

PowerUp Connect Player/Guardian User Guide

At your club’s discretion, you may have access to a number of features in PowerUp. This document provides an overview of the tools and features available for use in the **PowerUp Connect mobile app** as a player/guardian. To jump to a specific section/topic, click on it below.

IMPORTANT NOTE:

The features and content available in the PowerUp Connect app are managed entirely, and at the discretion of your home club, including release dates for rosters, games, etc..

If you don’t see a particular feature described below — check with your home club!

[Home](#)

- [Switch Club](#)
- [Next Events](#)
- [Club Hub](#)
- [Teams](#)
- [Register](#)

[Schedules](#)

- [Check In](#)
- [Attendance](#)
- [Assignments](#)

[Teams](#)

- [Team Hub](#)
- [Team Roster](#)
- [Player Photo](#)
- [Team Tracking](#)

[Messages](#)

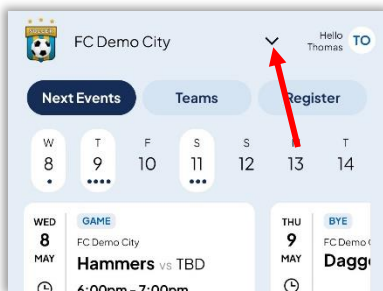
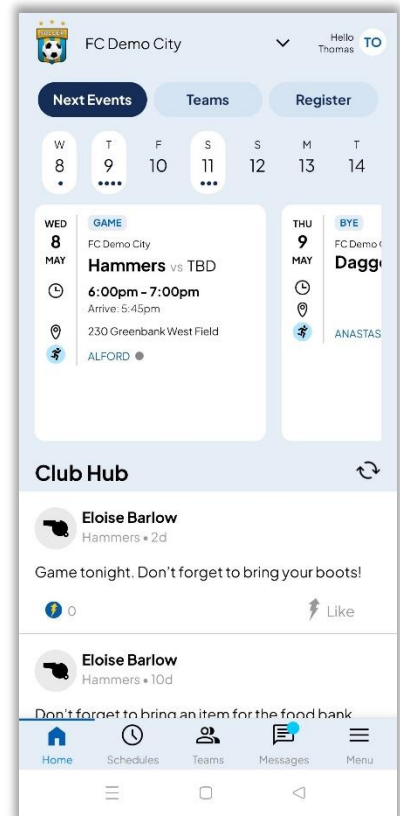
- Team Chats
- Group Chats

[Menu](#)

- Club Contact & Support
- Settings
- Help

Home

The Home page of the app presents an at-a-glance view of your events that week, Club Hub posts, as well as links to access teams you are a part of and links to register. This is also where you can switch clubs if you are a member of more than one club.



Switch Club

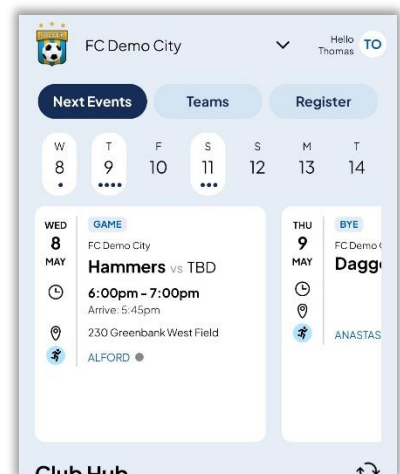
For users who are a part of more than one club, you can use the dropdown at the very top of the page (where the club's name is listed) to switch to another club.

Next Events

At the top of the home page is a quick view of the upcoming week's events for you (and members of your family).

Days with dot(s) underneath them indicate event(s) for that day. Selecting a day will open the Schedules page.

