

Assignments can be done in two different ways:

1. When setting a new game or event, use the "SCHEDULE" menu:



- a) You will find the "ASSIGNMENT" section at the bottom of the page. Type the task and click on the drop-down menu to select a player to assign the task to.
- b) Click "ADD ANOTHER" to assign another task.
- c) Click  when done.

2. When a game has already been scheduled, use the "ASSIGNMENTS" menu:

Games / Events	Date	Time	Location	Assignments	Volu
vs. Wild Stallions	Thu, Apr 30, 2020	7:00 pm	Richmond Ice Centre - Igloo	+	
Home vs. Coyotes	Fri, May 01, 2020	7:00 pm - 8:30 pm	Bill Copeland	+	

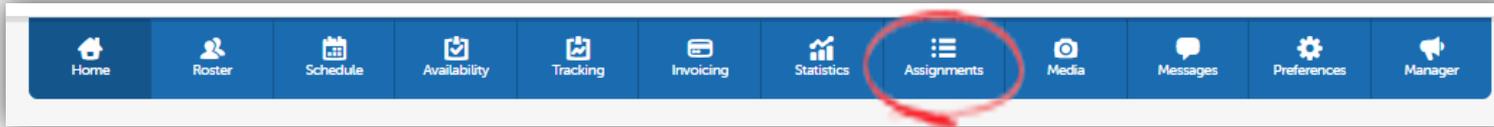
- a) From the list, locate the game you wish to assign the tasks to.
- b) Click on the "+" sign next to the game.

- a) Type the task and click on the drop-down menu to select a player to assign the task to.
- c) Click  next to the task when done.
- d) To add another task for that game, click on the "+" button again for that game.

Changing an Assignment

If a family cannot complete an assigned task (for example, they will not be at a game where they are supposed to be the timekeeper), you can re-assign to a different player. This is also where you can switch tasks such as if a parent cannot be at a game to be a timekeeper but can provide snacks (ensure that the switch is agreed upon by anyone else who is affected).

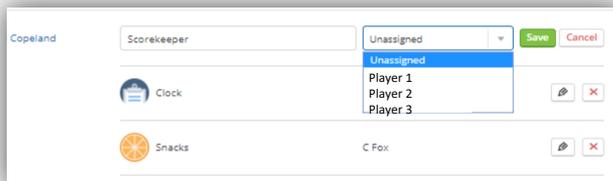
1. On the menu bar at the top, choose "ASSIGNMENTS".



2. From the list of games or events, locate the one you wish to re-assign. Click on the pencil symbol () next to that task.

Games / Events	Date	Time	Location	Assignments	Volunteer
Home vs. wild aScall	Mon, May 25, 2020	4:30 pm - 6:00 pm	Bill Copeland	<div>  Scorekeeper </div> <div>  Clock </div> <div>  Snacks </div>	<div> Unassigned </div> <div> Unassigned </div> <div> C Fox </div>

3. Click on the drop-down menu of players and choose a different player.

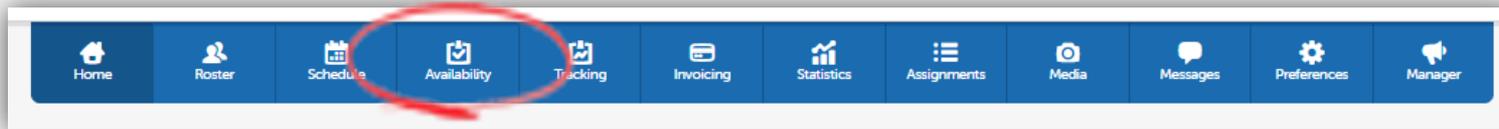


4. Click  when done.

Setting Up and Sending Availability Reminders

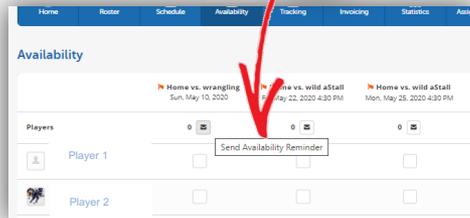
Setting **AVAILABILITIES** for games and practices is an essential way to make sure the Head Coach or Team Manager is not surprised by the turnout. This allows Coaches the opportunity to make game strategies beforehand and the Team Manager to call up players if needed.

1. You can set this up from the "AVAILABILITY" menu.

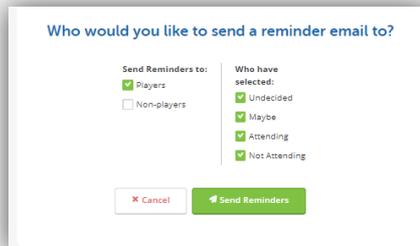


2. **NOTE:** You can also send AVAILABILITY REMINDERS if you have not heard back from the whole team.

- a) Click on the envelope  button next to the game you want to send a reminder.



- b) At the bottom of the page, choose who you want to send to, then click "SEND REMINDERS".



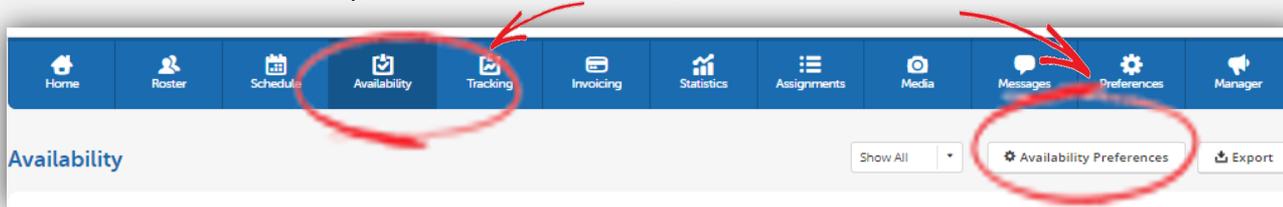
3. Follow this link to take you to the step by step instructions on how to use AVAILABILITIES: <https://helpme.TeamSnap.com/article/94-set-game-and-event-availability>

Setting up Availability Preferences

As a team manager, you can set a few availability settings for games to maximize its use, by setting up your preferences.

NOTE that this will set for ALL Games or Events.

1. On the menu bar at the top, choose “AVAILABILITY”, then click on “AVAILABILITY PREFERENCES”.



2. On the next menu, select from the options:

My Availability Preferences

Show past availability

Show games/events per page

Team Availability Preferences

Don't let players change availability within hours of a game 1

Don't let players change availability within hours of an event

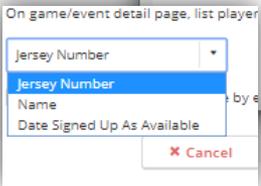
On game/event detail page, list players by

2

Availability notes are viewable by everyone on the team 3

MY AVAILABILITY PREFERENCES: Your own preference on what you want to see.

