

## Sports Engine FAQs

### **What email and password do I use to login to the SE Team App to see my player's team(s)?**

Answer: The same email and password you used to originally create your SE account when you registered your player for FHS. This is your primary email account on your SE account profile. **(PLEASE DO NOT create a new login and password - this causes a lot of extra work on the backend and may disrupt your ability to see schedules and communicate with the team).**

### **Why don't I see the team that my player is on in the SportsEngine (SE) TeamApp?**

Answer: Are you the primary account owner/parent-guardian who registered the player in SportsEngine? If yes, then you need to enter the email address and password that you used to create your SportsEngine account in the team app. They cannot be different. NOTE: If you are not the primary account owner/parent-guardian AND you did not create an account in SportsEngine to register your player, you WILL NOT see the team in the SE app. The primary account owner/parent-guardian will need to add you as a guardian in the SE app before you will have access.

### **How can a second parent/guardian be added to the team?**

Answer: The primary account owner/guardian of the player can add/invite the second parent as a guardian in the SE app by following the steps below [in your mobile app](#).

1. Click on the account button at the bottom of the screen.
2. Click on the player's name for second parent/guardian to be added to team.
3. Click on guardian's tab (this will show who is the primary guardian, their email and phone number.
4. Enter an Email address for the guardian you wish to invite.
5. Click 'Send Invite'.
6. Once they accept the invitation from the email they receive, they will have access to the team. They will need to create their own SE account if they have not done so already.

### **What is a guardian?**

Answer: Any family member of an athlete can be added as a guardian allowing them to be involved with the team without being the primary account owner/parent-guardian.

## **What can a guardian do?**

Answer: Guardians have permissions to view the team schedule, RSVP to games and events, message team members and view and edit the athlete's profile.

## **How do I give a player access to the SE team app so they can RSVP and communicate with the team?**

Answer: Currently there are only two ways to give a player access to the SE app for their assigned team:

1. Have the player sign in to the SE app with the primary account owner/parent or guardian's email and password.
2. Have the primary account owner/parent/guardian add the player as a guardian using the player's own email address (follow the same process as above for adding a second parent/guardian). Once they have been added as a guardian, the player will receive an email inviting them to the team and will be required to set up their own SportsEngine account profile with their own password. Once this has been completed, they will be able to access their team and have all the same permissions in the SE app as a guardian.

## **How do I view the schedule and RSVP in the SE app?**

Answer: When your Coach creates a new game or event, you will receive an invitation via email and in your SportsEngine Inbox. You will also receive a notification on your mobile app. You will need to RSVP to one of the notifications.

- **RSVP Via Email Invitation** You will receive an invitation email to which you can RSVP. There is no need to login to the team website to RSVP, simply choose your response within the email indicating that you are Going, Not Going, or Maybe. You can also add a note to your response.
- **RSVP Via SE Mobile AppNotification**
  - Click on Schedule.
  - Click on game or event you want to RSVP's for.
  - Click Yes, No or Maybe for RSVP.
  - To add a note of explanation for a No or Maybe response, click on the 3 dots to right of RSVP and you will be prompted to add a note.
  - To view all team RSVP's, click on RSVPs tab.