



*SportsEngine Parent  
Quick Start*



## ***WELCOME TO OUR NEW WEBSITE***

We have recently launched SportsEngine as our Primary Website and Communications Platform and hope to make this an easy transition for you. We have provided the following FAQ with links to common functions to help you navigate the new system. Please follow these instructions to set up your account/profile and your athlete's profile so that we may communicate important information with you and your rower.

Please note that as Parents, you will have access to private information that is unavailable to the general public. Please do not share logins or private information made available to you, information about other rowers, or information about travel details and accommodations outside of the active club members.

We hope you enjoy the new features and welcome your feedback to make this a better experience for everyone! Please email any questions or feedback to [alicewesterfield@me.com](mailto:alicewesterfield@me.com).

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## **IMPORTANT LINKES**

### **Website Addresses**

For testing purposes, you will find the pre-live website at the following address: <https://saintandrewrowing.sportsengine-prelive.com/home>

After the site is migrated into production, you will find it back at the original website address: <https://www.standrewrowing.com/>

### **Parent Dashboard**

SportsEngine has two methods for management, the Usher Dashboard available from any browser, and the SportsEngine Application for your smartphone. To access your User Dashboard:

1. Sign in to your SportsEngine Account:  
[https://user.sportngin.com/users/sign\\_in](https://user.sportngin.com/users/sign_in)
2. In the top-right corner of the screen, click on your “initials” or “account photo”.
3. Under your name, choose **Go To My Account**.

During Login, SportsEngine credentials can be saved making it easier for you to return at a later date. Please note that your SportsEngine account privileges will give you access to Private pages on our Website so that will always have the most recent information available.

### **SportsEngine Application**

It is recommended that you log into the User Dashboard and merge any duplicate accounts prior to installing the phone app to ensure you are able to access the SARC information correctly. You can download the SportsEngine App from the links below:

AppStore:

<https://itunes.apple.com/us/app/sport-ngin/id499597400?mt=8>

GooglePlay:

<https://play.google.com/store/apps/details?id=com.sportngin.android&hl=en>

## ***USER PROFILES***

Your Profile tab will display the “Account Owner” and “Sub Profiles” that exist on your SportsEngine account. The owner of the account will be signified by an orange banner that reads “Me”. The sub-profiles will all be listed after the owner.

### ***Profile Types***

#### **Account Owner Profile – SARC Parents**

The Account Owner Profile is the profile for the owner of the SportsEngine account - usually the Parent/Guardian of the rower. This account has already been created for any parent that has gone through the registration process. Typically, this profile is not tied to a roster unless the Account Owner is a coach, rower, or team manager.

The Account Owner signs in to the SportsEngine account, has access to edit the account information, and manages other sub-profiles on the account. The Account Owner also has rights to invite other Profiles to be a Guardian of the Rower’s Account.

#### **Sub-ProfileS – SARC Rowers**

These sub-accounts are for the rowers and are tied to registrations and rosters for the various squads. Sub-profiles do not have sign in access to the account and these users cannot edit any information within the account.

