Junior Giants App Troubleshooting

- **Issue**: I can't log in.
- **Solution**:
    - Make sure you're signing in with the MLB Okta login information you created when you registered for Junior Giants through LeagueApps this year. Aren't sure which email you used? Contact your league's Commissioner and they can check in LeagueApps.
    - If you need to reset your password, click **Need help signing in?** then **Forgot password?** Check your email, including spam folders. Once again, make sure you are using the same email you first registered with.
    - If you haven't registered for Junior Giants through LeagueApps yet, you can sign up here: gojrgiants.org

- **Issue**: I can't see some or all of my children's teams.
- **Solution**:
    - Make sure you're signing in with the MLB Okta login information you created when you registered for Junior Giants through LeagueApps this year. Aren't sure which email you used? Contact your league's Ambassador and they can check in LeagueApps.
    - Make sure all of your children have been rostered onto teams– check with your league's Ambassador/Commissioner. Only rostered players' teams will show in the Junior Giants App.
    - Make sure your league's rosters have "gone live" (almost every league is live as of 6/09 with a couple exceptions).

- **Issue**: I can see my team's roster but not any events.
- **Solution**:
    - This means your league has not manually added practice/game events for your team yet.
    - They will either add these events soon or provide the schedule to you in a different format.

- **Issue**: I want to change my email address associated with my account.
- **Solution**:
    - Because the email address you first register with is tied to LeagueApps, the Junior Giants App, MLB Okta and the YardStik background check (if you sign up to volunteer), we recommend not changing it if at all possible.
    - Did you know you can set up your email to automatically forward messages to your preferred email? Click here for instructions in Gmail (can forward all messages or just some; can find similar instructions for other email providers).
    - If you need to update your email, please contact your Ambassador/Commissioner and let them know you would like to re-register your

child(ren) with a new email address and that they should replace your original registration with the new one.
    - Please do not try to update your email address with MLB Okta as this will cause issues logging into the various platforms.

- **The main fix for any issues within the Junior Giants App:**
    - Make sure you're signing in with the MLB Okta login information you created when you registered for Junior Giants through LeagueApps this year. Aren't sure which email you used? Contact your league's Commissioner and they can check in LeagueApps.

If you have tried all the steps above and are still having issues, please fill out the Troubleshooting form in the *Start Here* page of the app.