



USAVolleyball



Region Administrator Guide

COMPREHENSIVE GUIDE ON THE USAV MEMBER
MANAGEMENT SYSTEM AND SPORTSENGINE HQ





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Regional Administrator Guide



Introduction

This guide is designed to walk a USAV Region admin through their SportsEngine HQ Account. SportsEngine HQ is an easy-to-use feature that houses all of your organization's administrative tools needed for the upcoming season, including:

- The USA Volleyball Member Management System (MMS)
- Membership sharing
- Affiliated Club communications
- Player and staff information
- Club sanctioning registration

COMMONLY USED TERMS

- **SportsEngine HQ** - The administrative area where organizational admins have access to all, if not most, of SportsEngine's tools and functions.
- **Member Management System (MMS)** - Feature within SportsEngine HQ specific to USA Volleyball affiliated clubs and regions.
- **Governing Seasons** - Sub tab within SportsEngine HQ that launches the MMS. Essentially the registration year that holds team, player, staff, and eligibility information once added to the MMS.
- **Member Directory** - Product within SportsEngine HQ that houses and compartmentalizes organizational member data.
- **Memberships** - What a member must purchase in order to participate with USA Volleyball. A membership is made up of a Region price and a USAV price.
- **Eligibility** - Requirements that need to be completed once a member purchases a membership. Eligibility requirements vary depending on membership level.
- **Waivers** - An eligibility requirement that is needed at the USAV and Region level.
- **Roles** - Permissions that are given to SportsEngine accounts that allow for Region admins to perform administrative tasks within SportsEngine HQ, MMS, and Governing Seasons.
- **Governing Divisions** - Divisions within the MMS that teams are assigned to depending on specific division rules.
- **Division Rules** - USAV established rules that segment governing divisions. Rules include: age, gender, skill, membership level, roster sizes, etc.
- **Digital Cards** - A scannable digital player or staff card that allows for quick membership validation.

USAV MINI SERIES

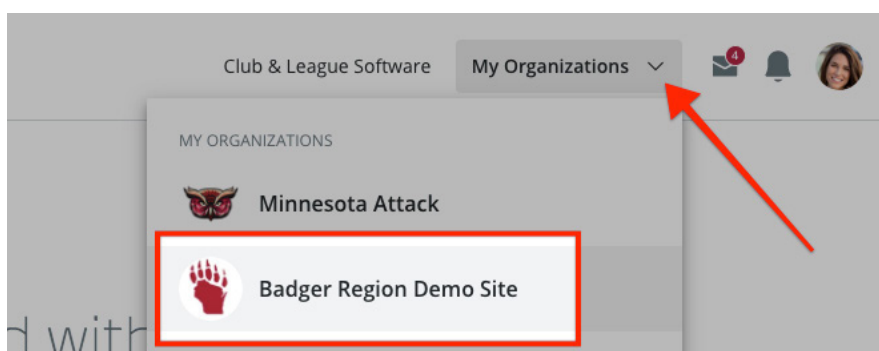
Learn all about the “Whys” before diving into the “How-To’s”:

- **DATA FLOW:** Learn about how data flows up and down throughout the SportsEngine Ecosystem. Click [HERE](#) to view.
- **ROSTER SUBMISSION:** Focus on how members exist within the MMS and SportsEngine HQ and learn how clubs submit their teams into the MMS. Click [HERE](#) to view.
- **LINKED MEMBERSHIPS:** Gain understanding into how Region Memberships are created, how they are linked to USAV memberships, and the eligibility requirements that come along with them. Click [HERE](#) to view.
- **MEMBERSHIP PURCHASE:** Options: Discover the ways members can purchase region memberships. Click [HERE](#) to view.
- **MMS ELIGIBILITY:** Understand the player, staff and team eligibility requirements and how they are approved within the Member Management System. Click [HERE](#) to view.
- **HELP RESOURCES:** Locate all the help resources that are available to your region and affiliated clubs.
- **MINI-SERIES REWIND:** Recap of the entire mini-series.

SPORTSENGINE HQ

HOW TO ACCESS SPORTSENGINE HQ

1. Go to sportsengine.com.
2. In the top right-hand corner of the screen, click **Sign In**.
3. Enter your “email address” > **Next**.
4. Enter your “password” > **Sign In**.
 - If you have forgotten your password, click **Forgot** to reset.
5. Once logged in, click **My Organizations** on the “SE Bar.”
6. Click the “name” of your Region.
 - You will be redirected to your Region’s SportsEngine HQ site.



