



**USA**Volleyball



# Region Administrator Guide

COMPREHENSIVE GUIDE ON THE USAV MEMBER  
MANAGEMENT SYSTEM AND SPORTSENGINE HQ





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## Introduction

This guide is designed to walk a USAV Region admin through their SportsEngine HQ Account. For additional help, access SportsEngine [training camp](#), [help center](#) or click the “Need Help?” tab while logged in to your 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

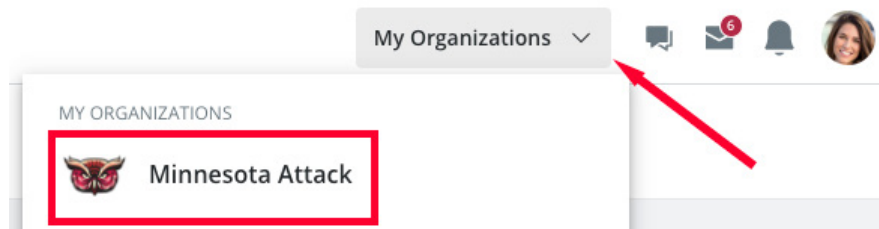
## COMMONLY USED TERMS

- **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.
- **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 Season Management.
- **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.

## SPORTSENGINE HQ

### HOW TO ACCESS SPORTSENGINE HQ

1. Go to [sportsengine.com](https://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.

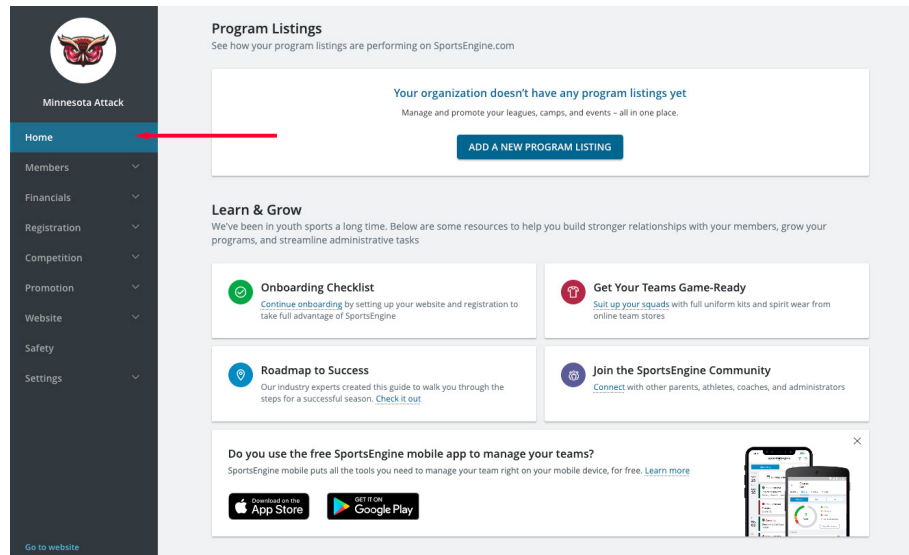
### Learn and Grow:

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.

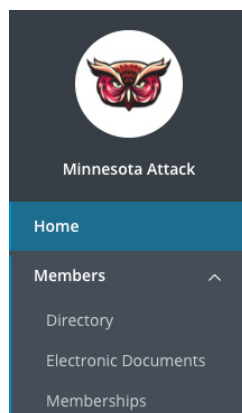
- *Join the Community* - Connect with other SportsEngine users through our forum.



