



**USA**Volleyball



# Club Administrator Guide

COMPREHENSIVE GUIDE ON THE USAV MEMBER  
MANAGEMENT SYSTEM AND SPORTSENGINE HQ





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# Club Administrator Guide

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## Introduction

This guide is designed to walk a USAV Club 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
- Roster Submission
- AES Integration
- Player and staff information

## 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, similar to a yearbook.
- **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 club 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

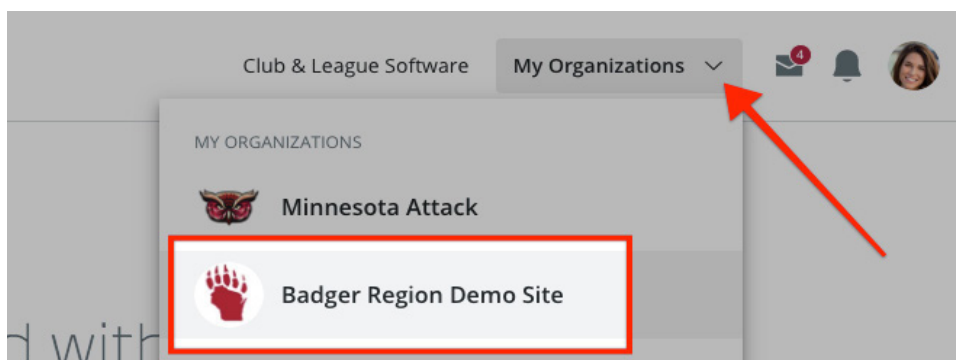
Learn all about the “Whys” before diving into the “How-To’s”:

- **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 linked memberships, and the eligibility requirements that come along with them. Click [HERE](#) to view.
- **MEMBERSHIP PURCHASE:** Discover the ways a member can purchase linked 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 club.

## 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 Club.
  - You will be redirected to your Club’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. This is a free tool given to all USAV Clubs.

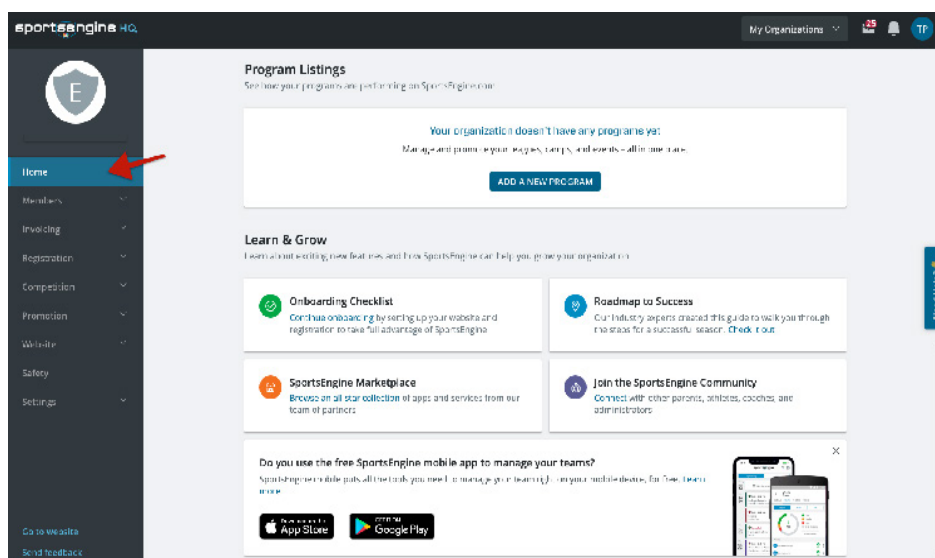
### Program Listings:

- The HQ dashboard allows you to view, manage, and promote your leagues, camps and events. This is a free tool given to all USAV Clubs.

### Learn and Grow:

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

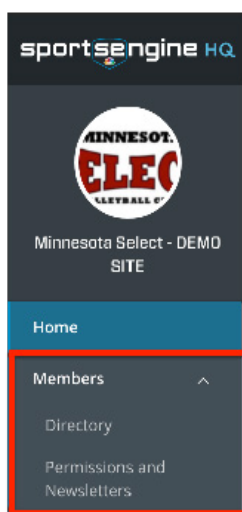
- *Onboarding Checklist* - Available to premium users to help with the SportsEngine setup process.
- *Roadmap to Success* - An overview of how to use SportsEngine's tools to ensure your season is successful.
- *SportsEngine Marketplace* - enhance your sports life with SportsEngine's collection of apps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



## Members

The Members tab is a free SportsEngine feature that is important to the MMS. Members features the following:

- **Directory:** Where player and staff information is kept.
- **Memberships:** The area where you view/send membership assignments and view eligibility.
- **Permissions and Newsletters:** The area in which website permissions are managed. This is only applicable for Clubs using SportsEngine as their website provider.



