



Welcome Team Managers

On behalf of the Quad City Hockey Association, thank you in advance for all your time, energy, enthusiasm, and hard work helping to make this season a great experience for all QCHA players.

The Team Manager is the liaison between the coaching staff and parents. It is your primary responsibility to support the coaching staff and keep your team informed of all relevant information throughout the season.

The Team Manager role is a position that requires a lot of time and organization, but it is absolutely critical to a fun and successful hockey season for your players, parents, and coaches. Your time and effort are greatly appreciated!

Again, thank you!

QCHA Board of Directors

INTRODUCTION

The information included in this manual will be helpful in explaining the expectations and role you will be playing for your team this season. Please note, there are several items you should plan to take care of right away in order to get your team up and running. There is also a Managers' page on the QCHA website that includes many more resources for you.

MANAGER ROLE & RESPONSIBILITIES

The team manager will need to work closely with the head coach to understand the goals of the season, including expectations on number of games/tournaments played, overall team rules, and player and parent expectations. **This position can be shared.** The role can be broken down into several components including: managing team schedule, managing game days, coordinating hotel stays, coordinating with team treasurer to manage the budget and expenses, and managing team administrative functions. More detail on each of these roles follows below and on the following pages.

Communication with Team

- **Send communication through email.** Don't rely on application communication functions, especially Sports Engine, as you do not have technical control over application and will need to involve others if there are account issues. In addition, not everyone is able to use the chat functionality.
 - At a minimum, a weekly email with team updates is highly encouraged to ensure the parents have the latest information
- Team Facebook Page
 - Good for sharing team photos, videos, and other misc info)
- Sports Engine is the associations required application to input scheduled game information
 - Use RSVP feature to have an understanding of availability, but tell parents to contact the coach directly if their player will be unable to attend practice or a game.

SEASON KICKOFF

Teams/Rosters

- The head coach of each individual team will select a Manager and a Treasurer. These names will be sent to the Registrar.
- The head coach will give the team roster to the manager and Registrar. Goalies need to be identified. If the team has any "Reserve" or "Alternate" players, these need to be noted separately.
- The head coach will also give a list of ALL coaches to the Registrar, identifying those that are to be on the bench during games (max of 4) and those that are helping at practice.
- The manager will collect jersey information from the parents and send to the Registrar. If new jerseys are needing to be ordered, an email needs to be submitted first to the Registrar for jersey # approval. After the new numbers are approved, the Registrar will send to the Equipment Director to order.
- The Registrar will fill out the Team File and send to the Manager that will include contact information for all players.
- The Registrar will submit the roster to USA Hockey to be certified. Once this has been complete, the manager will get an email with a link to the roster. This is needed for all games and tournaments. Refs are also able to ask for this information at any point during a game.
- Roster stickers will be created by the Registrar and emailed to the manager to use for all score sheets. The manager will need to print them out using the AVERY 5163 labels. Managers are responsible for checking the stickers prior to each game and make any changes (player not at the game, must be crossed out on the sticker; if player wearing a different jersey #, this must be changed on the sticker; the correct goalie must be identified, etc)

Additional

- Instruct parents on completing necessary volunteer processes, including registering with USA Hockey, SafeSport Training, Consent to Screen, and background checks (when applicable). The goal will be to have all parents available to volunteer.
- Schedule parent meeting
- Enter roster in NIHL application
- Determine plan for new players (that don't have travel jerseys) for early games. Order/reorder socks as required.
- Order warm-ups, if necessary
- Establish Budget/Payment cadence (with treasurer)
- Complete checking clinic form (for Bantams in NIHL)

HOTELS

- Many tournaments are "stay to play", so the team will all need to stay at the hotel designated by the tournament director. Most tournament companies are pretty strict and may require rooming lists. Some association tournaments are more flexible.
- If players are not staying at the host hotel, you will need to provide a reason why - staying with family, close enough to commute, etc.
- Ask another parent to coordinate this task - can be a designee for the season or for each weekend.