SPORTSENGINE HQ HOME PAGE

The Dashboard provides a brief snapshot of the most important components of HQ, which includes:

Registration:

- View important registration information at a glance.

- Review Registration related Financials.
- Have SportsEngine’s registration team create a registration experience that caters to your organization’s unique needs.

Invoicing:

- Through SportsEngine invoices, see the money you’ve collected and what is still owed.

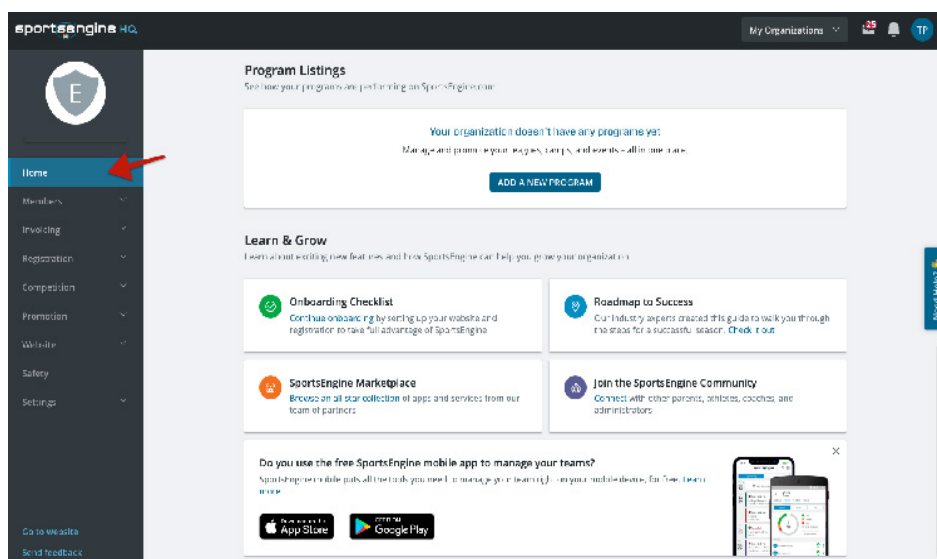
Program Listings:

- The HQ dashboard allows you to view, manage, and promote your leagues, camps and events.

Learn and Grow:

These exciting new features from SportsEngine will help you grow your organization:

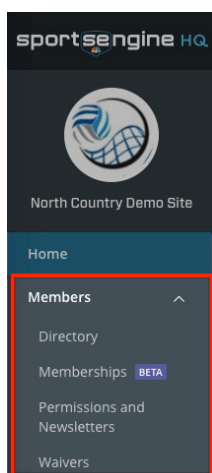
- *Onboarding Checklist* - Available to premium users to help with the SportsEngine setup process.
- *Roadmap to Success* - An overview of how to use SportsEngine’s tools to ensure your season is successful.
- *SportsEngine Marketplace* - enhance your sports life with SportsEngine’s collection of apps and services.
- *Join the Community* - Connect with other SportsEngine users through our forum.



Members

The Members tab features the following:

- **Directory:** Where Club, player, and staff information is kept.
- **Memberships:** The area where you edit, customize, and create memberships.
- **Permissions and Newsletters:** The area in which website permissions are managed.
 - This is only applicable for Regions using SportsEngine as their website provider.
- **Waivers:** The area where you add, edit, and view additional waivers.

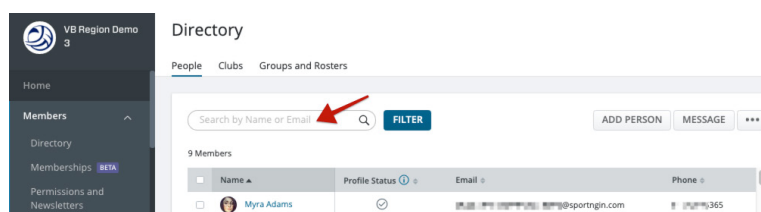


DIRECTORY

All affiliated Club information, as well as player and staff data, will populate here after your Clubs go through the MMS.

