

This document provides an overview of the tools and features available for use in the PowerUp Connect mobile app for Players/Parents.

Click on the appropriate area to jump directly to it.

## [Players & Parents](#)

[Team Hub](#)

[Next Event](#)

[Team Roster](#)

[Team Tracking](#)

[Team Chat](#)

[Family Calendar](#)

[Individual Calendars](#)

[Check In](#)

## [Frequently Asked Questions](#)

### **NOTE:**

The features and content available in the PowerUp Connect app are managed entirely, and at the discretion of your home club, including release dates for rosters, games, etc..

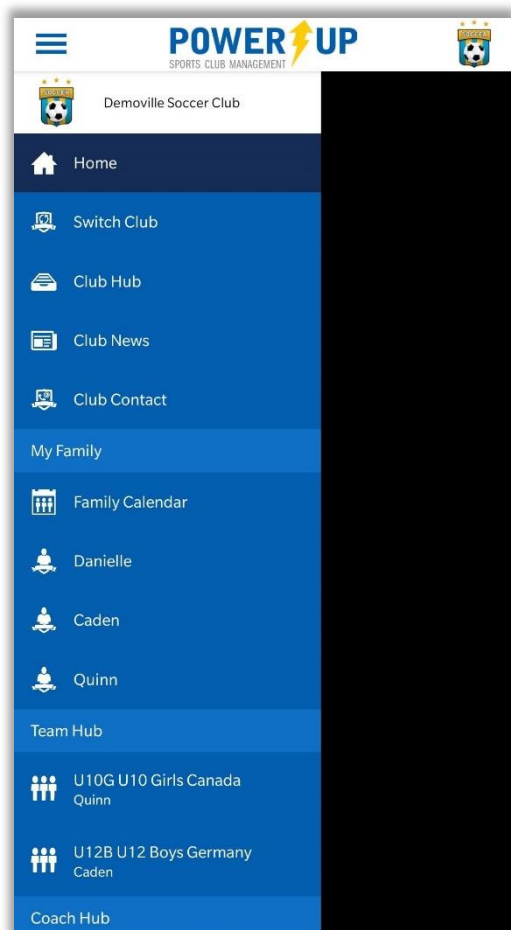
If you don't see a particular feature described below – check with your home club!

## Players & Parents

Depending on how your club operates, parents/players may have access to a number of features, which are outlined below.

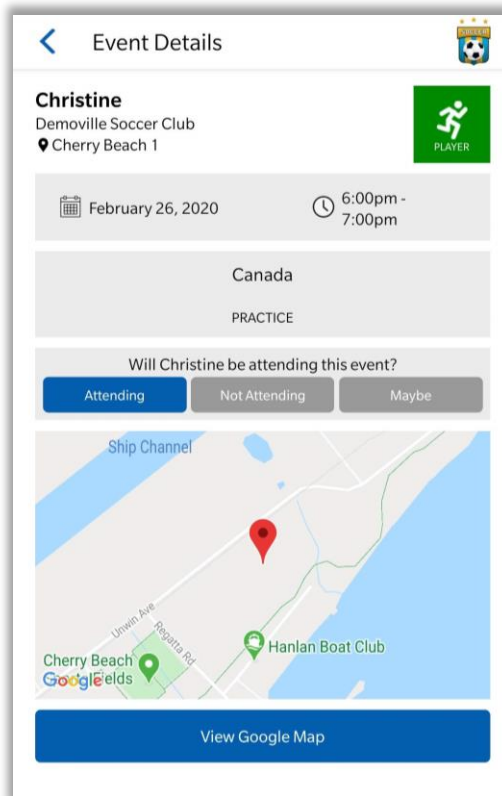
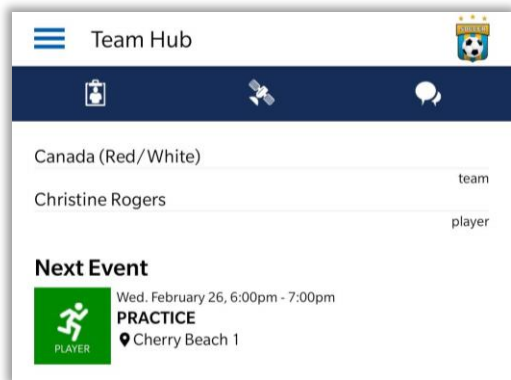
### Team Hub

Features related to teams are available in Team Hub. To access these features, select the team under **Team Hub** in the menu. This is also where you can switch between teams if you/your children are on more than one team in the club.




