

## **FAQ for 2025-2026:**

**Q: What if I already have an account?**

**A: No need to create an account again. Just log in to your existing account and upload the updated PIAA packet in the “forms” section. You DO NOT need to create another account.**

**Q: If I have more than one child, but only one email address, what do I do?**

**A: You can find those steps on page 4, #10.**

In addition, as a parent, you can use the same email address for multiple accounts, but you will need to create a different password for each account. For Example:

- Sally has 2 student athletes. She will register an account for Johnny with the following:
  - o Email: [sally.smith@email.com](mailto:sally.smith@email.com)
  - o Password: JohnnySoccer#1
- She will then register her second athlete, Tommy...
  - o Email: [sally.smith@email.com](mailto:sally.smith@email.com)
  - o Password: TommyFootball#2

**Q: Where do I upload the PIAA or any Doctor clearance paperwork?**

**A: Once in the account, there will be a toolbar on the left side of the screen. Here you will see a tab labeled “Forms”. Once in the forms tab, you will find a box that says “add”, click on it. From there, you will choose the file you want to upload. The PIAA packet must include all pages signed and completed, please do not just submit Section 6 on its own. PIAA requires parent/guardian signatures for athlete participation in many of the sections. Section 6 (the physician’s clearance) requires a doctor’s signature, so please double-check that form before submitting.**

**Q: What information am I supposed to fill out? It seems repetitive.**

**A: You will see on the left-hand side of the screen a tab labeled “My Info”. The only information needed, says “required”. You are welcome to fill out everything, but only the required sections are mandatory. PIAA is separate from SWOL, which is why the information is required in multiple places and may seem repetitive.**

**Q: What is the “Alert-1” notification that says I have not completed?**

**A: Go to the “My Info” tab on the left toggle bar. Once inside, you will find a tab labeled “Medical”. In the first box you need to select “None” if your child has no medical conditions. Or you will select the condition or type in the condition. This is required, so you must select an option from the drop-down menu in the first box.**