



**Sports
Illustrated**
Play™

COACH MOBILE APP

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
INTRODUCTION	4
USER PERMISSIONS.....	4
VOLUNTEER PRIVILEGES	4
ACCOUNTS.....	4
Login	4
How to Login.....	4
Reset Password.....	5
Magic Link.....	5
Single Login.....	5
Log Out.....	5
Account Access.....	6
Edit Account.....	6
Divorced/Separate Households	6
SPORTS ILLUSTRATED PLAY MOBILE APP FEATURES	7
Team Management	7
Follow a Team.....	7
Invite Teammates	7
Feed	8
Create a Post.....	8
Edit a Post.....	8
Delete a Post.....	9
Schedules.....	9
View/Edit Team Attendance.....	9
Add an Event.....	10
Create a Recurring Practice.....	10
Edit an Event.....	11
Cancel an Event.....	12

Coach Mobile App Guide

Delete an Event.....	13
Add/Edit Game Scores.....	14
Subscribe to Schedule Using iCal.....	14
Subscribe to Schedule Using Google Calendar	14
Messages/Chats	16
Send an Email/Text to your Team	16
Enable Text Message Notifications.....	16
Send a Team Chat.....	17
Enable Push Notifications	17
Why am I not Getting Push Notifications?	18
Photos.....	18
Upload Roster Photos.....	18
Add a Team Logo.....	19
More	19
View Digital Player Passes	19
TROUBLESHOOTING.....	20
Team Not Visible in the Sports Illustrated Play Mobile App.....	20
Reasons why you may not be able to see your team:	20
Team Disappeared.....	20
Player Showing Up on the Wrong Team Roster.....	21
Event Time Wrong.....	21
Not Receiving Email.....	21
Updating the Mobile App.....	22
Updating Your App to the Latest Version and Updating your Device's App Settings.....	22
HELP.....	22
Contact League.....	22
Sports Illustrated Play Mobile App Help Center	22
Report a Problem	22

Coach Mobile App Guide

INTRODUCTION

This guide is designed to assist coaches/privileged volunteers with using the Sports Illustrated Play Mobile App.

USER PERMISSIONS

In order to have access to the Sports Illustrated Play Mobile App, the following must occur for ALL players, parents, and volunteers:

1. The player/volunteer must be registered for the session/division they are interested in.
2. An administrator of the league must assign the player/volunteer to the team they will be participating in.
3. An administrator must activate the team. Once this step happens, the player/volunteer will receive an email letting them know that they may log into their Team Website and the Mobile App.

VOLUNTEER PRIVILEGES

Various functions available through the SI Play Mobile App will require special privileges given by your League Administrator.

You will be able to access a list of what features you are able to access in the Sports Illustrated Play Mobile App by going to **More > Permissions**.

If you are unable to access a function required by your role, speak to your League Administrator about modifying your permissions.

Refer to the list below of available privileges a League Administrator may assign (More than one privilege may be assigned):

- **Team-Based**- The role is assigned to a team.
- **Is Rostered**- The role is assigned to a team and will show up on a printed roster.
- **Team Communicator**- The role is able to send texts and emails.
- **Team Administrator**- The role can manage team schedules, scores, posts, and attendance.

ACCOUNTS

To access your team's information, you **must** use the same account you initially registered with.

Login

How to Login

1. Enter the email associated with your website account.
2. Tap **Next**.
 - Tap **Send Magic Link** if you'd like to receive a magic link in your email that'll sign you in instantly.

Coach Mobile App Guide

- OR -- Tap **I'd rather type my password** if you prefer to manually type in your password
3. Once you've logged into the app, tap on any teams you do NOT wish to follow
 - **NOTE:** If you have logged into the SI Play Mobile App for the first time, but do not see any Teams you wish to follow, you will not be able to complete the login process. Click [here](#) for further assistance as to why you may not be able to see your desired Team
 4. Tap **Next**.
 5. Tap **Yes, I want notifications** (*recommended*).
 6. Tap **Select Teammates** to invite teammates to use the app.
 7. Tap on teammates you do NOT want to invite.
 8. Tap **Send Invites**.