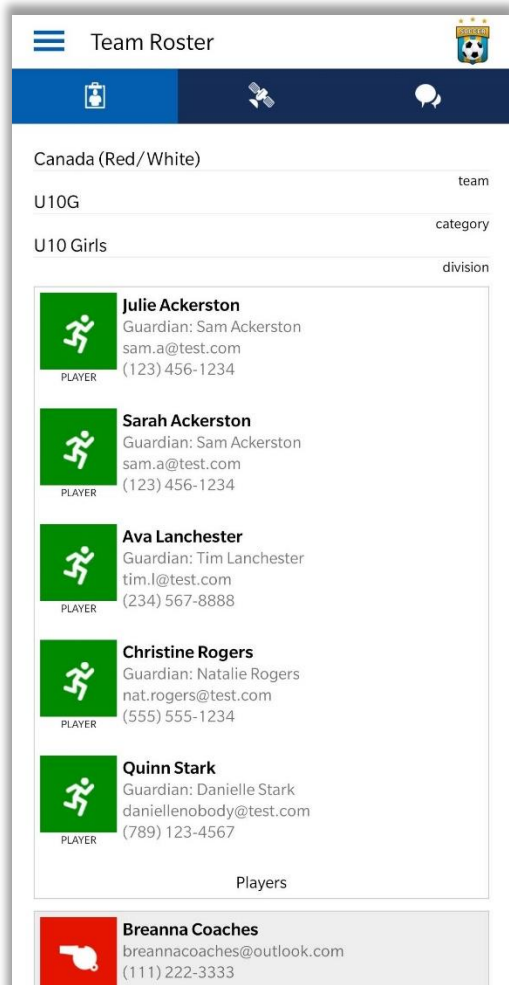
### Next Event

Next Event will show the details for the next scheduled event for that particular team. Selecting it will show the Event Details and allow you to enter your/your child's attendance.




## Team Roster

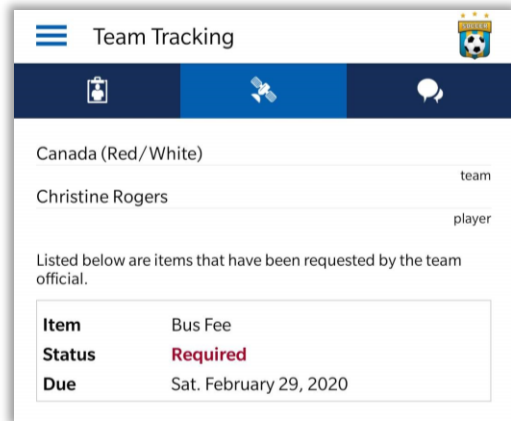
To view your team roster, click the  icon. Here you will be presented with your team details (Team Name, Category, and Division), players on your team, and team officials/volunteers assigned to the team.



### Team Tracking

Coaches or managers may require certain items from parents/players over the course of a season – such as Team Fees, collection of Uniforms, or collection of registration forms. Where a particular item is required of you/your child, it will appear on the Team Tracking page.

