

WCYHA Sports Engine Email

WCYHA does not in reality directly email you when we send a message from Washington County Youth Hockey Association. What actually occurs is that a message is to sent to the Sports Engine (here out referred to as SE) profile associated with the registration of your child(ren). The system is setup to look at the current registration year and filters on the SE profile of the first child registered in that given registration year. The key part of this is to understand that it only looks at the **SE profile** of the **first child** being registered in that given registration year. When the message is sent, an email (and/or text message) will be sent based on the profile settings in the child's profile.

First, login to SE and at the top of the page next to your login name, you will see an envelope icon. Click on this, it is your SE message inbox. If you are seeing messages from WCYHA, then you are receiving them. You now need to make sure your profile has all the correct information to receive the forwarded message to your personal email account. To do this is located in the My Profile section in the drop down menu located by using the down arrow next to your username at the top of the page.

If you are the child's profile owner (you were the first to register the child with WCYHA)

To check on your child(s) profile settings, click on the Household link directly under the My Profile link. Check the information in the Contact Information is correct. If not, update to reflect the correct information. I recommend checking all child profiles if you have multiple children registered. As mentioned above the messages are sent to the profile associated with the first player registered in a given registration year. This is the child based off the registration question "This is the ___ player registering in my family:". If you register a different child first in a different year, or the child you previously registered first is no longer playing, the contact information may not be up to date.

The quickest way to see what information you will be sent and how is to log into SE and using the drop down menu from your profile name and select Account Settings.

Under notification settings, you should see Washington County Youth Hockey Association and within that a link to Show Profiles. Click the link to Show Profiles and it will open on the same screen the settings for all child profiles associated with the profile. If the settings do not match what you need, you will need to change them in your child's profile.

If you are NOT the child's profile owner (you were NOT the first to register the child with WCYHA)

If you have never received any emails, you will need to have the profile owner, link your account to this child's profile. To do this, the profile owner will need to login and select the child's profile under the Household link and in the lower left corner under the Linked Accounts section, click add and enter your email account to send messages to. You will receive an email asking to accept the invitation, if you have an SE account it will ask you to login and then accept or decline the invitation. If you do not have an SE account, you will be asked to create one. You cannot get the forwarded messages, without an SE account!

If your email has changed and messages are going to the old email address, please make sure your profile has been updated with the new email address first.

Only the profile owner has full control over the child's profile, secondary linked accounts will simply receive forwarded messages from the primary profile.

If above looks correct then check any spam folders, internet security programs that filter email or if using gmail, the updates tab for the emails as WCYHA or anyone with the association does not have any access to your SE profile. If all else fails, SE support will need to be contacted.