BUDGET (Costs listed below are as of 20/21 season and are subject to change)

- The Team Manager, Team Treasurer, and Head Coach should meet before the Pre-Season Team Meeting to discuss how many and where games will be played to give the families an approximate cost for the season.
 - Team Managers should discuss proposed expenses with coaches and families and only those expenses approved by all participants may be added to the team budget.
 - During the season, the Team Manager must maintain a list of expenses and share it with parents often. Typically, if parents are aware of the details of the budget, they are pretty comfortable with additional expenses, but it is important to be proactive and transparent about expenses.
- Ice Cost will be \$273.50 per hour for a full sheet of ice.
 - Ice costs for scrimmage games must be split with opponent unless there are reciprocating games at opponent's venue. Also applies to out of town scrimmage games if QCHA cannot reciprocate.
- Referee Cost
 - Squirts - \$35 per referee for each game (2 referees per game)
 - PeeWee - \$40 per referee for each game (2 referees per game)
 - Bantam - \$45 per referee for each game (2 referees per game)
 - If a 3rd referee is needed, it will be \$55 for the referee and \$40 for each linesman
- Tournament Costs: If you don't know the cost, an idea of how many tournaments your team will register for needs to be communicated.
- NIHL fees will be \$700 for the season – travel teams only
- MHL deposit will be \$1000 for the season. Remaining season expenses, if applicable, will be based on actual costs.
- Non-Parent Coaches: It is normal practice that the families will pay a portion or all the travel costs for the non-parent coach. This needs to be determined before the season starts so everyone knows what to expect. Examples of costs would be hotel, mileage and/or food during travel weekends. Mileage is paid at the non-profit reimbursement rate (currently \$0.14/mile)
- New Jerseys & Stickers:
 - Travel jerseys: \$160 per set (white and blue)
 - House League jerseys: \$60 per set (white and blue)
 - Hockey Socks: \$15 for 1 pair (black for travel and white for SL/HL)
 - Helmet Stickers: \$5 for two sets (numbers and QCHA logo)
 - NIHL Stickers: Travel Teams Only

- Reserve/Alternate Players: These are players that only play with the team on an “as needed” basis. It is up to the head coach as to if the Reserve player practices with the team or not. These players pay for and attend only what the coach asks them to attend. Monies collected will be divided evenly amongst the full time rostered players.
- **Fundraising** is welcome, however all team fundraising activities must be approved by the QCHA Director of Community Engagement PRIOR to execution
 - Refer to fundraising policy on QCHA website

COLLECTING FEES

- Travel and Select team payments need to be made by the first of each month beginning after the roster is communicated. The manager/treasurer will determine the monthly fee (usually around \$200 per month) based on the budget for the season.
- If player’s balance is outstanding by two months or more at any point during the season, then that player is not able to skate at team practices, games (home or away) or tournaments until balance is paid. It is the job of the Treasurer/Manager to communicate this information to the Head Coach and Parents. If a player is having financial issues paying their fees, the QCHA Treasurer needs to be notified to help work out a solution.
- Each Travel/Select team has a Venmo account for collecting fees. This account will be given to you by the QCHA Treasurer. Families can also pay with a check. **Absolutely NO CASH will be accepted.**

SPORTS ENGINE

- Team Manager and Head Coach will have access to edit the team page on Sports Engine.
- Team practices will be entered into Sports Engine by the Registrar. **PRACTICES SHOULD NOT BE CHANGED IN SPORTS ENGINE BY ANYONE OTHER THAN THE REGISTRAR.**
- Team Manager and Head Coach must follow the USA Hockey’s guidelines for each age as listed in the Travel/Select Team Policy. You must include ALL games in your total games played; NIHL, MHL, scrimmage and Tournament games.
- Team Games will be entered into Sports Engine by the team manager. Home games must first get the approval of the ice scheduler before entering them in Sports Engine. Away games can be entered at any time.
- Team Manager is responsible for entering all final scores for ALL games played into Sports Engine as soon as the game has concluded.
- Families are able to download the Sports Engine app onto their phone and look up the team name to see the schedule. If one parent is listed as a “fan”, there will be separate directions (see below) to solve that issue.

