

Our website is using the SportsEngine platform. This platform is a subset of NBC Sports, and has acquired other, similar platforms such as RallyMe, Team Unify and others. It was intended to be used by USA Volleyball as a replacement for Webpoint and VolleyballRefTraining for the 2019-2020 season; however, this plan was put on hold for at least one season.

The SportsEngine platform allows us to integrate our website with the SportsEngine app available for Android and iOS. This app allows easy access for fans to view schedules and more, and adds additional features for “members” of a program, such as RSVP, chat, pictures and more. While the school’s program schedule continues to remain on ScheduleGalaxy.com and is managed by the school athletic department, using the SE platform allows us to add additional, off-season information and events; coordinate our club and camp and clinics; and communicate via one platform.

One difficulty that SE has, as do most team management platforms, is how to best allow for families to have the same or similar access to the website and app while still maintaining security as well as ensuring safety for minors. While they continue to work on improving the platform to meet the needs of teams and leagues, they currently have set up their account system to work somewhat like a Netflix or other streaming platform. Only users 13 and over are allowed to have accounts, which SE calls “households.” Their anticipation is that an adult owns the account, and minors would not typically have their own account, but would instead have “sub-profiles” that can be attached to team rosters. However, only the account holder can log into the website or app, can receive and respond to messages and schedule updates/RSVPs, add comments or photos, and more. Realizing the difficulty that can exist when only one parent has access to these options, they have added a “guardian” feature; this allows both parents to have separate “household” accounts, and while only one “household” can have an athlete’s “sub-profile”, that account could add the other parent/guardian as a guardian to give the same level of access as the “household” account holder.

It can sound confusing (and trust me, it is – I’ve had hours of conversations with developers and support staff about the difficulties and possibilities that teams need to ensure effective, efficient and safe communications with players AND parents), but they do have a pretty good help desk and support staff. SportsEngine has a lot of help topics relating to household and player accounts at <https://help.sportsengine.com/en/articles/206-how-to-create-a-sportsengine-account>

A great thread on what a household account is versus an athlete profile, along with how to add additional guardians to receive emails, texts, etc. is at

<https://communityforum.sportngin.com/post/common-account-profile-questions-and-solutions-10059046>

Please note that this method does not allow the player to log in to the website or app to view/respond themselves; in order to do so, they would need to log in using the “household” account information. The “workaround” that is recommended is that after a player has a “sub-profile” attached to the roster, then the “household” account should add not only the other parent/guardian as a guardian, *but also add a “guardian” account to the player sub-profile using the player’s information.* This would allow the player to log in on their own, and gives them the ability to use the website and app just as the parent and/or guardians can.

You will receive an email similar to the email below

Invite: Join Baldwinsville (Baldwinsville Girls Volleyball)


 Baldwinsville Girls Volleyball

Matt Fuller's Invitation to Participate

Matt is invited to join Baldwinsville JV for Baldwinsville Girls Volleyball. Sign in or create an account to join the Bees Volleyball on SportsEngine. You'll get access to everything you need for the season!

[Accept Invitation](#)

If you do not wish to accept this invitation, disregard and no further action is needed.

Baldwinsville Girls Volleyball
beesvball@gmail.com
<http://www.beesvball.com>

This email is being sent on behalf of Baldwinsville Girls Volleyball by



Click Accept Invitation

You will get the following page



**Matt is invited to join
Baldwinsville JV for
Baldwinsville Girls Volleyball**

Baldwinsville Girls Volleyball uses SportsEngine to manage their organization. [Learn More](#)

GET STARTED

Click Get Started

If you already have a SportsEngine household account, please sign in at the bottom of the form; otherwise, please create an account using **YOUR** name and information, **not the player name and information**.

Welcome! Let's create an account.

beesvball@gmail.com

First Name

Last Name

Password

Password must be at least 8 characters and include one uppercase letter, one lowercase letter, and one number or symbol.

Select if you are a Canadian resident

Date of Birth

Month <input type="text"/>	Day <input type="text"/>	Year <input type="text"/>
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To comply with the Children's Online Policy Act, you must be at least 13 years old to create a SportsEngine account.

