



THE PLAYERFIRST EXPERIENCE FAQs

- I see you added new features, but I can't view them all?
 - Make sure you have the most recent app update installed from the Google Play or Apple Store! This ensures you have the most up to date app and all of the new feature sets!
- I can login, but I can't see my player's schedule?
 - Most likely, you have multiple profiles and your player is tagged to a different one than they are using to login. The office admin can help merge their profiles and get them set!
- Can you delete messages in the inbox?
 - You cannot and while we understand the request, due to communication security reasons, this feature will not be added. Instead, you can make all emails as read in just a couple clicks.
- Can you sync your schedule to your phone's calendar?
 - Yes, you can! Make sure you have the latest version of the app from the app store and from the main schedule page and an individual team page, you will see a hyperlink button in the upper right hand corner. Click that for calendar sync instructions. *Please note that, depending on your phone's calendar software, it could take up to 24 hours to show updates - this is based on your individual phone, not the PlayerFirst app sync, so make sure you check the app if you get schedule change notifications!*
- What if I want to send an email to my team with pictures & attachments?
 - As a team manager or coach, if you want to send a more formatted email with potential attachments and links, you can do so from the website, using your login. Attached to the Team Manager packet, you will find how tos regarding communication and schedule updates via the website (instead of the app).
- Can parents send chats to each other?
 - No, they cannot. A coach or manager can start a team or group chat that parents and players within that group can contribute to.
- Who can start a team chat?
 - Only a coach or team manager can start a team chat. A parent can respond to the whole team chat, or to just the coach or manager if they want to.



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- A parent needs to make changes to their profile (ie: phone number), can they do it in the app?
 - No, they cannot do it in the app currently, but we are working to add this feature! To make profile changes to guardian or parent profiles, you must log in to your club website and edit your profile from there.
- I need to add a game, but the location doesn't exist, what do I do?
 - As a coach or team manager, you now have the ability to add a new location (with the address) within the app, while adding a game or event to your team's schedule.