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TEAMSNAP TRAINING MANUAL
Athletes, Support People, Volunteers – APP VERSION

This guide provides athletes, support people and volunteers with an overview of their TeamSnap access, key functionality, and recommended practices.

App vs. Web

TeamSnap functionality and navigation can vary between the **app and web version**. We strongly recommend that you download the app as some features and views available in the app are not available on desktop.

For this reason, this manual is for those who prefer the APP VERSION.

Download the TeamSnap App & Log In

1. Open the **App Store** on your iPhone or the **Google Play Store** on your Android device.
2. Search for **TeamSnap**.
    a. Please ensure you are downloading **TeamSnap**, not **TeamSnap One**.
3. Tap **Get** or **Install** to download the app.
4. Once the app has finished downloading, open TeamSnap.
5. Log in using the **email address and password associated with your registration account**.

Tip: If you have trouble logging in, make sure you are using the same email address that was used when you registered with Special Olympics Calgary for this season.

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TEAM SITE

The team site will include the important details for your program, including the most up to date schedule and communications. It is important to remember that you have a Team Site for each program.

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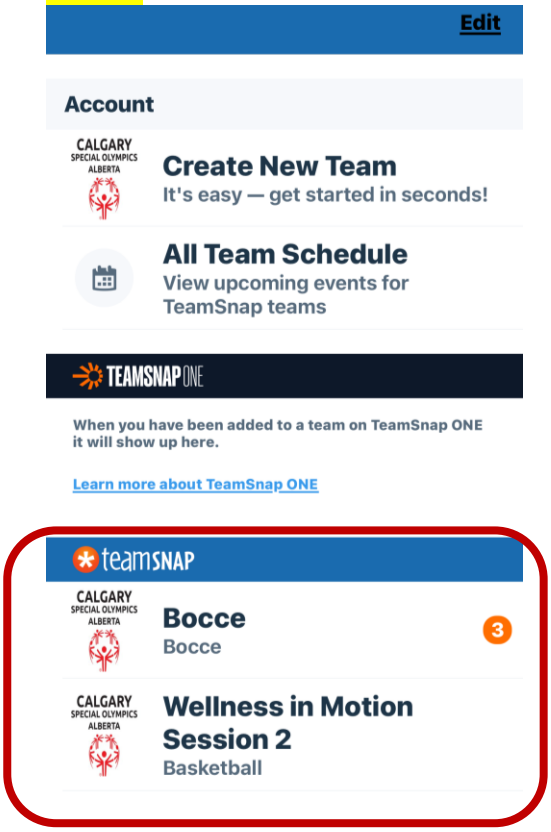

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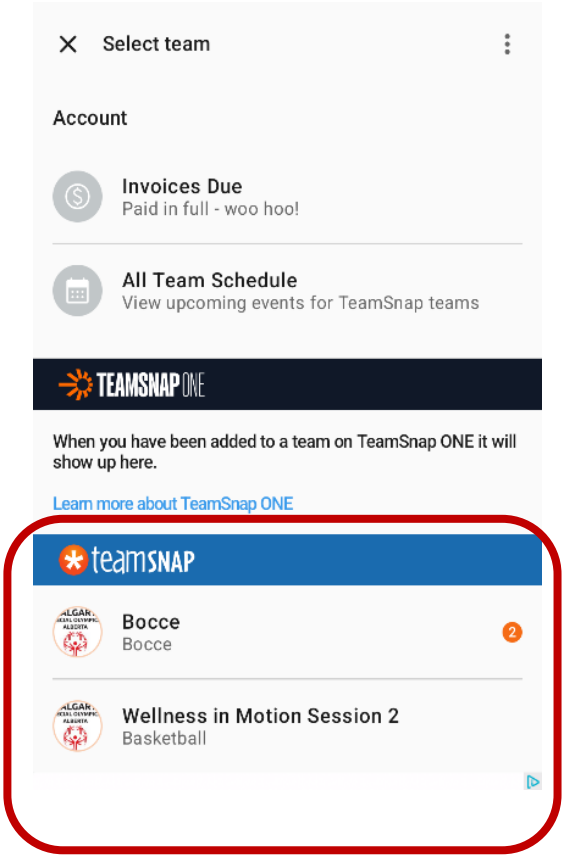

SCHEDULE

View the All Team Schedule (App)

The mobile app shows your combined family schedule across every team you or the athlete belongs to.