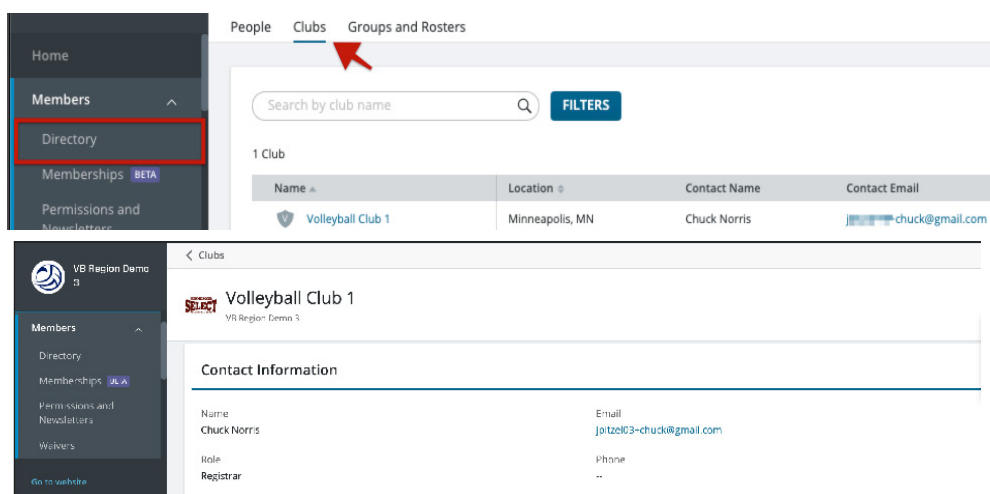
HOW TO SEARCH/VIEW MEMBERS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
 - Use the search bar to find specific members by inputting their name or email address.
3. Under the *Name* column, click on the “name” of the member.
4. Scroll down to view member contact information or click the sub tabs to see memberships, roster history, and more.



HOW TO VIEW CLUB CONTACT INFORMATION

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Click on the **Clubs** sub tab.
4. Under the *Name* column, click on the “name” of the club to view details and contact information.



HOW TO MESSAGE INDIVIDUAL MEMBERS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Under the *People* sub tab, search for the member you’d like to message by their name or their email address.
4. Select the member(s) you’d like to email.
5. In the top right corner, click **Message**.
6. Input your message and **click Send**.

HOW TO CREATE A GROUP

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Under Directory, choose the **Groups and Rosters** sub tab.
4. In the top-right corner, click **Add Group**.
5. Input the “Group Name,” select the “Privacy Setting” and click **Add**.
6. On the right side, click on the **three dots**.
7. Choose **Add Group Members**.
8. Type in the “names” of the members you want to add to the group and click **Add**.

HOW TO CREATE A SMART GROUP

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Choose the blue **Filter** button.
4. Filter by a *Registration, SportsEngine profiles, or a Team Roster*.
5. Choose your data or source, then finish your filter selections. In the top-right corner, click **Message**.
6. Click **Done**.
7. A finalized list of your members will appear.
8. Click **Add Smart Group**.

9. Name the group and click **Add**.

Add Group
×

① You can manually add people to this group anytime. You can also use the filters to create Smart Groups, which automatically add people that fit the criteria you choose.

Group Name 0 Group Members

0/60 characters

Privacy Setting

Private

People won't be notified when you add them to the group. They won't see who else is in the group and they can't message the group.

Public

People will be notified when you add them to the group. They'll be able to see who else is in the group and they can message each other.

CANCEL
ADD

HOW TO MESSAGE A GROUP

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Click the **Groups and Rosters** sub tab.
4. Click the “name” of the group you want to message.
5. In the top-right corner, click **Message**.
6. Input your message and click **Send**.

HOW TO ASSIGN ROLES TO MEMBERS

“Roles” are named permission sets that can be assigned to staff members within **ONLY** your Region.

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Search for the person that you want to assign a role to and click into their profile.
4. Choose the **Roles** sub tab.
5. Click the **+ ---OR---** choose **Assign Role**.
 - A new modal screen will appear.
6. Click the drop down by *Select Role*.
7. Choose a role.
 - **Organization Admin:** Can access your club’s SportsEngine HQ features (Directory, Invoicing, Registration, etc.) but cannot access USAV affiliated data.
 - **USAV Manager:** Has access to USA Volleyball tab in HQ (cannot access your club’s member directory).
 - **USAV Viewer:** Has view-only access to USA Volleyball Governing Season sub-

- tab.
8. Click **Save**.

