MySportHUB.ca

Community Sport & Recreation Database
Administrator Manual for Community Organizations
Last revised March 2023

Questions? Something missing? Need a hand?
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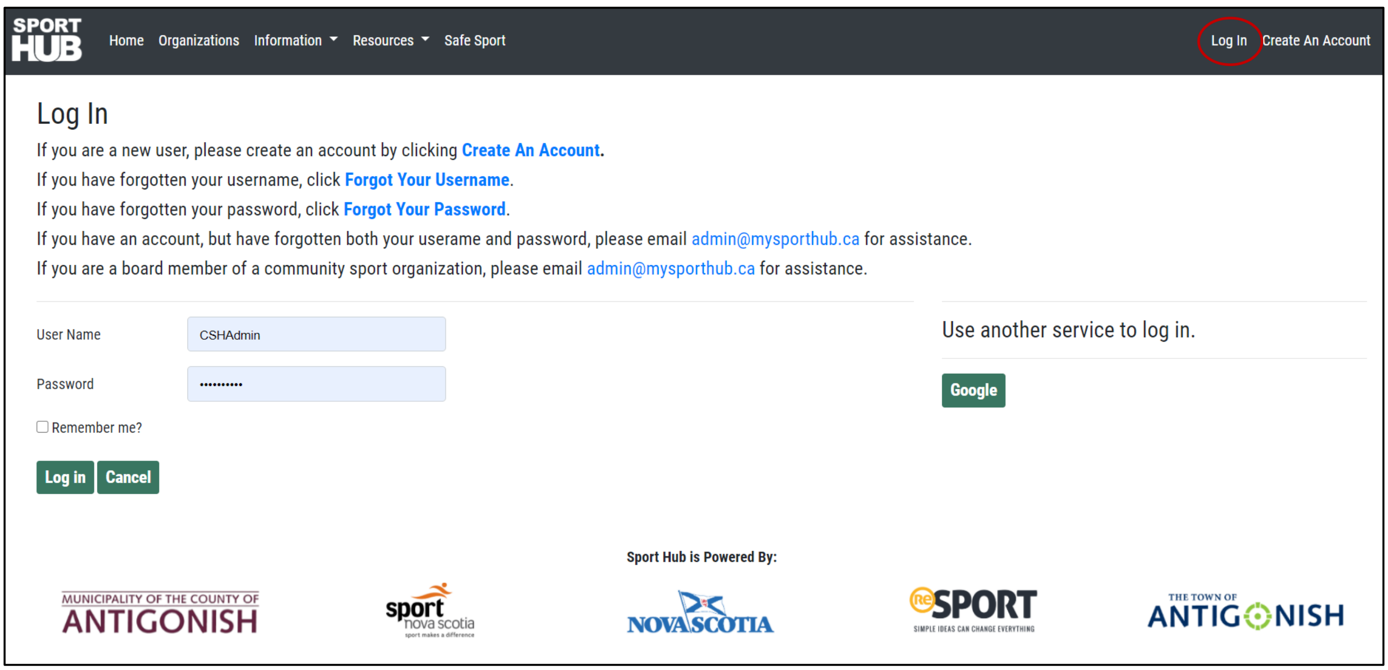
For Community Organization Administrators

If you have a personal account on the Hub to manage your own family, you will be given a separate account for managing your organization. Your organization can have multiple admin accounts, (one for each high-level volunteer or staff member that will be responsible for managing the backend) or you can share one. If you are admin for multiple organizations, you will have to switch accounts to manage each organization (at this time). Admin accounts can currently only be linked to one CSO (community sport org). (Coaches and Managers are able to access their Team information through their personal accounts once approved by the org).

Logging in as Admin

To log in, head to "mysporthub.ca" and select your community on the map to begin. Once on your community Hub, click "Log In" in the top right corner. This is the same spot you go to log in as a parent/user, but by using the ADMIN log in credentials (Username and Password) you've been given, you will be able to log in as your organization. In this case, you cannot use the Google log in service option you see on the log in page, as this will be connected to your personal account and you must sign in with your Org Admin account. Feel free to use that option for your personal account.

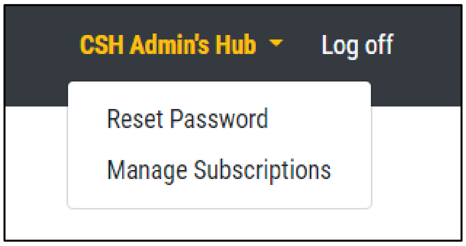


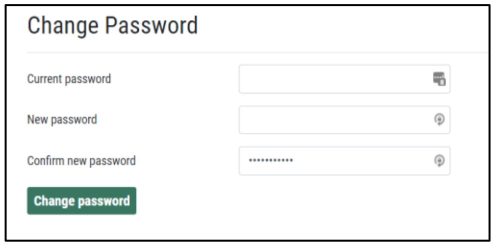
If you are on a personal computer and want to make your log in process easier on subsequent visits, click "remember me". Your internet browser may also prompt you to save your log in credentials, if you are comfortable with this and you are on a personal device, go ahead. If you use a safe password managing service you can save here as well. You can also "bookmark" the website as a favorite to quickly get back to the log in page any time. While the site works on mobile devices, managing on a desktop is typically preferred.

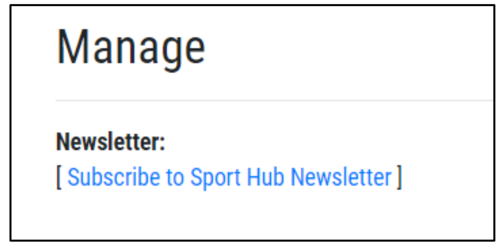
If you are not on a personal device, you can log off when you are finished by clicking "Log out" in the top right. **Be sure to always log out if you are using a public/shared device! Your admin account contains personal information about a large number of private citizens. You and your staff/volunteers have a responsibility to manage this data securely and with utmost respect and care.**

Managing your Admin Account

Clicking the name in the top right corner takes you to an account management page where you can change your password and/or manage your newsletter subscription for this account.

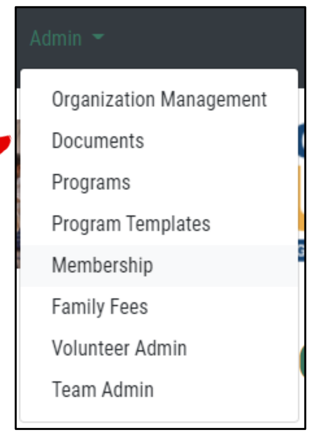






To change your password, click "Reset Password" and you will be directed to a new page where you must input your current password, your new password, and confirm your new password. If the new password is acceptable, it will be updated by clicking "Change Password".

To subscribe and unsubscribe from the newsletter, click "Manage Subscriptions". On this page, simply click the "Unsubscribe from Sport Hub Newsletter" text, and it will change to "Subscribe to Sport Hub Newsletter". The text toggles back and forth depending on whether you are currently subscribed or not. Click to switch on and off.



The "Admin" Tab

Now that you are logged in as an admin, you can see the "admin" tab on the black menu bar at the top of the page. Each option on the admin tab is listed and described below, click to the specified section for full details:

Organization Management

Where many of the details associated with the organization are managed. Org admin will only see their organization here, community admin can see and manage all orgs from their community, and system admin can view and manage all orgs across the province.

Various actions can be taken via the "action" drop-down menu, and all org-wide exports can be downloaded by selecting from the "Exports" drop-down. Any exports downloaded from here will include organization-wide membership, if you want exports by program, do this through "membership".

See the Organization Management section for more info.

Documents

Here you can manage the various documents you wish to associate to your organization details page. For example, create and order FAQs here that will display on an organization's page, or create info pages, post policies and more. Higher level system admin users also manage various site-wide documents here.

Use the buttons to create a new document, or edit existing docs using the "Action" drop-down menu.

See the Managing Documents section for more info.

Programs

This is where programs are created and managed. If you want to manage the people involved in a program, do this through "membership", not programs. Programs is only for creating and editing the program(s) for registration.

For more information, see the "Creating & Managing Programs" section.

Program Templates

Programs can be copied as templates, and templates can be made into programs (works both ways). This is where you manage your organizations templates. For more on how to create and manage programs, as well as the difference between "Program Templates" and "Programs" pages, see the Managing Programs section.

Families

Takes you to the Family Management page. Find any family here and use the drop-down menu to take actions like edit their info, view their family page and help manage their registrations or troubleshoot for them, navigate to their "family fees" page to take actions or view balances/transactions there.

Membership

For viewing and managing members in programs, lists and exports by program, etc.

For more info, see the Membership Management Section.

Family Fees

For viewing and managing transactions on individual families. Some functionalities (like the invoice button) are still under construction and will be active very soon, but for now using this page to assess who owes what to your organization is helpful when cross-referencing or managing payments.

See the Family Fees section for detailed info.

Volunteer Admin

For managing and tracking Volunteers. Here you can set up volunteer options that people can sign up for, you can communicate with these people, and track their credentials. This feature is in beta/testing stages of development and only certain functionalities are turned on at this time. More information to come.

See the Volunteer Admin sections for more details. (Some Web-features and common community practices still in development and differ by community, updates coming soon).