SCHEDULE

- Select teams must schedule around the House League (HL) game schedule. If the 18U House plays games on Sunday, the manager should schedule Select games on Saturdays. If this can’t be accomplished, the team manager needs to contact the HL Head Coach so an arrangement can be made to avoid the Select players missing the House games.
- All travel teams will participate in both the Northern Illinois Hockey League (NIHL) and Midwest Hockey League (MHL). Scheduling NIHL games will take precedent over MHL games, as there is less flexibility in NIHL scheduling procedures. Refer to the Travel Team Policy to resolve game day conflicts for Dual Rostered players. If your team cannot use assigned ice time, your team is financially responsible for the costs of the ice unless you are able to sell it to another team or it is sold back to the River’s Edge within 45 days of scheduled time. If you have a time slot you cannot use, email the QCHA Ice Scheduler with the date and time of the ice and indicate it is available for sale. The QCHA Ice Scheduler may offer the time to other teams.
- Team Managers must input team schedule into the applicable (Travel and Select) QCHA shared Google Doc so all travel teams can be aware of other teams’ schedules.
 - Visibility allows for more opportunity for multiple QCHA teams to travel out of town or stay home together and helps strategize conflict avoidance for teams with dual rostered players.

- Teams will schedule NIHL regular season games simultaneously, so it is important to update the document **as each game is scheduled.**
- **Dual Roster Players**
 - SCHEDULE CONFLICTS WILL HAPPEN, however utilizing the following strategies to minimize them will be beneficial to both teams
 - Maintain consistent and open communication with dual Team Manager
 - Utilize the QCHA shared Google Doc throughout the scheduling process. Fill in open slots (for both teams) until no more are available.
 - When possible, schedule games in same geographic area in the same day/weekend
 - Ex: NIHL games in Chicago; MHL games in Des Moines
 - Notify coaches of conflict games so they can determine which game gets played and inform the parents.
- **Schedule Notice**
 - Provide a minimum of one week notice for scheduled games. Anything less than one week will require team acknowledgment and approval to ensure enough player availability.
 - Keep parents informed of potential and/or confirmed schedule changes

Games Days

- **Home**
 - Team Managers are responsible for a scoresheet for each game that will be played that day. Usually found in the scorers box and if not, they are in the QCHA Hockey office in the right filing cabinet, 3rd drawer.
 - Roster stickers for your team and the opposing team need to be placed on every sheet of the scoresheet. Make any changes to the information, if needed.
 - Volunteers will be needed
 - Time Clock – 1 person
 - Scorer – 1 person
 - Home Penalty Box – 1 person
 - Away Penalty Box – Opposing team should provide 1 person from their team to fulfill this position.
 - SafeSport Locker Room Monitor – Multiple people: This person will monitor the locker room for bullying, hazing and harassment, etc. A monitor will be needed for all practices, home/away games and tournament games.
- **Away/Peoria Rule Games**
 - Only need volunteer for penalty box
 - Provide roster stickers to opposing team for scoresheet

**** The Team Manager must collect and retain a copy of ALL game scoresheets played throughout the season. Remember to provide opposing team manager a copy of home game scoresheet.**

**** The Team Manager must delegate responsibilities and provide roster stickers to another parent if they are not able to attend a game.**

NIHL

It is IMPERATIVE team managers read and understand the NIHL rules related to scheduling, game times, penalties and warm-up times.

- <http://www.nihl.info/Home/LeaguePage?linkId=0f045ab3-abb3-4bfd-8810-66bac15bf6af>

General NIHL Scheduling Tips:

- **Understand the Peoria Rule requirements for scheduling:**

- Saturday and/or Sunday games shall not be scheduled to start before 9:00 a.m. and Sunday games involving such teams shall start on or before 3:00 p.m. Participating teams may voluntarily agree to start times outside this rule but are not required to do so. **Team managers must obtain team approval prior to scheduling outside of Peoria Rule parameters.**
- When scheduling home games under the Peoria Rule at the visiting teams rink, remind the visiting team manager they are responsible for ice fees, referee fees, and off-ice officials. You will be responsible for providing the scoresheet. As of the 19/20 season, AHAI implemented a system for automatically scheduling referees (for AHAI teams), therefore, referee scheduling is taken care of.
- **Be cognizant of rink location when scheduling multiple games in a day or weekend.** You don't want to schedule a game in Northern Illinois in the morning, a game in Indiana that evening, then a game in Wisconsin the next morning.
- **Allow enough time between games to transport to new location and give players adequate rest time.** Generally, no less than 3 hours between start times (4 for Bantam), but ensure you understand the distance between games and how long it will take to get there - factor in potential weather and traffic delays. Also, be aware that games could start late (we have seen games starting as much as an hour late).
- **Be cognizant of early morning times.** Even though NIHL rules state games may start as early as 9am on Saturday (and 8am on Sunday), if it is your only game for the weekend, try and start 10am or later, to avoid additional hotel costs. Teams must provide weekend slots after 9am on Saturday, before 3pm on Sunday.

