

## How to set up a camera

- [Here is a video](#) that walks through how to set up your camera and tripod.
- [Here is a video](#) that walks through how to collapse your tripod.

## How to record:

- We don't have a video walking through how to record, as the information in the section above has all the necessary information on how to set up your camera and tripod.
- Start recording:
  - [This link](#) walks through how to start recording and the steps you need to follow, step by step. The first step will be downloading the Trace Teams app.
- Stop recording:
  - [This link](#) walks through what to do at the end of the game when your game has ended.

## How to upload games:

- Uploading:
  - [This link](#) walks you through step by step how to upload.
  - It is very straightforward, you will plug your camera into ethernet and plug your camera into power. You can then monitor your Trace upload in the app.
- - If you have any issues with uploading our technical support team can assist. The [support ticket form is linked here](#), please include your camera number, team, and be as detailed as possible.

## How to access your team

- If your player was added to a roster, they will log in at [go.traceup.com](http://go.traceup.com) and be able to access their team that way.
- If you are a team manager, the club will have added you to the system and assigned you to the correct team at the club.
- You will also need to be listed as a parent to your respective player. If you are wondering if you've been added as a family member to your player, you can have them log in and go to the family tab on their trace ID page and invite you if you do not see yourself. [Here](#) is a video walking through this process.
- **\*\*you must be added as a parent to your player if you are a team manager\*\* This does not apply to coaches.**
- Coaches/Managers: The club is responsible for adding you as a coach/manager and assigning you to the correct team. Once you have been added you can access your team roster by logging in with the email you are listed as a manager or coach under.
- [Here is a video](#) walking through how to access your roster and team.
- [These videos](#) walk through team manager/ coach info as well.

### **Why staff email is different from player email, and how to access both**

- Every user must have a unique email address, players cannot be listed as parents or managers in the system. Players will all receive an email after games are played and will access the game. Same with coaches and managers.
- Everyone can access trace at any time by either logging into the app or logging in at [go.traceup.com](http://go.traceup.com)

### **Basic troubleshooting:**

- If you are having any technical issues, (uploading, camera, sound, game results) you will need to reach out to [our technical support team](#) as they handle all troubleshooting. You will open a ticket and they will get back to you within 24 hours.
- It is important to note ALL tickets close after 4 days of inactivity so if our team does not get a response back within 4 days they will close the ticket and you will need to open a new one in order to resolve the issue.
- Our team will walk you through any troubleshooting steps you need to take and will issue equipment replacements if necessary.

For additional info please look through our [Getting Started Guide](#). I recommend reviewing this guide as it will answer most if not all questions regarding Trace and make the process a lot smoother. There is also info on [game results](#) and in the Guide and what to expect.

I've also included our [YouTube Playlists](#) here for additional information.