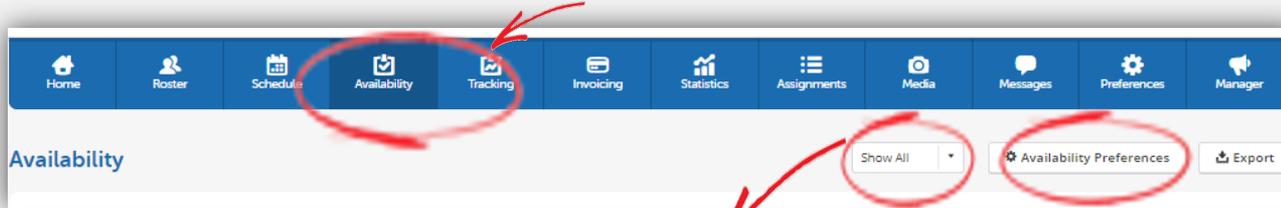
- TEAM AVAILABILITY PREFERENCES:**
1. Choose the deadline when players cannot make any further changes to availability. You can set this to between 1-2 days depending on coaches or team manager’s time needed to plan. This can be different for games or events.
 2. How you want the players listed on the game roster.
By: jersey number, name, or date signed as available.
 3. Sometimes a player will add a note to their availability (e.g., they can only play half a game or they will be out for several games). You can choose if you want the team to see these notes.



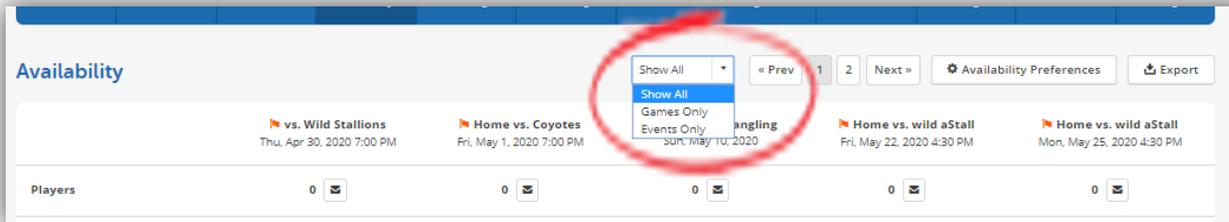
Changing Availability View Preferences

If you have a lot of games/events, this helps to cut down on what is shown by changing what you want to see.

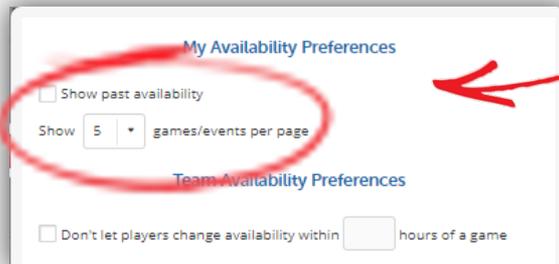
1. On the menu bar at the top, choose "AVAILABILITY".



2. From the "AVAILABILITY" menu, you can choose to view all or just "GAMES" or "EVENTS".



3. You can further set your view to a certain number of games or events you want to view. Click on "AVAILABILITY PREFERENCES" at the top right corner to bring up another menu.



Change your view to "SHOW PAST AVAILABILITY" or to set the number of games to show per page.

4. You can find more information her: <https://helpme.TeamSnap.com/article/260-manage-team-availability-preferences>

How to Read Team Availability

Availability Games Only Availability Preferences Export

	Home vs. wild aStall Mon, May 25, 2020 4:30 PM	Home vs. wild aStall Thu, May 28, 2020 4:30 PM	vs. BURNABY MHA PEEWEE C2 (2302483) Tue, Nov 17, 2020 8:15 PM
Players	0	1	0 
Player 1	<input type="checkbox"/>	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/>
Player 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 4
Player 3	<input type="checkbox"/> 5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Player 4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Player 5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> 7
Player 6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Players	4	6 6	4 
Non-Players	Home vs. wild aStall Mon, May 25, 2020 4:30 PM	Home vs. wild aStall Thu, May 28, 2020 4:30 PM	vs. BURNABY MHA PEEWEE C2 (2302483) Tue, Nov 17, 2020 8:15 PM
Head Coach	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

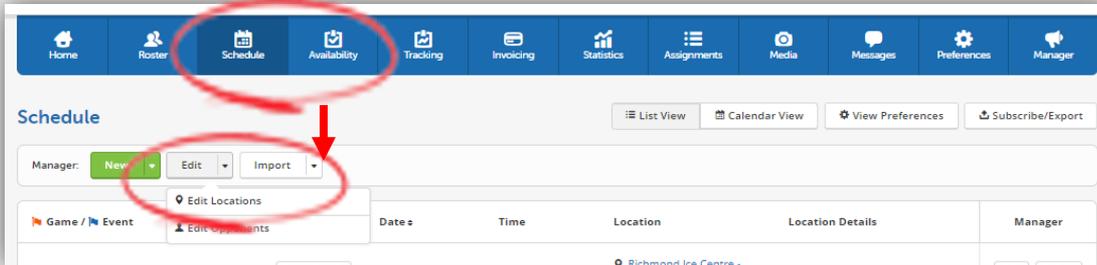
LEGEND of parts of AVAILABILITY view:

1. List of games or events, sorted by date from left to right
2. Roster list
3. This player has marked that they are AVAILABLE
4. This player is UNAVAILABLE
5. This player is UNDECIDED, depending on schedule conflicts etc. that need to be sorted out.
6. Total number of players who are available
7. If the whole roster has not replied or undecided, you can click on the envelope  to send reminder.
8. You can set AVAILABILITY to all games or events in this one section.

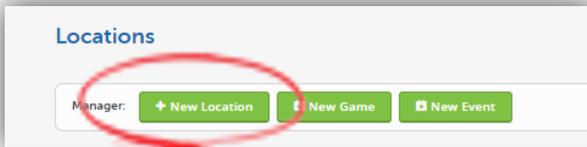
Add an Address to the Rink Location – New Location

You can add an address to a new location or edit the address to an existing location.

1. On the menu bar at the top, choose "SCHEDULE". Click "EDIT", then "EDIT LOCATION".



2. Choose "NEW LOCATION" at the top.



3. Add the name of the location and the address. TeamSnap will automatically create a Google Map link for this location in case parents need driving directions. The other two boxes ("LINK" and "NOTES") are optional.

New Location

Location Name: The name of the game location
Example: "Wishire Park Soccer Field"

Address: The physical address of the game location
Example: "NE 33rd Ave & Skidmore St, Portland OR"
(It'll be automatically converted into a Google Map.)

