

TEAMSnap TRAINING MANUAL

Athletes, Support People, Volunteers – WEB 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 **mobile 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 the web.

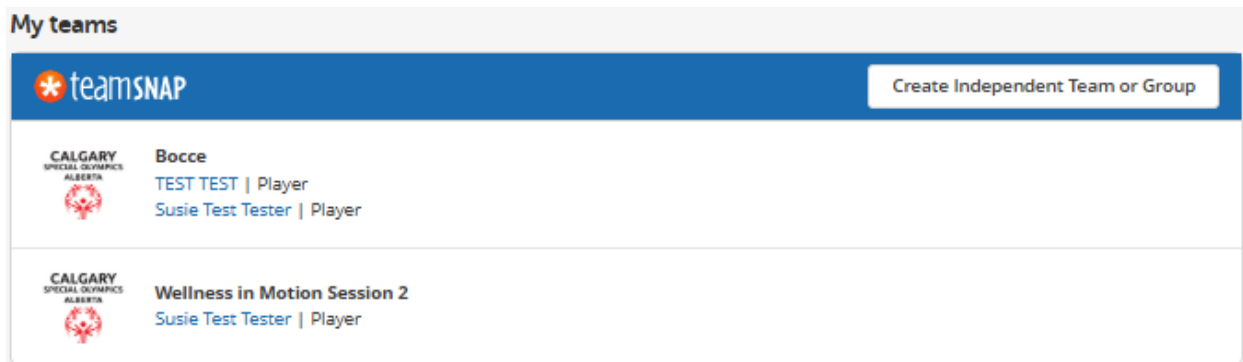
For this reason, this manual is for those who prefer the WEB VERSION.

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.

Access Program Team Site (Web)

1. Log in to teamsnap.com
2. Click the athlete name in the **My Teams** section of your dashboard to open the calendar on the team site



SCHEDULE

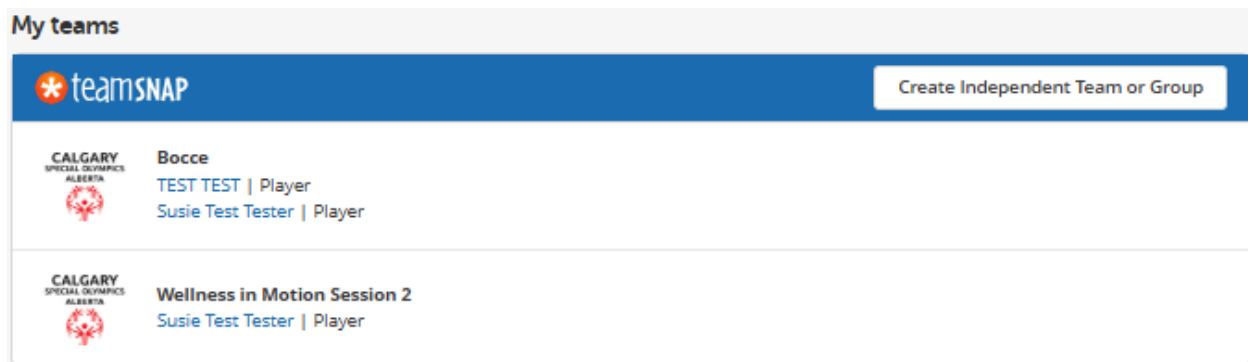
View the all-team schedule (Web)

1. Log in to teamsnap.com in a web browser.
2. Scroll to the bottom of the page and click **Go To My Full Schedule**
 - This will display a calendar view of all currently scheduled events for all teams on the account



View schedule for one Team (Web)

1. Log in to teamsnap.com in a web browser.
2. Click the athlete name in the **My Teams** section of your dashboard to view the calendar on the team site



AVAILABILITY

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

Update availability (Web)

1. Click the **Availability** tab



2. Choose **Going, Maybe, or No** for each upcoming event.
 - a. 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.



MESSAGES

The Messages section allows you to send emails, or alerts to all or some rostered players and volunteers.

- 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 messages will include time-sensitive updates like cancellations, delays, or reminders. 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 (Web)

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 (Web)

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 (Web)

Push alerts are a mobile-only feature, so there's no native pop-up alert on desktop. These messages will be sent as emails if push notifications are not enabled.

Responding to an Alert (Web)

1. Push alerts are a mobile-only feature, so there's no native pop-up alert on desktop.
2. To respond to the same message from a computer, log in to teamsnap.com
3. Open your team site
4. Click the **Messages** tab.
5. Open the relevant Chat or message thread, type and send your reply.

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. Log in to teamsnap.com
2. Select your team and navigate to the **Roster** tab.
3. Click on your player or member name to open the profile details.
4. Click **Edit**.
5. Update or add your contact email address in the fields provided, then save your changes.

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 (Web)

1. Log in to teamsnap.com and click your roster name to enter the team site.
2. Click the **Preferences** tab.
3. Under My Personal Game and Event Notifications, choose **Team Default, Email, or Don't Email**.
4. If you choose Email, select how many days before each game or event you want the reminder sent.
5. Under Mobile Notifications, choose **Send or Don't Send**.
6. Changes save automatically