

### **No Players or Coaches show up when I import from the USAV System**

If you have attempted to import your members from the USAV Membership System (SportsEngine) and no members are found the cause is almost for sure that the Club Codes do not match between VBSchedule and SportsEngine.

In VBSchedule.com go to your Club's Dashboard and select Edit Club. Make sure the "We Participate in USAV Events" is switched on. Make sure the USAV Club Code at the bottom of the page matches the Club Code used in SportsEngine. If the Club Code does not match SportsEngine, change it to match and then go to your Members section and reimport members from the USAV Membership system.

Please note that when importing a large club from SportsEngine it can take anywhere from 1-5 minutes for the request from VBSchedule to SportsEngine to be processed. VBSchedule will send a notification to your account (left side of the screen) when it has received all the information from SportsEngine.

### **My player or Coach does not show up when I import from the USAV System**

If you have imported your members from the USAV Membership System (SportsEngine) and a particular person is not showing up in your VBSchedule.com members list, there are several possible causes.

- The person has not accepted the club assignment for your club. They are not affiliated with your club. If you do not know how to get a person affiliated with your club, contact your Region Office for instructions.
- SportsEngine may have assigned that person a Club Code which is incorrect. The club code in VBSchedule.com (found on your Club's profile page) must match the club code a member has in SportsEngine. The only way to check this is to have your Region Office check this.
- SportsEngine may have their name different in two places. The only way to check this is to have your Region Office check this with SportsEngine.
- As a last resort you can manually add a member to your VBSchedule.com members list making sure the name and birthdate exactly match what is in SportsEngine. You then can click on that member and in the box that opens scroll down to the USAV Membership section and click on the gray button which is located to the right of the first name. This will take you to a screen where you can request the system to query the SportsEngine system. If SportsEngine does not respond with further information about that member, you will need to contact your Region Office and have them open an urgent support ticket requesting a hard refresh of that member.

## **My player or Coach shows up in VBSchedule as “Ineligible”.**

It is important to understand that VBSchedule.com does not make the determination if a player/coach is eligible or ineligible. VBSchedule.com simply receives from SportsEngine the determination if a player is eligible.

Due to the way SportsEngine sends information to 3<sup>rd</sup> Party systems, this determination may be in direct conflict with what you as a club director see in your SportsEngine account, or what your Region office sees. Here are some things to check.

### Junior Player Memberships

- Most problems with junior memberships are due to the member or the parent not accepting all the policies for USA Volleyball and/or the Region’s policies.
  - Have the parent and/or athlete log into their SportsEngine account and accept all policies. Your Region office and sometimes the Club Director can tell you what policies may be outstanding.
- If the player is in the 18 and under age group ensure that the member has completed SafeSport and that the region can confirm it is attached to the membership record.
  - If the region shows the certification but the certification has no expiration date then there is a problem within SportsEngine. The region can open a chat directly with their support group within SportsEngine and SportsEngine support can ‘Synchronize’ the SafeSport certification
- If a player who is 18 years old or will be turning 18 this season and shows to have a valid membership in VSchedule.com but the roster is not validating due to missing SafeSport.
  - The player likely has the wrong type of membership assigned to them in USA Volleyball Membership Management (SportsEngine). Contact your region to resolve the issue.
  - After the correct membership is assigned be sure that the member has completed the SafeSport requirements by following instructions in SportsEngine. Contact your region if you need more assistance.
- SportsEngine may have the person’s name in their system listed with two different spellings that do not match each other. For example: Suzy Smith, and Suzie Smith, or Suzy Smith, Jr. The only way to check this is to have your Region Office check this with SportsEngine.

- Sports Engine may have their birthdate listed incorrectly or not matching in all places. The only way to check this is to have your Region Office check this with SportsEngine.
- If everything appears to be correct, the problem could be a cache issue at SportsEngine. Contact your Region Office and ask them to open an urgent support ticket requesting a hard refresh of the account for the problem member.
- Make sure you do not have duplicate members in VBSchedule.com members list. If you find duplicate members, the best thing to do is to delete all occurrences of that member and then run the USAV import again. If you find that the import recreated the same duplicate members again, you need to have your Region Office contact SportsEngine.

#### Adult Coach Membership

- The adult may be showing ineligible due to member not accepting all the policies for USA Volleyball and/or the Region's policies.
  - Have the member log into their SportsEngine account check that they have accepted all policies and waivers. They can also contact their Region Office for further information on which things they have not accepted yet.
- There may be missing certifications such as 'Impact Certification', 'SafeSport', 'Background Screen', etc.
  - If the region shows the certification but the certification has no expiration date, for certifications other than 'Impact' then there is a problem within SportsEngine. Your Region office will need to open a support ticket with SportsEngine to perform a hard refresh of the member's account.
- Certifications such as SafeSport and Background Screening are upon completion not instantaneous populated within the SportsEngine system. It can take anywhere from a few minutes to several days before these certifications show up. The only way to check on this is to have your Region Office contact SportsEngine.
- SportsEngine may have the person's name in their system listed with two different spellings that do not match each other. For example: Suzy Smith, and Suzie Smith, or Suzy Smith, Jr. The only way to check this is to have your Region Office check this with SportsEngine.
- Sports Engine may have their birthdate listed incorrectly or not matching in all places. The only way to check this is to have your Region Office check this with SportsEngine.