Link: The URL to the site - this could be a link to the facility's home page or a link to your own map.
Must include http:// or https://

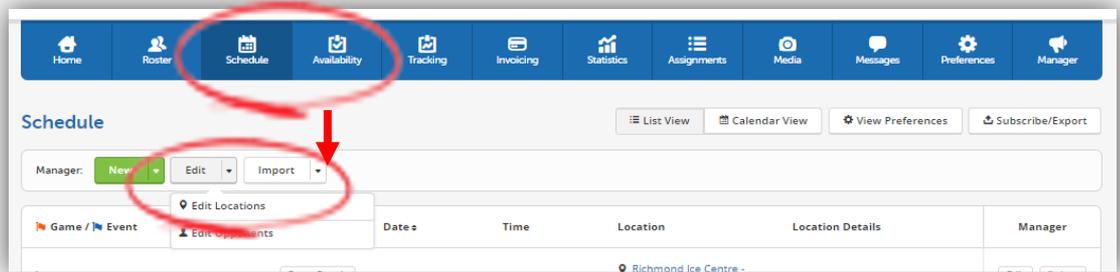
Notes: Additional notes or directions to this location.

4. Click  at the bottom to confirm.

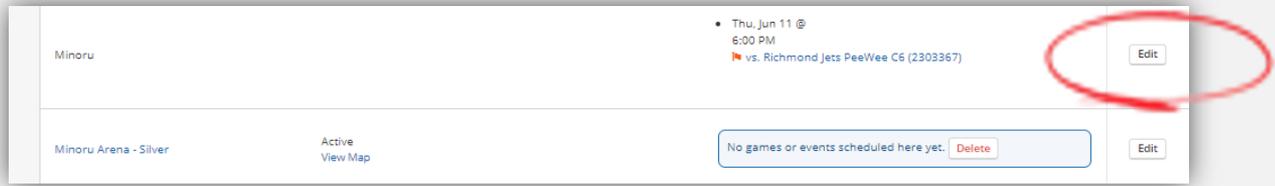
Add an Address to the Rink Location - Edit Existing Location

You can add an address to a new location or edit the address to an existing location.

1. On the menu bar at the top, choose "SCHEDULE". Click "EDIT", then "EDIT LOCATION".



2. To edit an existing location, locate the location from the list, then choose "EDIT" to the far right of that location.



3. Change the address as needed. TeamSnap will automatically create a Google Map link for this location in case parents need driving directions. The other two boxes ("LINK" and "NOTES") are optional.

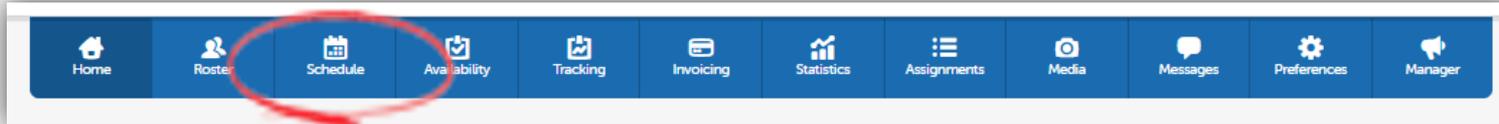
Edit Location

Location Name:	<input type="text" value="Minoru"/>	<small>The name of the game location Example: "Wilshire Park Soccer Field"</small>
Address:	<input type="text" value="7551 Minoru Gate, Richmond, BC V6Y 1"/>	<small>The physical address of the game location Example: "NE 33rd Ave & Skidmore St, Portland OR" (It'll be automatically converted into a Google Map.)</small>
Link:	<input type="text"/>	<small>The URL to the site - this could be a link to the facility's home page or a link to your own map. Must include http:// or https://</small>

4. Click at the bottom to confirm.

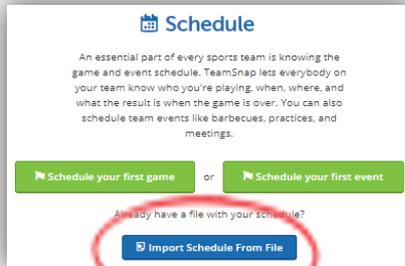
Importing a Team Schedule

1. On the menu bar at the top, choose "SCHEDULE".



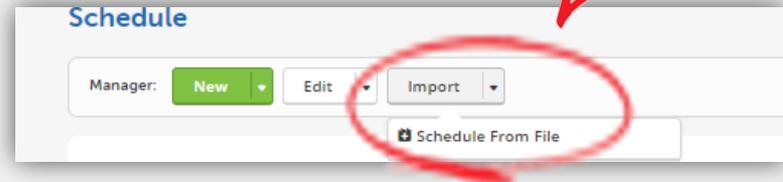
2. You can import in 2 different ways:

a) If this is your first game, there is an option on the first "SCHEDULE" page to "IMPORT SCHEDULE FROM FILE".



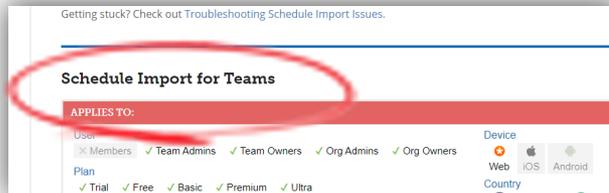
b) Or within your team's current schedule:

Click "IMPORT", then "SCHEDULE FROM FILE".



3. The file you import must be in the format in this template: https://go.TeamSnap.com/files/TeamSnap_schedule_template.csv

4. Follow step by step instructions from this link: <https://helpme.TeamSnap.com/article/1292-importing-schedules#team-schedule-import>. You can find the section when you scroll down to "SCHEDULE IMPORT FOR TEAMS" section, about half way down the page.



IMPORTANT: Make sure your date and time formats are the same as in the instructions or importing will not work.

5. Having problems with importing? <https://helpme.TeamSnap.com/article/1048-troubleshooting-schedule-imports>

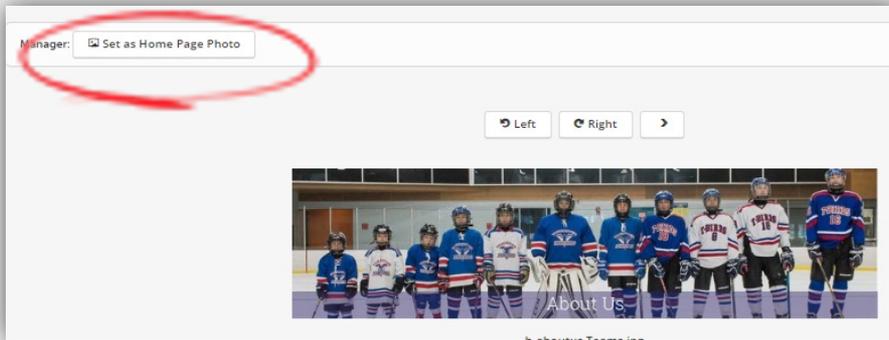
Upload Team Pictures / Videos

If you wish to share photos taken at practices, games or tournaments, you can post them using the following instructions.