By creating an account you acknowledge and agree that your use of our platform is subject to the SportsEngine [Terms of Use](#) and [Privacy Policy - New](#). Use of websites is subject to that site's Privacy Policy and Terms of Use.

[Sign Up](#)

Already have an account?

[Sign In](#)

Once you have logged in or created a new account, you will get the following screen.

 Baldwinsville Girls Volleyball

Baldwinsville Girls Volleyball has invited Test Player to participate.

Your Relationship to Test

I am Test's parent/guardian

I am Test

NEXT

Select the **“parent/guardian”** and click next

If your daughter is already set up in your household, select them from the list of associated profiles; otherwise, select **“add as new household member”**

 Baldwinsville Girls Volleyball

Test does not match an existing member of your household.

Add or Select Test

Add Test as new household member

OR

MF Matthew Fuller

TP Test Player **NEW**

NEXT

Enter the correct information for your daughter then accept the invitation



Baldwinsville Girls Volleyball

Confirm Test Player's Information

Legal First Name

Preferred Name *(optional)*

Middle Name *(optional)*

Last Name

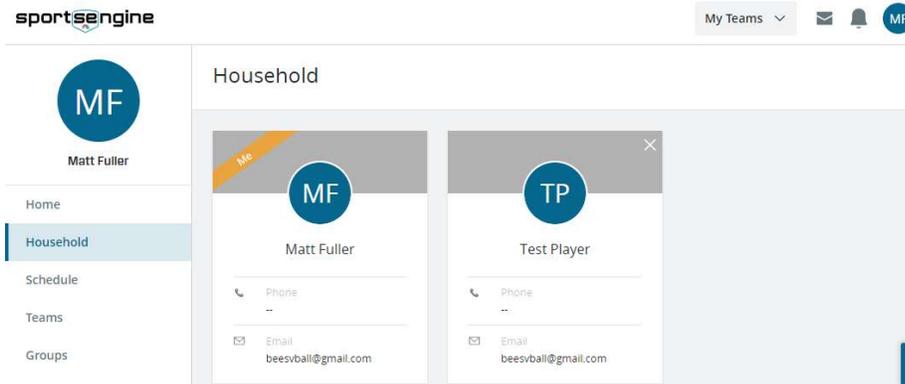
Suffix *(optional)*

Gender

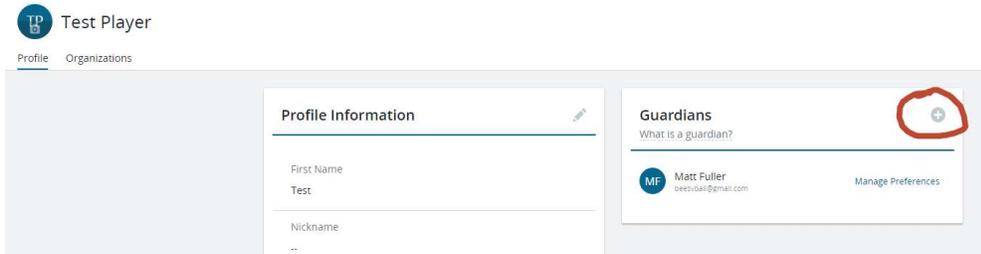
Date of Birth

ACCEPT INVITATION

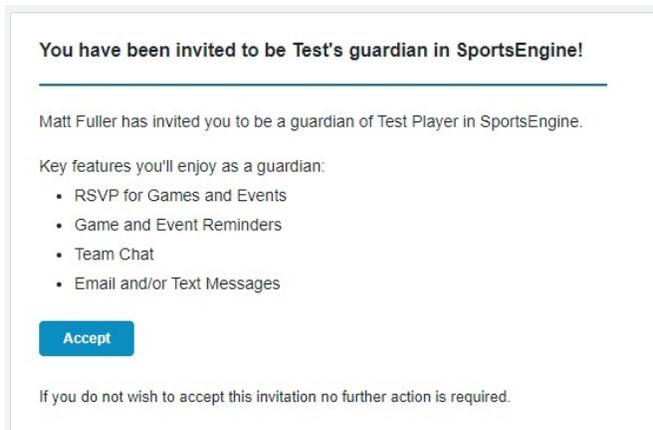
Now, in your account (you may be taken directly there, or if you are logged in, you can click on your initials or picture in the top right and go to settings), you can go to the household menu and see the player “sub-profile”. If you want your daughter to receive emails, etc. – you should update her information on her sub-profile (not your main account).