Role Functions:

Functions	Organization Admin	USAV Manager	USAV Viewer
Input teams, players, and staff into the Governing Season		√	
Print official rosters & member cards		√	√
View teams, players, and staff within Governing Season		√	√
View player/staff information in Member Directory	√		
Cancel memberships		√	
Certify eligibility requirements are complete		√	

MEMBERSHIPS

Memberships is where you view, edit, archive, and share memberships with your Clubs.

HOW TO CREATE MEMBERSHIPS

NOTE: SportsEngine is assisting Region Admins with the creation of your memberships during the 2020-2021 season.

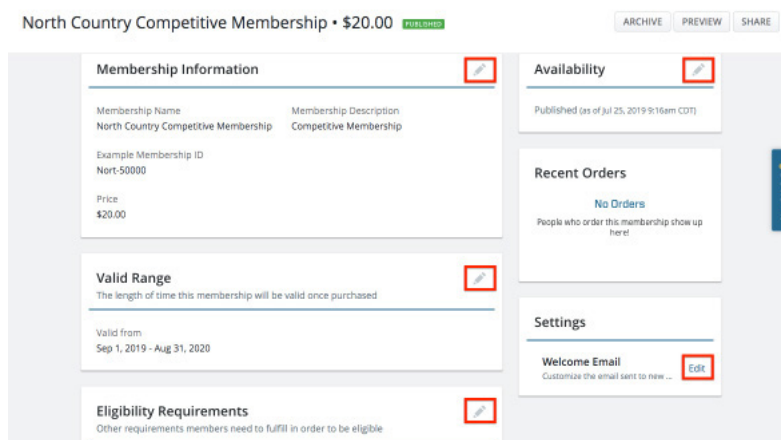
1. Sign in go to “SportsEngine HQ.”
2. Click on the **Members** tab.
3. Choose **Memberships**.
4. In the top-right corner of the screen, click **Add Memberships**.
5. Input the following:
 - Membership Name
 - Price of Membership

- Validity date range
 - Brief description
6. Click **Next**.
 7. Input a welcome message and click **Next**.
 8. Select when your membership can be purchased and click **Next**.
 - (Optional) Select additional eligibility requirements.
 9. Click **Save**.

HOW TO EDIT MY MEMBERSHIPS

NOTE: Once a membership has been sold, you will only be able to update the description, welcome email, and pricing rules.

1. Sign in go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Memberships**.
3. In the middle of the screen, under the *Memberships* header, click the “title” of the membership you want to edit.
 - Filter by Published or Unpublished if need be.
4. Click on any **pencil icon** to make adjustments.
5. Click **Save**.

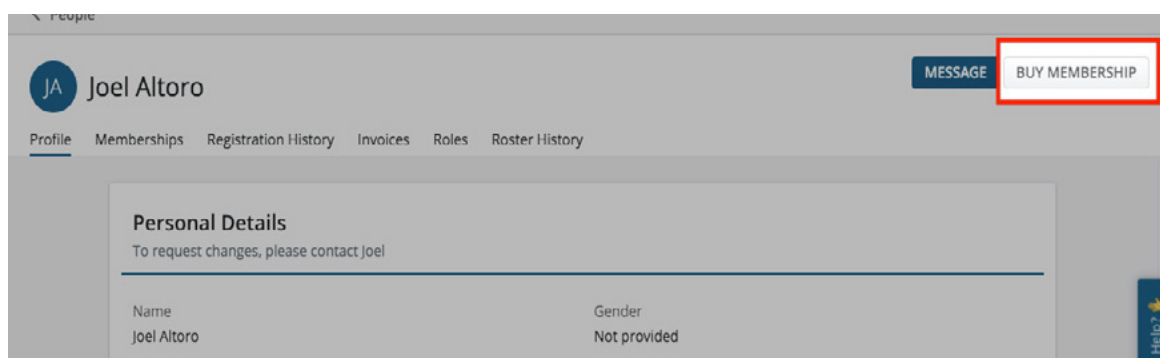


HOW TO SEND MEMBERSHIP ASSIGNMENTS ON BEHALF OF A CLUB

1. Sign in and go to “SportsEngine HQ.”
2. Click **USA Volleyball > Memberships**.
3. To the right of the desired membership, click the **three dots icon > Send Club Assignment Request**.
4. In the ‘From’ field of the assignment, type the *Name* of the club this assignment is on behalf of.
5. In the ‘To’ field, search for and add people from the membership directory to this assignment request.
6. Add a custom message if desired.
7. Click **Send**.