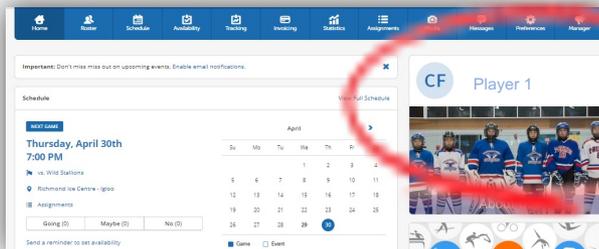
1. On the menu bar at the top, choose “MEDIA”.



2. You can make a photo the cover for your team by going into “MEDIA”, select the picture you want, select “SET AS HOME PAGE PHOTO”.

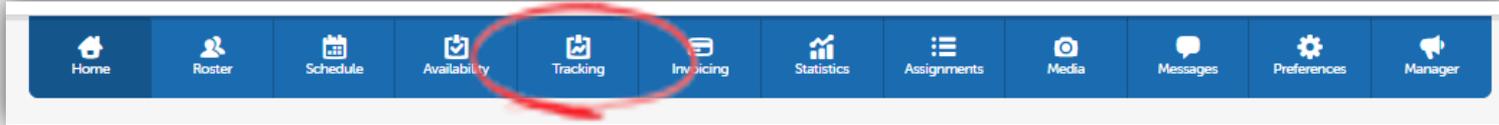


3. It will show up on your home page here.

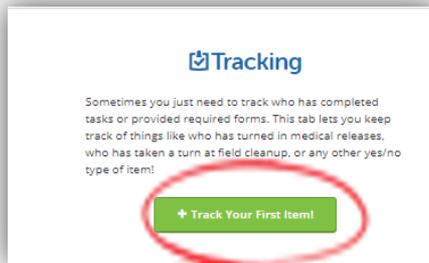


Use Tracking for Team Fees

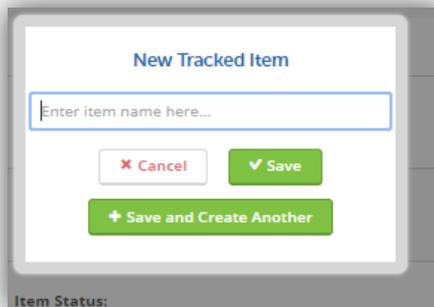
1. On the menu bar at the top, choose “TRACKING”.



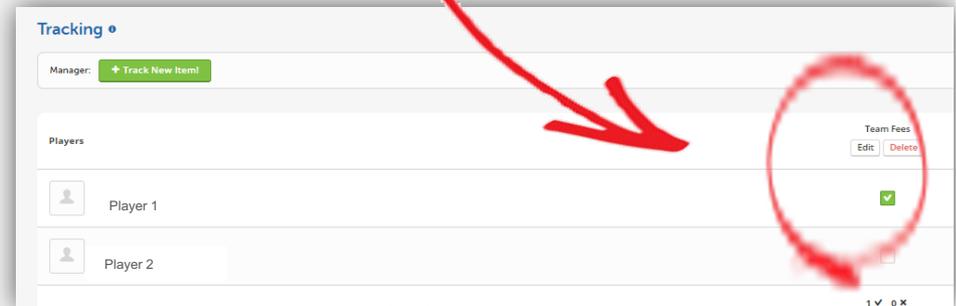
2. Click “TRACK YOUR FIRST ITEM”.



3. Type in name of what you want to track.

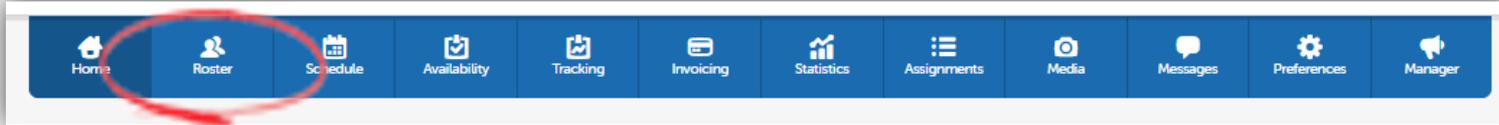


4. You can keep track of who has paid by going back into “TRACKING” and checking the box next to the name of the player who has paid.

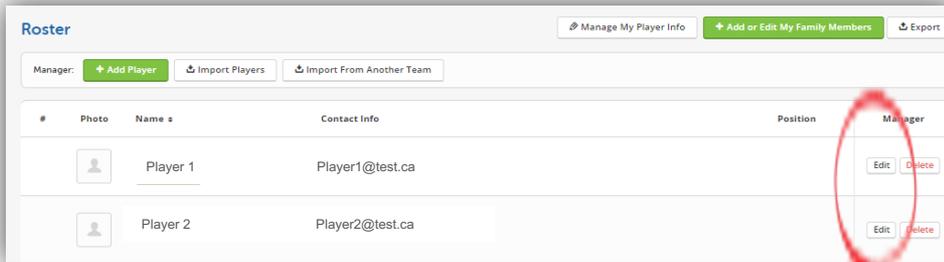


Adding Jersey Numbers

1. On the menu bar at the top, choose "ROSTER".



2. Beside the player you want to add jersey number, click "EDIT".

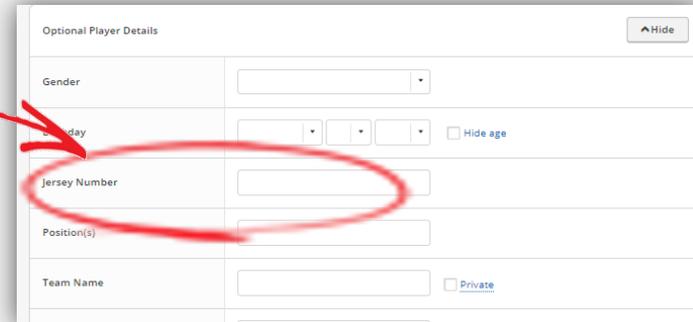
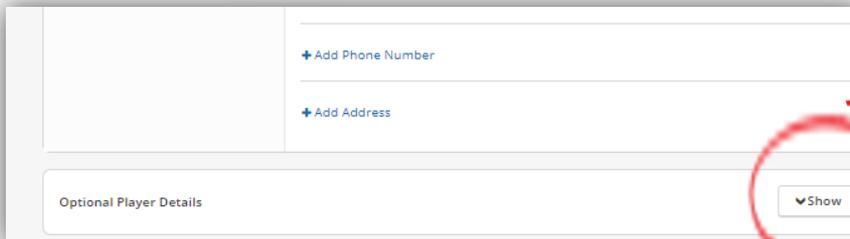


REMINDER:

You must use this field to add JERSEY NUMBER.