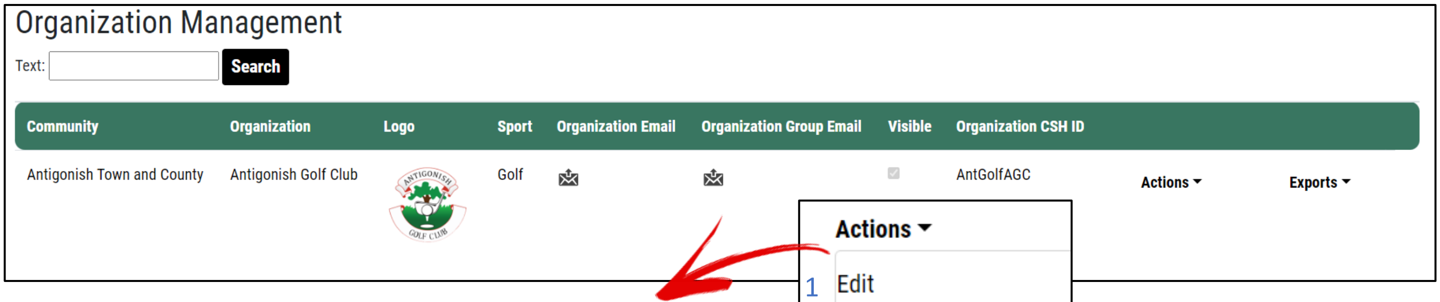
Team Admin

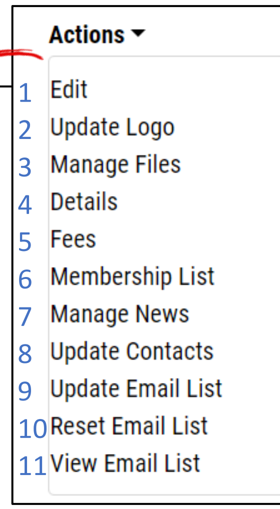
Head here to manage Teams. Teams functionality allows admin to further organize larger groups of participations (registrants from a program) into small groups or teams. Participants can also be added to teams from membership management as well.

See the Team Admin section for more information.

Managing your Organization

From the "Admin" tab, head to "Organization Management". This should default to your organization only. You will see some org details here, and two Email options. "Organization Email" is the contact email for your organization and "Organization Group Email" is an address that sends to a list of all active families associated with your organization. Click on either envelope icon to see the address or open an email form. **Note: Be sure to update email lists using the action drop-down menu before sending (still required at this time).**

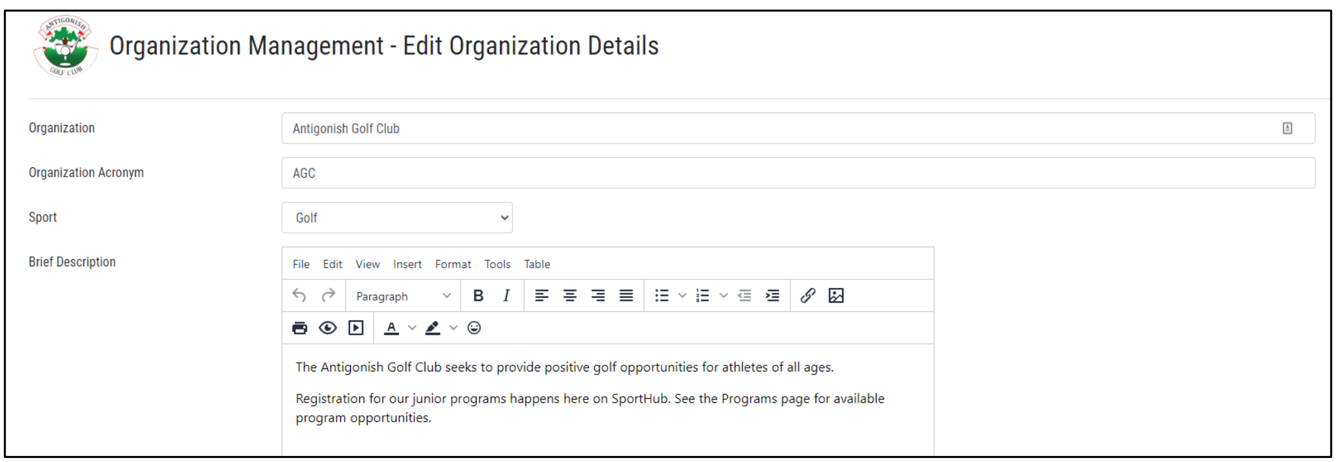




The "<u>Actions</u>" drop-down menu offers various options:

1. Edit – clicking this opens up the page where your organization content lives. The information here populates your Org Details page, the Organizations page, the Home page, etc. You want to ensure the information here is up to date, clear, concise, and helpful for the user.

Some fields are required/critical, and some are optional and if left blank will simply not display.



Organization: The name of the organization or group, write this out fully (as opposed to acronyms etc).

Organization Acronym: Create an acronym for your organization within the system 3-4 letters, (capital letters)

Sport: Select the sport relevant to the organization. If the organization does recreation or various different activities, select "Multisport". If you need a sport added to the list, email admin@mysporthub.ca

Brief Description: A couple concise lines here about the organization.

Other Information: Any additional details or attachments you haven't found fit in another field.

Motto/Slogan: If relevant/desired, add your organization's motto!

Street Address: Only the street/civic address and name required here, like “123 Example Street”
City: One word, written out fully, like “Antigonish” (not Ant.)
Province: Written out, ex. “Nova Scotia”
Postal Code: In format “A6G 7H8”
(Format = [*3 characters – Space – 3 characters]*)

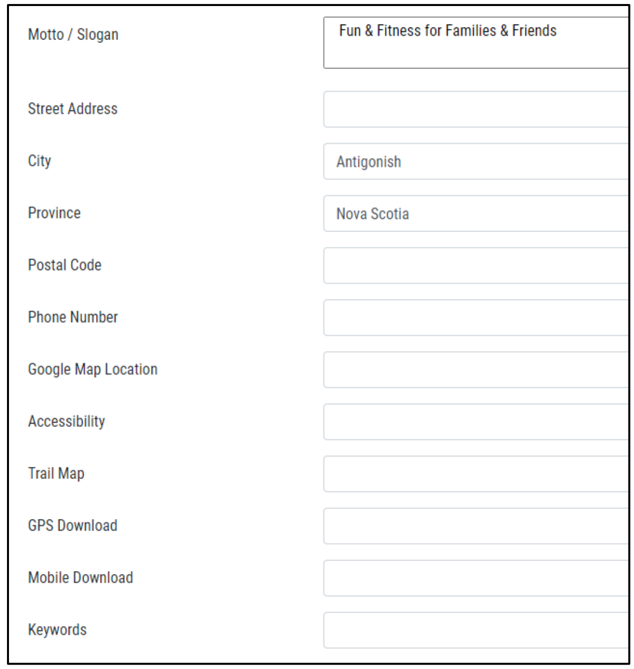
Phone Number: format = (902) 863-4566

Google Map Location: Copy a google maps share link for the location and paste the link here.

Accessibility: Include any accessibility related information here. *More guidance and fields coming for this soon.*

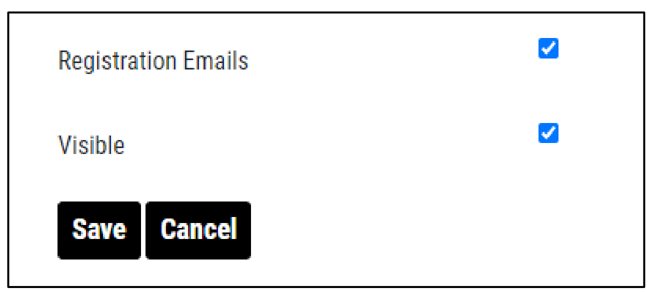
Trail Map: This field is for trails orgs only, paste the link to the interactive map here. Leave blank if irrelevant.
GPS Download: Paste a link to a downloadable file of the map for offline use with a GPS (if relevant).
Mobile Download: Paste a link to a downloadable file of the map for offline use with a Smartphone (if relevant)

Keywords: Add any keywords here that will help with searchability. Thinking about this as “tagging”, like using hashtags on social media. Using relevant keywords will lend to enhanced search experience for users.



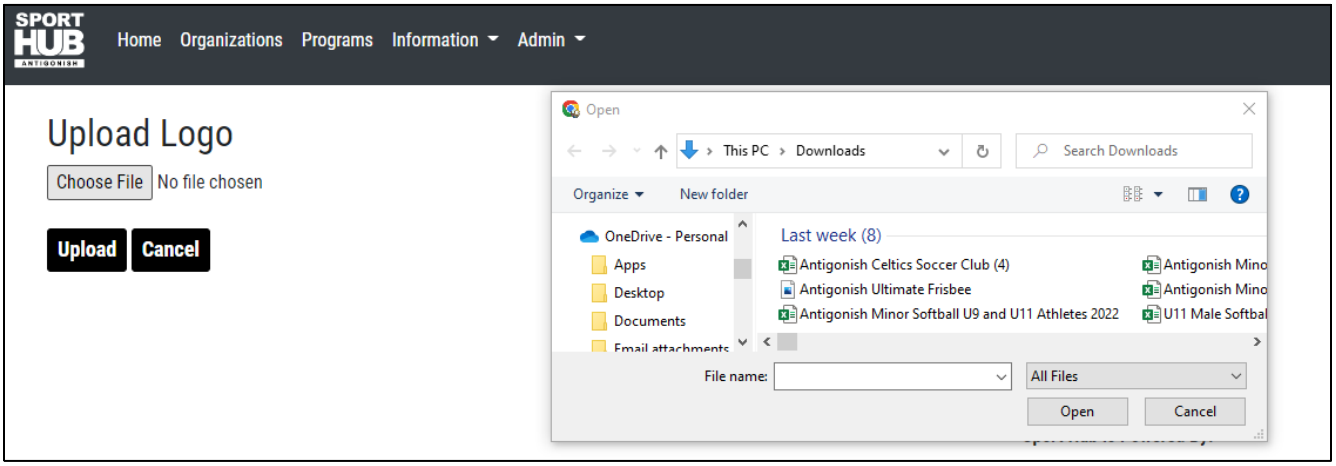
Website and Social Media sites: Paste here ensuring you link full web URL including secure https://
Organization Email: Type the main contact email for your organization, keep this general, not someone’s name, if possible, it is best to keep an org address that is continuous within the org and not a personal one.

Registration Emails: Check this off if you want management actions to cause automatic emails. If blank, auto-emails are disabled for this group and you can take actions without those auto emails going out.