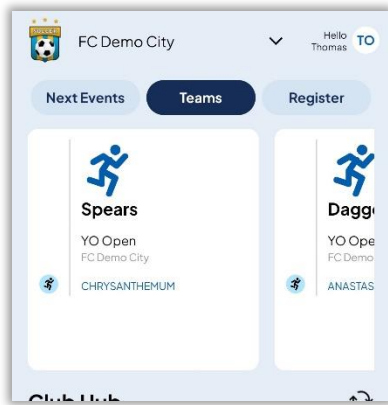
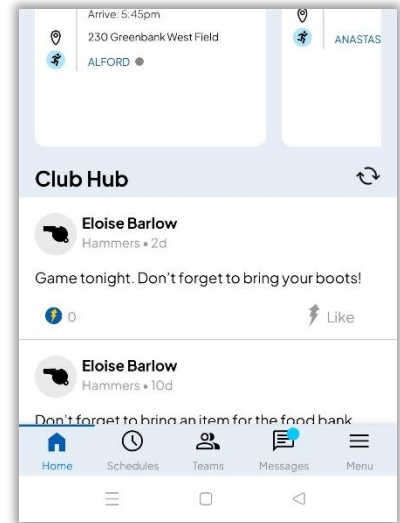
You can scroll left/right to view the event cards for upcoming events or select one to view more details if desired.



Club Hub

At the bottom of the home page is Club Hub, which contains messages sent from the club and team officials from your team(s).

To refresh the Club Hub feed, use the refresh icon on the right.



Teams

The **Teams** button at the top of the home page allows you to quickly view the teams you're involved with — whether as a team official (coach/manager), a player yourself, or as a parent/guardian.

If you are involved with multiple teams, you can scroll left/right to view them.

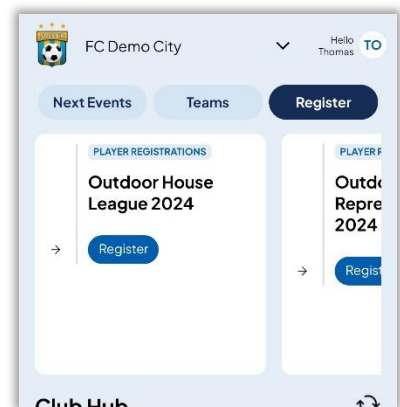
Selecting a team on which you are a player or parent/guardian will open **Team Hub** for that team, where you can access more information relating to that team.

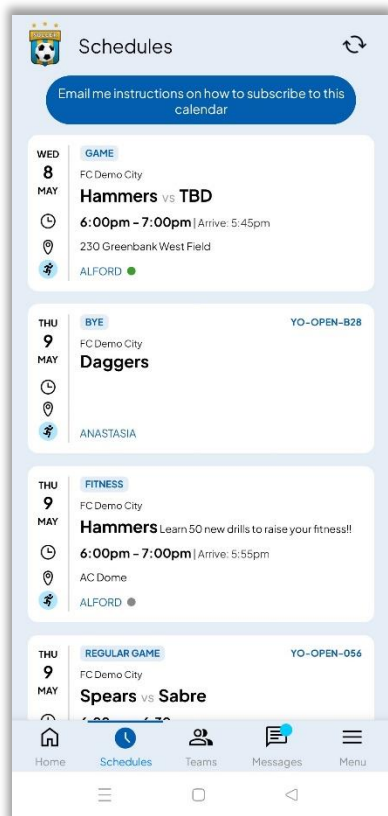
Register

The **Register** button at the top of the home page allows you to view open registrations at your club.

Where there are multiple registration programs available, you can scroll left/right to view them.

Selecting a **Register** button will open a link to your club's Member Zone to register.





Schedules

To access your schedules, use the **Schedules** option in the navigation menu on the bottom of the app.

The **Schedules** page contains the Family Calendar, showing all upcoming events for all members of your family.

Selecting an event will bring you to the **Event Details** where you can:

- View more information about the event, such as the date, time, and location of the event.
- Set your intended attendance as a player or for your player as a parent/guardian.
- View the attendance of the rest of the team’s players.
- View/Add assignments relating to the event.

To refresh the schedule page, use the refresh icon in the upper right.

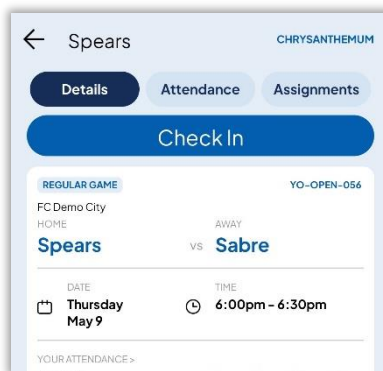
Use the button at the top to have an email sent to you with the steps required to subscribe to the calendar (Android devices) or to subscribe directly (Apple devices).