NIHL Seeding Scheduling Meeting

- A few days prior to the meeting, you can look at the NIHL site and see who is in your seeding bracket (do not contact anyone before the meeting). Go to schedules, then select your Division, Level and Tier. Click on the drop down of Team and you will see those you will be scheduling.
- Since most teams will likely enforce the "Peoria Rule", charting those teams' locations on a map can help you when scheduling multiple games in one weekend. You want to be careful to not end up with a three-hour drive between two games the same weekend.
- Managers and coaches should have a clear understanding on if more than one game a weekend is desired and the parameters around it. That being said, sometimes you have no choice but to schedule outside of the parameters, depending on the opposing teams' ice availability.
- Update your account and schedule as soon as possible after the meeting.
- Confirm NIHL seeding home ice schedules with the master scheduler before leaving the scheduling meeting.

NIHL Regular Season

- Do not schedule regular season games until told to do so by NIHL, NIHL rep, or association president.
- NIHL levels/tiers will change based on seeding results, so the teams you play in seeding may be different than the teams you play in the regular season.
- Most NIHL teams use SignUp Genius to facilitate regular season schedule. Many teams use this to keep track of available ice time and let the opposing team know who they are playing. Since we may have few or no games at home, this will not be necessary for our ice times.
- Review QCHA master schedule for ice times available for regular season. All travel team managers, should be on a group email during regular season scheduling. Send a note to all when taking an ice time. Make sure you are reviewing what other managers have taken for ice.
 - Managers will use a live Google Doc to record games as they are scheduled. Link to template on QCHA website. This is the document that the Travel Director and Girls Travel Director use to view number of games played by each team each season.
- The QCHA Master Scheduler will secure refs for games. Your treasurer will need to be available to pay the refs the day of game.

NIHL Playoffs

- Understand the NIHL playoff schedule and do not book any scrimmage games or tournaments during those weekends until you know your team's playoff status (this may not be until the weekend before).

- Not all NIHL teams will qualify for playoffs. The number of teams from each metallic level and how that breaks down across the tiers will be listed on the NIHL website during the season. You can get a feel for how many teams from a given metallic level/tier will be selected by looking a previous years' format. Generally, there are more teams that qualify from Tier 1 than Tier 2 and more from Tier 2 than Tier 3.
- First round games are scheduled with coordination of the two teams. Keep in mind the Peoria Rule does still apply to Quad Cities during the playoffs. If the opposing team chooses to enforce the Peoria rule, ALL Peoria rules guidelines are in effect. This includes the timing of the games and responsibility of the ice and referee fees. The higher seeded team is responsible for the score-sheet and chooses the jersey color.
- Second round, semi-final and finals are at a pre-determined location and times. During the season, NIHL will post the information on where and when subsequent games will be held. Again, keep these weekends open unless and until you know you will not be playing.

Scheduling MHL, Scrimmage Games and Tournaments

- **Remember, NIHL seeding and regular season games take priority over MHL, scrimmage, and/or tournaments.**
- **Be cognizant of scheduling too many scrimmage or MHL games before NIHL seeding and/or regular season games are scheduled.** There is often limited ice times that will be available with teams for NIHL games and you don't want to have all those times booked already with scrimmage games or tournaments.
- A good time, if possible, to schedule scrimmage or MHL games is either prior to seeding (this may be difficult as many MWAHA teams are not formed yet) or in the week between the end of the seeding round and beginning of regular season.
- If possible, leave the scrimmage schedule tentative, pending the NIHL schedule. Seeding is the most critical as there are only 6 weekends to schedule 8 games. Regular season will have more flexibility since there is more time (but also more games to be played).
- Review QCHA master schedule for ice times available for scrimmage and MHL games. Do not confirm with the opposing team until you send a note to the QCHA Master Scheduler and get confirmation the ice is still available to book.
- Tournaments
 - Coordinate with coach for 2-3 tournaments depending on schedule availability
 - MHL league games can be tournament games, so seeking out and playing MWAHA tournaments is encouraged.