You can also add her other parent/guardians with the add guardians button. This will allow other parent/guardians to get emails, messages, manage the RSVPs, etc.

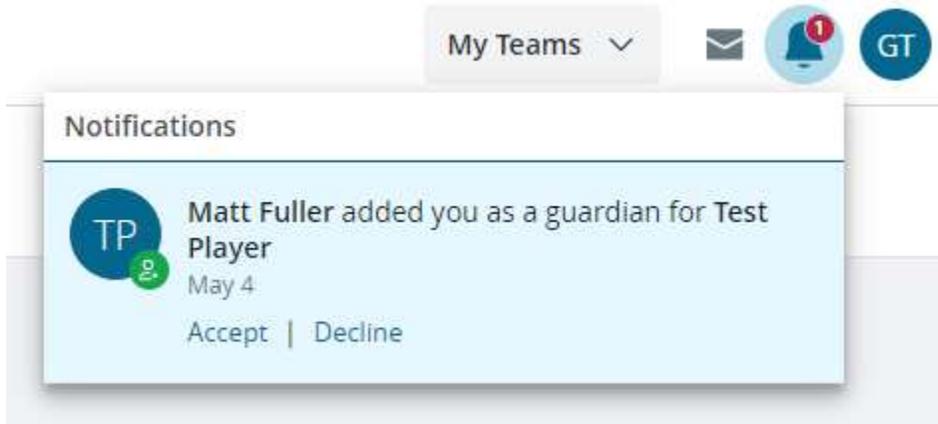


You will enter the guardian’s email address, and they will receive an invitation

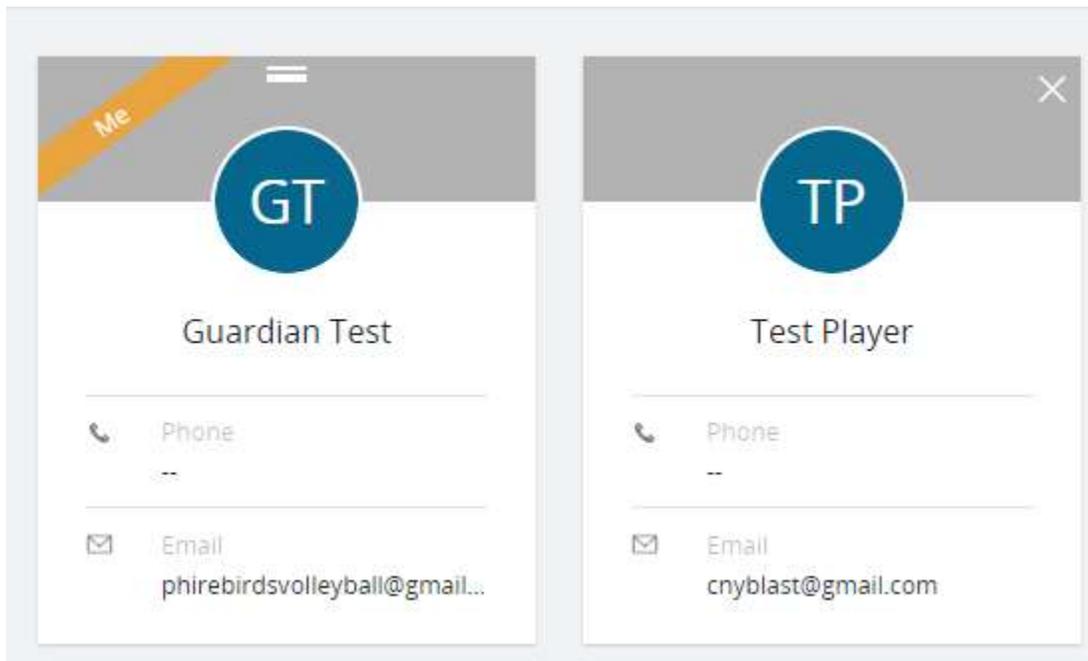


If they do not have an account, they will be asked to create one once they accept the invitation; otherwise, they can sign in with their current SE account attached to the email address provided.