HOW TO PURCHASE A MEMBERSHIP FOR AN INDIVIDUAL

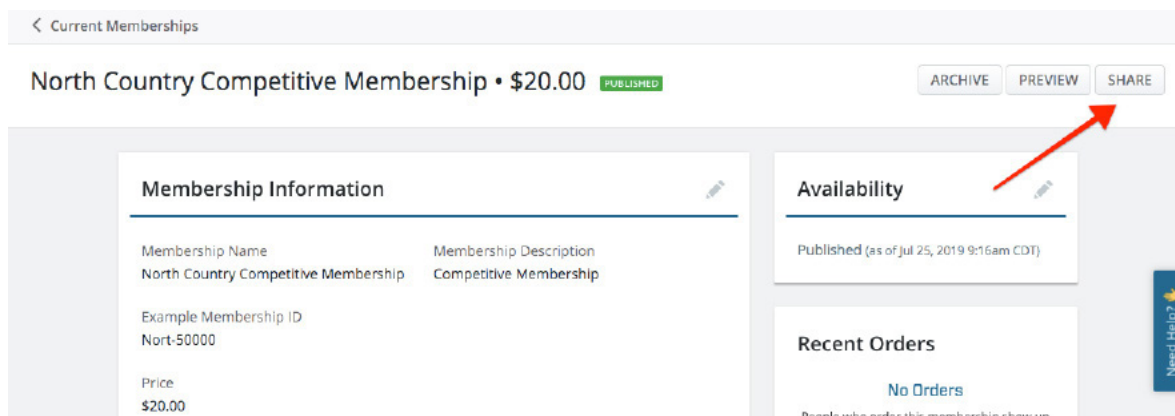
1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Directory**.
3. Find the person that needs the membership.
4. Click on that person’s name.
5. From the upper, right-hand corner, click **Buy Membership**.
6. Choose the membership you’d like to purchase.
7. Click **Review Order**.



HOW TO LINK A MEMBERSHIP TO MY SPORTSENGINE WEBSITE

NOTE: This method is only available to Regions that are using a SportsEngine website.

1. Sign in go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Memberships**.
3. In the middle of the screen, under the *Memberships* header, click the “title” of the membership you want to share.
4. In the top-right corner, click **Share**.
5. On the modal screen, click **Copy**.
6. Navigate back to your website.
 - The easiest way to do this is to click **Go to Website** in the bottom-left corner of your screen.
7. On your website homepage, go to the page you want to market your membership on and turn on [Edit Mode](#).
8. Click **Add Page Element** and choose **Link Page Element**.
9. Paste the copied link into the URL field.
 - Make sure the HTTPS pull-down option is chosen.
10. Add a link title and click **Create this Page Element**.



HOW MEMBERS ACCESS THEIR DIGITAL CARDS

NOTE: Digital cards can only be accessed on a mobile device.

There are two ways your Clubs' members can access their digital player cards.

- Through the email which is sent after player cards have been printed.
- From their SportsEngine Account.

HOW TO ACCESS DIGITAL CARDS VIA EMAIL

1. From a smartphone, navigate to your email inbox and open the “[Region] Membership Email.”
2. Scroll to the bottom of the email.
3. Under the digital card for the member, tap **Add to Apple Wallet** ---OR--- **Add to G Pay**.

HOW TO ACCESS DIGITAL CARDS VIA SE ACCOUNT

1. From a smartphone, open your browser and go to SportsEngine.com.
2. From the top right corner, tap **Sign In** and access your account.
3. Tap your profile picture or initials.
4. Tap **My Account**.
5. From the top-left portion of the screen, click **> My Account > Profiles**.
6. Under the membership associated with the profile, tap the
7. Tap **Add to Apple Wallet** ---OR--- **Add to G Pay**.

HOW TO ARCHIVE A MEMBERSHIP

NOTE: Memberships cannot be deleted. Archiving a membership cannot be undone!

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Memberships**.
3. In the middle of the screen, under the *Memberships* header, click the “title” of the membership you want to archive.
4. In the top right corner, click **Archive**.
5. Click **Archive** again to confirm.