Check In

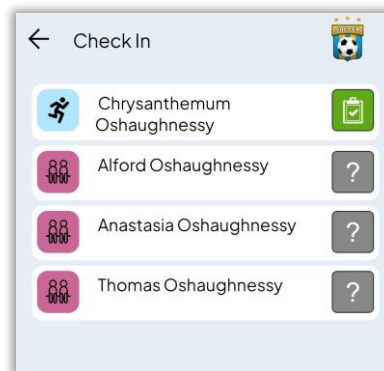
Where enabled by the club, when you navigate to an event (upcoming on that day or in progress) you will be presented with a **Check In** button. Selecting it will present you with a list of available people to log in for the event.

For players (non-guardians), this will just be themselves. Youth players can complete the check in process provided they have their own email entered on their profile.

For guardians, this will be themselves, the participating player, and any other registered guardians or players on the profile (spectators).



View of Check In on the Event Details



View of Check In for a guardian

Once the individual is selected, you’ll be able to complete the check in process for them. Depending on your club’s policies and procedures, this may or may not include screening questions.

Upon completion of the check in, you’ll be presented with a message indicating if the individual has checked in successfully or if attendance is denied due to a failed screening. You can then go back and

check in another individual or show the successful check in to the designated club official (e.g. Field Marshall).

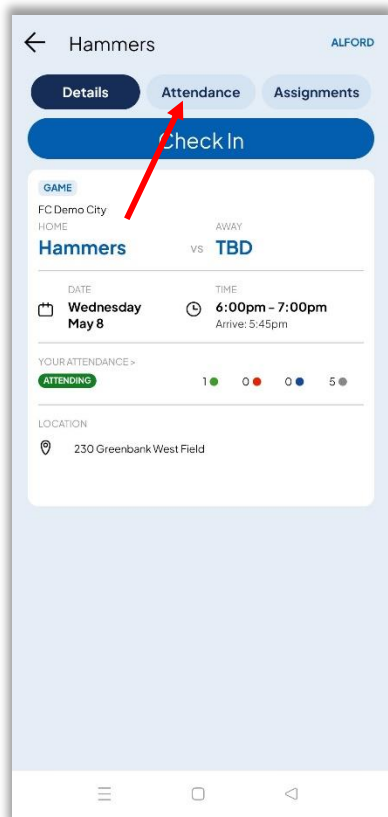
If you made a mistake while completing the check in questions, you can ask a team official from your team to reset your check in so you can re-do it.

Attendance

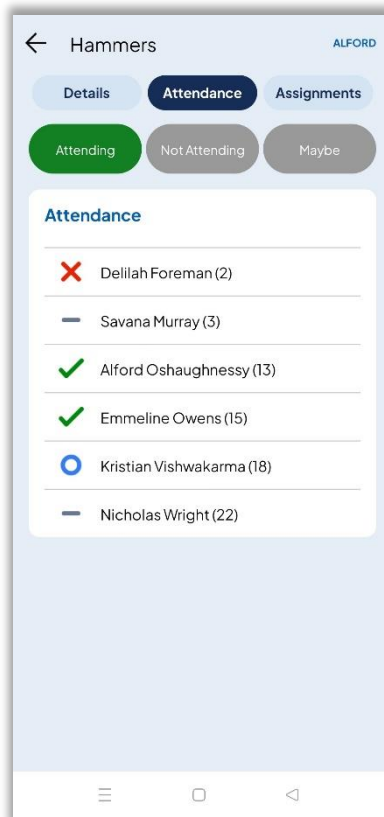
Where enabled by the club, you can update your/your player’s attendance for upcoming events.

To do so:

1. Navigate to the Event Details page by selecting the event via the Next Events on the Home page or the **Schedules** page.
2. Select the Attendance button at the top of the page.
3. Here you’ll be able to see your set attendance (if you’ve previously set it) as well as the set attendance of the rest of the team’s players.
 - a. Green check: attending
 - b. Red X: not attending
 - c. Blue circle: maybe
4. To set or update your attendance: use the buttons at the top to select **Attending**, **Not Attending**, or **Maybe** (if made available by the club). Depending on your club’s configurations, you may be restricted from entering attendance within a set amount of time prior to an event.