Reset Password

1. Navigate to the Login screen.
2. Enter your email address.
3. Tap **I'd rather type my password**.
4. Tap the **Forgot Your Password?** link.
5. Navigate to your email box.
6. Follow the instructions in the email to change your password.
 - **NOTE:** If you do not receive this email, please make sure to check your spam or junk folder in case the email was accidentally flagged as spam.

Magic Link

The Magic Link email must be opened, and the link must be clicked on from the mobile device where the app is installed.

- If you are opening the email from your PC, please try to open the email from your phone.
- If you are opening the email from your phone, and the Magic Link is not working, please use the password option instead.

Single Login

Using Two Accounts in Two Different Leagues

If you have two Sports Illustrated Play and/or League Athletics accounts that are in *different* leagues, both accounts will need to have the same login email address and password.

- For user directions to edit a Sports Illustrated Play account, click [here](#).
- For user directions to edit a League Athletics account, click [here](#).

Using Two Accounts in the Same League:

If you have two Sports Illustrated Play or League Athletics accounts that are in the *same* league, you will need to contact your league administrator and request that the accounts be merged.

Log Out

1. Navigate to the **More** tab.
2. Scroll down to the bottom and tap **Log Out**.

Coach Mobile App Guide

Account Access

Edit Account

Sports Illustrated Play and League Athletics accounts cannot be edited through the SI Play Mobile App and must be edited on the web.

Team Administrators cannot edit another member's account information on their behalf. Account information can only be edited,

- by a **Family Administrator**.
- by a **League Administrator**.

Divorced/Separate Households

When divorced parents each want access to their child's team, there are *two* ways to solve this situation:

- Add a Non-Family Administrator to the account of the registered child.
- Create a Custom Volunteer Role and assign a parent to that custom volunteer role.

Add a Non-Family Administrator to the Account

A League Administrator must perform this action, OR you can direct the user to do this from their own account in the app or on the web. Click [here](#) for user directions.

A Non-Family Administrator profile, also called a Family Member, allows the user to follow the players within the account without allowing them to change any information on the account, or register/checkout orders. Once the child's team is designated as **Active**, each parent:

- Will receive game and event notifications
- Will be able to access their child's schedule (if posted).
- Can communicate with the rest of the team by using the Team Chat feature (if enabled for your league).
- **If this Family Member also wishes to receive email communications from the team, the email of the Family Member must also be added as an 'Alternate Email' to the Family Administrator's profile.*

Add a Custom Volunteer Role and Assign a Parent to that Role

A League Administrator must perform this action.

A Custom Volunteer Role will allow each parent to have separate accounts. However, the parent being assigned to this role must register for the team and the league must agree to allow this role to be created. Once the child's team is designated as **Active**, each parent:

- Will receive game and event notifications
- Will be able to access their child's schedule (if posted).
- Can communicate with the rest of the team by using the Team Chat feature (if enabled for your league).

Coach Mobile App Guide

- Will receive all email communications from the team.

SPORTS ILLUSTRATED PLAY MOBILE APP FEATURES

Team Management

Follow a Team

When logging into the Sports Illustrated Play Mobile App for the first time, you will be presented with any **Active** Teams available to follow.

NOTE: In order to follow a team, the following must occur:

- Your team must be made *Active* or *Public* by the league.
 - If your team is still set as *Coach Preview*, you will only be able to see the roster on the web.
- The season must be current.
- You must have a completed registration.
- Your login email must match your login for the account in which you are registered.

If you or a member of your Team are still unable to see your team in the Mobile App after following the steps below, please click [here](#).

Using an iOS device:

1. Tap **My Teams** at the bottom of the screen.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. Scroll to the far right and tap the **Edit Teams Icon**.
4. To the right of each team name you wish to follow, slide the button to the right. *When successfully added, the switch will turn green.*

Using an Android device:

1. Tap **My Teams** at the bottom of the screen.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. Scroll to the far right and tap the **Edit Favorites Icon**.
4. To the right of each team name you wish to follow, slide the button to the right. *When successfully added, the switch will turn red.*

Invite Teammates

Only rostered Teammates can be invited to use the Sports Illustrated Play Mobile App. If you do not see a registered teammate as an option to invite, please contact your League Administrator.