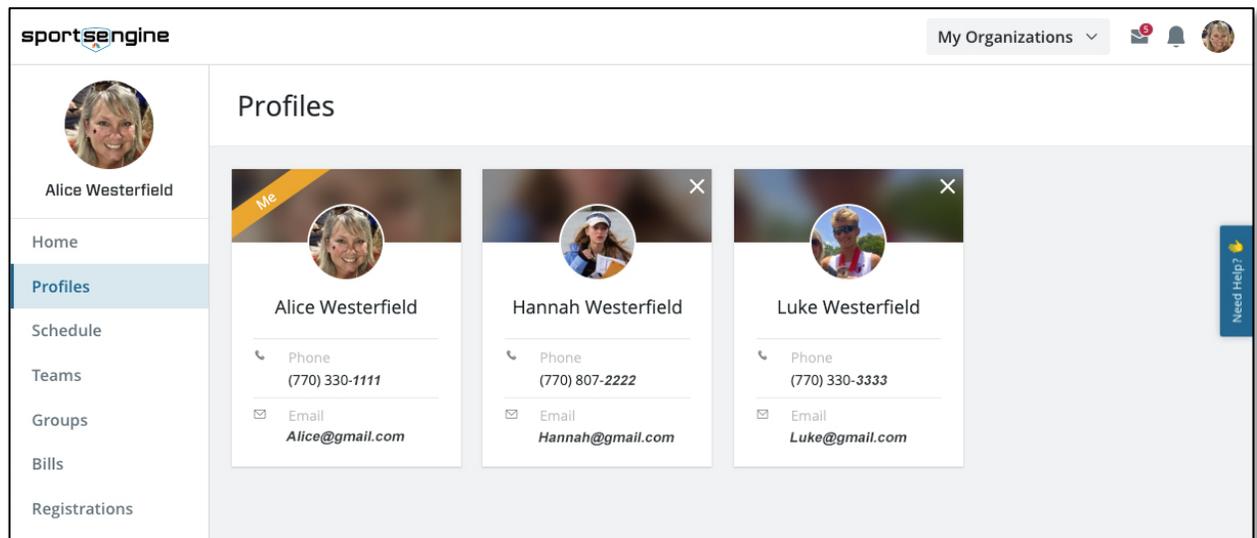
These sub-profiles are added to your SportsEngine account when going through a registration process. Later in the instructions, we will walk you through the necessary information we would like you to update for your rowers.

Please be sure to update this information for your rower.

### ***Update Parent Profile***

From your User Dashboard <https://app.sportngin.com/user/account>

1. Select **Profiles** along the left hand side. You and your rower(s) should display on the Profiles Screen.



2. Click on your **Profile** to modify update.
3. Under Profile Information, in the top-right hand corner, click the **Pencil Icon** to go into edit.
4. Please update your profile information and click **Save**.

👉 Always enter your **email address** on the Parent account so that we have this information on file. Following these guidelines will ensure that you are copied on all communications with your rower.

👉 If you choose to, you can add a 2<sup>nd</sup> email address that will receive the same information as the primary address. This is useful for another Guardian that does not wish to create an account and login, but that is interested in receiving relevant information including the same messages to the Primary Account.

👉 If another guardian would like to log into SportsEngine, we suggest you request an additional account (see section below) and configure it as a guardian account.

5. Please be sure to update your contact information as this is the information the coaches will see if your child is on their squad. Leaving your email blank will impact your ability to get important information

including previous updates from **RainOut** on weather cancellations, bus departures etc.

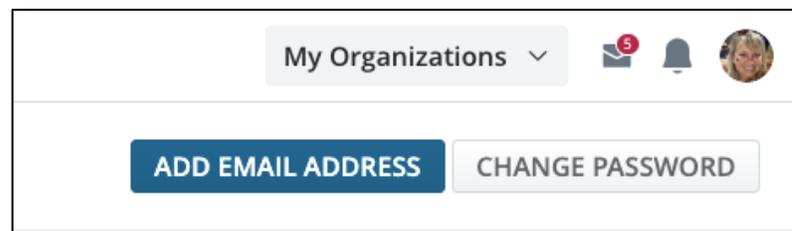
6. Please remember to edit your Child's Profile.

## **Update Rower's Profile**

From your User Dashboard <https://app.sportngin.com/user/account>

1. Select **Profiles** from the left hand side of the Dashboard.
2. Click on your Rower's **Sub Profile** to update the information.
3. Under Profile Information, in the top-right hand corner, click the **Pencil Icon** to edit.
4. Please go to each of your rower's profiles and update their information to include their **personal email address** and **cell phone number**. Your rower will not have a login to the system, you must update this contact information.

 The Coaches will be using a message feature that will allow them to communicate with their squad as a whole, or with the individual rowers. In either case, the guardians will automatically receive a copy of the communication via the email address set in the Guardian's Profile. Messages can be reviewed at any time in the User Dashboard, upper right hand corner.



 Our coaching philosophy is focused on developing the rower as an individual. To develop the best possible individuals, both on the water and off, we prefer that the rowers directly with the coaches to resolve issues and address challenges. We ask that Parents not contact the coaches directly but work through their child or the Coaching Liaison.

5. In the relevant field(s), input or change all of your rower's updated information and click **Save**.

 We recommend that you **NOT add your email address** as a secondary email contact in your rowers profile. As the guardian to this rower account, you will automatically be copied on all communications.