1. Open the TeamSnap app and log in.
2. Tap **All Team Schedule** to see a list of upcoming events for all your teams.
3. Tap any event to see full details, including date, time, location, opponent (for games), and notes

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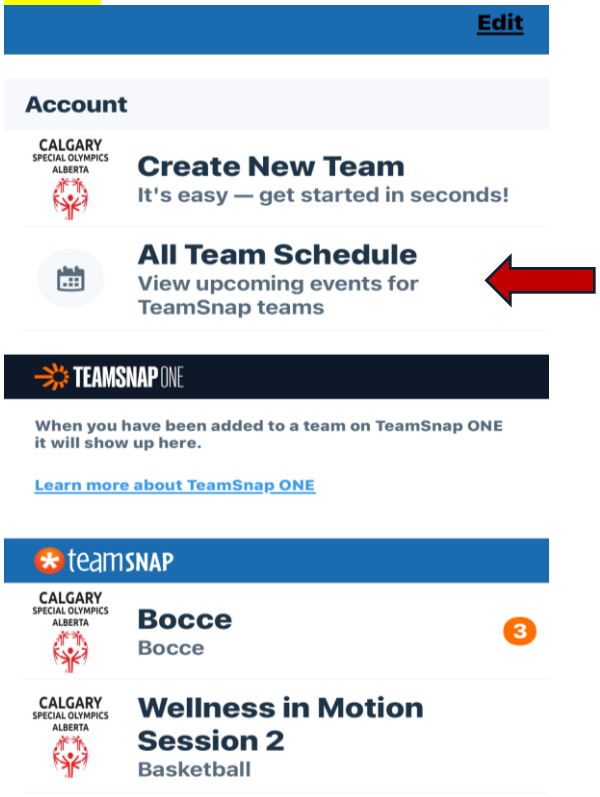

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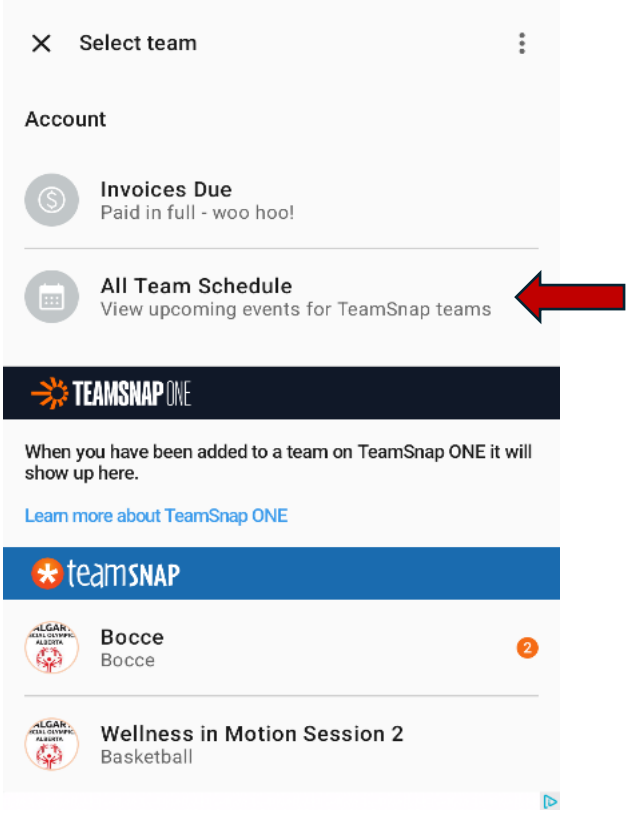