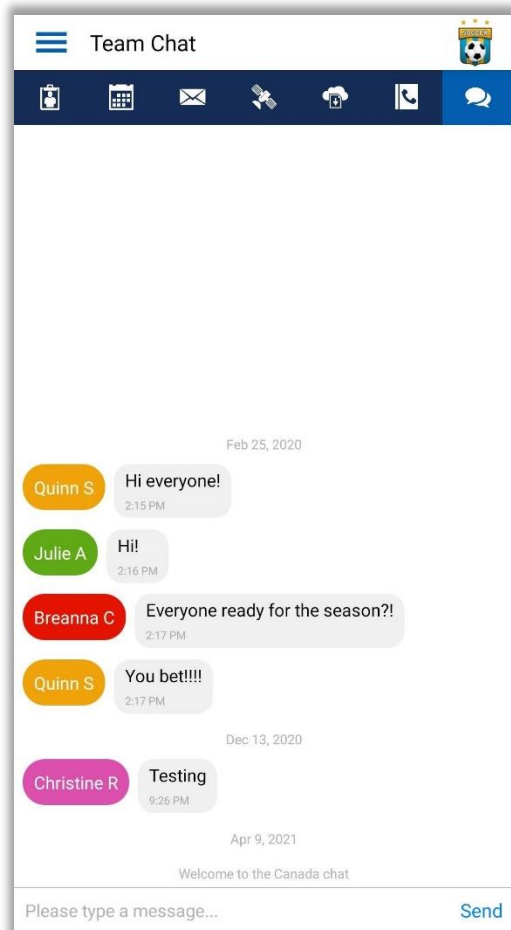
To access Team Tracking click  the icon.



### Team Chat

Where enabled, team members can access the Team Chat to view and send messages to the rest of the team (team officials and parents/players).

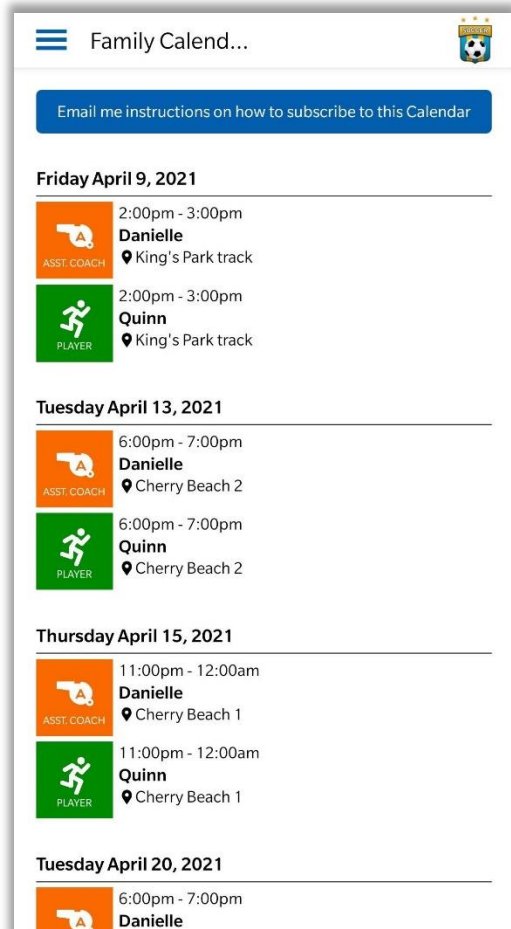
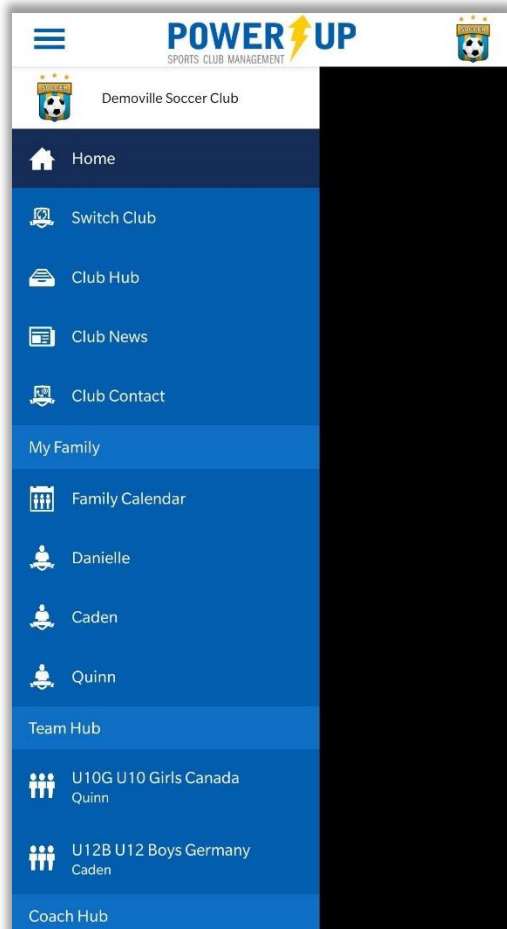
To access the Team Chat click the  icon.