Using an iOS device:

1. Tap **My Teams** at the bottom of the screen.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. To the right of the name of your team, tap the **Team Icon**.
4. Invite any teammates that are not yet using the SI Play Mobile App.
5. When finished selecting teammates, tap **Send Invites**.

Coach Mobile App Guide

Using an Android device:

1. Tap **My Teams** at the bottom of the screen.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. In the upper right-hand corner of your screen, tap **Invite**.
4. Invite any teammates that are not yet using the SI Play Mobile App.
5. When finished selecting teammates, tap **Send Invites**.

Feed

Create a Post

Using an iOS Device:

1. Go to **Feed**.
2. In the upper right corner, click **Post**.
3. Choose the **Team** your post relates to.
4. Tap the **Camera Icon** to upload an image or take a photo/video.
5. Tap **Done**.
6. Type in a headline for your team share.
7. If desired, type in a second headline.
8. If desired, type in a "Tell me more" text field.
9. If desired, enter a URL.
10. When finished, in the upper right corner, tap **Post**.

Using an Android Device:

1. Go to **Home**.
2. In the upper right corner, click **Post**.
3. Choose the **Team** your post relates to.
4. Tap **Photo** to upload an image or take a photo/video.
5. Type in a headline for your team share.
6. If desired, type in a second headline.
7. If desired, type in a "Tell me more" text field.
8. If desired, enter a URL.
9. When finished, in the upper right corner, tap **Post**.

Edit a Post

Using an iOS device:

1. Go to **Feed**.
2. Find the Post you'd like to edit.
3. On the top right-hand corner of the post, tap the **down arrow**.
4. Tap **Edit Post**.
5. Make desired changes.
6. When finished, in the upper right corner, tap **Post**.

Coach Mobile App Guide

Using an Android device:

1. Go to **Home**.
2. Find the Post you'd like to edit.
3. On the top right-hand corner of the post, tap the **three vertical dots**.
4. Tap **Edit Post**.
5. Make desired changes.
6. When finished, in the upper right corner, tap **Post**.

Delete a Post

NOTE: This will delete the post for all users.

Using an iOS device:

1. Go to **Feed**.
2. Find the Post you'd like to delete.
3. On the top right-hand corner of the post, tap the **down arrow**.
4. Tap **Delete Post**.
5. Tap **OK**.

Using an Android device:

1. Go to **Home**.
2. Find the Post you'd like to edit.
3. On the top right-hand corner of the post, tap the **three vertical dots**.
4. Tap **Delete Post**.
5. Tap **Delete**.

Deleting Old Posts from the Feed

When new season posts are created in the Mobile Feed, old season posts will move to the bottom. If you wish any posts to be removed from the feed, you will need to do this manually, one post at a time.

Schedules

View/Edit Team Attendance

NOTE: Attendance must be recorded before the end of the event.

Using an iOS device:

1. Navigate to **Schedule**.
2. Scroll to locate the event you wish to manage.
3. To the right of "Attendance" tap the **Team Icon**.
4. To the right of the player/volunteer image of the person(s) attending, tap the **circle/check mark**.
5. Tap **Attending/Not Attending/Undecided** as desired.

Using an Android device:

Coach Mobile App Guide

1. Navigate to **Schedule**.
2. Scroll to locate the event you wish to manage.
3. Tap the **Event**.
4. Scroll down to the "Attendance" section.
5. To the right of "Attendance" tap the **Team Icon**.
6. To the right of the player/volunteer image of the person(s) attending, tap the **circle/check mark**.
7. Tap **Attending/Not Attending/Undecided** as desired.

Add an Event

NOTE: When creating an event, the "Notes" field will hold up to 250 characters for *Sports Illustrated Play* accounts and up to 64 characters for *League Athletics* accounts.

When creating an event, please note:

- Games created by volunteers on the Team Website, or mobile app, will not count towards league standings. Opposing teams appear as a write-in or a custom team. In order for a game to count towards standings, it must be created by a league administrator.
- Events created and saved on the Team Website, or Mobile App, will publish immediately. Only league administrators can save events to publish at a later date.
- However, events may take up to **24 hours** to sync to subscribed calendars after events have been created and/or edited.

