Troubleshooting for Parents

Club Assignment & Memberships

Issue: I am not receiving the Club Assignment Email.

You could have a duplicate account. If not, log in to your account and check the MySE Dashboard for the Club Assignment notification.

Solution: Navigate to your SportsEngine Account's Settings tab to verify that you're opted in to receive communications from your Club. If you are, reach out to your club to verify your account email address. If it's found that you have more than one account, please contact SportsEngine to resolve. You will need to give us both email addresses, and the email which you would like to be the primary.

Issue: I am receiving a "Whoa, That's Not the Playbook" Error when trying to accept my club assignment.

Solution: Check to make sure that you are signed into the correct account. If the account is correct, contact your club to make sure the address matches with their record.

Issue: I am unable to purchase a Membership after I have accepted my Club Assignment.

The account owner, parent/guardian, must purchase the membership as USAV guidelines require someone above the age of 18 to sign waivers. To learn more click HERE.

Solution: If you have just created the account, and there isn't anything tied to the player's profile, you can simply update the account to include your information. Follow THIS article to complete.

Once information is updated, reach out to the club and request to send a new invite under the athlete's name. This will add the player as a sub-profile under the main account to complete the assignment process.

USAV Academy

Issue: I receive an "Oops" error message when trying to access USAV Academy.

Solution: Contact USAV Academy directly by clicking HERE.

Eligibility

Issue: I am unable to select my profile when completing my background screen.

Solution: Each person needing a background screen must have their own account as only the main profile of the account can go through the screening process. If the user has already purchased the membership on a sub-profile they need to cancel it, create a new account, and re-purchase the membership so the accounts (and credentials) can be merged together -- reach out to SE Support for help.

FAQs

Club Assignments and Memberships

Q: How do I view my Membership Card?

Solution: Your digital card may only be accessed from a smartphone and should be saved in your Apple Wallet or G Pay.

To add your digital card to your smartphone, search your email inbox and open the "[Your Region] Membership Email". At the bottom of the email, click to add to your Apple Wallet or G Pay. To do this from an SE account, click HERE.

Q: Where do I purchase my Membership?

Solution: Reach out to your Club's administrator. They will be able to walk you through the process, as it varies between regions and clubs.

Eligibility

Q: Why don't I see my background screen on my dashboard? It's supposed to be good for two years.

The most common reason is that you completed the screen under a different email address than the one you're currently logged into. The legacy credentials from the previous years background screen also may not be linked. Please reach out to your region solve the issue.

Solution: Contact SportsEngine Support to merge the duplicate accounts. When reaching out, please include both email addresses and which one should remain the primary on the account.

Q: Why am I unable to select my profile when completing my background screen.

Solution: Only the main profile of an account can complete a background check. If this problem occurs contact SportsEngine Support to solve the problem and complete the membership eligibility requirements in the account with the correct membership.