## ***Adding Additional Guardians***

The Guardian that registered the rower is considered the **Account Owner**. While other Guardian accounts can be added to a sub-profile, we are not able to create a second “Account Owner” for a SportsEngine account. The owner is setup at the time the profile is created and the Account Owner must be above the age of 13. However, additional Guardians can be created and will have the same access to information.

“Sub-Profiles” are created or added through registering an athlete through SportsEngine.

## ***Adding Guardians To Your Rower***

The Account Owner will need to add additional guardians as needed. From the Account Owner’s User Dashboard:

1. Click on the **Profiles** tab of your dashboard.
2. Click on an athlete Sub Profile.
3. On the right side, click the **Plus Sign (+)** to add a Guardian.
4. Input the new Guardian’s email address to invite them. This will walk them through setting up an account if they do not already have one.
5. Toggle which athlete profile(s) this Guardian should manage.

## ***New Parent Accounts***

If you have added a new parent account above, please contact us so that we can add the new parent/guardian to all appropriate groups for communication.

In many situations, there could be several Parents interested in **actively** managing a SportsEngine profile. Some families are fine with a central point of contact and others request additional Guardian Profiles. Additional

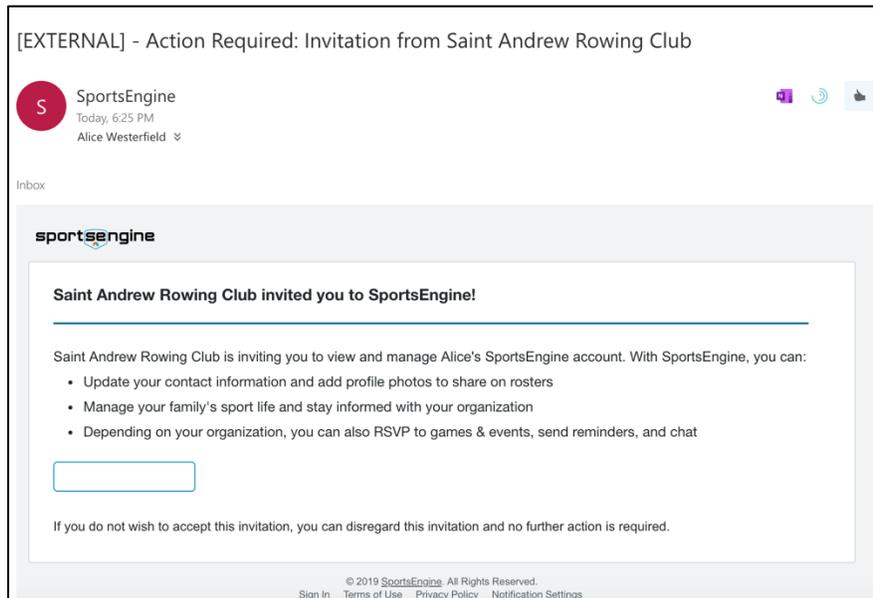
email addresses can be added to the Parent or Rower Accounts to enable communications with a second parent without adding an additional account. However, this does not grant the parent access to parent websites with travel information and additional confidential information.

Please reach out after a second account is added or for help setting it up:

1. Send email to: [vp\\_marketing@standrewrowing.com](mailto:vp_marketing@standrewrowing.com).
2. Include first name, last name and email address.

The Site Admin can create the new account and send an email invitation. You will need to configure the second account and the current Guardian will need to invite the second Profile to be a guardian of the rower's account.

After the new account is created, an email will be sent to the new parent, sample below.