Using an iOS device:

1. Tap **Schedule**.
2. In the upper right-hand corner of the screen, tap the "+" symbol.
3. Select the team you'll be creating the event for.
4. Fill out the form as desired.
5. When finished, in the top right corner, tap **Save**.

Using an Android device:

1. Tap **Schedule**.
2. In the lower right-hand corner of the screen, tap the "+" symbol.
3. Select the team you'll be creating the event for.
4. Fill out the form as desired.
5. When finished, in the top right corner, tap **Save**.

Create a Recurring Practice

Using an iOS device:

1. Tap **Schedule**.
1. In the upper right-hand corner of the screen, tap the "+" symbol.
2. Select the team you'll be creating the practice for.
3. Tap **Practice**.
4. Tap **Repeats**.
5. To the right of Repeats, slide the button to the right. *When successfully enabled, the switch will turn green*

Coach Mobile App Guide

6. Choose all of the reoccurrence details that you are prompted to input.
 - **NOTE:** Ensure the End Date is correct.
7. When you're satisfied, tap the < **Back** button to return to the Edit Event form.
8. Finish filling out the Edit Event form, as needed.
9. Once complete, tap **Save**.

Using an Android device:

1. Tap **Schedule**.
2. In the upper right-hand corner of the screen, tap the "+" symbol.
3. Select the team you'll be creating the practice for.
4. Tap **Event Type**.
5. Tap **Practice > Choose**.
6. Tap **Repeat**.
7. Tap **Repeat** again to confirm.
8. Choose all of the reoccurrence details that you are prompted to input.
9. When you're satisfied, tap the ← **Back Arrow** button to return to the Edit Event form.
10. Finish filling out the Edit Event form, as needed.
11. Once complete, tap **Save**.

Edit an Event

NOTE: When editing an event, the "Notes" field will hold up to 250 characters for *Sports Illustrated Play* accounts and up to 64 characters for *League Athletics* accounts.

When editing an event, please note:

- Volunteers are only able to edit events that they've created. Events created by the league must be edited by the league.
- Events edited and saved on the Team Website, or Mobile App, will publish immediately. Only league administrators can save events to publish at a later date.
- However, events may take up to **24 hours** to sync to subscribed calendars after events have been created and/or edited.

Using an iOS device:

1. Tap **Schedule**.
2. Select the event you wish to manage.
3. In the top right corner, tap **Edit > Edit Event**.
4. Edit the form as desired.
5. When finished, in the top right corner, tap **Save**.

Using an Android device:

1. Tap **Schedule**.
2. In the top right corner, tap the **three vertical dots > Edit Event**.
3. Edit the form as desired.
4. When finished, in the top right corner, tap **Save**.

Coach Mobile App Guide

Cancel an Event

Sports Illustrated Play Accounts

When canceling an event, please note:

- Volunteers are only able to cancel events that they've created. Events created by the league must be canceled by the league.
- Volunteers are only able to *cancel* OR *delete* an event. Once an event has been cancelled, only a league administrator will have the ability to delete that event from the schedule.
- If you need to cancel AND delete an event, you will need to delete that event.
- Once an event has been canceled, this action cannot be undone.

Using an iOS device:

1. Tap **Schedule**.
2. Select the Event you wish to manage.
3. In the top right corner, tap **Edit > Cancel Event**.
4. *(Optional)* Add Optional Message.
5. Tap **Send Notifications** or **Cancel without Notifying**.

Using an Android device:

1. Tap **Schedule**.
2. In the top right corner, tap the **three vertical dots > Cancel Event**.
3. *(Optional)* Add Optional Message.
4. Slide the button to the right if you wish to **Notify All Team**.
 - *When successfully enabled, the switch will turn red.*
5. Tap **Cancel Event** to confirm.

League Athletics Accounts

Using an iOS device:

1. Tap **Schedule**.
2. Select the Event you wish to manage.
3. In the top right corner, tap **Edit > Cancel Event**.
4. *(Optional)* Add Optional Message.
5. Tap **Send Notifications** or **Cancel without Notifying**.