VOLUNTEERS

Requirements

- USA Hockey has made the following requirements for **ALL** volunteers.
 - All volunteers must obtain a USA Hockey #. This is free for all volunteers. Coaches and referees must pay the \$56 USA Hockey fee.
 - All Volunteers and coaches must also complete the Safe Sport training provided online by USAH.
 - Volunteers that will have direct access to any of our players, must also agree to a background screening. The cost is \$40 due at the time of application. Please check with the Registrar before completing this if you are unsure what your duties will be and if you need the screening.
 -

Background screenings. It is the job of the team manager to notify the Registrar with the volunteer's USA Hockey # and what job duties they will be performing. It also the manager's responsibility to ensure that any person in the following team positions have the requirements completed BEFORE the duties are performed.

- Coaches
- Team Managers
- Locker Room Monitors
- Penalty Box
- The following volunteer positions **DO NOT** require Background Screenings:
 - Music
 - Scoresheet

- Clock
- Security (Blues)
- Ticket Sales (Blues)

CODES OF CONDUCT

USA Hockey's Athlete Code of Conduct

1. No swearing or abusive language on the bench, in the rink, or at any team function.
2. No lashing out at any official no matter what the call is. The coaching staff will handle all matters pertaining to officiating.
3. Anyone who receives a penalty will skate directly to the penalty box.
4. Fighting will not be tolerated. Fighting will result in an appearance before the Discipline Committee.
5. There will be no drinking, smoking, chewing of tobacco or use of illegal substance at any team function.
6. I will conduct myself in a befitting manner at all facilities (ice rink, hotel, restaurant, etc.) during all team functions.
7. Any player or team official who cannot abide by these rules or violates them will be subject to further disciplinary action.

USA Hockey's Parent/Guardian Code of Conduct

Do not force your children to participate in sports, but support their desires to play their chosen sports. Children are involved in organized sports for their enjoyment. Make it fun.

- Encourage your child to play by the rules. Remember, children learn best by example, so applaud the good plays of both teams.
- Do not embarrass your child by yelling at players, coaches or officials. By showing a positive attitude toward the game and all of its participants, your child will benefit.
- Emphasize skill development and practices and how they benefit your young athlete. De-emphasize games and competition in the lower age groups.
- Know and study the rules of the game and support the officials on and off the ice. This approach will help in the development and support of the game. Any criticism of the officials only hurts the game.
- Applaud a good effort in both victory and defeat, and enforce the positive points of the game. Never yell or physically abuse your child after a game or practice – it is destructive. Work toward removing the physical and verbal abuse in youth sports.
- Recognize the importance of volunteer coaches. They are important to the development of your child and the sport.
- Communicate with them and support them.
- If you enjoy the game, learn all you can about hockey – and volunteer.

USA Hockey's Spectator Code of Conduct

- Display good sportsmanship. Always respect players, coaches and officials.
- Act appropriately; do not taunt or disturb other fans; enjoy the game together.
- Cheer good plays of all participants; avoid booing opponents.
- Cheer in a positive manner and encourage fair play; profanity and objectionable cheers or gestures are offensive.
- Help provide a safe and fun environment; throwing any items on the ice surface can cause injury to players and officials.
- Do not lean over or pound on the glass; the glass surrounding the ice surface is part of the playing area.
- Support the referees and coaches by trusting their judgment and integrity.
- Be responsible for your own safety – be alert to prevent accidents from flying pucks and other avoidable situations.
- Respect locker rooms as private areas for players, coaches and officials.
- Be supportive after the game – win or lose. Recognize good effort, teamwork and sportsmanship.

SPORTS ENGINE QUESTIONS

The following is a list of questions that the registrar gets every season. Please review this before sending a parent to the registrar with a question.