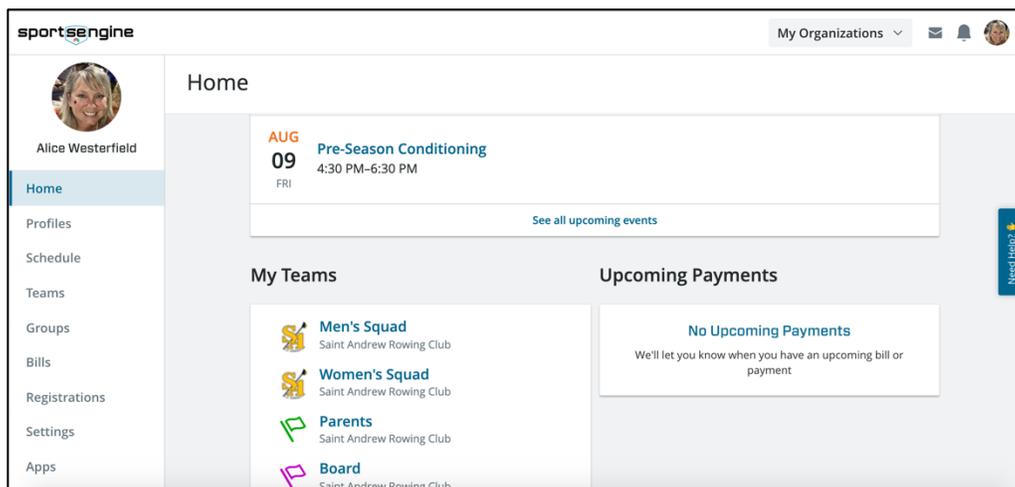


The new Parent should receive an email and use the link to claim the account.

# ACCOUNT NOTIFICATIONS

## Configure Parent Notifications

From the **Parent Dashboard**, you can manage your account profile and your child's account profile, configure account settings, view team schedules, and communicate with other parents. Please bookmark your Parent Dashboard: <https://app.sportngin.com/user>



## Configure SportsEngine Notifications

From your User Dashboard,

1. Select **Settings** and scroll to the bottom of the page
2. Select **Manage SportsEngine Marketing Preferences**
3. Select MyInfo.
4. Scroll to **NOTIFICATION PREFERENCES** at the bottom.
5. Select which notifications you would like to receive or
6. Select **“I would like to unsubscribe from all communications.”**
7. Select Update.

## Configure SARC Notifications

Configuring your SARC Notification is the most important part of leveraging this platform for the best experience possible. Please take the time to follow these instructions. The coaches and Board Members are relying on

being able to reach parents via this process and skipping steps or disabling important settings may impact your ability to get information or our ability to assist your rower the best we can.

From your User Dashboard

1. Select **Settings** and scroll to the bottom of the page.
2. Review **Notification Settings** for St. Andrew Rowing Club.
3. Select to enable your preferred method of communication – emails and/or txt messages.

 This is up to you on your preference and you can choose to use both email and text message. Always enter your **email address** on the Parent account so that we have this information on file. Following this guidelines ensures that you are copied on all communications with your rower.

 If you choose to receive a text message on your phone, you will only receive a message to let you know that a message was been received. It will not include the details of the message, only a link to the inbox on your Dashboard.

 Please be careful not to disable your email as this will be our primary means to communicate with the parents for internal club details moving forward. If you disable emails from SARC, you will need to go to your Dashboard to view any communications.

## **SARC TEAM CONFIGURATIONS**

By default, Event Reminders will be automatically sent from SportsEngine for all upcoming calendar events, typically 2 days prior to an event. They are generally received as an email with the title “**Don’t forget your upcoming Events**” and you will receive a separate email for each upcoming event.

Please note that we will NOT be using the **RSVP Feature** at this time and we ask the rowers to continue using Google Docs to communicate their planned absences from practice rather than through an RSVP. This is to encourage the Rowers to take responsibility and work proactively with their Coaches and Teammates.

These reminders can be numerous as it will include Parent reminders, Rower reminders, and each calendar event will arrive as a separate email each day. We suggest you **Disable** these system generated reminders to avoid the email volume. We will communicate important information or reminders as if you have disabled the system reminders. To disable the system reminders:

From your User Dashboard

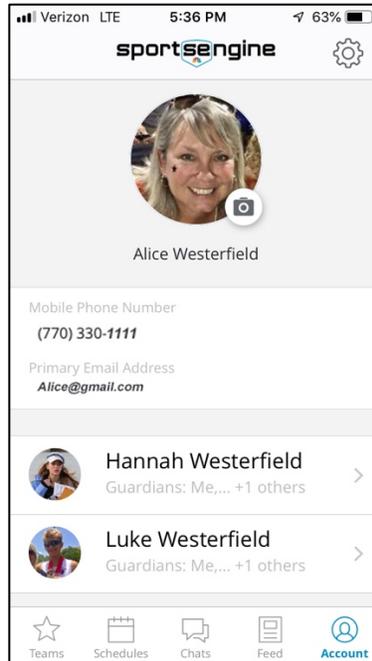
1. Select **My Teams** in the upper right hand corner
2. Select **View All Teams**
3. To the Right of each Team Name, you will have the options to View Teams or Management Reminders
4. Select **Each Team**
5. Select **Manage Reminders**
6. Select if you want to see reminders from each of your teams. In this case, your reminder can come from your rower's team, including the team that your rowers are on.