Using an Android device:

1. Tap **Schedule**.
2. In the top right corner, tap the **three vertical dots > Cancel Event**.
3. *(Optional)* Add Optional Message.
4. Slide the button to the right if you wish to **Notify All Team**.
 - *When successfully enabled, the switch will turn red.*
5. Tap **Cancel Event** to confirm.

Coach Mobile App Guide

Delete an Event

NOTE: This action can only be performed from the Team Website on the Web.

Sports Illustrated Play Accounts

When deleting an event, please note:

- Use the delete option to remove the event from the schedule completely. *This action cannot be undone.*
- Volunteers are only able to delete events that they've created. Events created by the league must be deleted by the league.
- When deleting an event, you will have the option to notify your team.
- If you need to cancel an event and wish to have it remain in your schedule, you will need follow the steps to cancel an event.
- Volunteers are only able to cancel **OR** delete an event. Once an event has been cancelled, only a league administrator will have the ability to delete that event from the schedule.
- It is recommended this action be used for scheduling errors only.

To delete events from your team schedule:

1. Log in to your Team Website.
2. Click **Schedule**.
3. Find the event you'd like to delete on the schedule.
4. Click the down-facing arrow to expand the event.
5. Click **See Full Event Details**.
6. Click **Delete**.
7. If you'd like to notify the team of the deletion, ensure **Notify Team of Deletion** is selected.
8. If you'd like to enter a message to your Players & Volunteers, you may do so in the **Custom Message to Players & Volunteers** text box.
9. When satisfied, click **Delete Event**.
10. The event will now be removed from the schedule.

League Athletics Accounts

To bulk delete practices/games, without sending a notification:

1. Using the vertical menu, click **Schedule**.
2. To the left of each event, select which you would like to delete by checking the box.
3. Scroll to the bottom and click **Delete Checked**.
4. To verify you'd like to delete, click **OK**.

To individually delete a practice/game, and to choose to send a notification (or not):

1. Using the vertical menu, click **Schedule**.
2. To the right of the event, under **Actions**, click the **Red X** to delete.
3. To verify you'd like to delete, click **OK**.
4. If you'd like to send a notification, click **OK**. If you do not want to send a notification, click **Cancel**.

Coach Mobile App Guide

Add/Edit Game Scores

NOTE: You cannot score a game before its start time.

Using an iOS device:

1. Tap **Schedule**.
2. Tap **All Events**.
3. Find the game you'd like to score.
4. Tap the game.
5. Tap **Live**.
6. Tap the **Pencil Icon**.
7. Tap to enter their scores.
8. Once complete, tap **Save**.

Using an Android device:

1. Tap **Schedule**.
2. Tap **All Events**.
3. Find the game you'd like to score.
4. Tap the game.
5. Tap **Live**.
6. To the right of "Final", tap the **three vertical dots > Edit Score**.
7. Tap to enter their scores.
8. Once complete, tap **Save**.

Subscribe to Schedule Using iCal

Please note that only iOS users are able to subscribe to iCal through the SI Play Mobile App.

NOTE: New events or changes to the schedule will sync to web calendars **24 hours after** the event has been edited in your league system or in the Sports Illustrated Play Mobile App.

1. Tap **More**.
2. Tap **Team Calendars**.
3. To the right of each Team you'd like to add, tap **Subscribe**.
4. Tap **Subscribe** to confirm.
5. Tap **View Events** or **Done**.

Subscribe to Schedule Using Google Calendar

Sports Illustrated Play Accounts

Important Items to Note:

- Enabling this feature is a multi-step process, first involving your team website and then secondly your mobile device.
- New events or changes to the schedule will sync to web calendars **24 hours after** the event has been edited in SI Play.
- If you have multiple Google accounts, ensure you are logged into the correct account on your mobile device when syncing your calendar.

Coach Mobile App Guide

Step 1: Login to your SI Play Team Website from the Web.

1. Log in to your SI Play Team Website.
2. On the left-hand side of the screen, click **Schedule**.
3. On the right-hand side of the screen, click **iCal**.
4. *Right-click* **Subscribe**.
5. Select **Copy Link Address**.