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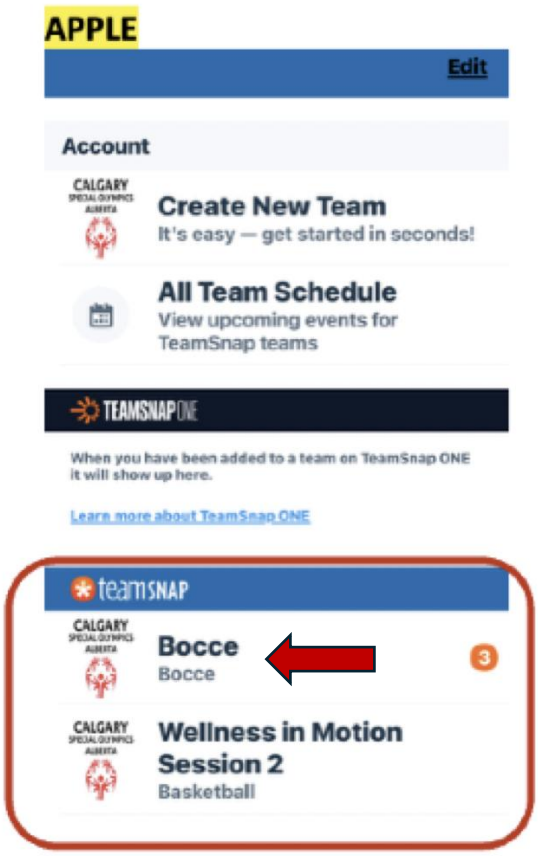
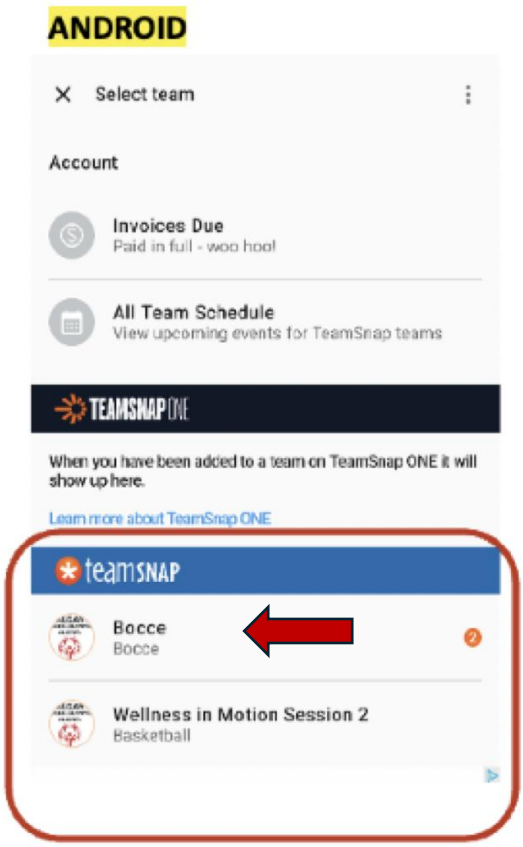
View Schedule For One Team (App)

1. Click on the Team you would like to view the schedule for





2. You will be taken to that Team site and will be able to view the next upcoming event
3. Use the **Schedule** icon on the bottom of you screen to see the entire Team schedule of events

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AVAILABILITY

Availability lets your coach or team manager know who's coming to each game, practice, or event

Update Availability (App)

1. Click on the **schedule** icon
2. Choose **Going, Maybe, or No** for each upcoming event.
3. Athlete availability does not need to be updated all at once, please update it through the season or week to ensure it reflects the correct information.

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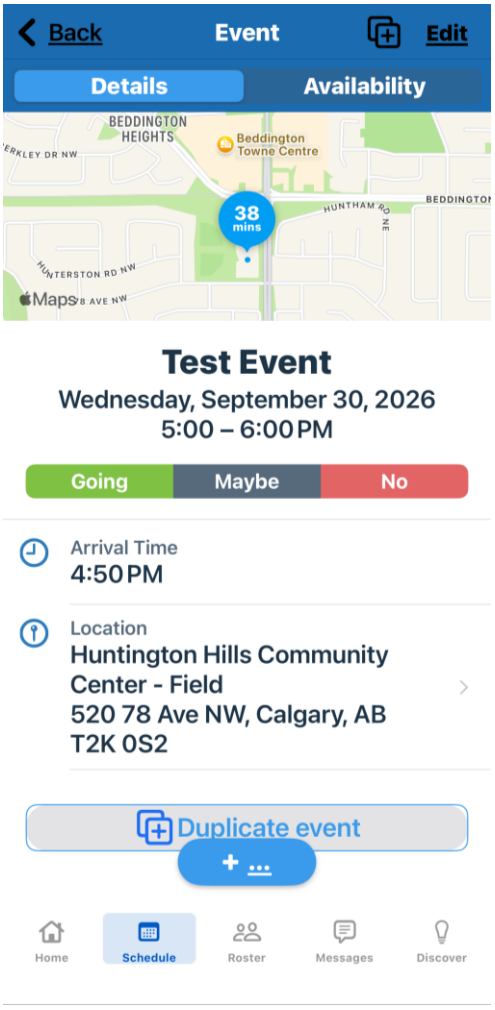