WAIVERS

HOW TO ADD WAIVERS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Waivers.**
3. In the top right-hand corner of the screen, click **Add Waiver.**
4. Add a title, update the acceptance text, and input your waiver content.
5. Click **Add** when finished.

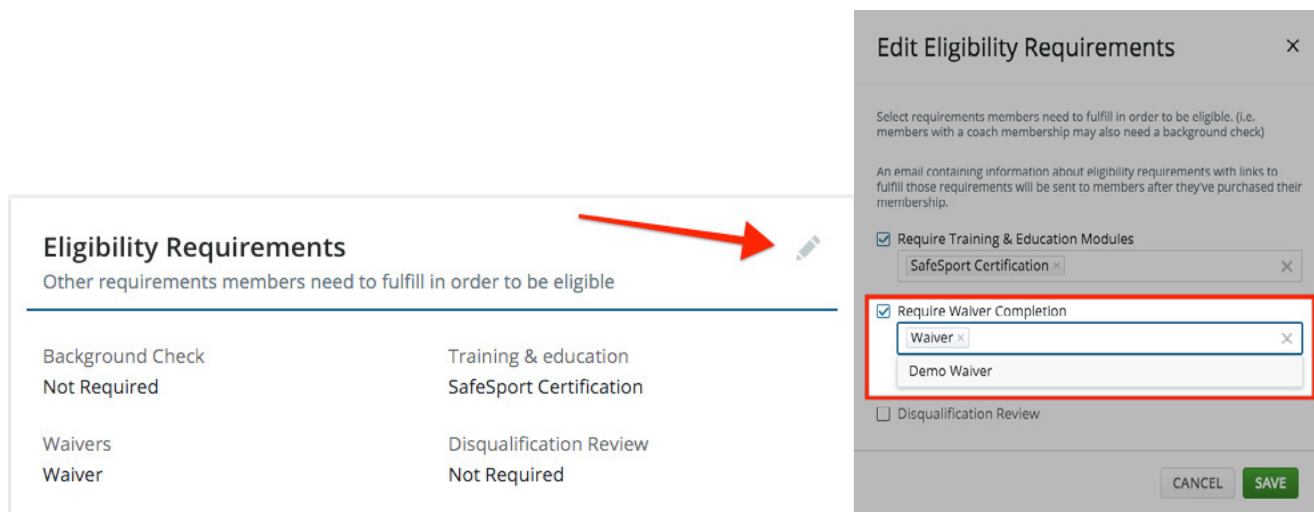
HOW TO EDIT WAIVERS

NOTE: Changes made here will reflect wherever the waiver has been applied. Members who have previously accepted the terms to the waiver are not liable for any changes.

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Waivers.**
3. On the right side of the page, click **View Info.**
4. Click the **pencil icon** to edit.
5. Once satisfied, click **Save.**

HOW TO ATTACH ADDITIONAL WAIVERS TO MEMBERSHIPS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Memberships.**
3. Click the “title” of the membership you want to update.
4. Next to *Eligibility Requirements*, click the **pencil icon.**
5. Under *Require Waiver Completion*, click the box to add waivers.
6. Choose your additional waiver(s) and click **Save.**



The screenshot shows the 'Eligibility Requirements' page with a list of requirements and an 'Edit Eligibility Requirements' modal. A red arrow points from the pencil icon in the modal to the 'Eligibility Requirements' section on the main page.

Eligibility Requirements	
Other requirements members need to fulfill in order to be eligible	
Background Check	Training & education
Not Required	SafeSport Certification
Waivers	Disqualification Review
Waiver	Not Required

Edit Eligibility Requirements

Select requirements members need to fulfill in order to be eligible. (i.e. members with a coach membership may also need a background check)

An email containing information about eligibility requirements with links to fulfill those requirements will be sent to members after they've purchased their membership.

- Require Training & Education Modules
 - SafeSport Certification
- Require Waiver Completion
 - Waiver
 - Demo Waiver
- Disqualification Review

CANCEL SAVE

USA Volleyball

GOVERNING SEASONS

The Governing Seasons tab houses the MMS. Remember, a Governing Season is essentially a registration year that holds all of your Clubs' player and staff data.

HOW TO VIEW DIVISION RULES

NOTE: Divisions are created by USA Volleyball that include guidelines such as age, gender, or grade. Click [HERE](#) to learn more about division rules.