Do not add the jersey number in the FIRST NAME or LAST NAME fields. This essentially changes their names and interferes with Hockey Canada registry.

3. Under "OPTIONAL PLAYER DETAILS", click on "SHOW". Once the menu opens up, "JERSEY NUMBER" is third down on the list. Once done editing, click  at the bottom of the page to confirm.



Send messages to the team (why use TeamSnap)

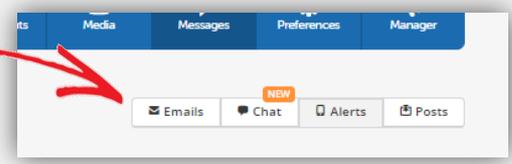
TeamSnap has a variety of ways for teams to communicate and keep updated (emails, alerts, posts, chats (TeamSnap Live! Game and Event Chats, Team Chat, Direct or Group Messages). To find more about the differences between these, read here: <https://helpme.TeamSnap.com/article/434-overview-of-message-types>

The benefits of using (and encouraging your team to use) TeamSnap for communication are that the team’s contact information are already available and accessible, TeamSnap keeps your communications in one place and can be tailored to suit your needs. Whether it’s a quick alert to note a change in game time or a email from the coaches to parents, everything is easily accessed within TeamSnap.

1. You can access messaging by going to “MESSAGES” at the top menu bar.



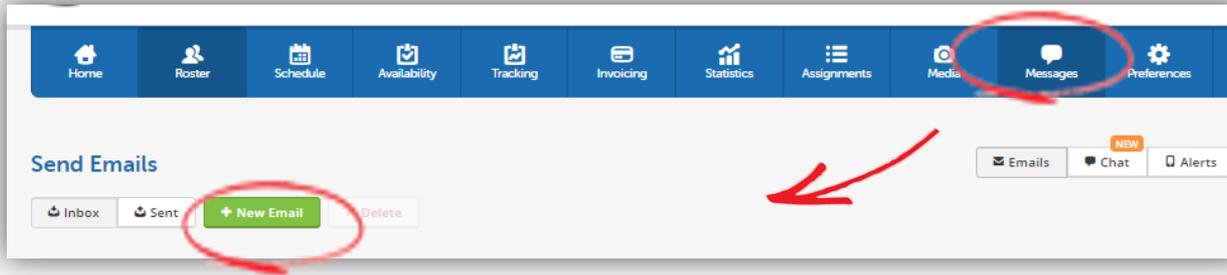
2. Choose your messaging method here:



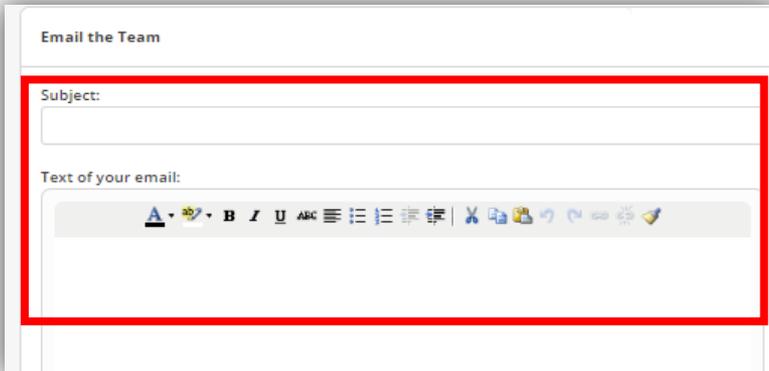
-  **Emails** <https://helpme.TeamSnap.com/article/575-send-and-reply-to-emails-in-teamsnap>
-  **Alerts** <https://helpme.TeamSnap.com/article/292-sending-alert-messages>
-  **Posts** are basically message boards and can be viewed by the entire team.
-  **Chats – Live! Game and Event Chat** <https://helpme.TeamSnap.com/article/211-using-teamsnap-live-chat-and-scoring>
-  **Chats – Team Chat** <https://helpme.TeamSnap.com/article/427-using-team-chat>
-  **Chats – Direct and Group Messaging** <https://helpme.TeamSnap.com/article/1164-direct-messaging>

Sending Emails to the Team

1. On the menu bar at the top, choose "MESSAGES". Then click on "NEW EMAIL".

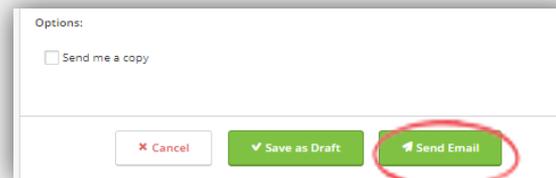
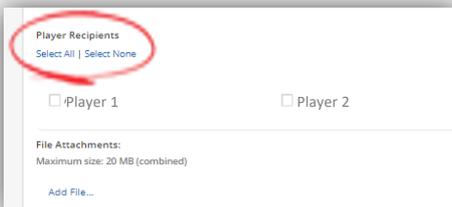


2. Compose the email.



REMINDER:
Please be careful when using the Messaging feature and ensure you are selecting the right recipients, i.e., sending to specific people instead of the whole team.

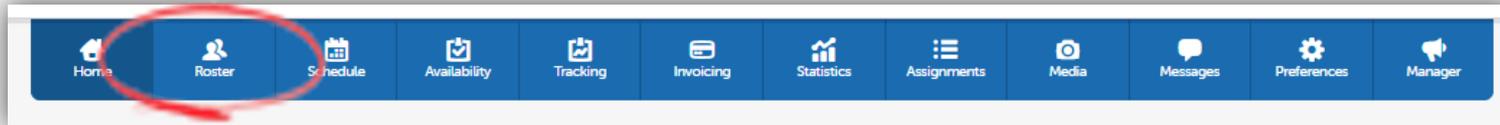
3. Choose recipients. You can "SELECT ALL" to choose the whole team, or click only on the player you want to contact.
4. Then "SEND EMAIL".



