





### **AFFINITY SPORTS ONLINE SYSTEM FREQUENTLY ASKED QUESTIONS**

CUSTOM FIELDS	How can I view a list of custom fields that I created for parents to complete during Online Registration?	<ol style="list-style-type: none"> <li>1) Reports – Player Report</li> <li>2) Player Look-UP screen select criteria to perform player search.</li> <li>3) From search results – select “All Fields – Player Detail from the drop down. Click on the print icon to open report.</li> <li>4) <b>Note:</b> This report will need to be exported to Excel because it is a comma delimited report.</li> <li>5) [Reports – Converting from commas to columns in Excel</li> </ol>
TEAM ROSTERING	Sometimes players don't show up in the Available Players screen. Why not?	<p>Players must be cleared in Player Lookup before they become available to roster to a team.</p> <ol style="list-style-type: none"> <li>1) Search for players using Application Status “Pending”</li> <li>2) Check Accepted box and Age Legal box</li> <li>3) Save Application Changes</li> </ol> <p>Once these steps have been completed, the players will show up in the “Available Players” box under the Roster Player tab.</p>
LOOK UP SCREENS	When I search in the Admin Look-Up and Player Look-Up screens I get no results	<p>Always insure that you have selected the league and the club from the drop downs, and that the person has an application in that season.</p> <p>If you want to search by age groups in Player Look-Up you must select a play level in order for The age group field to open up.</p>
RETRIEVING PASSWORDS	How can a parent, coach or other user get their password if they have forgotten it?	<p>In the left navigation area under the log in fields there is a “Forgot Password” function. Individual is requested to input user name and email address. The system will automatically email them a temporary password to access the system. After re-entering the system, the parent / user can reset password to one of their choosing by accessing their profile and scrolling to the bottom.</p>

<p>ADDING PLAYERS</p>	<p>I'm adding all my players internally and would like to be able to create the username and password for the parent in this area. Can this be done?</p>	<p>The add player area was designed for a quick entry of the parent and player. Suggest that once you have completed entering all your players that you perform a look-up for parents to access their record to assign a username and password.</p>
<p>REMOVING PLAYERS  <b>After teams are activated, players can not be removed from a roster without completing a release or transfer request.</b></p>	<p>I would like to delete those players from my club who are not placed on teams or decided not to play</p>	<p>. There are two functions on the system that allows you to remove the player from your active list but the record still remains on the system.  1) If you search for players under "Pending Status" you will note there is a reject box located to the right. Checking this box will place the player in a rejected status. They will not appear on any other search lists.  2) After you search for a player you can click on the player's name to open their record. Click the application tab and cancel their application. This places them in a cancelled status and they will not appear on your active list.</p>
<p>PLAYER ROSTERING.</p>	<p>Need the ability to see multiple ages when rostering players to a team</p>	<p>Age groups have been configured by your state according to state business rules. Players can be searched for by age or by "All" which will pull in all ages that are allowed to be rostered to that age group. Example: A U10 Team allows 7,8, and 9 year olds.</p>
<p>ONLINE REGISTRATION</p>	<p>What is an incomplete registration and how does the parent get around required fields?</p>	<p>It is difficult to determine what the parent has done during an online registration process. We recommend that better written instructions be applied to the various registration pages. This is done in the Registration/Fields area of Club Configurations. Affinity Sports is also taking steps to improve the Online Registration process</p>
<p>FINANCIAL REPORTS</p>	<p>Credit Cards listed on the financial reports do not align with other financial reports; the wire transfer funds or Global Payment / Authorize.net accounts</p>	<p>If your club has configured to automatically accept players when they register, the credit card is charged immediately. If your club has chosen not to auto accept the player, the credit card is only authorized for the amount of the fee until the Club Administrator checks the accepted box. This would then account for the difference between the financial report that lists all of the credit cards that have been charged or authorized and the wire transferred funds.</p>

ONLINE PAYMENTS	Why does the system bomb out if the user is registering with Mozilla or other browsers when they attempt to make a payment?	The Online System payment screen is only compatible with Internet Explorer. If an individual registers with another form of browser the registration will be successful but no order will be created.
PLAY LEVELS	How do I adjust the fee when a player's play levels is changed?	Fees are attached to play levels and the following steps need to be taken. 1) If player has been accepted and the team activated, contact AYSA or ADG to un-accept the player. 2) Complete a refund and then cancel the order. 3) Cancel the application 4) Create new application 5) Create new order
REPORTS	How do I export my report to Excel or Word	1) Select the icon for exporting  2) Select from the dropdown the program you want to export to. 3) Select Open or Save Allows for the user to extract desired information.
PAYMENT PLANS	How can I allow for different payments each month?	The system provides the ability to set up payment plans once fees are created. Additionally, once the basic payment plan is created the club can customize this and create a different payment for each month of the total installments
PRINTING ROSTERS	How do I print my rosters?	1) Go to Team Look-Up and search for teams 2) Click on the Team Name to open the team screen 3) Click on the Team Roster tab, at the bottom of the screen click on Print Rosters. <b>Note:</b> Certain versions of IE and Adobe are not compatible. Below are steps to take to eliminate this problem. 1) On your desktop double click on the Adobe Reader symbol/icon. 2) Under EDIT select Preferences 3) Under Categories make sure Internet is highlighted 4) Under Web Browser Options - uncheck "display PDF in browser" 5) Select OK
PRINTING REPORTS	What causes the report to be cut off?	Affinity Sports uses Crystal Reporting for our reporting function. Reports are designed with a hierarchical tree. Before printing the report you need to hide the tree listed to the left using the icon at the top of the report screen. This will pull your report to the left and align for proper printing.

<p>COMMA DELIMITED REPORTS</p>	<p>How do I convert from comma delimited to columns in Excel?</p>	<p>When you open or save the report in Excel use the following steps to convert from comma to columns:</p> <ol style="list-style-type: none"> <li>1) Click on column A</li> <li>2) Click on "Data" on toolbar</li> <li>3) Choose "Text to Columns"</li> <li>4) Choose option delimited</li> <li>5) Uncheck "tab" option</li> <li>6) Check "comma"</li> <li>7) Finish &amp; Replace</li> </ol>
<p>TEAM ROSTER</p>	<p>My Team Roster does not identify playing age of the team.</p>	<p>The System creates a unique Team ID for each team and the ID includes the playing age of the team, as well as the program and gender. 0000-011CB13-0000 – Classic Boys U13</p>
<p>DUPLICATE RECORDS</p>	<p>How can I get rid of my duplicate records?</p>	<p>The system provides a report in Player Lookup that will highlight those records that are duplicates. These will be highlighted in RED. From Player Look-UP:</p> <ol style="list-style-type: none"> <li>1) Select League</li> <li>2) Select Club</li> <li>3) Set Application Status</li> <li>4) Click Search</li> <li>5) Select from the report drop down "All Player Application Detail" and click the print icon </li> <li>6) Select Open or Save to open the report.</li> <li>7) Red Highlighted areas indicate a possible duplicate record. Note: Single lines highlighted will indicate that player has a record on the system with another club.</li> <li>8) Verify the records in player look-up using the following verification steps. <ol style="list-style-type: none"> <li>a. Does the record have an order</li> <li>b. Is the player already rostered to a team</li> <li>c. If the second record is simply a pending record then this would be the record to reject or cancel the application.</li> </ol> </li> </ol> <p><b>Note:</b> If the record highlighted has the same ID number this is only one record. Those with different ID numbers are the ones that should be verified.</p>