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons**.
3. Under the season you'd like to view, click **Divisions**.
4. From here, you will see the following:
 - Division Name;
 - Division Code;
 - Player Maximum per Team;
 - If Players/Staff require approval;
 - Gender;
 - Age;
 - Multi-Org Rule; and
 - Player/Staff Eligibility.

HOW REGIONS CUSTOMIZE DIVISION RULES

1. Sign in and go to "SportsEngine HQ."
 2. From the left navigation menu, click on **USA Volleyball > Governing Seasons**.
 3. Under the season you'd like to view, click **Divisions**.
 4. Locate the division name to customize the division's rules.
 5. Click **Edit**, beneath the *Actions* column.
 6. View/Edit the following categories
 - Division Name & Code
 - Roster Requirements
 - Roster Approval Settings
 - Gender & Age Requirements
 - Membership Types
- NOTE:** If the box has a lock icon, that rule is configured by USA Volleyball and cannot be changed.
7. Determine if broken rules lead to a Warning or Violation.
 - **Warnings** will display for players/staff not meeting criteria, but they will still appear on the printed roster.
 - **Violations** will display for players/staff not meeting criteria and they be denied and will not appear on the printed roster.
 8. Determine if you'd like all participants who meet the eligibility requirements to have an



Regional Administrator Guide



automatically approved roster status, or if you'd like to review and manually approve all participants.

9. Enter the Names of the Player/Staff Membership types your region requires.
10. Click **Save & Exit**.

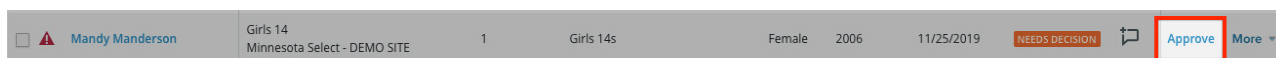
HOW TO VIEW SUBMITTED TEAM DATA

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons**.
3. Under the season you'd like to view, click **Teams**.
4. From here, you are able to view:
 - Team names,
 - Club names,
 - Governing divisions,
 - Approved staff/players,
 - Roster statuses

NOTE: Click the team "name" to view the roster.

HOW TO APPROVE ROSTERED MEMBERS (IF APPLICABLE)

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons**.
3. Under the season you'd like to view, click **Players ---OR--- Staff**.
4. On the right side of the screen, under the *Actions* column, click **Approve**.



HOW TO EXPORT TEAM DATA

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons**.
3. Under the season you'd like to view, click **Teams**.
 - (Optional) Use the filters option to sort by Roster Status, Teams, or Gender, etc.
4. In the top-right corner, click **Export People**.
5. Choose to **Export Current View** or **Export All**.
 - **Export Current View:** Only shows data you filtered by.
 - **Export All:** Shows all data.
6. Click **Export**.
7. Navigate to your email inbox.
8. Open the email from SportsEngine labeled "Member Management System is ready for download."
9. Click **Download Now**.
10. Open your downloaded CSV file.

HOW TO PRINT ROSTERS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons.**
3. Under the season you’d like to view, click **Teams.**
4. Click the name of the team beneath the *Team Name* column and click **Print Roster.**
5. Click **Print** again.

HOW TO PRINT MEMBER CARDS IN BULK


NOTE: Only Club Admins can print Member Cards in bulk.

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons.**
3. Under the season you’d like to view, click **Teams.**
4. On the right side of the screen, under the *Actions* column, click **More > Print Cards.**

Memberships (Eligibility)

HOW TO VIEW ELIGIBLE PLAYERS AND COACHES


FROM MEMBERSHIPS TAB

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Memberships.**
3. To the right of the membership, click  and choose **View Members.**
4. Click on the name of a member to view profile data, membership information, and more.

FROM GOVERNING SEASONS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Governing Seasons.**
3. Under the season you’d like to find members in, either click **Players** or **Staff.**
4. On the right side of the screen, click **Filters.**
5. Change *Roster Status* to “Approved” > **Apply Filters.**
6. Click on the name of the player or staff member.
7. A slide out screen will appear showing profile data and roster/eligibility status.