 It is suggested that you **Disable** your Rower's team **RSVP Reminders** since we have practice events scheduled almost every day. You may receive too many reminders.

 It is suggested that you **Enable** the **Parent's RSVP Reminders** so you get reminders for upcoming Parent meetings, important deadlines, Regatta Dates, and Team Social Events. We will assume you have enabled these reminders and limit the number of follow up emails that are sent.

## ***Fine Tuning SARC Notifications***

In addition to the Dashboard settings, there is one additional option you may find very useful in managing your notifications. It is **Game and Event Updates**. These updates are only configurable from the SportsEngine App. Please download the SportsEngine App with links provided earlier before proceeding. The smartphone app will improve communications and provide real time updates while traveling. The User Dashboard will look similar to below and will include your Rower's details.



## ***Notifications from SportsEngine App***

After installing the SportsEngine App on your smartphone, we recommend you disable **Game and Event Reminders** but enable **Update Notifications**. This will need to be done for your rower's team and for the Parent Team. Event Update Notifications will be sent any time a calendar event, such as practice, is modified. The coaches will be using this feature to ensure Rowers and Parents are notified of event changes such as last minute practice adjustment, weather cancellation or dates changes.

From the SportsEngine App:

1. Select **Account** across the bottom.
2. Select **Settings** by clicking on the wheel in the upper right hand corner
3. Select **Notifications**
4. Select and Configure each of your Teams separately.



For your Rowers's team, we suggested that you

- **Enable** Game and Event Updates
- **Disable** Game and Event Reminders
- **Disable Media**

When the coaches communicate with your rower, they will be using the message feature in the SportsEngine App. They do not have access to the backend profile and details. Every email they send your rower will assume your profile is configured to receive emails.



For the **Parent** team, we suggested that you

- **Enable** Game and Event Updates
- **Enable** Game and Event Reminders
- **Disable Media**

You will notice that all items are pre-populated on the **Parent Calendar**. These can be viewed from within your User Dashboard or on the SARC Website. Test Parents can view the Parent calendar here:

<https://saintandrewrowing.sportsengine-prelive.com/page/show/5157238-parents?subseason=617457> or select **View All** under the 5 Day view for a better view of all events.

SARC PARENTS CALENDAR				
MON 8/12	TUE 8/13	WED 8/14	THU 8/15	FRI 8/16
<b>Fulton Schools Start</b> Monday, 8:30am EDT-4:00pm EDT	no events	no events	no events	no events
<b>SARC Board Meeting</b> Monday, 7:00pm EDT-8:30pm EDT				

→ VIEW ALL | RSS | IICAL

Once an event is on the Calendar, you will receive an email notification if the Event details are changed by the coaches or Board.

## **Updating Roster Information**

After registering for the season, your rower will be placed on the Roster for the appropriate squad. Please be sure to go in and update all information and add your Child's Emergency Contact. Although this information was provided during the time of registration, that information will not carry over to the software as we transition to the SportsEngine platform. This will only need to be updated once and will carry over from season to season.

Your Rower's **Emergency Contact Information** is a very important part of our processes. It will be visible by the coaches, by the appropriate board members, and by others responsible for your child's travel and wellbeing. Please be sure this information is accurate as it will allow us to quickly contact you in the event of an emergency.

From the SportsEngine App:

1. Select **Teams** across the bottom.
2. Select the Appropriate Squad for your Child.
3. Scroll down to **Roster**.
4. Click on **Edit**.
5. Update **Emergency Contact Name**.
6. Update **Emergency Contact Number**.



We suggest you review this information before each regatta to ensure the guardians contact information is correct for travel days. This can be modified at any time and will update real-time.