## DIRECTORY

Your Member Directory is home to your organization's Members. Members are added into the Member Management system, through manual entry, or import.

### HOW TO IMPORT MEMBERS INTO THE MEMBER DIRECTORY:

1. Sign in to your account and go to "SportsEngine HQ."
2. On the left-hand navigation, click **Members > Directory**.
3. On the top-right side of the screen, click the **3 dots**, and select **Import**.
4. On the *Upload a File* screen, first click on the option to **Download the Template**.
5. Open the upload template CSV.
6. Input your new roster and team information into the CSV file. The following fields are mandatory:
  - First Name
  - Last Name
  - Date of Birth (DOB)
  - Gender
  - Email

**NOTE:** Please use the correct email address for either the staff member or the player's parent/guardian. Failure to do so will result in technical consequences that lead to member duplicates or merging complications.

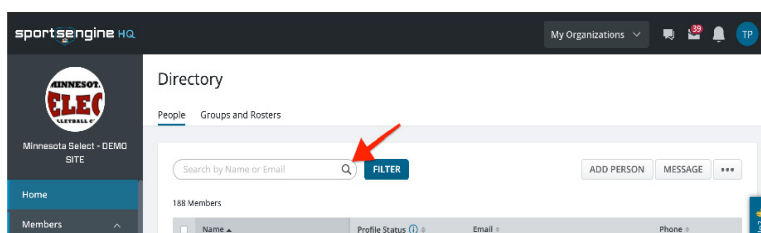
- Physical Address
  - City
  - State
  - Zip Code
7. On the *Upload a File* screen, click **Add File** to add and open your CSV template or click, drag, and drop the file into that area. Click **Next**.
  8. The next screen will match your import columns. **Green** means you are good to go, while **red** means you will need to make some edits. Click **Next**.
  9. The *Review* page will show you your summary. Click **Import** if everything looks good to go.
  10. The members you added will receive an email asking them to accept your invitation.

## HOW TO ADD A MEMBER INTO THE MEMBER DIRECTORY

1. Once in “SportsEngine HQ” click on the **Members** tab then choose **Directory**.
2. In the top-right corner of the screen, click **Add Person**.
3. Input the member’s Name, Email Address, Gender and Date of Birth (if known).
4. Click **Add**.
5. The member you added will receive an email asking them to accept your invitation.

## 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 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 ×

ⓘ 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**.



# Club Administrator Guide



## HOW TO ASSIGN ROLES TO MEMBERS

Clubs can designate administrators within HQ to help manage memberships and rosters (similar to the “Club Admin” functionality in Webpoint).

Before granting a user an admin role they MUST:

- Hold a valid USAV Membership
- Have a passed Background Screen
- Be SafeSport Certified

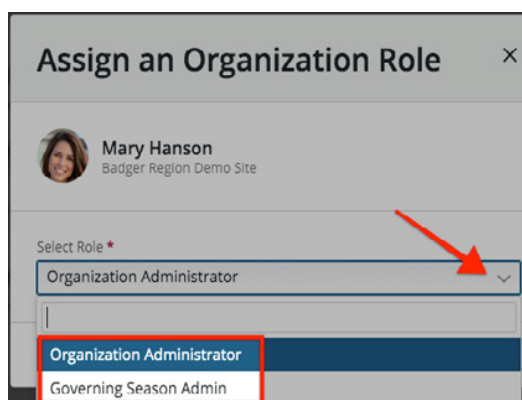
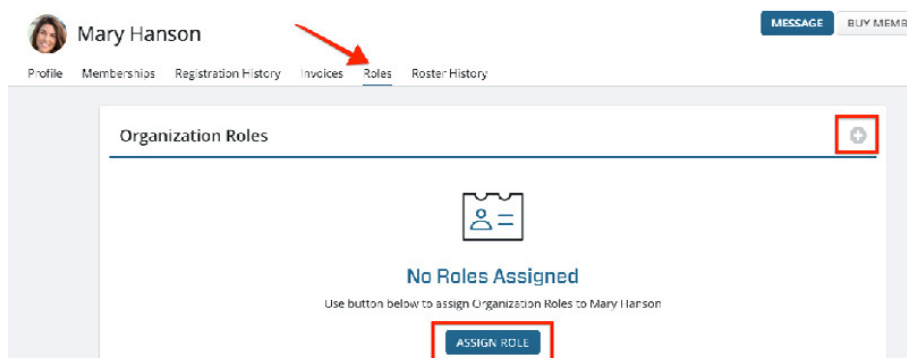
USAV and your Region will be monitoring compliance with this policy