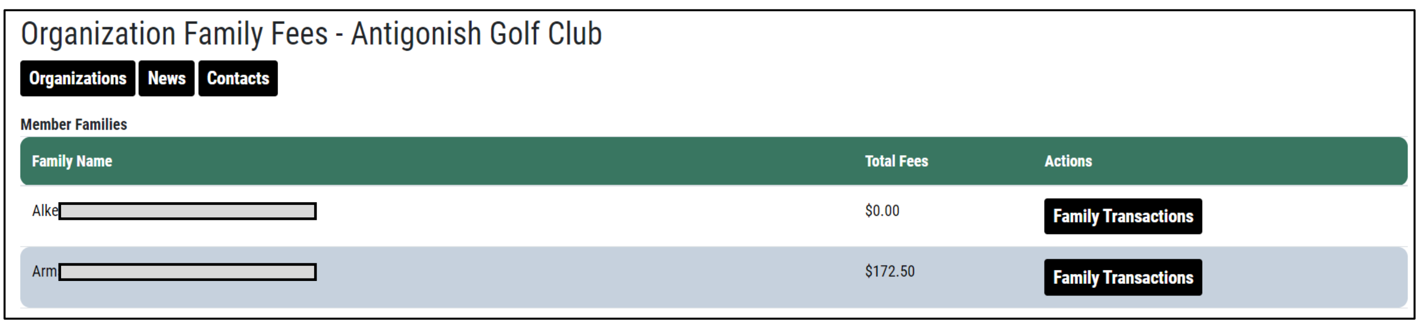
Visible: When checked, this makes the organization visible to the public on the site. If this is left unchecked, the org will be hidden from public view, great if you are working on setting one up but it is not ready yet, this enables you to save your progress and come back. Also good if a group folds, you can hide them instead of delete them, in case they start back up.

2. Update Logo – Head to this page if you ever need to replace the Logo image for your organization. Ensure the image is a .PNG file. Click "choose file" to select a .png image from your computer, then click "upload" and the new image will automatically replace the old logo. Make sure the image is transparent (no white background).



3. Manage Files – You can upload images or other files (like documents) here and then use the URL to embed the image other places. For example, upload a program flyer so it can be linked in the community newsletter and on your organization details page. To upload, use the same method as outlined above for logos.

4. Details – Clicking this option simply opens up your details page so you can review it in a non-editing view, like the public sees your page. Click "return" to go back.



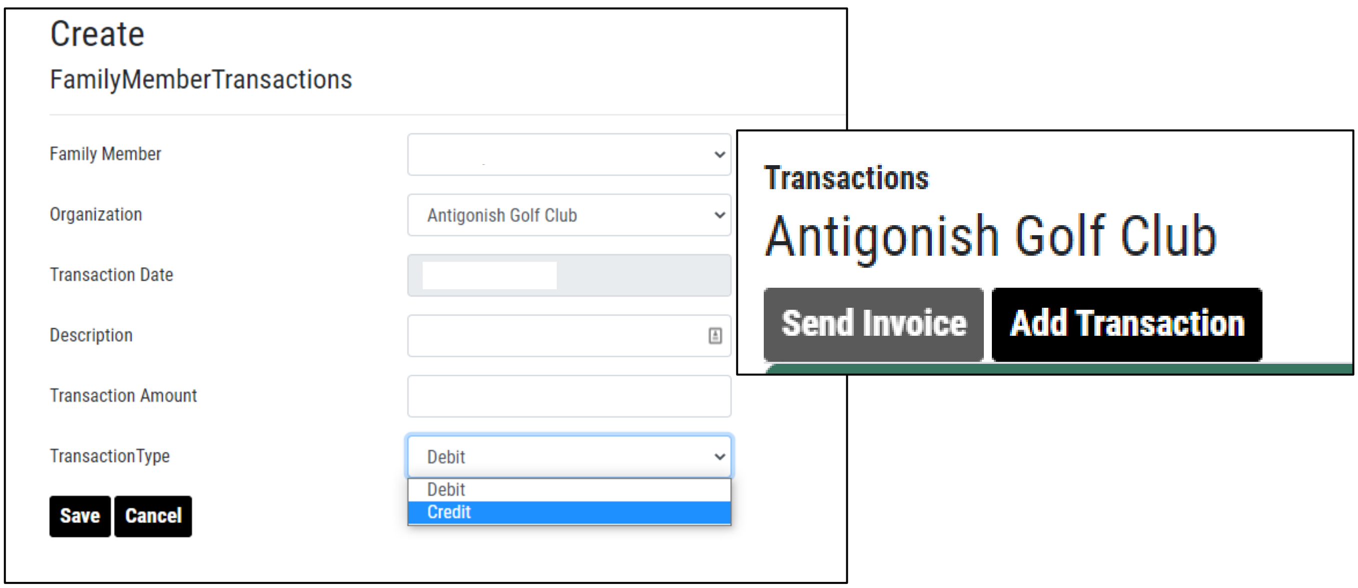
5. Fees – This takes you to the fee management area for your org. From here you can click "Family Transactions" to view and manage all info and invoicing etc. for specific families. Org admin can only view fee details related to their own org programs, while community admin see fees across all orgs in a community, and system admin see across communities in the province. From their family transactions page you can send an invoice from here (coming soon) or add a transaction.

You may wish to add a transaction in the case of waiving a fee, to clear the fee from the family's page, for example. You can debit and credit here as needed. Any credits applied by you will goes against the member's balance with your organization. Once the entire amount is paid, they will be marked as "Paid".

5a. Managing Transactions

If you click "Add Transaction", you will see a page that looks something like the image below. You must first select the family member that the transaction is in relation to (who is the registrant in the program in question?)

The Organization should default to your specific CSO. Check or edit the transaction date. Write a description of the transaction, for example: "Discount equal to program cost applied to reflect waived fee for 2021 Season". Then type in the transaction amount and select the transaction type. A "Debit" will manually add a charge to their account. "Credit" will remove a certain amount off their balance.



5b. Sending Invoice

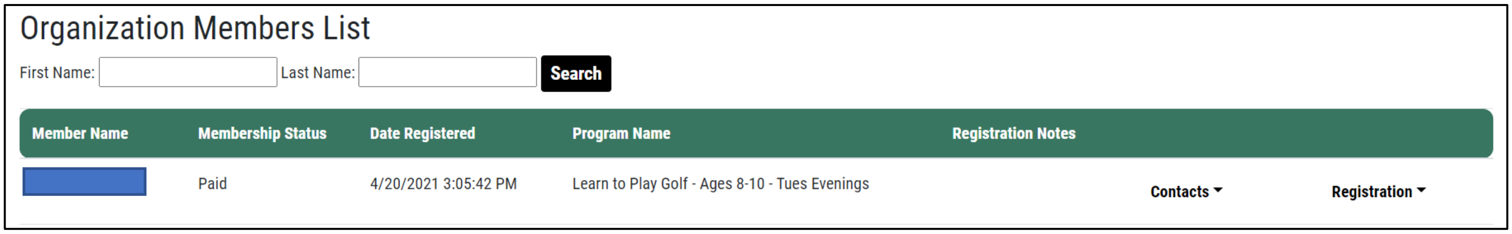
If an outstanding balance exists and the org wishes to issue a reminder to make payment, this can be done via the "Send Invoice" button. NOTE: This is NOT fully connected/functional yet, but will be SOON!

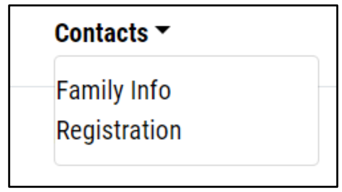
5c. Bulk Transactions

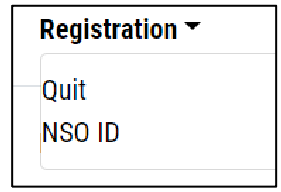
If your organization needs to apply a number of transactions to a number of members, there is a spreadsheet that can be used to import these transactions in "bulk", to save you time. More info in export section.

For example: if you needed to issue refunds to all last years' players, you could download the spreadsheet, fill it out, and send to the community admin to be imported. The blank export is available through the "exports" drop down via Org Management.

6. Membership List – This opens a list of all active members in active programs and displays member name, membership status, date registered, program name, and registration notes:







Using the “Contacts” drop down menu, you can click:

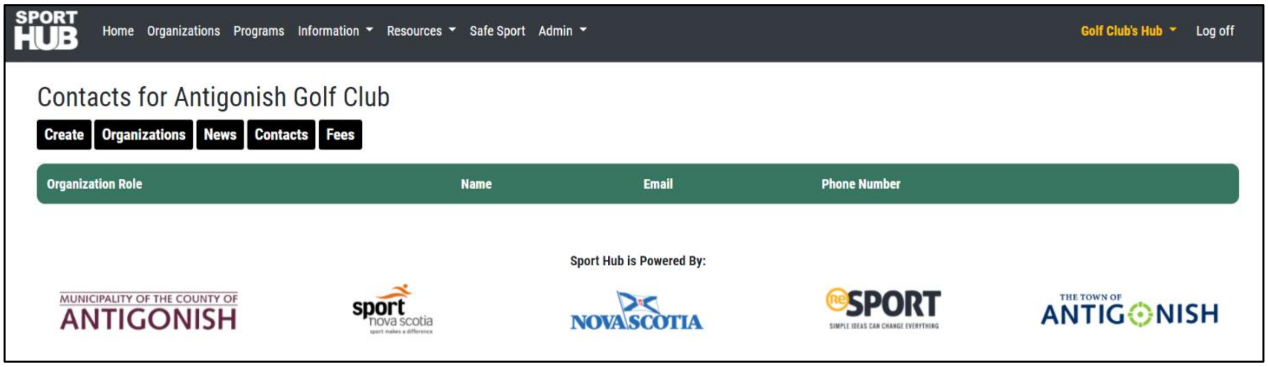
- Family Info – to view the family information.
- Registration – to navigate to the Family Management page for the family of the participant. You may want to do this to check the status of a family to help them with registration or to move a member into a different program on their behalf, etc. (If a fam is not yet part of your org you won’t have access to view their family page and support them, have them opt-in manually to your org so you can see them)

Using the “Registration” drop down menu, you can click:

- Quit – to change the registration status of a participant to “quit”.
- NSO ID – to add or edit the Sport Specific ID for a participant. (ex: their Hockey Canada number).

