

Not Receiving Emails?

Things to Verify in your account:

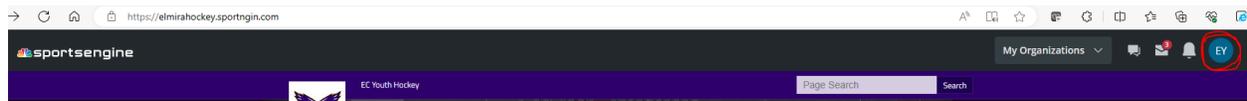
Verify Account Emails and Guardians are accurate: (2 Options)

Option 1: added email will only receive communications and **WILL NOT BE** able to modify child account.

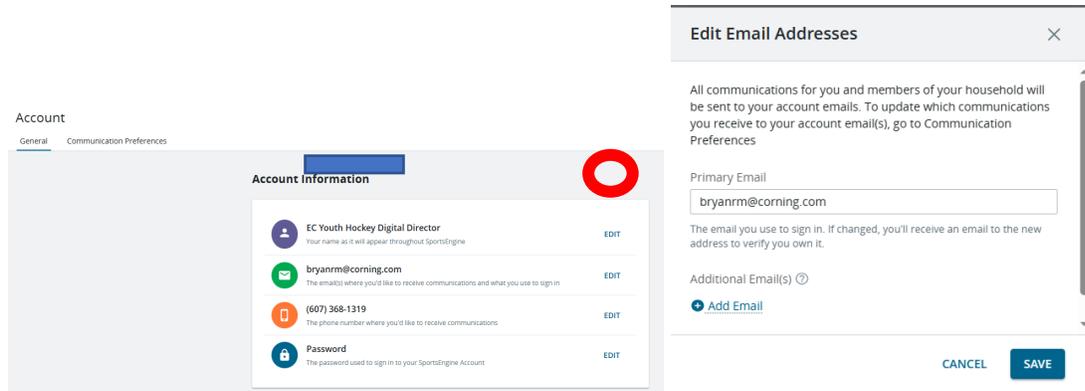
Option 2: added guardian will receive communications and **WILL BE** able to modify child account.

OPTION 1:

1. From website: <https://elmirahockey.sportngin.com>
2. Click **Round Icon** in upper right corner and select **ACCOUNT SETTINGS**

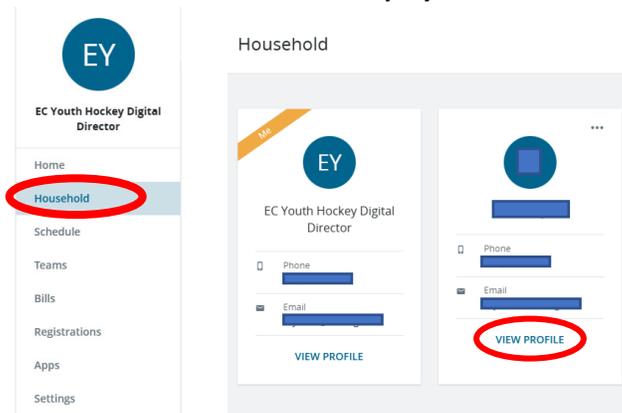


3. Select **EDIT** to update or add email addresses* for communications.
 - *this will only enable communications to be received and they will be **unable to manage child account**

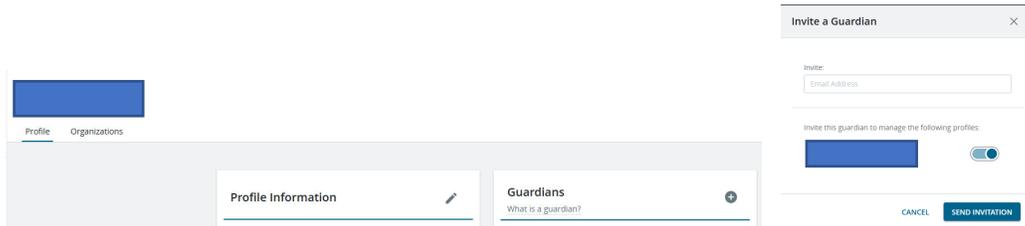


OPTION 2:

1. Follow steps 1 & 2 from Option 1.
2. **Select Household** on left menu
3. Then **select View Profile** under **player**

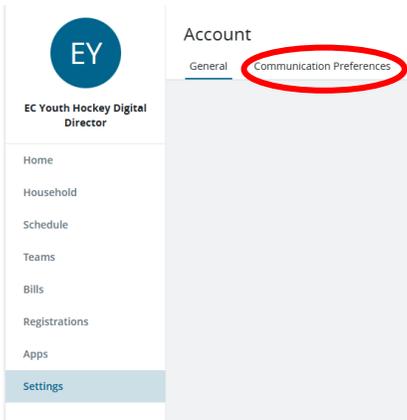


4. **Select +** to add Guardians*
 - *Guardians can **manage child accounts** and receive communications
5. **Add** email address to Invite
 - *Individual will then have to accept the invite and create an account if they do not already have one.*



Confirm Communication Settings are TURNED ON:

1. Follow Steps 1 & 2 from Option 1 above
2. Select Communication Preferences:



3. **Verify** the desired methods of communication are **CHECKED**
 - o Emails and Text messages can be received.

EC Youth Hockey		
EC Youth Hockey Digital Director	<input checked="" type="checkbox"/> [redacted].com	<input type="checkbox"/> 607 [redacted]
Player	<input checked="" type="checkbox"/> [redacted].com	<input type="checkbox"/> 607 [redacted]
		<input type="checkbox"/> 607 [redacted]