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 Role:** Has access to all tools located only within your Club’s SportsEngine HQ.
  - **Governing Season Admin:** Only has access to the Governing Seasons sub tab within the USA Volleyball tab for your Club’s account.
  - **Governing Season View-Only:** Only has access to view the Governing Season sub-tab within the USA Volleyball tab.
8. Click **Save**.

### Role Functions:

Functions	Organization Admin	Governing Seasons Admin	Governing Season View Only
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	✓		



## USA Volleyball

### MEMBERSHIPS

When a membership invitation is sent to potential players with your club they have the option to accept or not. Once accepted that player is locked into that club and any additional memberships will require approval from USAV or your Region.

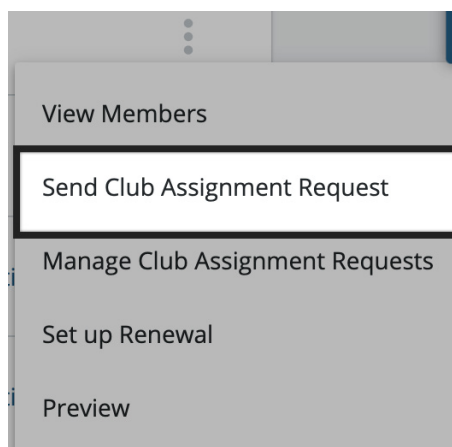
## HOW TO SEND CLUB ASSIGNMENT REQUESTS

1. Navigate to “SportsEngine HQ”.
2. Pre-determine who will be receiving an assignment request and confirm they are in your club’s Member Directory.
  - If not, [import members](#) into your member directory before continuing.
3. Click **USA Volleyball > Memberships**.
4. To the right of the membership needed, click the **3 dots icon > Send Club Assignment Request**.
5. Search for people within your directory by typing their name(s).
6. Customize your message and click **Send**.
7. Member will receive an “Accept your Assignment Request from *your club’s name*,” they can then click **Accept Assignment**.
  - If the individual does not already have a membership purchased, they will be directed to purchase a membership before the association is complete.

## HOW TO MANAGE CLUBS ASSIGNMENT REQUESTS

### View Assignment Requests Sent

1. Navigate to SportsEngine HQ.
2. From the left navigation menu click the **USA Volleyball**
3. Click **Memberships**.
4. To the right of the membership, you need to manage assignment requests for, click the **3 dots** click **Manage Club Assignment Requests**.
5. The *membership status* column, will indicate whether or not their membership has been paid, meaning they have accepted your membership assignment.
6. If their contact information is not listed and you see a - , this means the assignment was sent to the member from your Region on behalf of your club.
  - Once the member accepts the assignment, that information will populate.



## REVOKE OR RESEND ASSIGNMENT REQUESTS

1. From the left navigation menu click the **USA Volleyball > Memberships**.
2. To the right of the membership, you need to manage assignment requests for, click the **3 dots** click **Manage Club Assignment Requests**.
3. Check the box next to the member's name and click either **Revoke** or **Resend**.

## HOW MEMBERS ACCESS THEIR DIGITAL CARDS

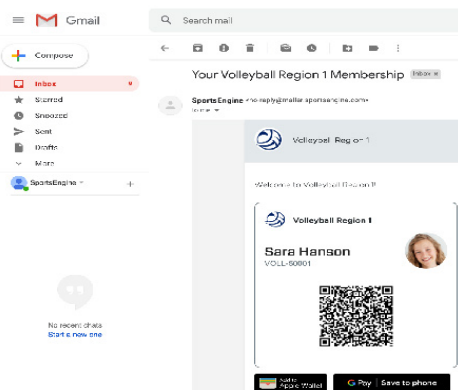
**NOTE:** Digital cards can only be accessed on a mobile device.