Attendance tab on the Event Details page



Attendance page for an event

Assignments

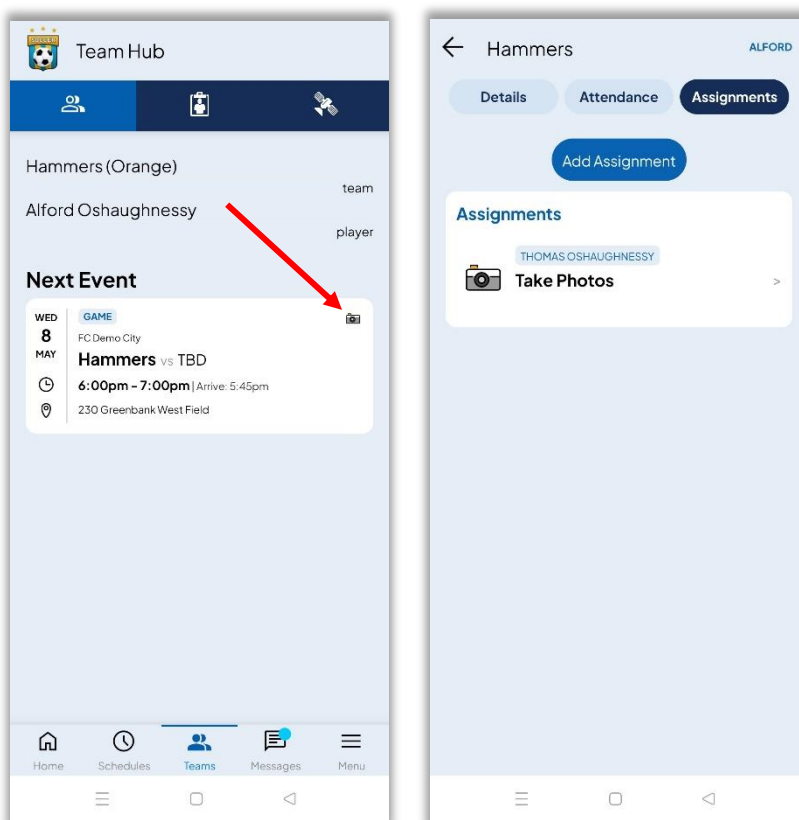
Assignments for members are presented and managed on each event in the mobile app (accessible via the Schedules page). Here, members can self-assign to Assignments and decline Assignments assigned to them by a team official.

NOTE:

You may have been directly assigned and notified of an Assignment by team staff, in which case no action is required if you wish to accept it.

Members can see their assignments:

1. On the events (whether on the Schedules page or on a Next Event) with small icons on the top right corner [example shown in left screenshot below]
2. On the Assignments tab of the individual event [example shown in right screenshot below]

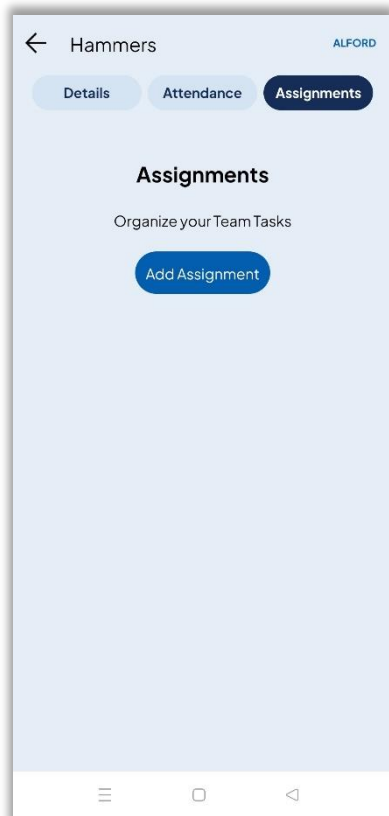


NOTE:

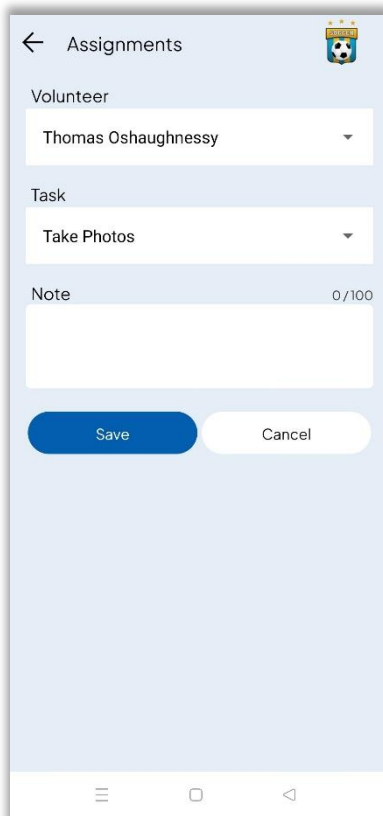
All assignments are visible to all team members. All players/guardians can see the assigned individuals in the event listing.

Accepting an open assignment:

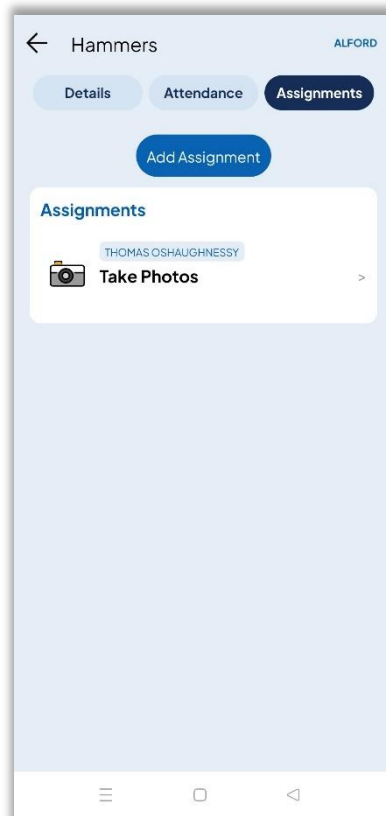
1. Navigate to the desired event using the Schedules page or a Next Event card on the Home page.
2. Click the **Assignments** button at the top of the page.
3. Click the desired assignment showing as *** Available ***
4. Change the assigned volunteer from *** Available *** to yourself and click **Save**.
5. The assignment will now show as assigned.



View of the Assignments page for an event



Setting yourself as the volunteer for an Assignment



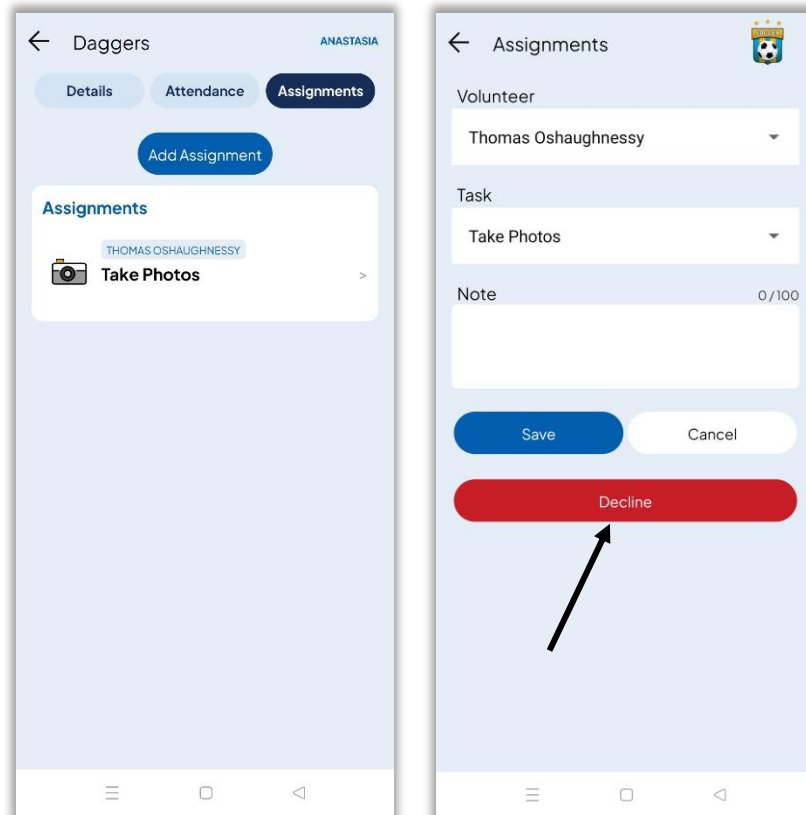
Successfully assigned to the task

Self-assigning to an unlisted task:

1. Navigate to the desired event using the Schedules page or a Next Event card on the Home page.
2. Click the **Assignments** button at the top of the page.
3. Click the **Add Assignment** button.
4. Your name will be pre-selected as the Volunteer. Select the desired **Task**.
5. Click the **Save** button. The assignment will now be shown as assigned to you.
6. Later, if you need to delete the assignment, you can use the Delete button on the Assignment page to do so.