I'm only listed as a "Fan" or I can't see any of the team chats

The parent that originally registered the player, must add the other parent as a Guardian. This is How to Add Guardians on Sports Engine:

NOTE: Guardians do **not** receive text message notifications on behalf of the player profile.

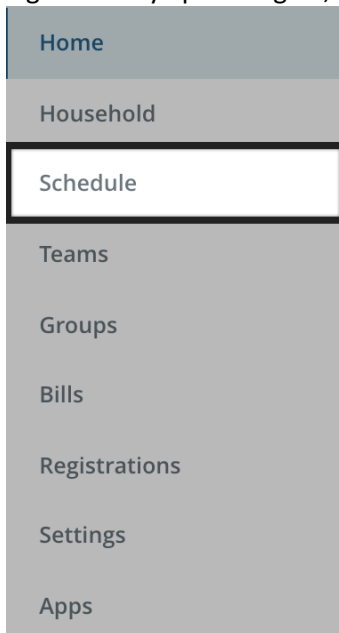
Family members of an athlete can be added as "Guardian" to view the team schedule, RSVP to games and events, message team members, and edit the athlete's profile.

1. Sign in and go to your [Household](#) 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, under the *Guardians* header, click the plus sign (+).
4. Input the Guardian's email address to invite them.
5. Toggle which athlete profiles this Guardian should manage.
6. Click Send Invitation.

Helpful Tip! The invited guardian will appear on the Guardians tab as "Pending" until they accept their invite in their dashboard. You can resend a guardian invite at any time by tapping Resend next to the Guardian's name. You will receive an email when the Guardian has accepted the invite.

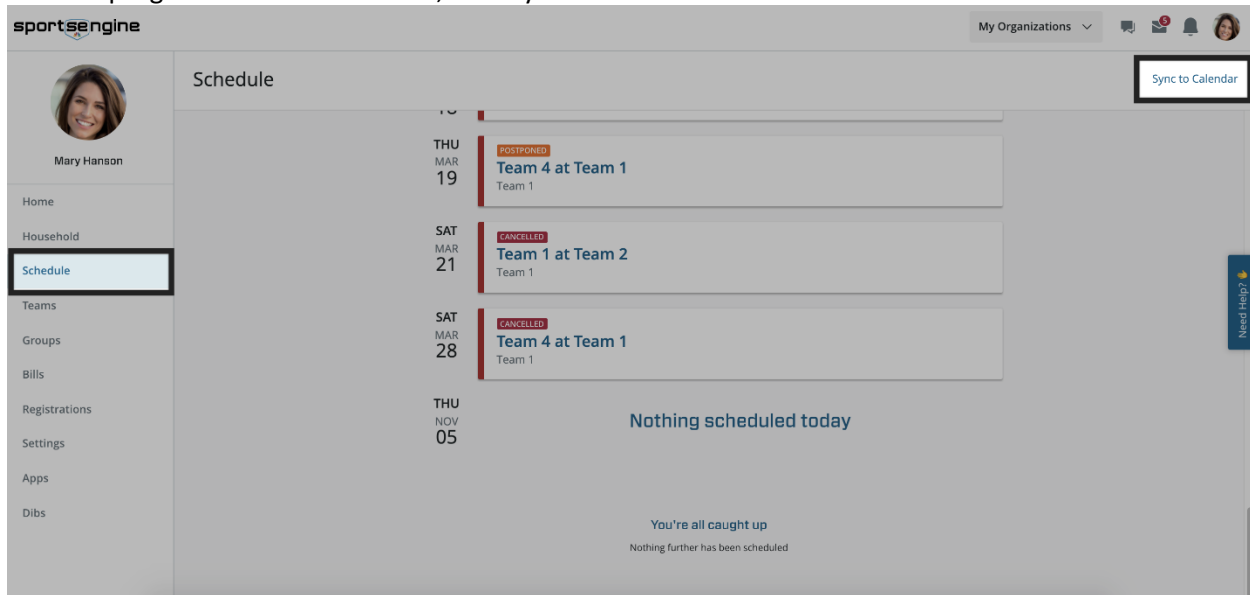
How to Sync Your Team Schedule to Your Google Calendar

1. Sign in to My SportsEngine, on the left-hand side click the [Schedule](#) tab of your user dashboard.



- 2.