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

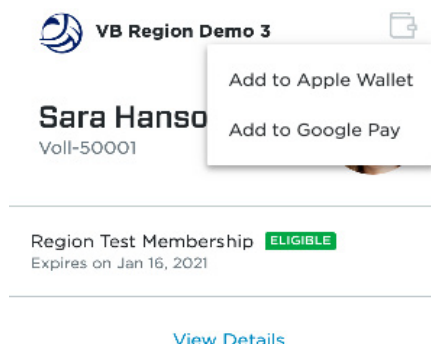
1. From a smartphone, navigate to your email inbox and open the "[Region or Club] Membership Email."
2. Scroll to the bottom of the email.
3. Under the digital card for the member, tap **Add to Apple Wallet** ---OR--- **Add to G Pay**.



### 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 **> My Account > Profiles**.
6. Under the membership associated with the profile, tap the
7. Tap **Add to Apple Wallet** ---OR--- **Add to G Pay**.





## 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 SUBMIT OFFICIAL ROSTERS

Teams are able to be submitted by either SE Sync, through a .csv import, or manually.

For all team submissions, the following fields are required.

- Team Name
- Team Role (Player or Staff)
- First Name
- Last Name
- Email (Must be Parent/Guardian email)
- Date of Birth (YYYY-MM-DD)
- Gender
- Address 1
- City
- State/Province Abbreviation
- Postal Code
- Country Abbreviation (US)

1. Sign in to your account and go to "SportsEngine HQ."
2. On the left-hand navigation, click **USA Volleyball > Governing Seasons**.
3. Under the Governing Season, click **Get Started**.
4. You will see a window outlining three steps that you need to take in order to successfully submit your roster. Click **Get Started**.
5. Answer the question, "Do you use SportsEngine to manage your club and teams?"
6. To utilize CSV Import or Manual Add click **No** to "Do you use SportsEngine Team Management Software?"
  - SportsEngine Team Management Software (i.e., mobile app, team pages, or website)

7. Select either **Import Teams** or **Manually Add Teams** and continue with the steps below based on your selection.

## CSV *IMPORT*

1. Click the option to **Import Teams**.
2. Confirm that you would like to upload your rosters by clicking **Confirm**.
3. On the Upload a File screen, first click on the option to Download the Template. Open the upload template CSV.
4. Upload the completed .CSV template by clicking **Add File** or by dragging and dropping the file into the box. Click **Next**.
5. The next screen verifies your import columns. **Green** means the column is valid, while **red** the column needs to be edited. Click **Next**.
6. You might see a screen labeled *Resolve Potential Duplicates*. If so, you need to verify if the duplicate is the same person or not.
7. The Review page shows your summary. If the data is correct, click **Import**.
8. Click **Let's Assign Teams** to proceed.
9. The next two screens will allow you to review your player and staff data.
10. If you need to remove someone, click on **Remove**.
11. Click **Next** on the bottom of the two pages.
12. Click **Close** to finish the process.

## MANUAL *ADD*

1. Choose **Manually Add Teams**. Click **Confirm**.
2. Under the Teams sub tab, click **Add Teams**.
3. Input a "Team Name", select the "Division", and choose a gender. Click **Create Team**.
4. To the right of the team you created, under Actions click **More > Add Players**.
5. Search for the Player "name," if no player name is listed, input the whole name and click **Create New Player**.
6. Input all of the new player information and click **Continue** or **Add Another Player** to add more than one player.

**NOTE:** Please use the correct email address for either the staff member or the player's parent/guardian. Failure to do so will result in technical consequences that lead to member duplicates, merging complications, and eligibility issues.

7. After your players have been created, to the right of the team, under *Actions* click **More > Add Staff**.
8. Search for the Staff "name," if no staff name is listed, input the whole name and click **Create New Staff**.
9. Input all of the new staff information and click **Continue** or **Add Another Staff** to add more than one staff.

**NOTE:** Please use the correct email address for either the staff member or the player's parent/guardian. Failure to do so will result in technical consequences that lead to member duplicates, merging complications, and eligibility issues.