Step 2: Login to your Google Calendar from the Web

1. Log in to the main Google Calendar page (calendar.google.com).
 - **NOTE:** Make sure to use the desktop version if you are on a mobile device.
2. On the left-hand side of the screen, click the + symbol to the right of "Add a friend's calendar".
3. Select **From URL**.
4. Paste the URL - which you previously copied - into the designated area.
5. Once Complete, click **Add Calendar**.

Step 3: Sync your Calendar on your Mobile Device

Using an iOS device:

1. Open the **Google Calendar** app.
2. In the upper left-hand corner, tap the **Menu Icon**.
3. **Check** the box to the left of your team calendar.

Using an Android device:

1. Open the **Google Calendar** app.
2. In the upper left-hand corner, tap the **Menu Icon**.
3. Scroll to bottom and tap **Settings**.
4. Tap your calendar in the list.
5. Tap **Sync** to switch on.

League Athletics Accounts

NOTE: New events or changes to the schedule will sync to web calendars **24 hours after** the event has been edited in League Athletics or in the Sports Illustrated Play Mobile App.

1. Log in to your League Athletics Team Website from the Web.
2. Go to **Team > Multi-Schedule**.
3. Select your season.
4. Select **List / Calendar (Google and iCal)**.
5. Select your **Team(s)**.
6. Click **Submit**.
7. To the right of the *Schedule* click **Options**.
8. Click **Calendar Feed**.
9. Click **Google**.
10. From within Google Calendar, click **Add**.

Coach Mobile App Guide

Messages/Chats

Send an Email/Text to your Team

This feature will send an email to all recipients as well as a text message to those who have enabled text messaging through their league's website.

- **Sports Illustrated Play Account Holders:** This functionality is available for all rostered players and staff.
- **League Athletics Account Holders:** This functionality is *only* available for members of the team's coaching staff.

Using an iOS Device:

1. Tap **Messages**.
2. Select the team you would like to contact.
3. In the upper right hand corner of your screen, tap **Send easyAlert**.
4. Select the desired recipients.
 - **NOTE:** You can select the entire team or individual team members.
5. Enter your **Subject**.
6. Enter your Message body.
7. Once complete, tap **Send**.

Using an Android Device:

1. Tap **My Team**.
2. Select the team you would like to contact.
3. Tap **Messages**.
4. In the upper right hand corner of your screen, tap the **Envelope Icon**.
5. In the upper right hand corner of your screen, tap the **Pencil Icon**.
6. Select the desired recipients.
 - **NOTE:** You can select the entire team or individual team members.
7. Enter your **Subject**.
8. Enter your Message body.
9. Once complete, tap **Send**.

Enable Text Message Notifications

Sports Illustrated Play Accounts

NOTE: A Family Administrator must log in to the Sports Illustrated Play Account on the web to enable text notifications.

To enable notifications as a Family Administrator:

1. Login to your Sports Illustrated Play account. <https://login.siplay.com>
2. Under *Account Options*, click **Account Settings**.
3. Click **Mobile Phone Settings**.
4. Click **Enable Texting**.
5. Follow the steps on this page to receive your confirmation code.

Coach Mobile App Guide

6. Enter the code and click **Save**.

League Athletics Accounts

NOTE: An account administrator must log in to the League Athletics Account on the web to enable text notifications.

To enable notifications as an Account Administrator:

1. Log in to your account via your league's website.
2. In the upper right-hand corner of your screen, click **My Account**.
3. Select your name.
4. In the "Cell" field, enter your phone number.
5. Choose your mobile carrier listed in the field labeled "**No Text Messages**."
6. Click **Submit**.

Send a Team Chat

NOTE: Team Chats are push notifications. Unlike text messages, which go through a mobile carrier, push notifications are sent/received by your phone's operating system.

Using an iOS Device:

1. Tap **Messages**.
2. Choose the team you wish to message.
3. Tap **Team Chat**.
4. Type in the message for your team.
5. Tap **Send**.

Using an Android Device:

1. Tap **My Teams**.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. Select the Team you wish to manage.
4. Tap **Messages**.
5. Type in the message for your team.
6. Tap the blue **Arrow** to send your message.