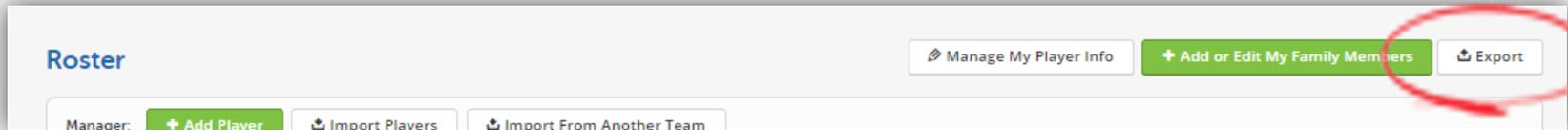
Export Roster

You may wish to export your roster to bring along with you to a tournament. The exported file will have players and contact information for a quick reference. **NOTE:** this is for your own reference and is not the official team roster and should not be sent to League Managers.

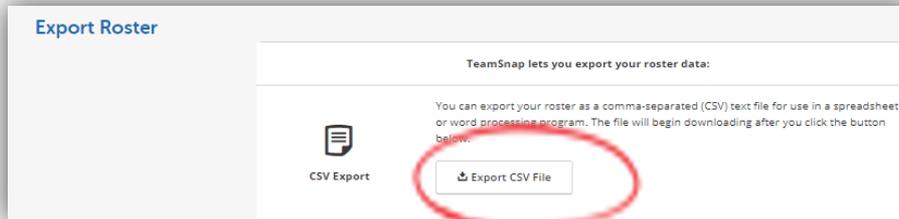
1. On the menu bar at the top, choose "ROSTER".



2. Choose "EXPORT" to the far top right

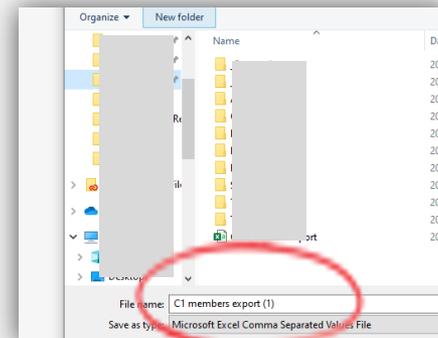


3. This menu will show up. Click "EXPORT CSV FILE" to export.



4. You will need to choose a location on your computer where you want to save the file. At this point, you can rename the file if needed.

This will save as CSV (comma-separated values) file, which you can open from MS Excel.



What Does Marking Someone Off as a Manager Do? And How Do I Do That?

In certain situations, it is necessary to give a non-player such as a Head Coach or another volunteering parent the ability to manage team settings. Only the Team Manager or Registrar can grant Manager access and must be given carefully.

A few IMPORTANT NOTES:

- The parent must create their own account/profile in TeamSnap, rather than use the contact person profile in the player’s account. It is important to give Manager privilege to the PARENT, and NOT the player.
- Make sure that these members are confident in how to navigate TeamSnap as once a change is done, there is no record of what changes were made or to reverse the changes.
- Ensure whoever is given access is aware of privacy matters.

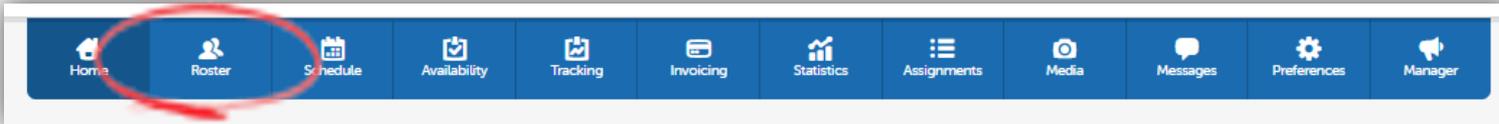
1. A Team Manager’s role allows more access than regular player or non-player.

Permissions	Member or Contact	Team Manager
Add/Edit/Delete TeamSnap account and member information	Green	Orange
Receive team communications	Green	Orange
Set availability	Green	Orange
Subscribe to team schedules	Green	Orange
Submit invoice and registration payments	Green	Orange
Add/Edit/Delete team schedule		Orange
Add/Edit/Delete team members		Orange
Add/Edit/Delete team tracking items, *statistics, invoicing		Orange

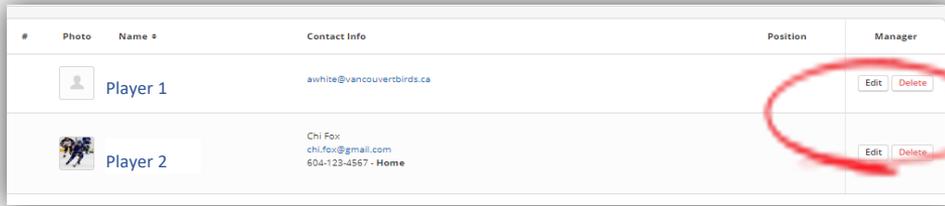
2. Follow the steps on this slide to grant Manager access: [Giving a non-player \(HC/ parent\) manager privileges](#) or follow TeamSnap instructions: <https://helpme.TeamSnap.com/article/1296-manage-team-manager-or-organization-commissioner-roles>

Add a Parent to the Player's Profile

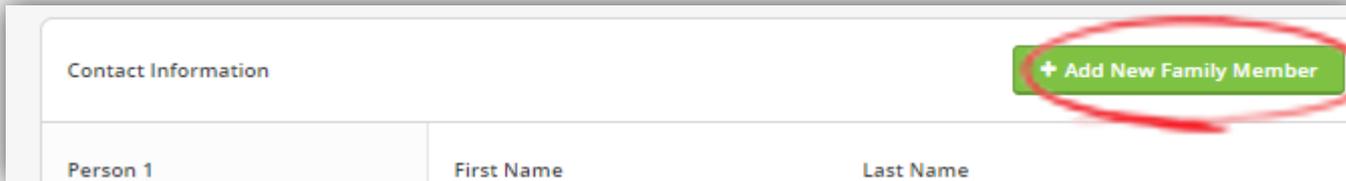
1. On the menu bar at the top, choose "ROSTER".



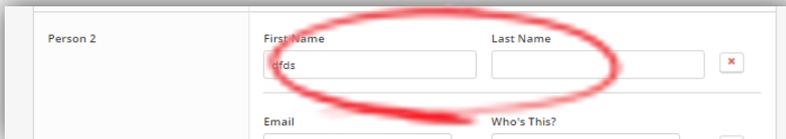
2. Select the Player you wish to edit, and choose "EDIT" next to that player.



3. Under "CONTACT INFORMATION", choose "ADD NEW FAMILY MEMBER" to the far right.



4. This will highlight the "FIRST NAME" box for "PERSON 1" or "PERSON 2", depending on if a parent is already added previously. You can input the parent's information here. To add another parent contact, click the green  button in that section and repeat entering information for "PERSON 3".