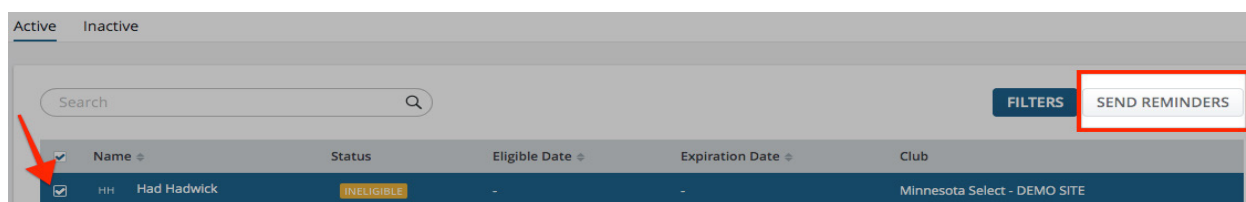
HOW TO VIEW ADDED ELIGIBILITY REQUIREMENTS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Memberships.**
3. To the right of the membership, click  and choose **View Ineligible**
4. (Optional) Use the search bar to find the name of the member.
5. Click on the “name” of the member you searched for.
 - A slide out screen will appear.
6. Added eligibility requirements are shown under the title of the membership.

NOTE: Click **Send Reminder** to the member to complete requirements.

HOW TO SEND ELIGIBILITY REMINDERS TO INELIGIBLE MEMBERS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Memberships.**
3. To the right of the membership, click and choose **View Ineligible.**
4. Check the box next to the name of the member.
5. To send a reminder to more than one member at a time, check multiple boxes.
6. Click **Send Reminders.**



HOW TO VIEW ELIGIBILITY STATUS OF A GROUP

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **USA Volleyball > Memberships.**
3. Locate the Membership you wish to view the eligibility for and click
4. Click either *View Ineligible*, *View Active Eligibility*, or *View Members*.
5. Click **Filter.**
6. Click **Choose Data** and filter any extra data required in the drop down.
7. Click **Done.**

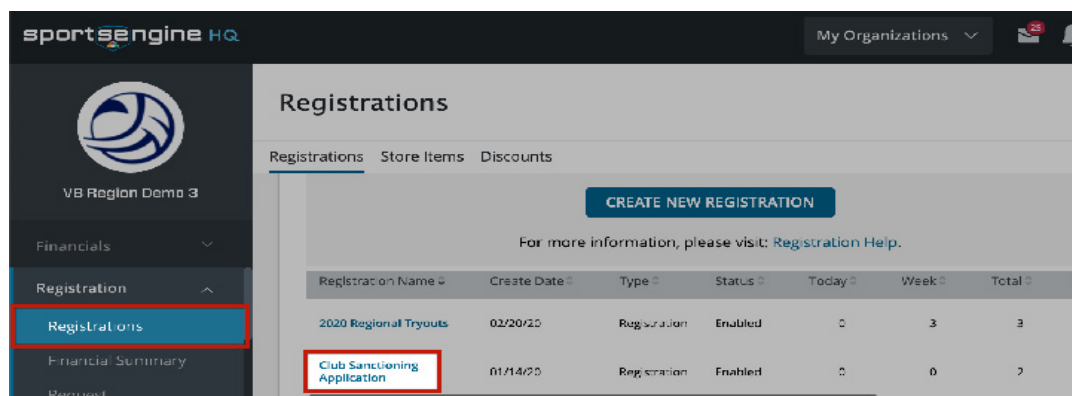
Registration

SportsEngine has created a “Club Sanctioning” registration that lives under your Registration tab within SportsEngine HQ.

Regions must approve or deny a Club after they fill out the registration. Once approved, SportsEngine is notified and will connect the Club’s HQ account to the USAV MMS. A SportsEngine HQ will be created for the club if they do not yet have one.

HOW TO APPROVE A NEW SANCTIONED CLUB

1. Sign in and go to “SportsEngine HQ.”
2. Click the **Registration** tab then choose **Registrations.**
3. Click the title of the “Club Sanctioning” registration.
4. Scroll down and click on the **Entry** of a new Club.
5. Next to the question labeled “Region Admin Only - Club Sanction Status”, click **Edit.**
6. Check **Approved** or **Deny.**
7. Click **Save.**



Additional Help Resources

NEED HELP TAB

The blue Need Help tab is located on every SportsEngine product. Here is where you access additional help resources surrounding USA Volleyball's partnership with SportsEngine.

NOTE: You will need to be logged in to your SportsEngine account to see the Need Help tab.

