TeamSnap Instructions & FAQ

This is a quick overview of the most frequently used TeamSnap (TS) features, which mainly focuses on using the Apple/Android app. All these features (and more) are also available on the web version. There is more detailed help available online at https://helpme.teamsnap.com/.

Key Points

1. Using the TS App is a requirement of being on the team. This is the only way the Head Coach and Team Director will communicate with the team.
2. It is required that all student-athletes and at least one parent download and use the TS app. If you don't have a smartphone, please let us know and we will make sure to contact you some other way.
3. The coaches will never communicate with a student-athlete individually. We will always include parents/guardians. In most cases, we communicate with the entire time at once.
4. It's important to RSVP to all events so that we can properly plan for athlete-to-coach ratios.
5. Make sure you have notifications turned on for both email and the TS App.
6. We will send all last-minute cancellations or updates through the App, so if you don't have the App installed or notifications turned on, you may miss these announcements.
7. Please save the Team Chat function for important information that needs to be shared with the entire team. Don't use it for side conversations that are meant for just a few people. Please start a separate chat for those. The App also has a Posts feature, which is a good option when you want to share some information that is not time sensitive.

TeamSnap Invitations

For new families, we will invite you to TS when you register in Pit Zone. The TS roster and contact features work best when the account is created with the athlete's email address and phone number (phone number is optional for account creation but highly encouraged). Parents are added as family members in the Roster entry. If you don't receive a TS invitation, contact your team director, Katie Matthias (katie@southcitymtb.org) or Stephanie Bolego (stephanie@southcitymtb.org).

New coaches are also invited to TS as non-playing members of the team. If a parent is also a coach, you will receive two invites – one for your child and one for yourself.

Download TeamSnap App

TeamSnap is available as an App and on the web. Please download the app on your smartphone so that you can receive timely notifications about cancellations due to weather. We will only send cancellation alerts through TS. We also post all events on the TS schedule and send all team communications through TS email and chat. The App is available for both Apple and Android phones.

TeamSnap Profile and Family Details

We will set up your initial profile with the student-athlete's address from Pit Zone and one parent/guardian address. Once you accept the TS invitation, please add your mobile numbers and any details for any other family members who need information about the team and events.

Enable Notifications

To make the most of TS, make sure that you enable both mobile and email notifications. On the mobile app, on the top right, click **… > Notification Preferences**. Under **Email Preferences**, for **Schedule Reminders**, select **Games** and **Events**. For **Player Availability**, select **Games** and **Events**. For **Mobile Notifications**, make sure **Alerts** and **Schedule Updates** are on. We don't use Live! Score and Game/Event Messages, but please turn them on in case we start using them.

App Navigation

The app will always show the next two scheduled events on the **Overview** tab. *There are also some ads here that you can ignore – these are from the app, not the team. We can't get rid of these, even paying for the premium version.* (You can subscribe to TeamSnap plus for $1.99/month to remove the ads on your mobile device. This is completely optional.)

You can see our complete schedule on the **Schedule** tab. We will add events throughout the season.

On the **Roster** tab, you can see a complete list of everyone on the team. Click on any team member to see contact details. One useful feature here is that you can add the team member's contact details to your iPhone by clicking **Add to iPhone Contacts**. On your own athlete/family, you can also add additional family member contacts from this screen.

Schedule

The Schedule tab shows all scheduled events. Click on an event to open the **Details** screen where you can see the location, open a map, or set your availability (RSVP).

Event Location Maps – Apple v. Google

Each event has a location. Sometimes our locations don't have exact addresses, such as when we meet at a specific location in a park. In these cases, we use Google maps to drop a pin to the exact location. These dropped pins are not supported in Apple maps. We've noticed that TS works better with Google Maps. You can select which to use from any of the scheduled events. Click on an **Event** in the **Schedule** to open it. Click **Location** to open the **Details** page, which will include a map. Click the map and you will be prompted to use Apple Maps or Google Maps.

Setting Event Availability

It is important that both athletes and coaches RSVP to all events, even those they aren't attending. The app home screen always shows the next two upcoming events. From there, click one of the response options: **Going**, **Maybe** or **No**.

You can also RSVP directly from the **Events Details** screen for any event.

If you want to RSVP for multiple events, click **Schedule** at the bottom of the screen to view the complete schedule. Click the **?** icon next to an event and click **Going**, **Maybe** or **No**.

Setting Availability for Multiple Family Members

Many families have a parent as a coach and one or more athletes. You can RSVP for each person in your family separately. From the App, Click **South City Composite** at the top of the screen and select the person for whom you want to RSVP. If you are a parent coach, you will see your name, as well as your child(ren)'s name(s). Select one to RSVP.

Messages

Access various communication methods from the **Messages** section. The most used feature is **Chat**. Please save **Team Chat** when you really need to reach the entire team. When you post here, all members will be immediately notified. Please don't use it when you need to reach just a few people on the team. To start a new Chat, click **+** and select one or more people to add to your chat group.

Use **Posts** to post some useful information for all of the team members. Real-time notifications are not sent for Posts.

Read and send emails from the **Emails** tab.

In general, only the Head Coach and Team Director should use **Alerts**. This is for crucial, time sensitive information only. Alerts are sent via push notification and email.