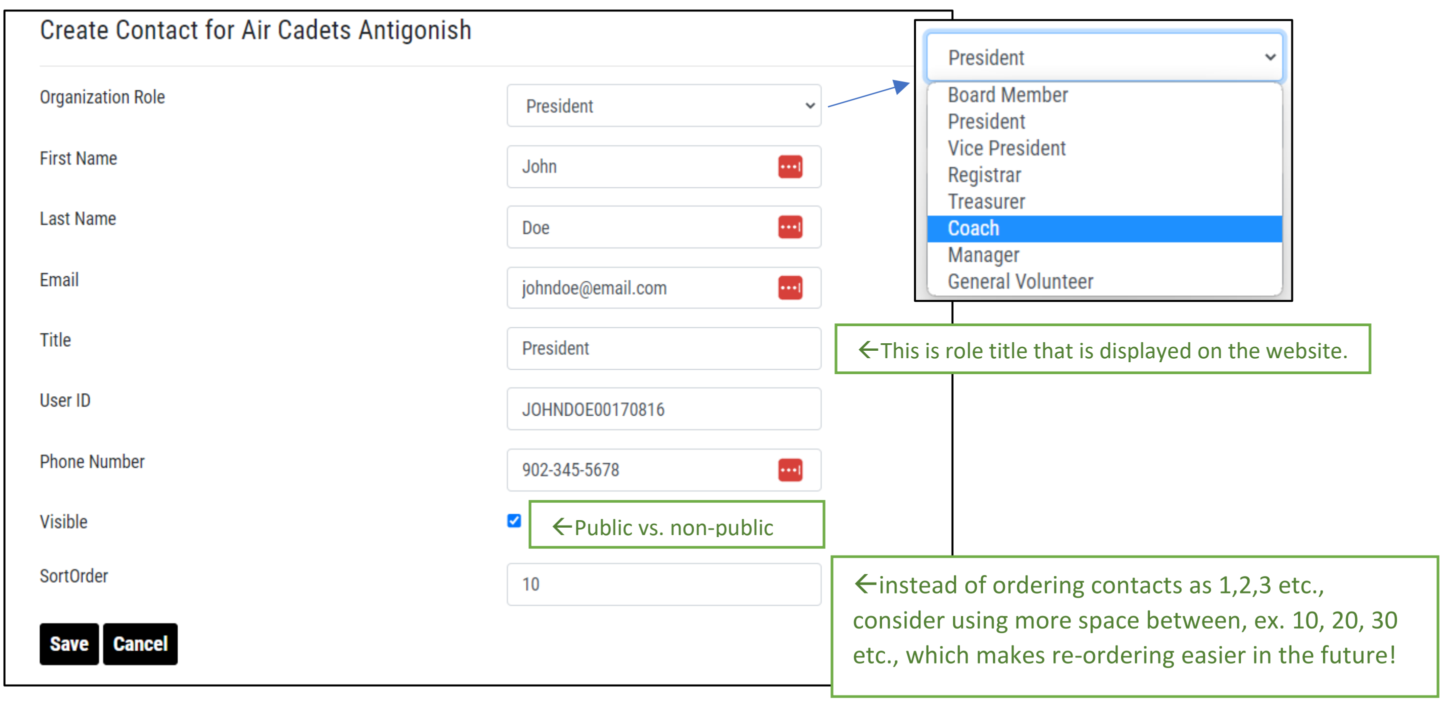
7. Manage News – Head here to manage News for your Organization. News can be “saved” here which will post it to the Family News pages of all your active participant families. These items can also be sent to member using the “Save and Notify” button. They also post to your organization details page.

8. Update Contacts – This page allows you to add contacts to your Organization. Use the “Create” button to add a new person. The other buttons on this page are used for navigation, click them to head to their respective pages *(note: the back button has been disabled on the site to avoid errors, use the navigation buttons, “return” buttons, or the tabs to move around instead.)*

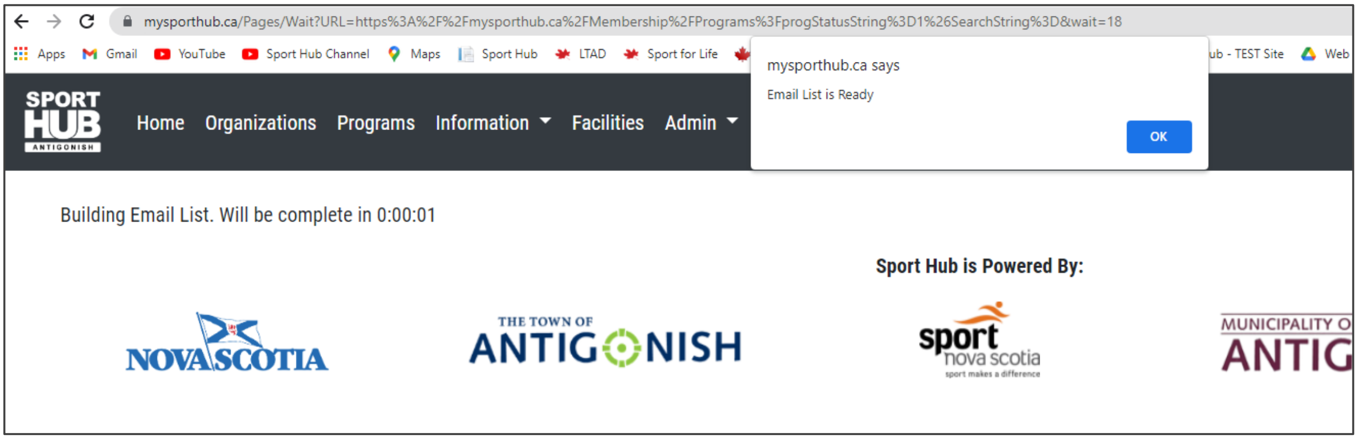


Select the Role of the individual within the organization, then fill out their first and last name, email, title, UserID, and phone number. (Role and UserID are used for system security purposes, ensure correct).

Check off “Visible” if this person should be publicly listed on your org details page, leave unchecked if not. When the information has been filled out, click “save”, or cancel to return to the previous page. If you need a new role added to the list, email admin@mysporthub.ca.

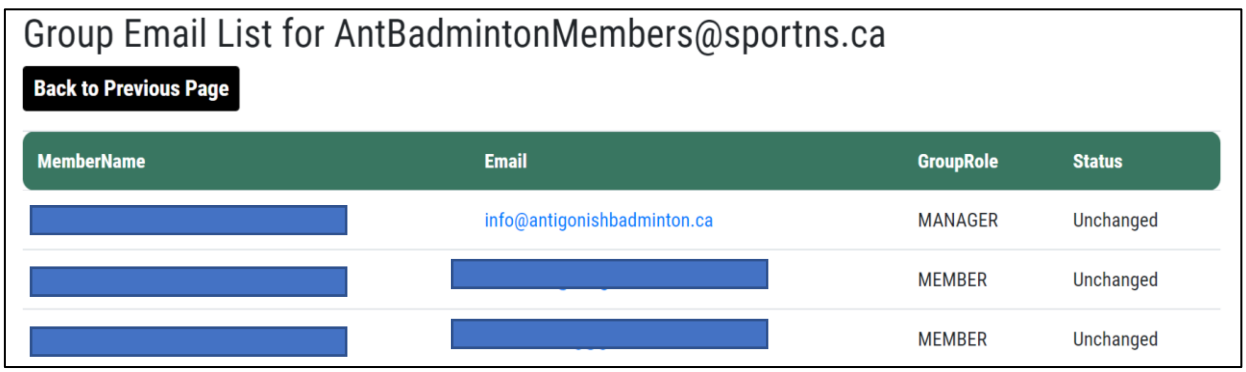


9. Update Email List – before sending an email using the envelope icons or copying group email address, be sure to click “Update Email List” to ensure the most up to date list is being used.



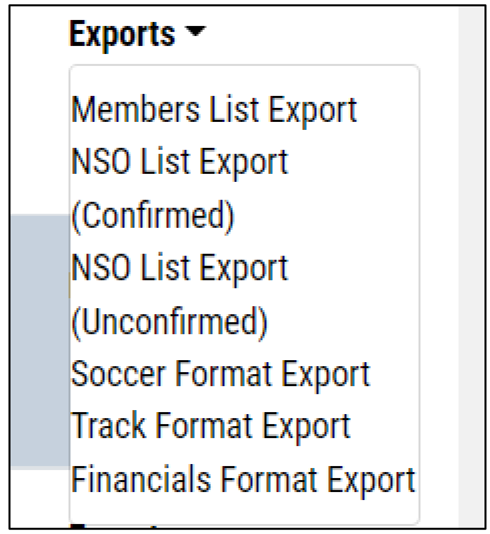
10. Reset Email List – If you ever experience trouble with an email list, you can clear it and build it again via reset using this option.

11. View Email List – This opens the list of emails associated to all participants of the organization. Their addresses are “clickable”, if you click them it will open up an email to them in your email app.



Organization-wide Exporting

The "<u>Exports</u>" drop-down menu offers a variety of excel data export options:



Members List Export – This option will export an excel doc with a default format consisting of most critical fields from members profile and registration information <u>for all members in all active programs and any members who manually opted in to your organization.</u>

NSO List Export (Confirmed) – This option is a default export for use in reporting data up the line to PSO and NSO. Includes CONFIRMED members only.

NSO List Export (Unconfirmed) – Same as above, but includes ALL REGISTRANTS of your organization incl. pending, waitlisted, etc.

Soccer Format Export – This option is also meant for reporting and data importing, but was specifically made for Soccer based on their PSO reporting requirements and needs for import to "Demosphere". This type custom export can be easily developed for any organization, for any reason, by request. Email admin@mysporthub.ca.

Track Format Export – Same as above, but custom made for Track and Field clubs provincial reporting purposes. Communicate with admin regarding the reporting needs of your organization.

Financials Export – If your organization would like to implement a number of financial transactions at once, there is an export that you can use to apply transactions in bulk via data import.