## 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.

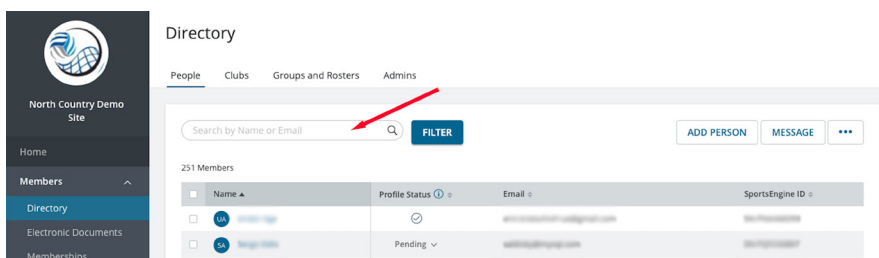


## DIRECTORY

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

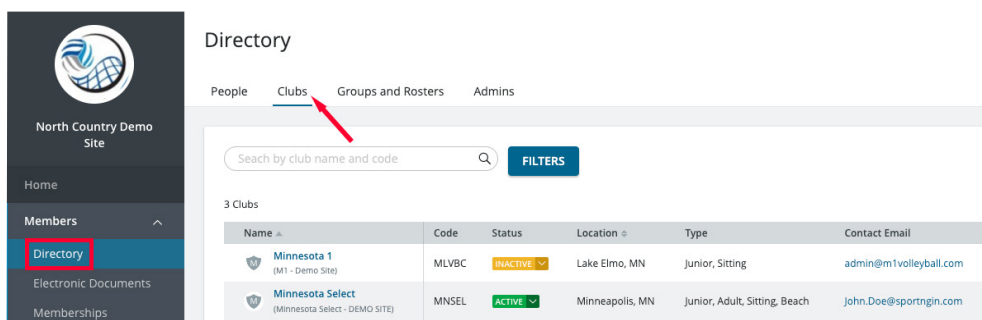
### HOW TO SEARCH/VIEW MEMBERS

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” or first two letters of 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 Profile Information*.
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**.

## 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 (cannot access your club's member directory).
8. Click **Save**.

### Role Functions:

Functions	Organization Admin	USAV Manager	USAV Viewer
Input teams, players, and staff into the Season Management		√	
Print official rosters & member cards		√	√
View teams, players, and staff within Season Management		√	√
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

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



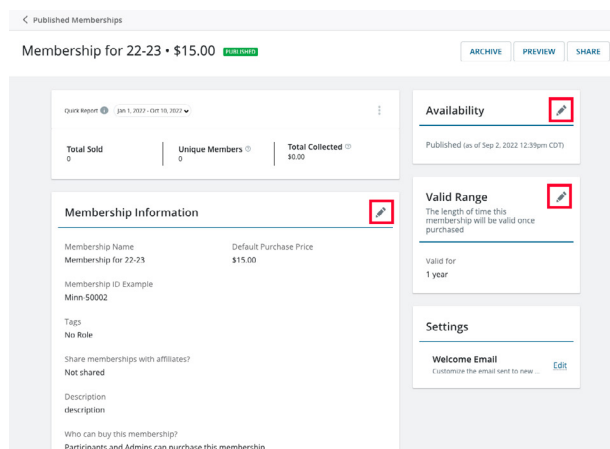
Select the appropriate USAV Linked membership based on Eligibility Requirement needs. Double check this is for the correct season to make sure your membership will function properly.

- Price of Membership
  - Validity date range
  - Brief description
6. Click **Next**.
  7. Select your Age and Role rules and click Next.
  8. Select any additional eligibility documents and profile fields and click **Next**.
  9. Input a welcome message and when the message should be sent.
  10. Click **Next**.
  11. Select when your membership can be purchased and click **Next**.
  12. (Optional) Select additional eligibility requirements.
  13. 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

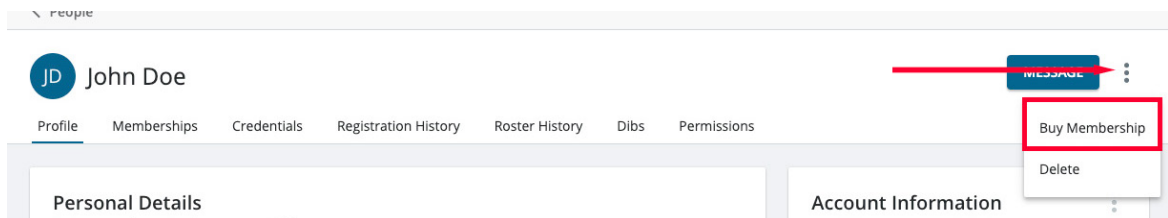
1. Sign in and go to “SportsEngine HQ.”
2. Click **USA Volleyball > Memberships**.
3. To the right of the desired membership, click the **three dots icon > Send Club**