## Family Calendar

Family Calendar allows you to view all upcoming events for all members of your family, whether they are players or coaches. To access the Family Calendar select **Family Calendar** under the My Family section of the menu.

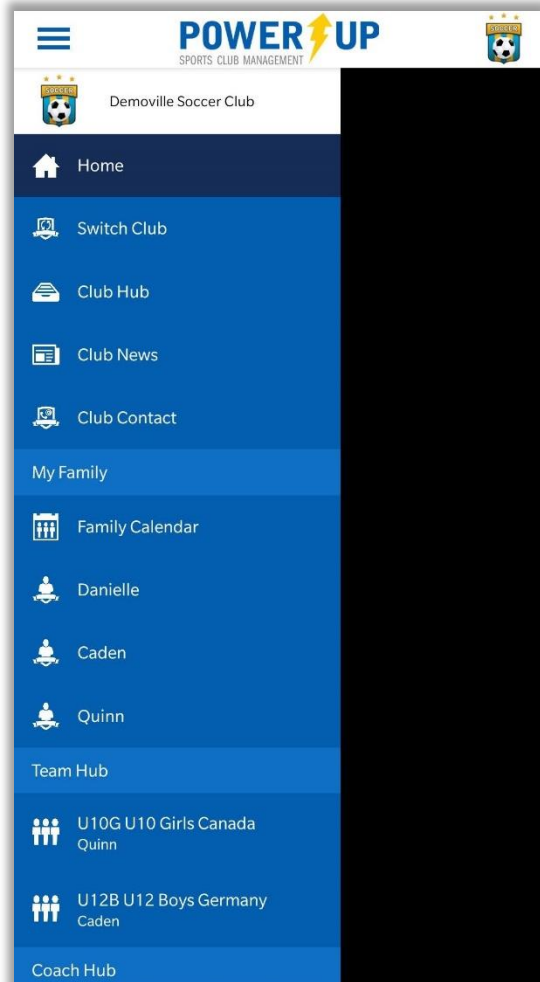
Selecting any individual event will bring you to the Event Details page, where more information will be provided, and you will be able to indicate attendance (where applicable).



### Individual Calendars

To view an individual player’s calendar of upcoming events, select their name under the My Family section of the menu.

Selecting any individual event will bring you to the Event Details page, where more information will be presented, and you will be able to indicate attendance (where applicable).

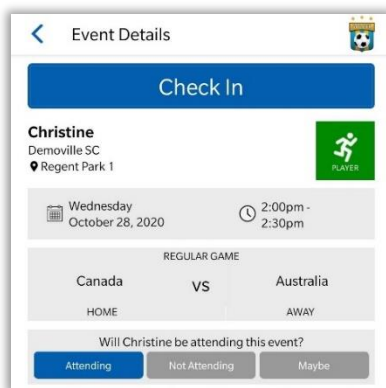


## Check In

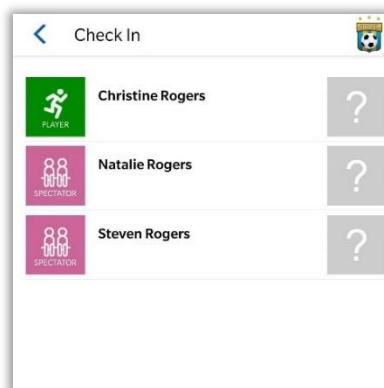
When you navigate to an event (upcoming on that day or in progress) you will be presented with a **Check In** button. Selecting it will present you with a list of available people to log in for the event.

For players (non-guardians), this will just be themselves. Youth players can complete the check in process provided they have their own email entered on their profile.

For guardians, this will be themselves, the participating player, and any other registered guardians or players on the profile (spectators).