Declining an assignment:

1. Navigate to the desired event using the Schedules page or a Next Event card on the Home page.
2. Click the **Assignments** button at the top of the page.
3. Click the assignment to be declined.
4. This will present the details of the assignment. Use the red **Decline** button at the bottom to decline the assignment.
5. You will be asked to confirm the decline of the assignment, selecting **Yes** will do so.
6. It will save, and the task will be unassigned.

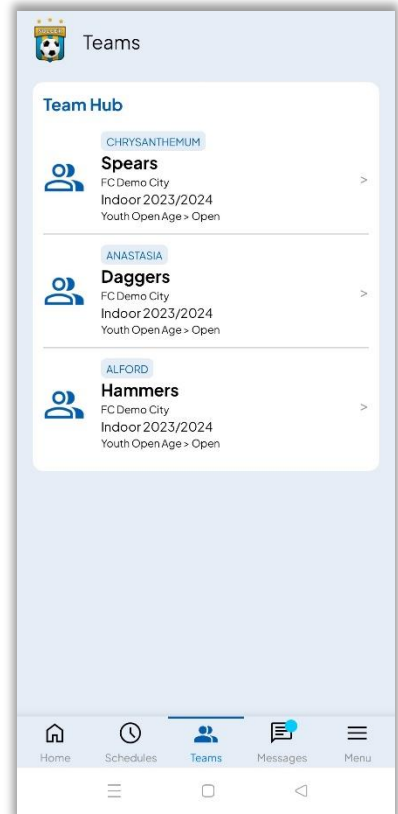


Assignment details, with the Decline button available

Teams

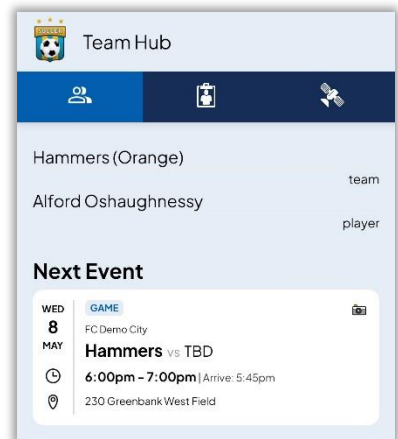
The **Teams** page displays all teams with which you are involved.

Teams listed under **Team Hub** are those which you are involved in as a player or as a parent/guardian of a player. Selecting a team will open Team Hub, where you can access more information relating to that team.



Team Hub

Immediately visible in **Team Hub** is the team’s name and player’s name, as well as the **Next Event**. Selecting the Next Event card will open the Event Details page, where you can see more information about the event, access the map to the location, set your attendance, and access assignments.



Team Roster

To view your team roster (where it has been made visible by the club), click the **Team Roster** icon at the top of the page. Here you will see your team details (Team Name, Category, and Division), the players on your team, and the team officials/volunteers assigned to the team.