This comes in handy if you need to represent credits or debits in the system for a number of people at once (ex. Refunds). To retrieve the template, go to:

[Admin tab → Organization Management → "Exports" drop down menu select "**Financials Export**" to download]

Once you open this excel document you can:

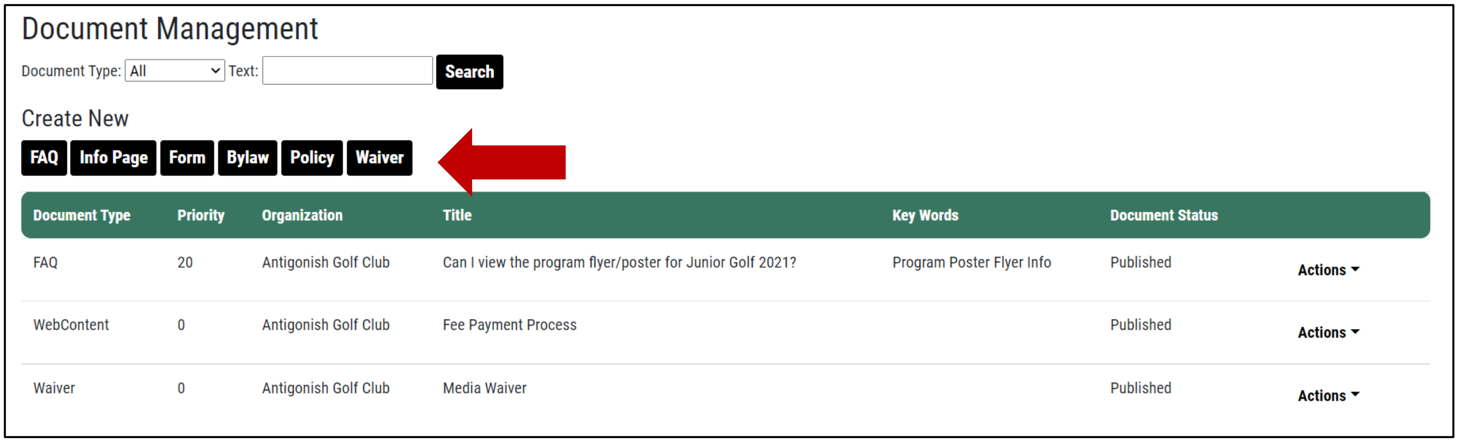
- Debit a family (charge them) by leaving a "0" in the "Type" column
- Credit (refund/discount/Payment) a family by putting a "1" in the "Type" column
- Put the amount of the credit or debit in the "Transaction Amount" column
- Use the "Activity Description" column to outline what it is for
  - Example: "Prorated refund ($20) for shortened season - summer 2021"
- Date column should have the date the transaction was applied

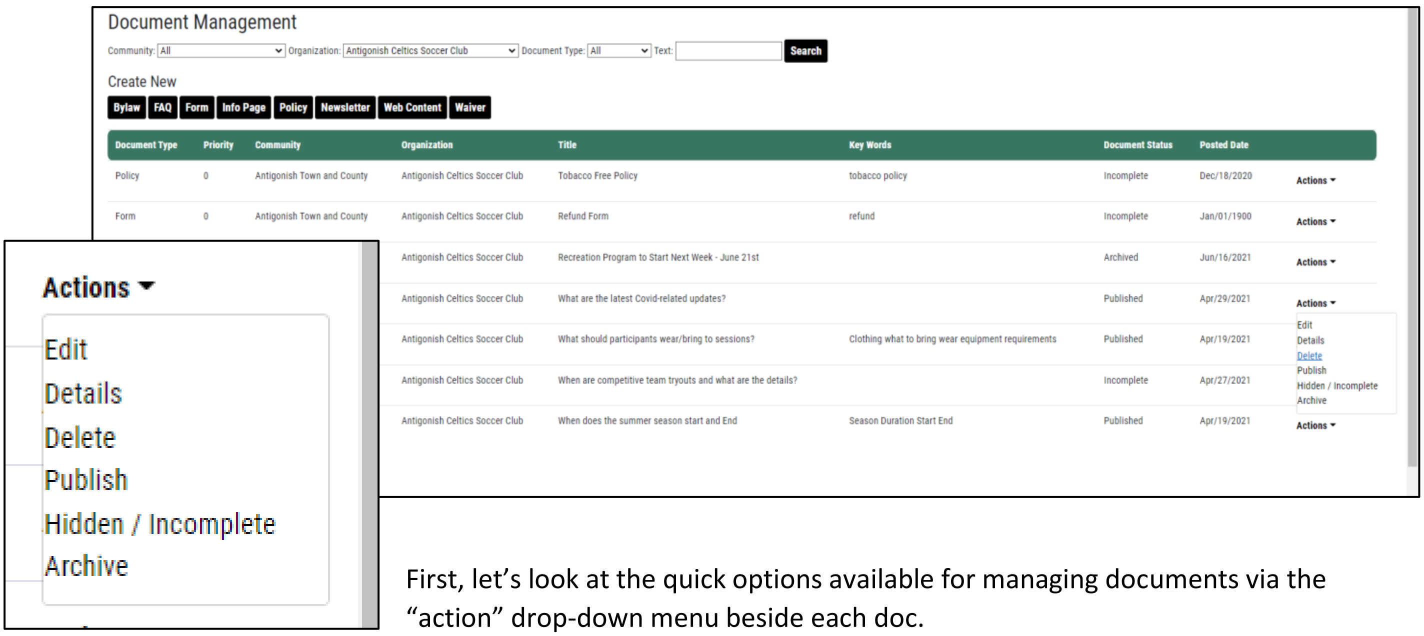
Your organization can work on this document on your end and have our Sport Hub developer import into the Hub when you are ready.

Important note: <u>Do NOT delete or add or rearrange the columns</u> of the file without consulting web developers (otherwise the import back into Sport Hub database won't work!).

Managing Documents

A number of document types are available for you to use. To watch a video, click here. These documents will populate on your details page. If these documents are used skillfully, the details page may even be a reasonable replacement for an organization website. It is important to understand the various purposes of each type, which will be outlined on the following pages.





First, let’s look at the quick options available for managing documents via the “action” drop-down menu beside each doc.

Edit: Click this to make changes to the details of an existing document.

Details: This simply displays the document so you can view it like the public will see it.

Delete: Click this to permanently delete a document. Only do this if you are sure you will not need the document again in the future. A second screen will confirm you want to delete. Note: if you want to temporarily hide a document from the public instead of delete it, change the status of the doc to incomplete.

Publish: Clicking this is a quick way to make a hidden document public.

Hidden / Incomplete: Clicking this is a quick way to hide a public document.

Archive: Archive any documents that are no longer in use, if you do not wish to permanently delete something.

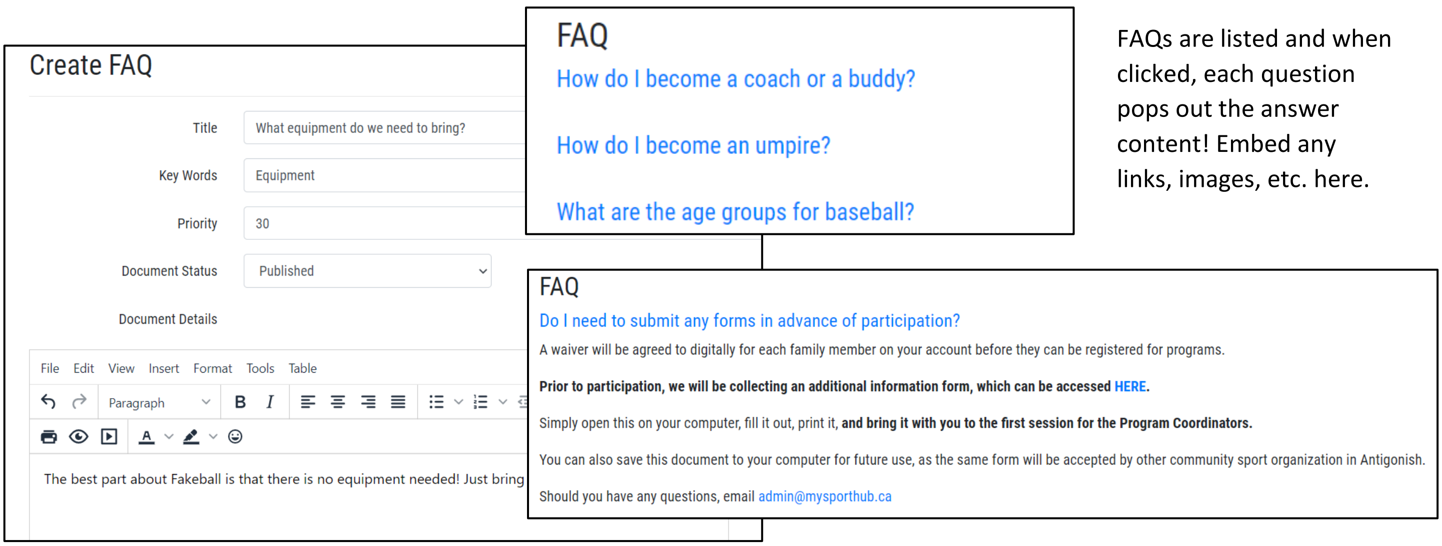
NOTE: If you have a document page open for a long period of time, the page may timeout when you save your changes. If you receive this error, check to see if the doc did save before tryging to create it again – usually it has.

Document Types & Usage

There are a number of document types and each has a particular purpose. Read on to determine what type suits your purpose.

FAQ

Use this document type to add to your list of Frequently Asked Questions (see below) on your org details page. This is a great place to share all kinds of information about your Organization and programming. This document type saves space on your details page, as you must click the question title to drop-down the answer.

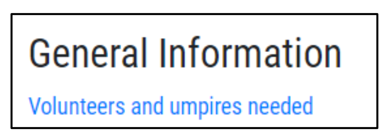


FAQs are listed and when clicked, each question pops out the answer content! Embed any links, images, etc. here.

You will see a field called "priority" when you are editing an FAQ. Placing numbers in this field will order your FAQs on your details page. Tip: It is easier to number them with space between, like 10, 20, 30, 40, etc. so that you can more easily rearrange them, as opposed to numbering them 1, 2, 3, 4, etc.