## 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 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 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.**

# Eligibility

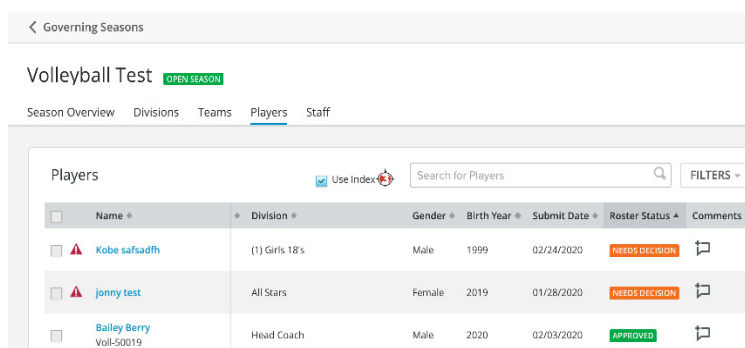
## HOW TO VIEW ELIGIBLE PLAYERS AND COACHES

### *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 the **three dots** and choose **View Active Eligibility.**
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.



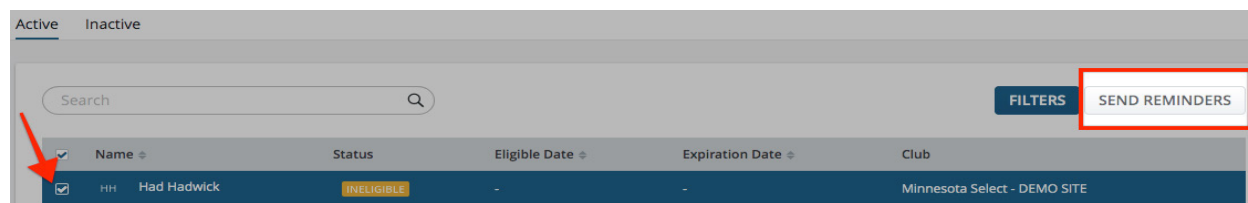
## HOW TO VIEW ADDED ELIGIBILITY REQUIREMENTS

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 the **three dots** and 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**.

## AES

### INTEGRATE YOUR AES & SPORTSENGINE CLUBS

1. Sign in to AES and your club page.
2. Choose the red **Add SportsEngine** Integration button at the top left of the Club page.
3. Confirm that you would like to integrate your AES Club with the SE Organization below by clicking **Save**.
4. If you do not see your organization choose **Contact Sales** below.

**NOTE:** you must be assigned as an Organization Administrator to integrate your organization.

### GOVERNING SEASON TEAM INTEGRATION

To enable Governing Season Team Integration:

1. After signing into AES, navigate to right-hand side of the page and choose **Add Governing Season Integration**.
2. A pop-up will appear and display your selected organization's current active Governing Season name(s).
3. Select the desired Governing Season, and choose **Save**.

### PAIR YOUR AES & GOVERNING SEASON TEAMS

You can pair AES teams with their Governing Season Team Roster individually or in bulk.

**NOTE:** Each Governing Season Team may only be paired with one AES Team.

#### *OPTION 1: INDIVIDUAL TEAM PAIR*

1. Click on the **Teams** page in the left-hand navigation, then select the desired "team name".
2. Choose **Add Governing Season Integration**.
3. A popup will appear displaying a list of teams within the Governing Season you selected for your club. Select your team and click **Save**.
4. Once the Success message has appeared, choose **Save**.
5. If an Error message appears the team has already been paired.
6. Make any necessary updates, and choose Save.

## OPTION 2: BULK TEAM PAIR

1. Choose the Teams page in the left-hand navigation, you will see your existing AES teams with a new column titled “USAV Team Name”.
2. Select the desired “team name” within the USAV Team Name dropdown.
3. Repeat these steps for as many teams you would like to pair simultaneously.
4. Click **Update** in the lower left-hand side of the screen.
5. Once the Success message has appeared, choose **Save**.
6. If an Error message appears the team has already been paired.

## VIEW/EDIT YOUR USAV OFFICIAL ROSTERS

When member records are imported from SE they will either be matched to an existing record if one exists, or a new record will be created if no match is found.

1. Click on **USAV Official Roster** within the team details to view your roster. At this time, you may select a roster assignment for any imported staff members.
2. Add Additional Player Fields, and choose **Update** to save added information.
  - Members **MUST** have Date of Birth and Gender saved in SportsEngine to be imported and added to their USAV Default Roster in AES. A notification will be sent to AES if players are missing required info.
  - USAV Official Roster assignments may only be changed in SportsEngine. If you edit a roster member within the governing season in SE, they will be updated in the USAV Official Roster in AES.

## 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.