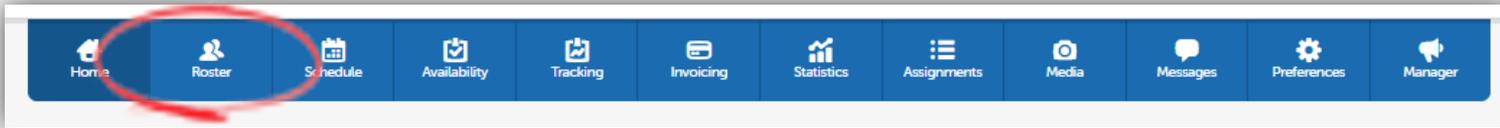
5. **IMPORTANT:** Once done with updating the information you must scroll all the way to the bottom of the page and click



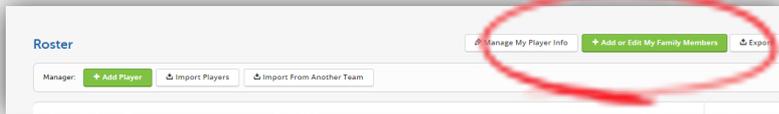
How to not Receive Emails

If you wish to stop receiving email notifications from TeamSnap altogether, either because you are already receiving them under a different member profile or you are not the main contact for the player, you can edit your preferences by:

1. On the menu bar at the top, choose "ROSTER".



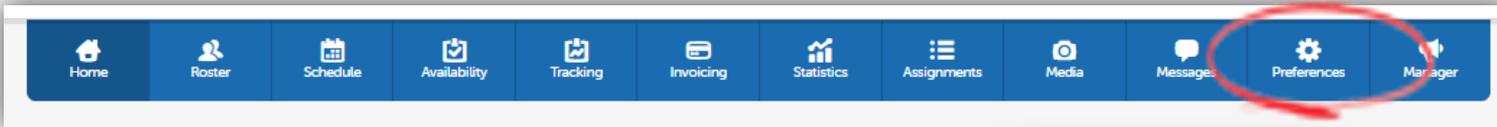
2. On the next screen, choose "ADD OR EDIT FAMILY MEMBERS" to the far right.



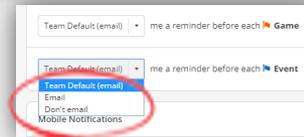
1. Choose the person who does not want to receive emails and make sure that "RECEIVE EMAILS" box is Unchecked for that person.

Make sure "RECEIVE EMAILS" is Unchecked and **NOT** green.

4. **ALSO:** Change your Notifications Preferences:



5. Under "NOTIFICATIONS" tab, choose "DON'T EMAIL" in the pull down menu.



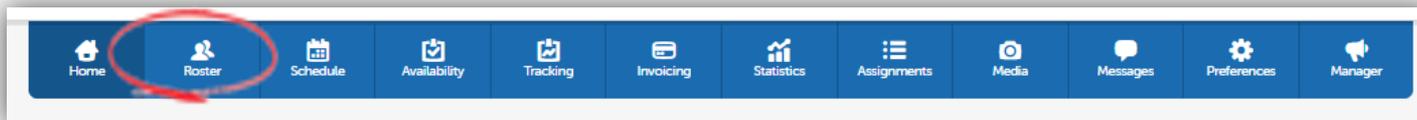
6. Click  to confirm.

Why Am I Not Receiving Emails

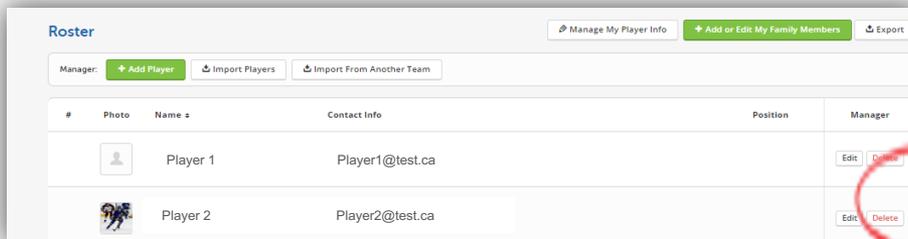
There could be several reasons why you are not receiving emails from TeamSnap:

- a) Ensure that you logged in and out of TeamSnap properly as in some cases, if this is not done, the change did not save. This is especially important if you have several TeamSnap profiles. Follow these steps to log in and out of TeamSnap: [How To Log Into And Out Of TeamSnap](#)
- b) Check your member details to make sure the email address is input correctly.
- c) Ensure that the "RECEIVE EMAILS" box is checked green in Member details.

1. You can access both of these by going through "ROSTER" at the top menu bar:



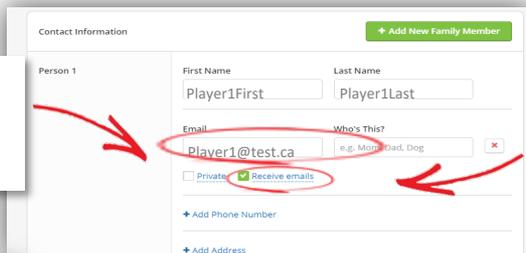
2. For Team Managers, you can choose "EDIT" next to the player you wish to set up emails for.



Team Manager can click on "EDIT" next to child you are editing.

3. Check that email address is entered correctly and that "RECEIVE EMAILS" is marked green.

a) Check correct email address



b) Make sure "RECEIVE EMAILS" is checked green.

4. Click  at the bottom to confirm.

Why Am I Getting Multiple Emails

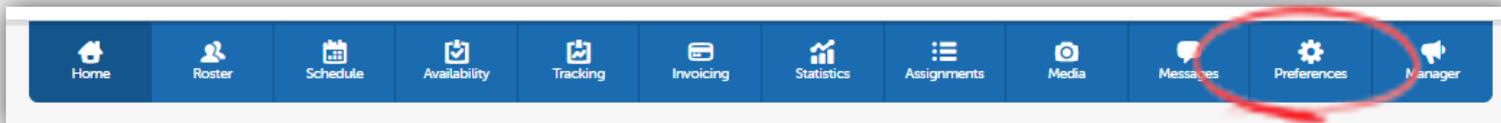
You may be getting duplicate email messages depending on the settings you have under:

1. Notification preferences
2. Same contact information listed under multiple places

To change this:

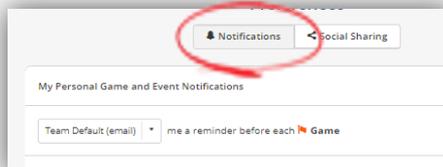
1. Notifications Preferences:

- a) Check Notification preferences by clicking on "PREFERENCES" on the top menu.



