League Source App Quick Reference Guide

Creating Your Leagues

- Each League is a separate line of communication and tied to the participants you onboard to that league. Only participants in those leagues will see the information you post.

- You can place your entire league in one or break it down by division or team.

- Keep it simple. Its OK to send out information that may not be 100% relevant to everyone every single time.

Onboarding Participants - Importing Rosters

- Use the spreadsheet provided in the app saved in a .CSV Excel Sheet
- Export your rosters from your registration system and format to the sheet to match ours.
- If your rosters have both first and last name merged in one cell you can put the full name in the first name column and leave last name blank.
- The gender column is optional and can be left blank.
- All other columns must have something. If your rosters do not provide the information put something there as a placeholder and parents can change it later. The most important information is the Parents email and Child's name.
- Your Coaches database is meant for coaches that do no have kids in the program.

Onboarding Participants – Assigning Teams

- When onboarding your rosters you can upload each individual team in your league or upload the entire division and assign teams later.

- Once you assign teams they are locked. To change teams remove them from the League User menu and reassign.

- Assigning teams is optional. If you do not assign teams they will not have access to the Team Group Chat in the app.

Onboarding Participants – Adding Individuals

- You can always add a participant individually through the Parent Master (App Login) menu. This is your master database. Three step process:
  - Choose league and create the parent
  - Add the child or children
  - Go to your League List and click the League User button for the corresponding league to assign them to a division and/or team.

- If they are returning and already in the system use the League User menu to connect them to the league.

- You can always add yourself to your leagues if you want to get on the mobile end to see your posts. Use your same League Admin email to get logged on.

Onboarding Participants – Getting Parents Logged On

- All system emails come from noreply@leaguesource.com for parents and League Admins.
- All default passwords are 123456 and can be changed anytime.
- Anytime a participant is added to a league they will automatically receive an email notifying them.
- Each account can login on two mobile devices so mom and dad can both have access by logging in with the same email.
- We recommend sending follow ups to parents with this information. You can also include it in your league handbooks.
- You have the ability to reset or change passwords in the Parent Master (App Login) menu. Parents can reset using forgot password at the app login screen.
- We also recommend you have some things in the app when parents arrive to it.

App Notifications

- Every time you post or upload something new a notification will be sent to their mobile device.

- Notifications will not come through when the app is open on their phone. To see the new post they would just have to toggle screens and it will appear. However, it will come through if the app is open and their phone locks.

- Notifications will include the name of the league it was sent from. If they have multiple children in multiple leagues they would need to toggle between the leagues to see the new posts. There is a notification tracker in the App to help them manage notifications. When clicked it will take them directly to that post.

- Notifications cannot be turned off in the app. If they are not receiving them they need to check their phone settings. The phone is most likely blocking them or there is a bad internet connection.

App FAQ's and Troubleshooting

All FAQ's and User Guides are located on our website here:

https://leaguesource.com/league-source-app-guides/

- **App is slow or cannot login**: Check internet connection. Could also be phone settings or updates.

- **Login credentials not working**: Reset password and check that email is spelt correctly. Cannot spell out email in all CAPS at login screen unless that is how it is in the system.

- **Parents Did Not Receive Login Credentials:**
  - Tell them to login with their email and password 123456
  - If for some reason it doesn't work you can reset it for them by manually changing it to 123456
  - You can also reset it and re-email it or they can do that using forgot password.

- **I am not receiving notifications**: Check phone app settings and make sure notifications are turned on for the app within the phone settings.

- **I cannot see the new posts:** Toggle screens or toggle camps in My Leagues menu if in multiple leagues.

- **App Store Updates:** If an update is causing issues on the mobile side of the app please contact us ASAP.

Camp Admin Feedback

Anytime a system update is implemented or a new app version is pushed we always send a notification to League Admins with an outline of all the updates. We are always looking for feedback on the following:

- New Features
- Improvements to Current Features
- League Admin User Experience with the Admin Portal
- Parent Experience on the mobile side

If you have a question, comment or suggestion please don't hesitate to contact me anytime at jason@leaguesource.com