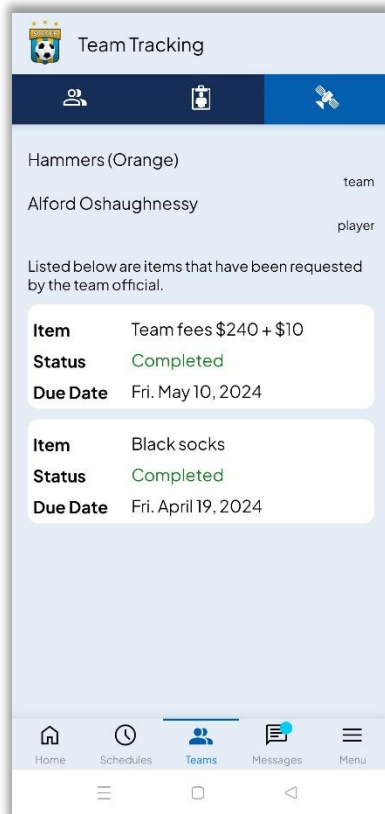
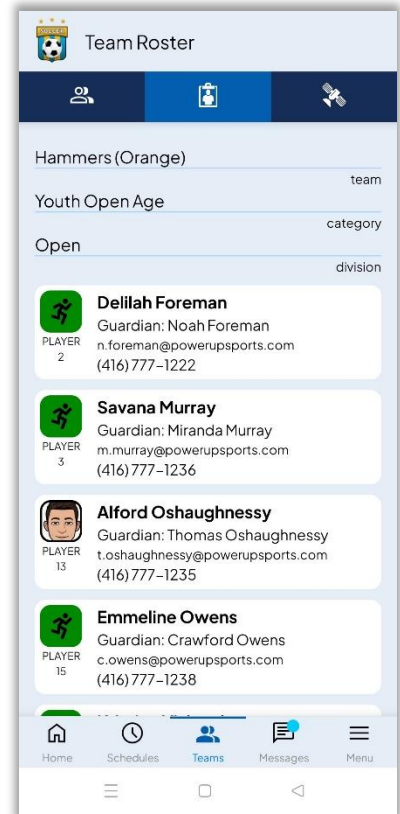
Player Photo

Where enabled by the club, you can upload your own/your player’s photo by selecting the Player icon to the left of the player’s name (outlined in black). This will open a menu allowing you to choose a photo from your phone or take a photo using your phone’s camera.

Later, if you want to update your/your player’s photo you can do so by repeating the above steps.

NOTE:

Team Officials can also upload or change your/your player’s photo in the app.



Team Tracking

Coaches or managers may require certain items from players (or parents/guardians) over the course of a season — such as extra Team Fees, collection of uniforms, or collection of registration forms.

Where the club has enabled the feature and a team official has added an item that is required of you/your player, it will be listed on the Team Tracking page.

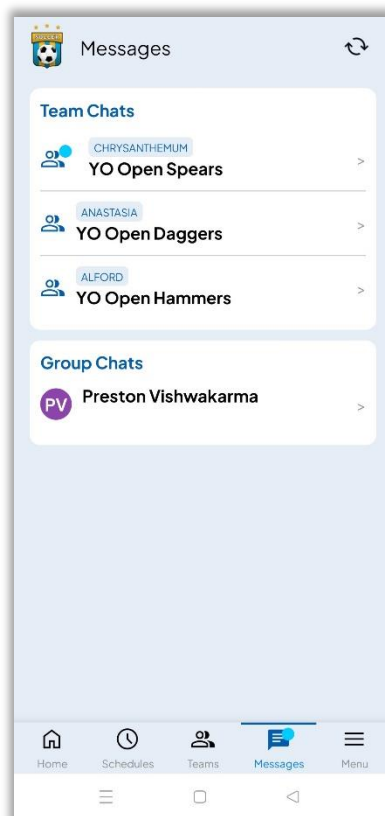
To access Team Tracking, select the **Team Tracking** icon.

Messages

Where enabled, team members can access **Team Chats** and **Group Chats** to view and send messages within the team.

Select the **Messages** icon in the navigation menu on the bottom of the app to access your **Team Chats** and **Group Chats**.

You can leave a Group Chat by pressing and holding it in the list under the Group Chats header.



Menu

The Menu option in the bottom navigation menu provides you access to a number of settings and club information.

Club Contact & Support

This section provides access to quickly view the general contact information for the club (Club Contact), as well as a way to contact the club directly with any enquiries about programs, registering, events, volunteering, etc. (Club Support). You can also view the club’s Privacy Policy and Refund Policy.

Settings

This section provides access to update your settings relating to Notifications (for Event and Check In Reminders, Push Notifications, and Email Notifications), enabling Dark Mode (currently in beta), or switching your language.

Help

Here you can access the PowerUp Help Centre, containing resources about the tools and features available to you as a team official in both the app and on the web.

The App Support button allows you to contact the PowerUp support team relating to any issues you run into with the app. (Reminder that content and features are available within the app at the discretion of the club!)

You can also use the “Version” button to check whether your version of the app is up to date.