## 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

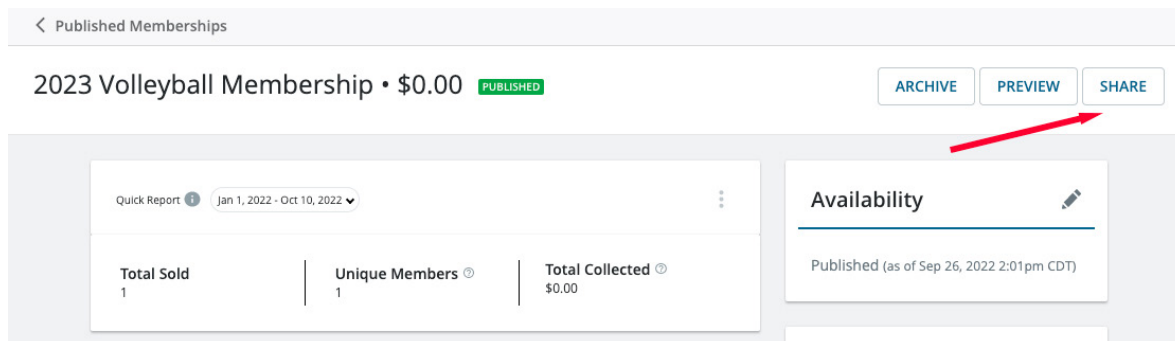
1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **Members > Directory**.
3. Find the person that needs the membership.
4. Click on that person's name.
5. From the upper, right-hand corner, click **Buy Membership**.
6. Choose the membership you'd like to purchase.
7. 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](https://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 **the icon > 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.

## ELECTRONIC DOCUMENTS

### HOW TO ADD ELECTRONIC DOCUMENTS

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Members > Electronic Document.**
3. In the top right-hand corner of the screen, click **Add Electronic Document.**
4. Add a title, update the acceptance text, and input your Electronic Document 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 *Membership Requirements*, click the **pencil icon.**
5. Check the box to add Electronic Document.
6. Select the document from the dropdown and click **Save.**

### Membership Requirements

Requirements needed to fulfill either membership eligibility or membership purchase

#### Eligibility

Background Check  
Not Required

Training & education  
Not Required



Edit Membership Requirements ×

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**Eligibility**  
Select requirements members need to fulfill in order to be eligible for this membership.

Electronic Document  
Members will be required to accept the terms of the electronic document before completing their membership purchase

 Background Screening

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**Required Profile Fields**  
Select profile fields that are required in order to purchase this membership.  
First Name, Last Name, Date of Birth, Gender, and Email Address are already required for all memberships.

 Phone Number  
 Address  
 Graduation Year



## USA Volleyball

### SEASON MANAGEMENT

A 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 **Competition > Season Management**.
3. Under the season you'd like to view, click **Divisions**.
4. From here, you will see the following:
  - Division Name;
  - Division Code;
  - Player/Staff Maximum per Team;
  - Player/Staff Minimum per Team
  - If Players/Staff require approval;
  - Gender;
  - Age;
  - Head Coach Yes/No
  - Multi-Team Rule;
  - Player/Staff Membership Eligibility;
  - Team Fee Paid.

#### HOW REGIONS CUSTOMIZE DIVISION RULES

**NOTE:** Regions must have at least 1 player and staff membership in each division to ensure members are eligible before showing up as "approved".

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **Competition > Season Management**.
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 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. Click **Save & Exit**.

## HOW TO VIEW STAFF TITLE LIMITS

**NOTE:** Some Regions configured their season to limit certain titles to certain memberships.

1. Click the **Competition > Season Management**.
2. Click **Overview**.
3. If there is a title requirement tied to a membership, there will be a Staff Title Eligibility section.
4. Staff Title Eligibility displays a full list of titles and applicable memberships.


## HOW TO VIEW SUBMITTED TEAM DATA

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **Competition > Season Management**.
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 > Season Management**.
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**.