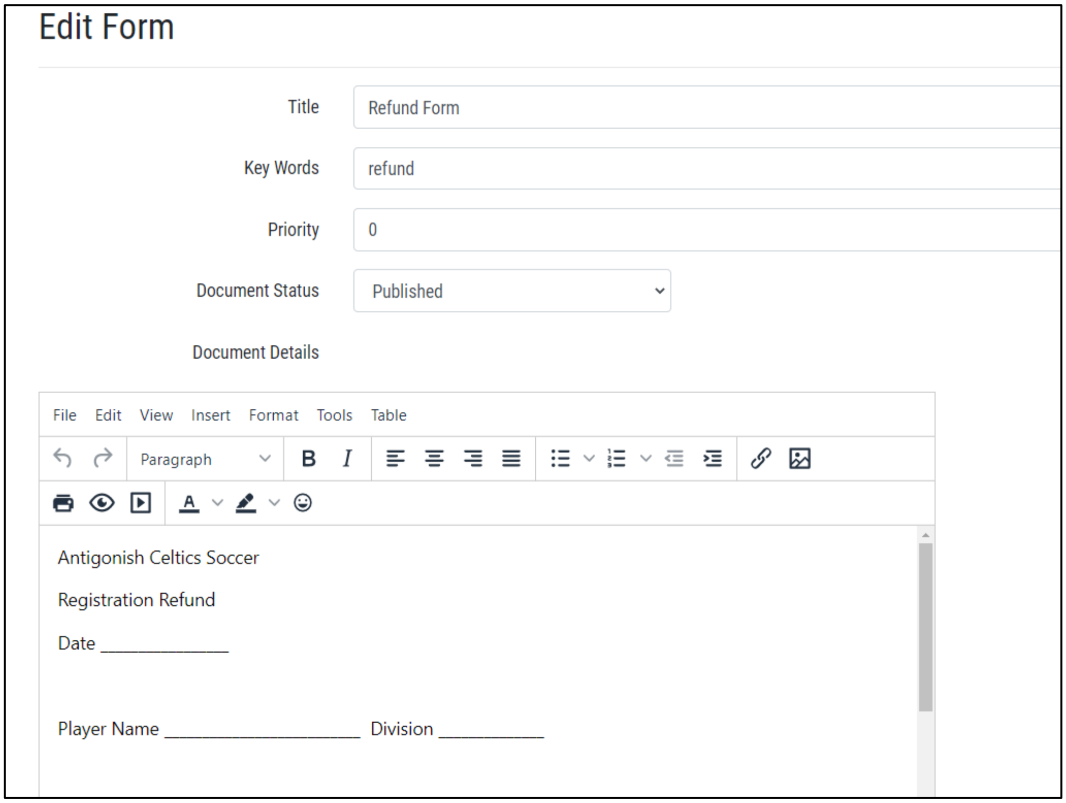
Info Page

This document type shows up on your details page under the heading "General Information" (see above). This document type is great for sharing random pieces of information that do not fit well into any other specific category of document. When people click one of the documents, they will open in a new tab.



Form

While trying to keep things digital for the most part, there may be some instances when a paper form is required. Here you can build forms that folks can print off, like refund forms or clothing orders for example. The form will be hosted on your org details page. Use the document builder to format however you like. If you have more than one form, use the "priority" field to order them. (Tip: instead of ordering 1,2,3 etc., try ordering 10,20,30 etc. allowing for easier manipulation of order.)

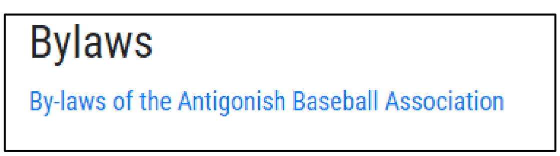


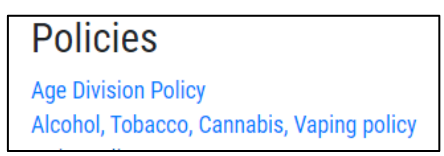
Bylaw

These documents show up on your club details page under the heading "Bylaws" and here you can publish all bylaws associated with your organization. This is great not only for the public so they can be well aware of how the organization is run, but it is also a great place to store all this information in case a volunteer leaves an organization, these items don't get lost in the transition. See below.

Policy

These show on the club details page under the heading "Policies" and enable you to publicize all organization policies, again, great for the public but also a powerful tool for organizations to store info. See above.



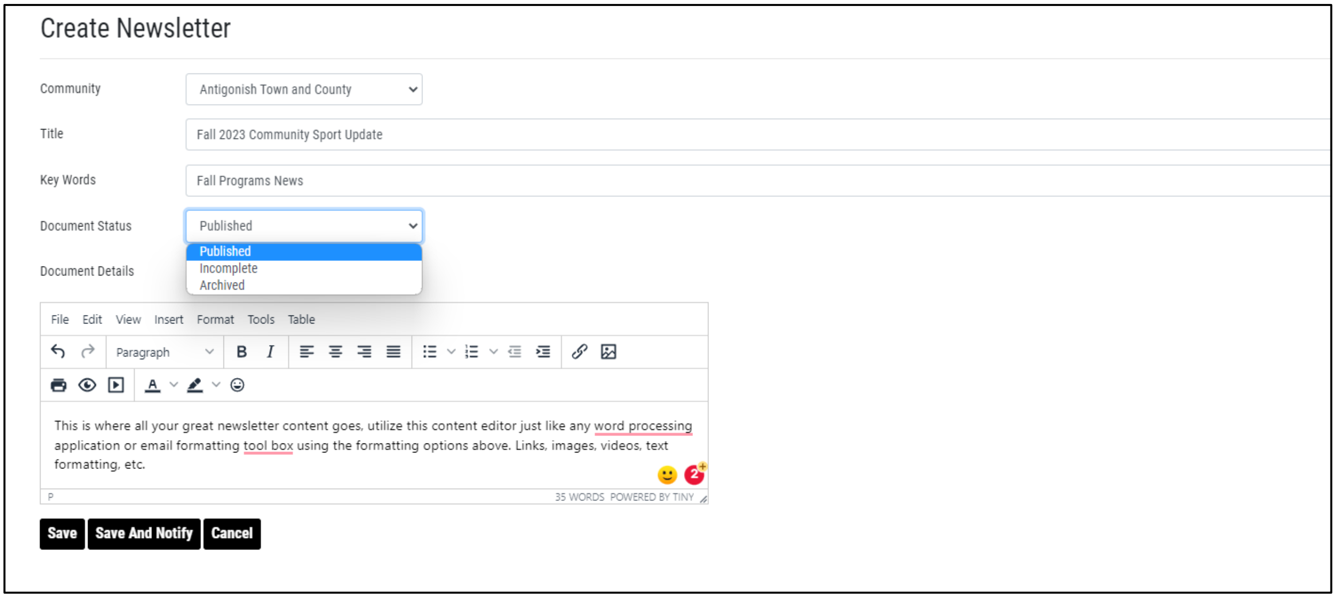


Waiver

This is carried over from a previous method of attaching waivers and is no longer relevant. Still here because historic data attached.

Newsletter

This button is only available to community and system admin. Use this document type to prepare and post/send community newsletters as needed. Ensure you have the correct community chosen, and then create a title for your newsletter. Add key words (to help search results) if you wish, optional.



Document Status:

- If you want the item to become public when you save, select document status "**Published**"
- If you want to save the newsletter before finished to come back and work on it again later, change the document status to "**Incomplete**" before saving.
- If you wish to remove an existing newsletter from the newsletters page, you can select "**Archived**".

The content editor is very intuitive to use and similar to what you would be used to when using Microsoft word or writing an email. Add any links, images, videos, or formatting you wish! You can even add emojis! 😊

Save = Saves the newsletter (to the newsletters page if status is "published", or saves a non-public version that you can return to later if the status is set to incomplete).
Save and Notify = This saves the newsletter to the newsletters page AND SEND OUT THE NEWSLETTER TO EVERY SPORT HUB MEMBER subscribed to the newsletter.
Cancel = leaves the page without saving anything.

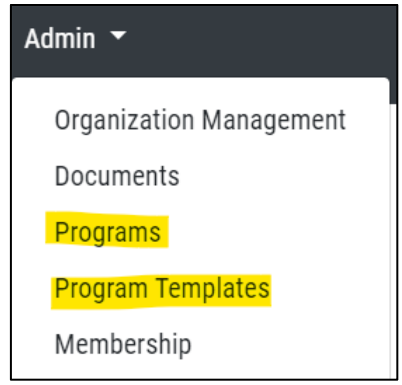
Web Content

This button is only available to community and system admin. This is used to create content that will be linked somewhere on the website by our web developer.

Existing components of the site that were created and can be edited using "web content docs" are all the information pages (about us, contact us, etc.) as well as any chunk of text you see on the site. This allows community admins to edit areas of the site without help from the web developers.

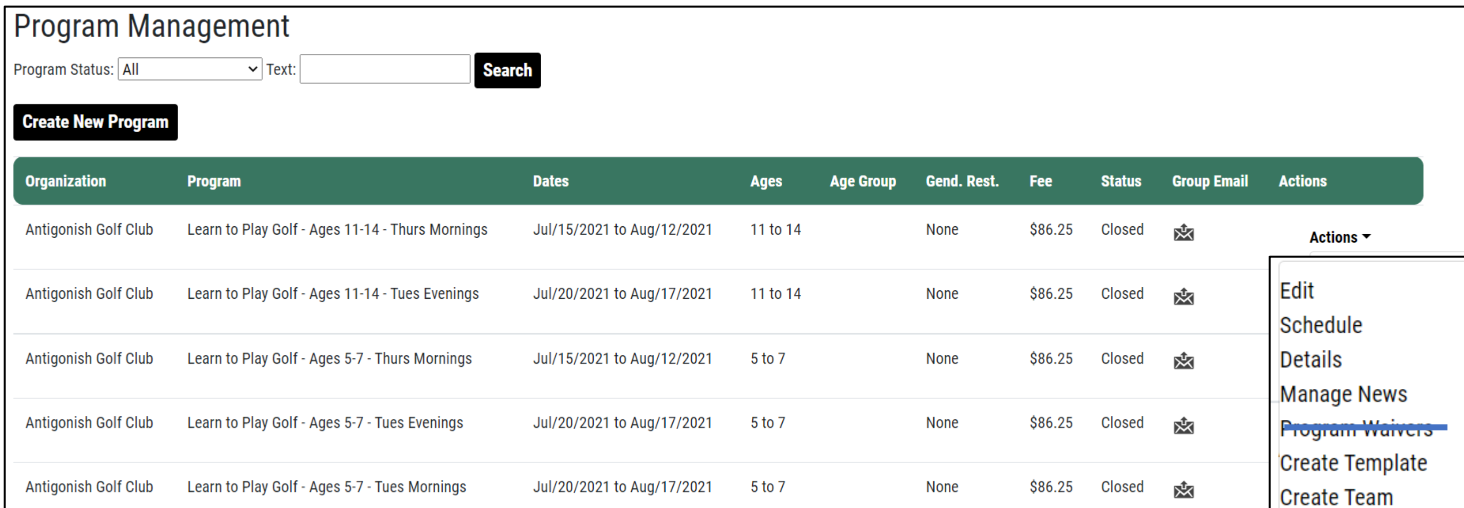
Creating and Managing Programs

Go to the Admin drop-down from the top menu bar. You'll see "Programs" as well as "Program Templates". These are the two pages you will use to create and manage programs.