- b) Under the "NOTIFICATIONS" Tab, select your preferences. More details can be found here:

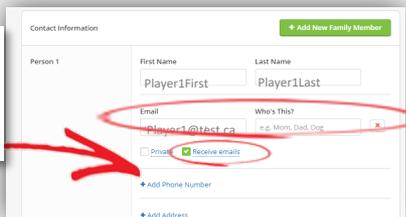
<https://helpme.TeamSnap.com/article/271-set-or-adjust-personal-notification-preferences>



2. Contact Information:

- a) Under "ROSTER" on the top menu, click "EDIT" on player you wish to change notifications.
- b) You can either click "X" next to the Email line to remove the email or unclick "RECEIVE EMAILS" checkbox.

Uncheck this box to not receive emails but still leave email contact info.



Click "X" to remove email address

3. Click  to confirm.

** If you have any issues, please contact Registrar

More details can be found here: <https://helpme.TeamSnap.com/article/564-duplicate-messages-received>

Why Can't I Change a Players' Info?

The players' main contact information must not be altered in TeamSnap. This is important for registration with Hockey Canada.

The following information must be left as is:

Edit Member

Member Info	
First Name	<div style="background-color: red; color: white; padding: 2px; text-align: center; font-weight: bold;">Do not change "FIRST NAME"</div> <input type="text"/>
Last Name	<div style="background-color: red; color: white; padding: 2px; text-align: center; font-weight: bold;">Do not change "LAST NAME"</div> <input type="text"/>
Non-Player	<input type="checkbox"/> This person is a non-playing member of the team

Contact Information		+ Add New Family Member										
Person 1	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">First Name</td> <td style="width: 50%; padding: 5px;">Last Name</td> </tr> <tr> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text"/></td> </tr> <tr> <td style="padding: 5px;">Email</td> <td style="padding: 5px;">Who's This?</td> </tr> <tr> <td style="padding: 5px;"><input type="text"/></td> <td style="padding: 5px;"><input type="text" value="e.g. Mom, Dad, Dog"/></td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <input type="checkbox"/> Private <input checked="" type="checkbox"/> Receive emails </td> </tr> </table>	First Name	Last Name	<input type="text"/>	<input type="text"/>	Email	Who's This?	<input type="text"/>	<input type="text" value="e.g. Mom, Dad, Dog"/>	<input type="checkbox"/> Private <input checked="" type="checkbox"/> Receive emails		<input type="text" value=""/>
First Name	Last Name											
<input type="text"/>	<input type="text"/>											
Email	Who's This?											
<input type="text"/>	<input type="text" value="e.g. Mom, Dad, Dog"/>											
<input type="checkbox"/> Private <input checked="" type="checkbox"/> Receive emails												

Why Can't I Change Our Team Name?

The Team information must not be altered in TeamSnap. This is important for registration with Hockey Canada.

The following information must be left as is:

Manager

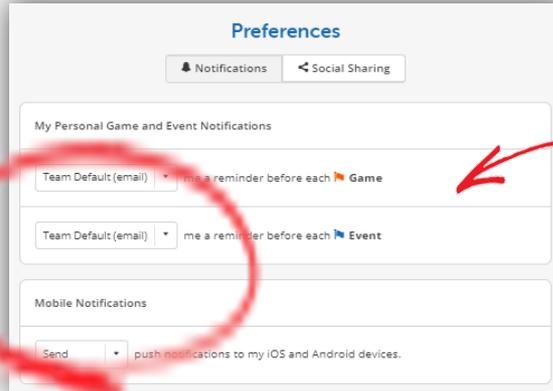
⚙ Team Settings
📄 Site Prefs
🗂 Tab Manager
📄 Custom Fields
📅 Seasons

Team Settings	
Team	Do not change "TEAM NAME" <input type="text"/>
Sport:	Do not change "SPORT" <input type="text"/>
Alternate Sport Name:	Can add or change "ALTERNATE SPORT NAME" <input type="text"/>
League:	Do not change "LEAGUE" <input type="text"/>
League Website URL:	<input type="text"/>
Division:	Do not change "DIVISION" <input type="text"/>
Season:	<input type="text"/>
Level:	Select... <input type="text"/>

Why Am I Not Getting Game/Practice Alerts?

Alerts are sent via push notifications or text message. If neither of these are enabled, alerts are sent via email. You must choose between one or the other. You can choose the setting under “PREFERENCES” to the far right of the top menu.

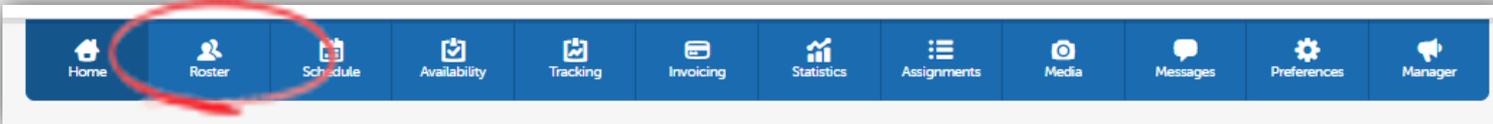
Push Notifications Enabled?	SMS/Text Enabled?	Alert Type Received
✔	✖	Push Notification + Email
✖	✔	SMS/Text
✖	✖	Email



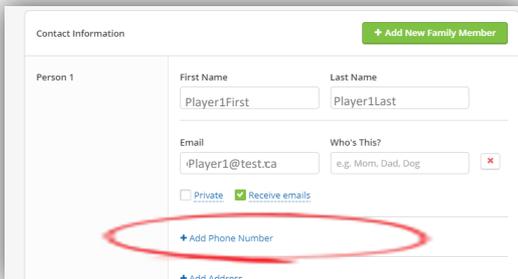
Choose preferences here.

If you are not receiving Alerts, first ensure that your correct mobile phone number is set up under the player’s Roster profile.

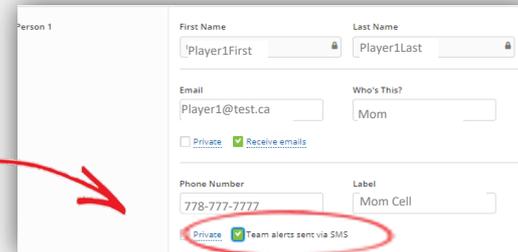
- Under "ROSTER" at the top menu, click on the player you wish to verify.



- Ensure that the correct mobile number is here. Click “ADD PHONE NUMBER” if not already done so.



Make sure “Team Alerts Sent via SMS” box is checked green.



More details can be found here: <https://helpme.TeamSnap.com/article/623-enable-sms-message-alerts-aka-disable-push-notifications>

IMPORTANT REMINDER – Contact for Help

It's important to remember that TeamSnap is a LIVE platform and any changes made to it (changing, erasing, deleting or moving information) is permanent.

Should you have questions or need help at any point, please reach out to Your Associations staff to assist.

You can reach:

The Registrar through **Your Association Contact**