<input type="checkbox"/>		Team 6 MN Mayhem	2	BU12	Male	2007	09/21/2022	APPROVAL NEEDED	<b>Approve</b>	More ▾
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## HOW TO EXPORT TEAM DATA

1. Sign in and go to "SportsEngine HQ."
2. From the left navigation menu, click on **USA Volleyball > Season Management**.
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 **Competition > Season Management**.
3. Under the season you’d like to view, click **Teams**.
4. Check the box(es) by the team(s) to print 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 **Competition > Season Management**.
3. Under the season you’d like to view, click **Teams**.
4. Check the box(es) by the team(s) to print and click the **three dots icon > 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 SEASON MANAGEMENT*

1. Sign in and go to “SportsEngine HQ.”
2. From the left navigation menu, click on **Competition > Season Management**.
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.

- A slide out screen will appear showing profile data and roster/eligibility status.

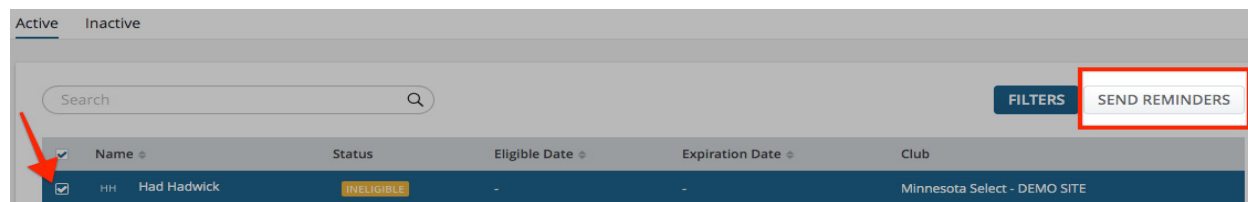
## HOW TO VIEW ADDED ELIGIBILITY REQUIREMENTS

- Sign in and go to “SportsEngine HQ.”
- From the left navigation menu, click on **USA Volleyball > Memberships.**
- To the right of the membership, click and choose **View Ineligible**
- (Optional) Use the search bar to find the name of the member.
- Click on the “name” of the member you searched for.
  - A slide out screen will appear.
- 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

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



## HOW TO VIEW ELIGIBILITY STATUS OF A GROUP

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

## Registration

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

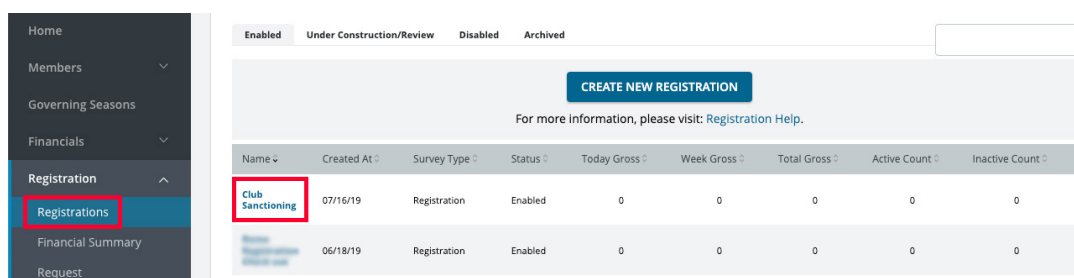
Regions must approve or deny a Club after they fill out the registration. Once approved,



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 Status.
  - Submitted - Requires action by the Region to make decision on further action.
  - Denied - No Additional Action.
  - Approved - New Club - Used for new clubs that need to be setup in the Region, will automatically notify SE.
  - Affiliated - Update Admin Permissions - Used for Existing clubs that have a new club admin, This will notify SE to verify the Admin access to the club.
  - Affiliated - Done - Completed Status that can be used for any returning/existing clubs
- No action from SE.



## Additional Help Resources

### NEED HELP TAB

The blue Need Help tab is available to logged in users and is located on the right-hand side of every page in SportsEngine. Here you can find additional help resources for USA Volleyball’s partnership with SportsEngine.

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



# Regional Administrator Guide

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Need Help? 