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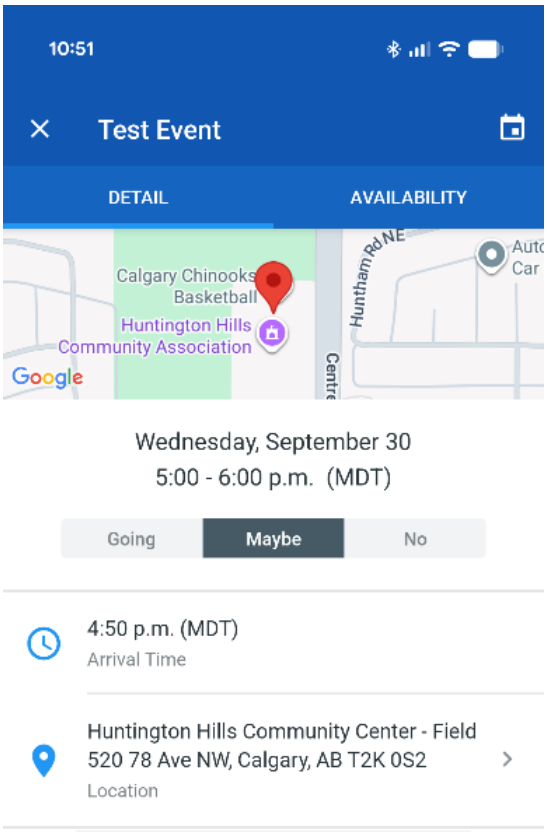

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MESSAGES

The Messages section allows you to receive and reply to emails and alerts.

- Posts – We are not utilizing this function currently.
- Emails – These will be received in your email inboxes. These messages will include communications, schedule changes, attachments, or important details that you may need to refer to.
    - Emails sent via TeamSnap will display the name of the sender and an email address of **donotreply@email.teamsnap.com - Please save this email address as a contact** to ensure that these messages route to your inbox.
- Alert – These will be sent as a push notification. These messages will include time-sensitive updates like cancellations, delays, or reminders. Alerts are sent via push notifications or text message, please ensure that these are enabled. These messages will be sent as emails if push notifications are not enabled.

Receiving an Email (App)

1. Emails arrive in your regular email inbox (Gmail, Outlook, Shaw etc.). Emails via TeamSnap will display the name of the sender and an email address of donotreply@email.teamsnap.com
    a. Please watch for emails in your junk/Spam folder
2. Open the email as you would any other — no separate login is required just to read it.

Replying to an Email (App)

1. Open the TeamSnap email in your desktop email program.
2. Click **Reply** (or Reply All if there are multiple recipients).
3. Type your message and send it as you would any normal email

Receiving an Alert (App)

You must turn on notification for the TeamSnap app in your phone's system Settings to receive alerts (see the Notifications section below for instructions).

1. An alert push notification will appear on your phone once a team Alert is sent
2. Tap the alert to view the alert message or event inside the app.

Responding to an Alert (App)

1. Tap the push alert when it appears, or open the TeamSnap app and tap the **Messages** tab.
2. Open the relevant Team Chat, direct message, or group chat.
3. Type your reply in the message box and tap **Send**.

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ACCOUNT EMAIL ADDRESS

Login Email vs. Contact Email

- **Login email**: This is used as the username for signing in to the TeamSnap account. This email will receive invoices, communications, platform news.
- **Contact (roster) email**: These are the email addresses that receive team communications. Multiple email addresses may be added to this area.

  Note: These email addresses don't have to match and changing one doesn't change the other.

Change your Login Email (Username)

This change can only be made using a web browser

1. Log in to teamsnap.com
2. Hover over the **Account** button in the top right corner of the screen and click **My Account**.
3. Click **Log In**.
4. Update your email address and click **Save**

Change or Add a Contact Email Address (App)

1. Open your team and tap the **Roster** tab.
2. Tap on your player profile.
3. To add a completely new address, tap **Add Contacts**.
4. To modify an existing one, tap the contact's name, select **Edit**, and overwrite the email address or choose to toggle team notifications.