Enable Push Notifications

Using an iOS device:

1. Tap **More**.
2. Tap **Preferences**.
3. To the right of each notification you wish to receive, slide the button to the right.
 - *When successfully enabled, the switch will turn green.*

Using an Android device:

1. Tap **More**.
2. Tap **Preferences**.
3. To the right of each notification you wish to receive, slide the button to the right.
 - *When successfully enabled, the switch will turn red.*

Coach Mobile App Guide

Why am I not Getting Push Notifications?

You might not be receiving push notifications for a variety of reasons, such as:

- Push Notifications haven't been enabled in your SI Play Mobile App.
- You haven't updated your SI Play Mobile App to the latest version.
- Your iOS/Android device's app notification settings have not been enabled for the SI Play Mobile App.

Updating Your App to the Latest Version and Updating your Device's App Settings:

The steps to do these two functions vary between devices and their operating systems. If you are unsure of how to perform these tasks, a simple search using the search engine of your choosing (Google, Bing, etc.) should be able to help.

Photos

Upload Roster Photos

Glossary

- **Profile Image:** A Profile Image is associated with the user account in the SI Play Mobile App. This image will appear when utilizing features within the app such as Feed Posts and Team Chat.
- **Roster Photo:** A Roster photo appears only on the team roster. This image can be uploaded in the SI Play Mobile App or on your SI Play Team Website.

Items to note when adding Roster Photos:

- This feature may be disabled for your team. *If you are unable to access this function, contact your league administrator and ask them to enable this feature.*
- When finished adding your photos, you may need to close, then reopen the app in order to see your changes reflected.
- You may experience intermittent issues when uploading photos via the app. If this problem persists, you may upload the images via your Team Website.
- Parents and Players may also upload roster photos as well as team administrators.

Using an iOS device:

1. Tap **My Teams**.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. Select the Team you wish to manage.
4. Tap **Roster**.
5. Tap the **Player Card** you wish to manage.
6. Tap the **i Icon**, then the **Camera** icon.
7. Choose the photos from your Camera or Library.

Using an Android device:

1. Tap **My Teams**.
2. Swipe down to see all of your favorite teams listed at the top of the screen.
3. Select the Team you wish to manage.

Coach Mobile App Guide

4. Tap **Roster**.
5. Tap the **Player Card** you wish to manage.
6. Tap the **i icon**, then the **Pencil icon**.
7. Choose the photos from your Camera or Library.

Using a Sports Illustrated Play account:

1. Login to your SI Play Team Website.
2. On the left-hand side of the screen, click **Roster**.
3. Click on the name of the player/volunteer for whom you would like to upload a photo.
4. Select **Upload**.
5. Upload a photo and adjust it to your liking.
6. To complete the upload, select the icon in between the "—" and "X" marks.

Using a League Athletics account:

1. Login to your League Athletics team website.
2. Select on the player/volunteer for whom you would like to upload a photo.
3. Click the **Picture Icon**.
4. Upload desired photo.
5. Once complete, scroll down and click **Submit**.

Add a Team Logo

Sports Illustrated Play Accounts

Items to note:

- This action must be done through your Team Website on the web.
- Your logo image should be at least 200 pixels wide and will be scaled as large as it can to fill the width.

1. Login to your Sports Illustrated Play Team Website.
2. Under **Coach Tools**, click **Website Settings**.
3. Select **Visual Settings**.
4. Under **Team Logo**, choose **Upload** to upload a photo.
5. Find a photo to upload and double-click it.
6. Once complete, scroll to the bottom of the screen and click **Save Changes**.

League Athletics Accounts

This function must be done at the League level. Please contact your League Administrator to assist you with this request.

More

View Digital Player Passes

Digital Passes is a feature ONLY available for participating clubs of the ENYYSA and LIJSL organizations.

Coach Mobile App Guide

Items to note when viewing Digital Passes:

- You must be a Team Administrator on a team associated with ENYYSA or LIJSL.
- The Team must be set to *Active*.
- The Roster must be set to *Approved*.
- If the field does not have service or wi-fi, it's alright! The app will cache your digital passes so that you may pull them up anytime.
- Digital Passes show that a particular player/volunteer is eligible, eliminating the need for a paper pass.

