

TeamApp FAQ

How does TeamApp operate and how do I get notifications about my child's team?

Brunswick Magic uses the TeamApp version for Youth clubs, as it enables to link parents/guardians' accounts with child members. In effect, this means that guardians will receive push notifications and emails, and have the authority to respond in the app for things like RSVPs, Availabilities, etc.

The Club has created and linked guardians' accounts using information provided in PlayHQ at registration (where you registered your child and paid the fees).

If your PlayHQ account is not linked with your child's account, you will not be able to receive notifications. Linking accounts is done in the background by us (see below) and not by sending a request to join an Access group directly in TeamApp. Again, this is because we use the version for Youth clubs of TeamApp.

This sounds complicated, why are you doing this?

In order to manage the children's privacy, the Club has decided to only enable guardians accounts using information entered in PlayHQ. This is to ensure that your child information and their whereabouts, photos, etc, are communicated only to an authorized person. We have no way of checking the legitimacy of a request to join, when we receive a note in TeamApp that says "My name is xx, I would like to join".

Do I join TeamApp with my own details or the details of my child?

Your TeamApp account needs to have your own details, not your child's. However, do not join TeamApp on your own. Instead, enter your details as a guardian on PlayHQ (see below) and you will receive an invitation to join from TeamApp if you don't already have an account. Your TeamApp invitation will be sent to the email used during registration on PlayHQ. If you already have a TeamApp account but still receive an invitation, then check that the emails are the same. If you already have a TeamApp account, the account will automatically link to your child's when we do the TeamApp/PlayHQ linkage.

The person who registered the player on PlayHQ is already a guardian on TeamApp. If a guardian would like to be added, please see below.

Coaches, BSOs and Team managers who are not related to a child, should still use PlayHQ to enter their details.

How can I be added as a guardian?

This needs to be done by the person who registered the child on PlayHQ.

To add a guardian, please go to PlayHQ and follow these instructions:

<https://support.playhq.com/hc/en-au/articles/900003189183-Editing-a-PlayHQ-profile>

Make sure you have selected your child (select *Change User* under your name). Then fill details in "Add Parent/Guardian".

We perform weekly linkage of the PlayHQ database with TeamApp. However, this is a manual step so please feel free to email us at info@brunswickmagic.com if you would like us to link the account and we will do our best to do this promptly.

What are Access groups?

Access group is the term used by TeamApp to designate groups of people. The Club has created an Access group for each team (e.g., *Magic U9 Mixed Purple*), one for the whole membership (*All Club*) and one for “Officials” (Committee, Coach, BSOs, Team managers).

If your account is linked with your child, you will receive all communication sent to your child’s access group. Again, this only happens if your accounts are linked.

Some guardians will be listed in the Access groups. These are the coach, BSOs, Team managers for the team.

Why RSVP to games?

Coburg Basketball Association requires that each team has at least 5 players for a game to be played. It is very important that we know we have enough players to start. RSVP’ing means that your Team manager knows how many players will turn up. If there is not enough people RSVPing with a ‘Yes’, we can ask players from a younger age group to fill-in, to avoid forfeiting on the day. No one likes to get to a game at 8.30 to find out the game is cancelled. The Club still needs to pay for the game and you have paid your entry fees.

Please take a minute to RSVP, even if it is a *Maybe*.

You will notice that the RSVP list will include some adults. These adults are the coach, BSOs, Team Managers. Only players need to RSVP.

Why RSVP to training?

If you can, it would be greatly appreciated if you could let us know if your child cannot come. This is helpful for the coach when they plan their training session.

I can’t find “Training and games schedule”

For unknown reasons, TeamApp sometimes resets the name and calls it “Events”. It is the same content.

How can I communicate with others on my team?

A Chat room can be created for each team by the BSO or the Team Manager, or you can privately message someone within your Access group.

BSOs and Team Managers can also send out News items from TeamApp. Make sure to select your Access group and enable “email notification” if required.

You can also add a “comment” to an event, to inform the team that you are away for a specific game or training for instance, or that you have a clash and would like to ask if someone could give your child a lift.

Team Managers and BSOs

How do I create an event?

1. Find the next game of your team in PlayHQ: <https://tinyurl.com/yjh57w8y>
2. Log in into TeamApp.
3. Go to “Training and games schedule”

4. Click on “Older” (in the top bar) to go back to previous games.
5. Find the last game of your team and click on it.
6. Once inside the (old) game, click the three dots option selector at the upper right corner and select “Duplicate”.
7. This will create a new game post and use all the information of the previous game.
8. Update all the details (from PlayHQ info) in the “Details” box, update location, “Starts” and “Ends” boxes, and ensure “Just this once” is selected under “Recurring.”
9. Make sure “Enable Attendance” and the “RSVP” boxes are checked.
10. Click SAVE at the bottom of the page. The new game will be posted and players can RSVP.
11. Remember you can always EDIT the game if you make mistakes :-)

Please see the accompanying video too:

<https://www.loom.com/share/fbd8447097b848f7a40fe42613123390>

Why do I need to duplicate an older event?

You are welcome to add more information (like tips for finding a venue or parking). However, we request that you use the template created on Feb 13th as it includes the features we need: RSVP, Roster, Notification.

I cannot take attendance

Your account may not be set up with the appropriate permissions. Please contact us at info@brunswickmagic.com to correct this.

Do I still need to take attendance?

Until we receive a notification from BV that this is not required anymore, we need to follow the guidelines.

How can I communicate with the rest of the team?

You can create a News item or a Chat room for your team. Make sure you select the correct Access group when doing so, and all the players’ guardians in your team will receive a notification.