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NOTIFICATION SETTINGS

TeamSnap can send you emails for schedule reminders, schedule changes, and messages sent by your coach or team manager. Notifications will only be sent if your phone and account settings are turned on to receive the notifications.

Update TeamSnap Account Notification Preferences (App)

1. Open the TeamSnap app and go to the team you want to manage.
2. Tap the **menu** icon (three dots on Apple, or Android).

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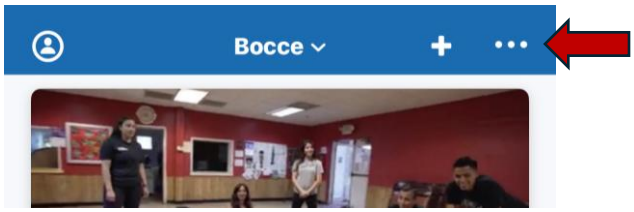

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3. Tap **Notification Preferences**.
4. Adjust notification settings as per your preferences. Suggested settings are displayed in the screen shot below.

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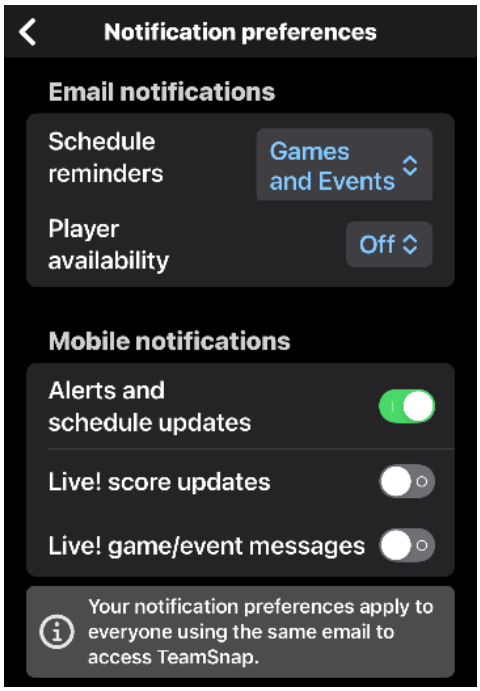

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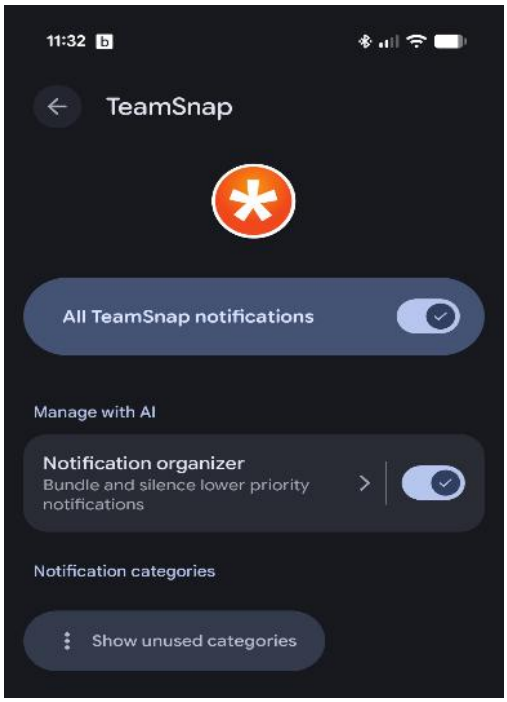

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PHONE PUSH NOTIFICATIONS

Push notifications are short alerts that TeamSnap sends straight to your phone's screen, even when the app isn't open. These notifications are helpful for updates like schedule changes, new messages, and reminders.

Turn on Phone Push Notifications

1. On your phone, go to **Settings**
2. Tap **Notifications**
3. Tap on TeamSnap (it should be in the app list)
4. Turn on **Notifications**

ATHLETE OR VOLUNTER EMERGENCY CONTACT OR MEDICAL INFORMATION ADJUSTMENT

This form is used to submit changes to the emergency contact or medical information listed on an athlete's registration. Please only provide the information that needs to be updated and leave all other fields blank. We will respond to submissions within 5 business days.

2026/27 Athlete or Volunteer Emergency Contact or Medical Information Adjustment – Fill out form