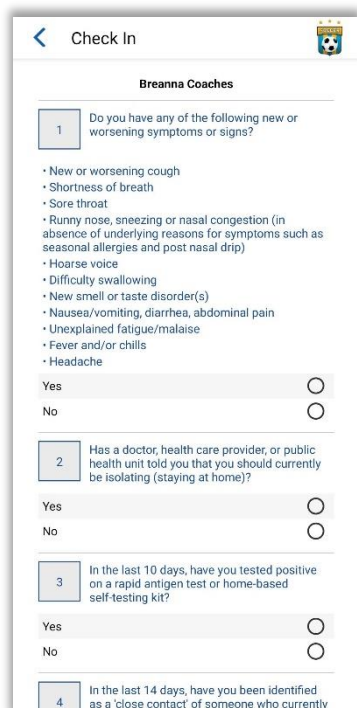


*View of Check In on the Event Details*

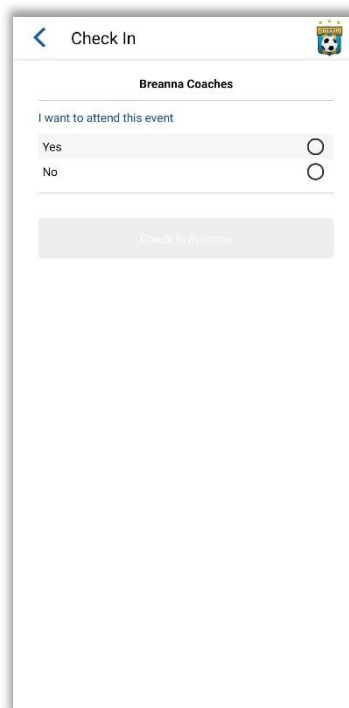


*View of Check In for a guardian.*

Once they select the correct individual, they'll be able to complete the check in process for them. Depending on your club's policies and procedures, this may or may not include screening questions.



*Check In including the screening questions*

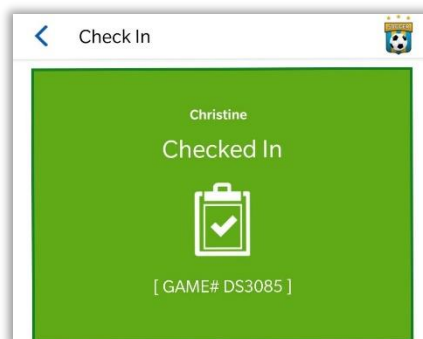
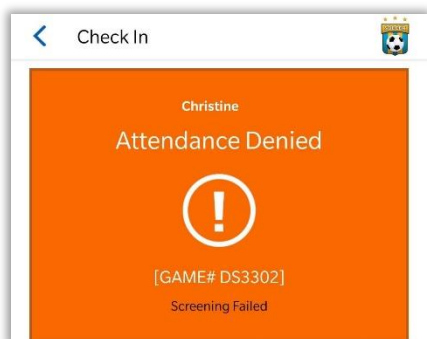


*Check In without the screening questions*



Upon completion of the check in, you will be presented with a message indicating if the individual has checked in successfully or if attendance is denied due to a failed screening. You can then go back and check in another individual, or show the successful check in to the designated club official (e.g. Field Marshall).

If you made a mistake while completing the check in questions, you can ask a team official from your team to reset your check in so you can re-do it.



## Frequently Asked Questions

### **Can I reset my password in the app?**

Yes – use the ‘Reset Password’ button that displays under the ‘Sign In’ button when you first open the app.

### **Can I register in the app?**

Sorry, no. Presently you must register on your computer, tablet, or on your phone within the web browser.

### **Can I add a player to my profile in the app?**

Sorry, no. Presently adding players to a profile must be done via your club’s Member Zone.

### **Can I get notifications for events?**

Yes – members can select how far in advance that the app will notify them. This is available in the Settings menu, under Notifications.

### **I have a Smart Phone, but not iOS or Android.**

Members with smart phones that cannot run the available apps can still check on their schedules at the mobile version of the PowerUp Member Zone at <https://m.powerupsports.com>.

### **I’m a member at more than one club that uses PowerUp – can I still use the app?**

Yes. Members can switch between their clubs using ‘Switch Club’ in the menu.

### **Why don’t I see a particular feature (e.g. tracked items, attendance, etc.)?**

The features and content available in the PowerUp Connect app are managed entirely, and at the discretion of your home club, including release dates for rosters, games, etc.. If you believe you should be seeing a feature but aren’t – contact your home club.