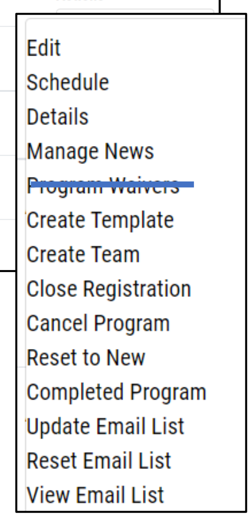


If you are looking to set up a new program for the first time and registration will be opening soon, it works best to create it in "Programs". Once created, you can copy this program as a template for use in future seasons. Once it is saved a template, you can copy it into an active program at any time and add additional specifics like dates. You can also create programs as templates in advance, and then copy them into active programs as needed. Either direction works, it is up to you how you like to do it!

Programs will not be deleted; they will be archived (by changing the status to "Complete" when they are over). This means you can always reference previous programs, and use templates to create new, similar programs in the future! Use the search filters on your program page to eliminate "complete" programs from your list if only looking at active programs (set filter to "open" or "closed"), or to look at complete programs only, etc.



Organization	Program	Dates	Ages	Age Group	Gend. Rest.	Fee	Status	Group Email	Actions
Antigonish Golf Club	Learn to Play Golf - Ages 11-14 - Thurs Mornings	Jul/15/2021 to Aug/12/2021	11 to 14		None	$86.25	Closed		Actions
Antigonish Golf Club	Learn to Play Golf - Ages 11-14 - Tues Evenings	Jul/20/2021 to Aug/17/2021	11 to 14		None	$86.25	Closed		
Antigonish Golf Club	Learn to Play Golf - Ages 5-7 - Thurs Mornings	Jul/15/2021 to Aug/12/2021	5 to 7		None	$86.25	Closed		
Antigonish Golf Club	Learn to Play Golf - Ages 5-7 - Tues Evenings	Jul/20/2021 to Aug/17/2021	5 to 7		None	$86.25	Closed		
Antigonish Golf Club	Learn to Play Golf - Ages 5-7 - Tues Mornings	Jul/20/2021 to Aug/17/2021	5 to 7		None	$86.25	Closed		



Under the "Actions" drop-down menu you have the following options:

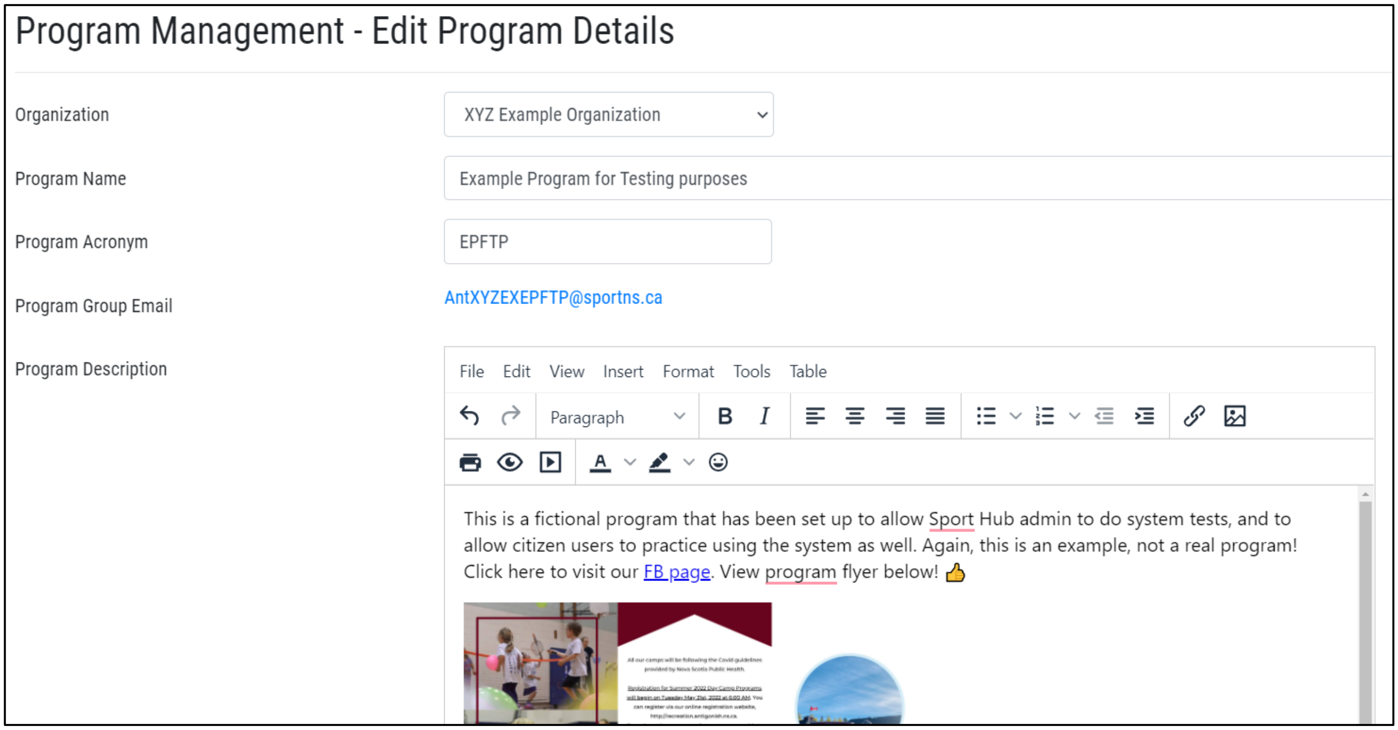
Edit – Change any details about the program here, be sure to save your changes (or cancel to exit).
Schedule – Click here to set a schedule for this program.
Details – View the current program details.
Manage News – Click here to manage news, the "save and notify" feature sends to program fams.
Create Template – To create a template out of an existing program.
Open Registration – This is a quick way to set the registration to "Open", meaning public can register.
Cancel Program – A quick way to change the status of the program to "Cancelled".
Reset to New – sets this program back to a "new" or "upcoming" status – visible but reg not open.
Completed Program – a quick way to mark a program "complete", essentially archiving it, no longer active.
Update Email List – Another spot to update the email list for the group(s) associated with your org, be sure to do this before using the email list to send any correspondence. You will receive confirmation when the list has been update and is ready to use.
Reset Email List – try this if you are experiencing issues with an email list, it removes and rebuilds it.
View Email List – To view an email list of all program participants to find someone's contact.

Program Details – Fields and Standards

When you select "Create New Program", (black button at the top of the Program Management Page), a new page will open up with numerous fields to fill in with program information.

Organization ID: This should be set to your organization name by default, if not, select your club.

Program Name: The title of your program. Be as specific as possible (consider including age, etc).



Program Acronym: This acronym will be used to automatically generate a unique group email address that can be used for outward communication with this program/team. Please create an acronym for this opportunity of up to 8 letters. If the acronym is already in active use, an error will indicate you must change it and try again. Once an acronym has been saved the first time, you will still be able to view the acronym but it will not be editable - you would need to contact community or system admin for support to change it

Program Group Email: This will be automatically populated for you once program acronym is saved. Use this address to email every confirmed participant in the program.

Program Description: A brief write-up that describes exactly what a participant should expect if they were to register for your program. You can be as detailed here as you like and include links or media etc. The interface here work very similarly to any word processing or email application interface. You can use keyboard shortcuts like [ctrl+b] to bold, for example.

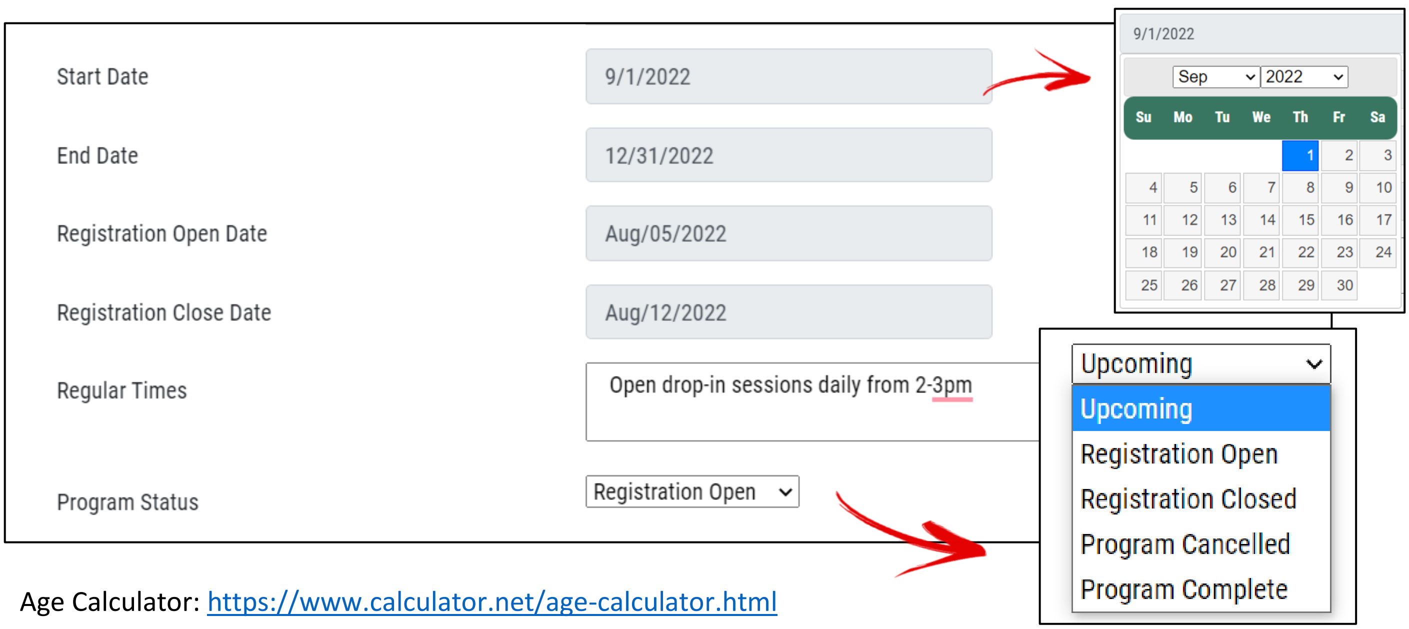
Start Date: A calendar will pop out, select the date of the FIRST session of the program.
End Date: A calendar will pop out, select the date of the LAST session of the program.