When I tested this, after I logged in as a guardian, I did get an error message that the guardian invite/acceptance did not work, but next to my account in the top right, I had a message



Once I accepted that notification, I had the player sub-profile linked to the guardian account correctly

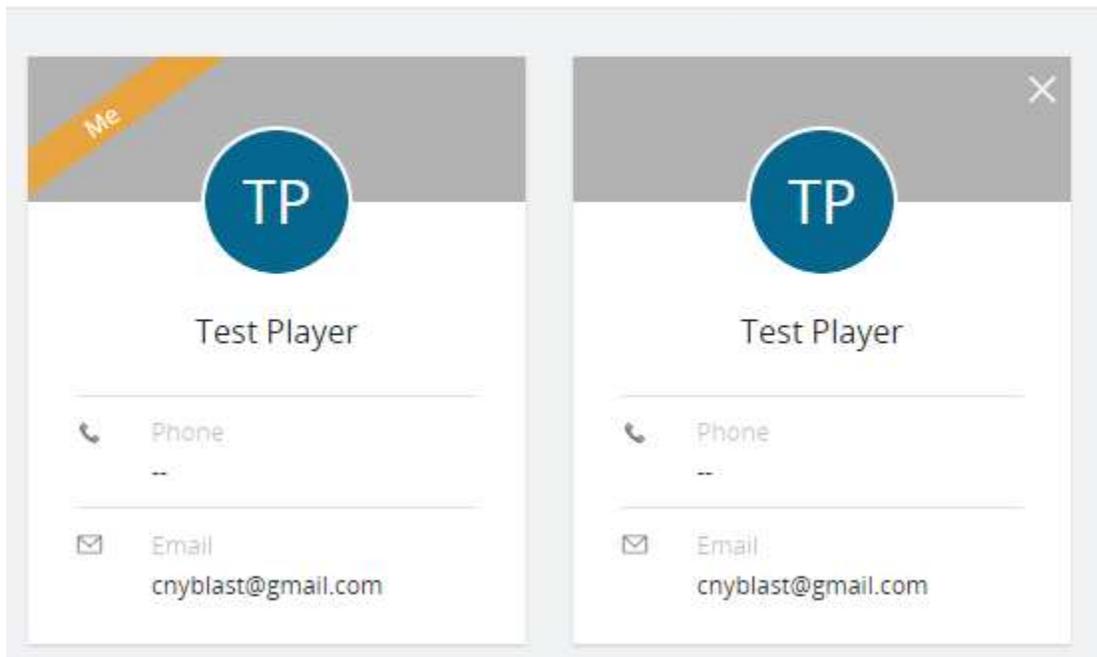


A guardian can add additional guardians, remove any guardian except the original household account, RSVP, chat, etc. just as the original household account.

As previously stated, if I want my daughter to have “full” access to the website and app, RSVP for herself, respond to chats – I need to add her as a guardian to her own sub-profile. This **will** invite her to create her own account (SE rules are that account holders must be 13 or older). Please note that every household or guardian account must have its own unique email address. It is also important that if a player does have her own account, that the website administrator only sends roster invites to the main “household” account so that the parents/guardians are properly linked and the player is not directly invited – otherwise, the player would then be responsible to link her own parents/guardians to ensure communication is safe and complete to all relevant parties.

If the player is added as her own guardian, once she creates her account it will look something like this: her as her own household and her “player” account as a sub-profile

Household



To ensure that you receive all notifications, you should also confirm in the Settings menu on the left side that you have the notifications turned on

The image shows a mobile settings application with a sidebar on the left containing the following menu items: Bills, Registrations, Settings (highlighted in blue), and Apps. The main content area is titled 'Notification Settings' with an information icon. A dark grey callout box at the top of the main area contains the text: 'Select how you want to be notified from the sources listed below'. Below this, under the heading 'Bees Volleyball', there is a list of notification sources. The first source is 'Test Player', which has a checked checkbox. The second source is 'oyblast@gmail.com', which has an unchecked checkbox. A red hand-drawn circle highlights the checkbox for 'oyblast@gmail.com'.

App	Notification Source	Status
Bees Volleyball	Test Player	Checked
	oyblast@gmail.com	Unchecked