

## Frequently Asked Questions about RankOne and Physical Exams:

- *I am having trouble with my Rank One account, who do I reach out to?*
  - Reach out to [support@rankone.com](mailto:support@rankone.com) or contact your child's coach/program director for assistance
  - Visit this page for other questions related to RankOne: [Frequently Asked Questions](#)
- *Who do I turn my physical into?*
  - You **will not** turn in a hard copy. Upload your physical to your RankOne account. Hard copies will **NOT** be accepted. **Please do NOT turn in to the nurse, front office staff, your coach/program director, CSISD central office etc.**
- *How do I get a copy of my child's physical?*
  - Through RankOne, you have access to your child's physical at any time by simply logging into your account.
- I uploaded my physical exam, but it was declined. What should I do?
  - **A message will be sent to you via RankOne Messenger if your physical is declined for any reason.** The message will tell you why the physical was declined and what needs to be done in order to obtain approval.