

June 10 Attendance Tracking Webinar – FAQ's

Q. Is there a way to enter the same email for a Parent and their child under the Members section.

A. You can't have the same e-mail for multiple members. In this instance you would enter a child into the member's list (without an e-mail), then click into that child's membership to align one or more guardians. A guardian can be aligned to multiple children. See this adding members video for more information:

<http://support.teamapp.com/en/docs/267-team-app-adding-members>

Q. Once you import members - what happens if they don't reply to the welcome email?

A. If you have entered their e-mail address, and they don't join Team App or reply, they will still receive correspondence that you send out from the app via e-mail.

Q. If your team has Team App but not the whole club, is there a way to send attendance to the club so you don't have to complete a paper copy

A. You can click into events / attendance, then export a .CSV of attendance.

Q. Can I filter children from guardians in the team for attendance?

A. You must utilise the child/guardian feature. So you enter children in your member's list, then you can add one or more guardians. So guardians will get info on behalf of the children, but if you ensure only children exist in the access group then their names will appear in attendance and RSVP lists. See this adding members video for more information: <http://support.teamapp.com/en/docs/267-team-app-adding-members>

Q. When you add manually on the night does it add that person to the recurring event?

A. If you add a member to an attendance list it adds them to the access group the event applies to, and they'd then see all remaining events and appear in subsequent attendance lists.

Q. Do restricted admin have the ability to mark attendance?

A. Yes they do for Access Groups they have admin control of.

Q. Can you add a new member through attendance in the app?

A. Yes, an option to 'add new member appears in the app in the Attendance Tracking section. It only appears once you have marked off one or more members.

Q. If you import members details via CSV does it overwrite the information already in Team App? Or does it sync and add the additional info?

A. If there is an e-mail it will not duplicate details, and if the columns are blank existing info remains. But if you for example enter a phone number that is different to what is in the system, it will overwrite existing data. Members without e-mails will be duplicated if imported. See this adding members video for more information: <http://support.teamapp.com/en/docs/267-team-app-adding-members>

Q. How do you give restricted admin access?

A. 'Edit' a member (it's easiest via the website dashboard), place them into one or more access groups, then you will see an option to set restricted admin privileges. See this video on allocating admins: <http://support.teamapp.com/en/docs/266-team-app-allocating-admins>

Q. So under my list of members will be both our youth player & their parent

A. Yes, both children and child members will appear. Place the children into the access group to ensure only their names appear in RSVP and Attendance lists - guardians get the info by way of their alignment. See this adding members video for more information: <http://support.teamapp.com/en/docs/267-team-app-adding-members>