To View Digital Pass:

1. Tap **My Teams**.
2. Tap **Roster**.
3. Tap the **Player Pass icon**.
4. Tap on a volunteer/player pass.
 - If the digital pass is green, it means that the player/volunteer is eligible. The digital pass will show the player ID, jersey number, player image, and division of the player/volunteer

TROUBLESHOOTING

Why Is My Team Not Visible in the Sports Illustrated Play Mobile App?

Reasons why you may not be able to see your team:

- Your team has not yet been made *Active* or *Public* by the league.
- Your team is still set to *Coach Preview* mode by your league.
- A player/volunteer on your account has not yet completed registration.
- The season has ended.
- Your login email does not match your login for the account in which the player/volunteer is registered.
- Your password must be reset.
- Your app needs to be refreshed in order to reveal the most up to date information.

What Can You Do?

- Confirm your login email is correct.
- Log out and log back in.
- Verify your email address is properly linked.
 - Click [here](#) for directions.
- Reset your Password
- Contact your League Administrator.

Why Did My Team Disappear?

A team can disappear for a variety of reasons, such as:

- The league has made your team *Inactive*. You will receive an email when this happens, letting you know that the access to the team has been removed.

Coach Mobile App Guide

- The season has ended. You will not receive an email when the season ends.

If you cannot see your team, play has just started, and you did not receive an email to let you know that access to the team was removed, please refer to [above](#).

Why Can I Only See Last Season, Not the Current Season?

Please see [Reasons why you may not be able to see your team](#) above and follow the steps to troubleshoot.

Why is a Player Showing Up on the Wrong Team Roster?

If a player has been put on the wrong team, you must reach out to the registrar of your league directly.

Why is the Event Time Wrong?

If the time for scheduled events in your SI Play Mobile App is different than the time reflected in the Team Website, one of the following could be happening:

- The Time Zone setting in your mobile device is incorrect.
 - This happens occasionally when traveling or when located in a time zone that does not observe daylight saving time. *Setting the time zone manually in your mobile device to the time zone you're currently in usually fixes this issue.*
- The League Administrator has not correctly set the Time Zone for your league.

If you feel your mobile device settings are correct, please contact your League Administrator.

Why am I Not Receiving Email?

Reasons you may not be receiving emails can include:

- Emails have accidentally been flagged as Spam.
- You are not a Family Administrator.
- You have disabled email notifications on your account.
- The mail server is rejecting the email from your league/team.

What Can you Do?

1. Check your Spam or Junk Folder in your email.
2. If you are a Family Administrator, Log into your *Sports Illustrated Play* or *League Athletics* account on the web and ensure you have not 'Turned Off Communications' in your account settings.
3. If you are a Family Member, request that a Family Administrator on your account grant to you family administrative privileges or to add your email address as an 'Alternate Email' to their profile. *This must be done by logging into the league account on the web.*
4. Contact your League Administrator. If the mail server is rejecting the email, they will need to contact Admin Support to investigate further.

Coach Mobile App Guide

Why Can't I RSVP?

If you're unable to RSVP to an event, and you're registered with League Athletics, it is because the RSVP feature is either disabled or set as 'Games Only' by your league administrators/registrar.

In order to mark attendance/RSVP, you will need to contact your league administrator/registrar and ask for this feature to be enabled or enhanced.

How Do I Update the Mobile App?

Updating Your App to the Latest Version and Updating your Device's App Settings

The steps to do these two functions vary between devices and their operating systems. If you are unsure of how to perform these tasks, a simple search using the search engine of your choosing (Google, Bing, etc.) should be able to help.

Why Does a Player Display as 'Not Joined'?

This is a bug. We are sorry for the inconvenience. However, this is purely visual and does not affect functionality.

HELP

Contact League

There is typically a "Contact Us" section on the league web page that you can use to contact the league. If there isn't contact information on the league website, sometimes a quick google search will bring up the information.

Sports Illustrated Play Mobile App Help Center

The Sports Illustrated Play Mobile App Help Center can be found by navigating to the **More** tab in the app > **Help Center** OR at <https://si-play-mobile-app.elevio.help/en>.

Report a Problem

If you do not find what you are looking for in this guide or in the Help Center, you can click on 'Report a Problem' at the bottom of any article. We will investigate and log any issues needed with our Development Team.