3. In the top-right corner of the screen, click Sync Schedule.



4. Choose Google Calendar and click Sync.
5. *Sign in* to your Google Calendar.
6. A Google prompt will appear, click Add.

How to Download the Sports Engine Mobile App

The SportsEngine mobile app is available for iOS and Android devices and is available on the Apple App Store and on Google Play.

On an iOS Device

1. On your device, open the App Store.
2. Search for SportsEngine.
3. Tap the Get button to begin installing the app.
4. Open the app on your device.
5. On the Settings tab, tap Account and tap the Sign In button to sign into your SportsEngine account.

On an Android Device

1. On your device, open Google Play.
2. Search for SportsEngine.
3. Tap the Install button to begin installing the app.
4. Open the app on your device.
5. On the Settings tab, tap Account and tap the Sign In button to sign into your SportsEngine account.

Editing Your Sports Engine Team Page

In order to edit your team's web page, you need to switch your view to Edit Mode. Once in edit mode you will be able to edit page elements, rosters, calendar events, etc. Also, you will be able to access TeamCenter.

To switch to Edit Mode, do the following:

1. Login to your website using your SportsEngine username and password.
2. Navigate to your team's web page.
3. Click the Edit Mode button. Depending on your site's version, this is either located on the left navigation panel or on the top navigation bar.

How Do I RSVP to a Game or Event?

After you have been invited to a game or event, there will be a couple ways that you can RSVP.

- **RSVP From Email**

You will receive an invitation email to which you can RSVP. There is no need to log in to the team website to RSVP, simply click a button within the email indicating that you are "Going", "Not Going", or "Maybe".

- **RSVP From the Mobile App**

You will receive a message in the Your RSVPs section of the mobile app to which you can RSVP. You can also RSVP in the your RSVPs area when you are viewing a game or event.

1. Open the SportsEngine app and sign in.
2. Tap the **Schedule** tab.
3. Tap the game or event.
4. Select **RSVP**.
5. Indicate whether you are Going (✓), Not Going (x), or Undecided (?).
 - You can change your response at anytime following the same instructions.

- **RSVP From Your User Dashboard**

1. Sign in to your SportsEngine account and go to your [Schedule](#) tab within your dashboard.
2. Click on the event "title" that you want to RSVP to.
3. Next to *My RSVPs*, choose either Going (✓), Not Going (x), or Undecided (?).
4. Click **Save**.

Scheduling Games to a Team Page

1. Go to a *Team Page* on your site that you would like to add games to and turn on Edit Mode.
2. Choose the **Game Schedule** tab.
3. Under the *Game Schedule* tab, click on the option to **Add Game**.
4. Input the necessary and mandatory information, then click **Create Game**.
 - Please make sure to type in the full Team name. So when it pulls over to the calendar tab, it shows this game is for Bantam Travel or Mite Select.
 -

How to Message a Roster Group From a Team Page

You must have "Team Manager" or "Webmaster" permissions to message your team.

1. Sign in and go to your Team Page.
2. Turn on Edit Mode.
3. Click on the **yellow Admin dropdown arrow**.
4. Choose **Groups**.
5. Under the name of the roster, click **Messages**.
6. Click **Send Message to Group**.
7. Choose either **All** or **Selected**.
 - **All**: Every member of that group.
 - **Selected**: Choose which member of the group you want to send the message to.
 - Search for those individual profiles by name to add them to the message. Once the rostered members are added, click **Select Members**.
8. Next to the *Editor* selector, choose your formatting style:
 - **Plain Text**: No formatting.
 - **Rich Text**: Able to change the size, color, and other text formatting options.
 - **Page Layout**: Able to add a created template and/or page element to attach documents.

Choosing Plain Text or Rich Text

1. Input your subject and body of the message > **Send Message**.

Choosing Page Layout

1. (Optional) Choose a "Top Template" or "Bottom Template", then input your subject line.
2. Click **Continue to Compose Message**.
 - This will bring you to a new screen.
3. Click **Add Page Element**.
4. Choose the element you would like to use.
 - Repeat steps 3 & 4 as many times as needed.
5. Click **Preview & Send Message**.
6. Click **Send Message**.