Registration Open Date: Select the date from the calendar, program will open at 12pm noon on this day.
Registration Close Date: Registration for the program moves from open to closed at 12am Midnight this day.
Note, please select dates on calendar in the order: YEAR → MONTH → DAY.
Note: if Reg close date is selected and auto-close by cap is also on, it will close based on which comes first.

Regular Times: A quick line re. the typical day, time, and location of the program, ex. "Sundays 5-6 pm at Columbus Field". This helps the registrant see quick logistics details of each program on their registration options page for easy comparison. They can also click the text for more details about each.

Program Status: Select the current status of this program, this is where you can turn registration on and off.

- Upcoming – A "new" program - information is published, but registration is <u>not</u> available.
- Registration Open – Program is visible to users and registration is <u>open</u>
- Registration Closed – Registration is no longer open for this program, but still visible on details page and programs page (not in registration options).
- Program Cancelled – Program cancelled, registration is no longer live, not visible to public
- Program Complete – Program is over, registration not live, program will be archived



Age Calculator: https://www.calculator.net/age-calculator.html

Minimum Age of Participants: "Sport Age" (subtracting birth year from current year, ex. 2020-2014 = 6 yrs)
Maximum Age of Participants: "Sport Age" (Current Year - Year of Birth)
Age Group: If the program is for a certain age group, name that here, example = "U11", "Adult", "Family".

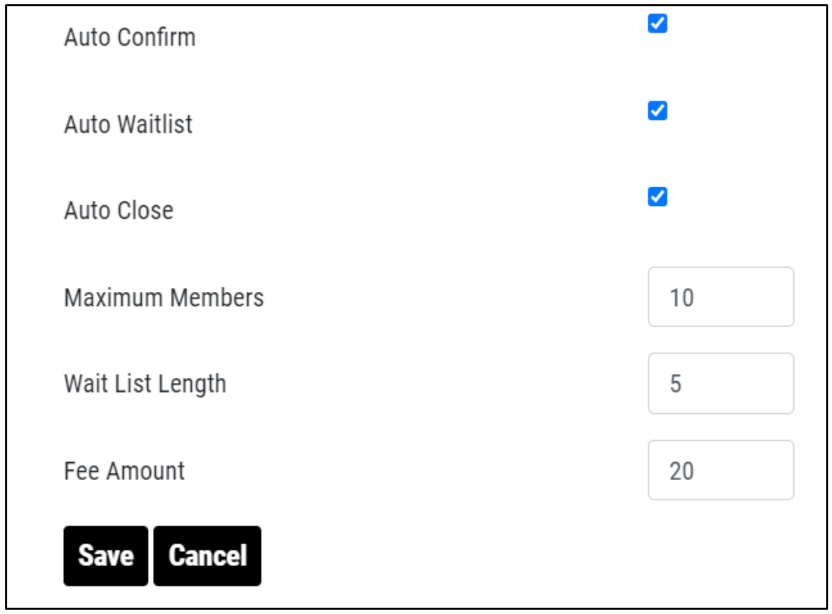
Gender Restriction: Select only if it applies if the program/team is a gendered one (girls/women only or boys/men only). If the opportunity is co-ed, leave this set to "None".

Auto Confirm: Check this if you want registrants to be immediately confirmed upon submission of their registration request. Set a max number of members. If you are planning to manual confirm participants for some reason, leave this box empty.
Note: If you want program reg to close once a certain number has been reach, check off "auto close" too.

Auto Waitlist: Check this on if you want to have an automatic waitlist created once the registrants have exceeded capacity. (Example, auto confirm first 10 (max) and create a waitlist of 5).

Auto Close: Check this to have the program registration close automatically when program cap (and desired waitlist length) has/have been reached.
Note: Auto-close (by cap) and reg close date (by date) are both active, the program will close based on which comes first, either deadline or max cap/waitlist reached.

Maximum Members: Use this to set a cap on how many registrants you'll accept. If you are accepting everyone, simply put an unrealistically high number so no one is waitlisted and everyone is immediately confirmed. If you want the program registration to close when max is reached, select "Auto Close" box as well.



Waitlist Length: Use this field to select how many participants you will allow on the waitlist.
Note: If you are setting a waitlist length ENSURE "Auto Waitlist" box is also checked.
Note: If you want program registration to close when waitlist length is reached, ensure "Auto Close" is also checked.

Fee Amount: The total cost of the program or season. No symbol needed, format example: 75 or 86.25.
Note: If a fee is still "To be determined", indicate this with -1 which will show as "TBD" until you edit it.

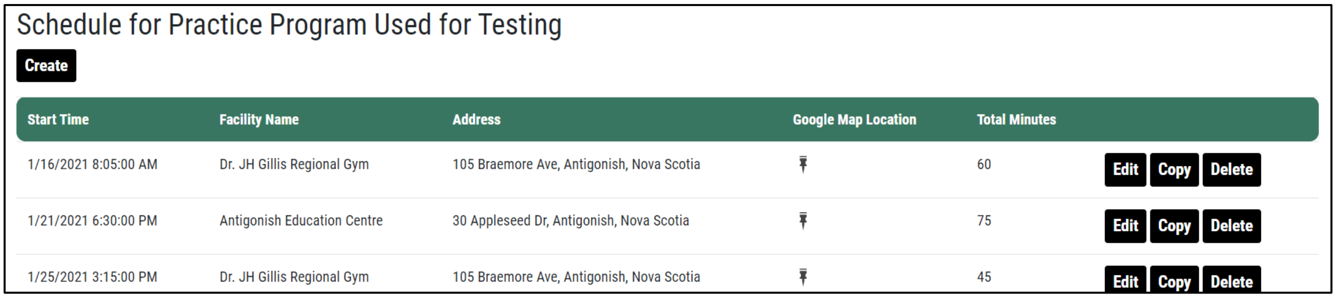
Save/Cancel: When you are satisfied with the details of the program, click "Save". If you wish to navigate away from the page without saving, exit using the "Cancel" button. Remember you can edit the program details at any time!

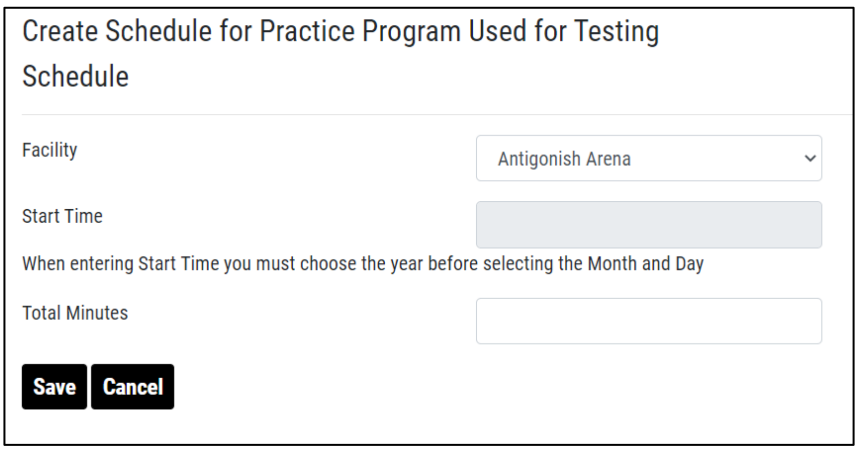
Scheduling Programs

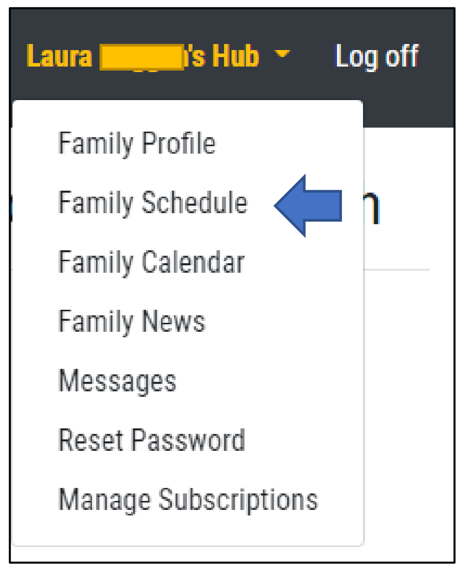
Once a program has been created, a schedule can be applied. This allows users to view a family schedule that is populated with all the activities their family has coming up, in chronological order.

To set a schedule for a program, click on the admin tab and then on the Programs option. You can filter your programs here if you wish. Then using the action drop-down menu beside the program you wish to set a schedule for, click “Schedule”.

This will open a new page that looks like the screenshot below. To set a new schedule, click “Create”. When times are scheduled, you will see them populate on this page. Fill everything out (Facility, Day and Start time, and total minutes) and click Save. Do this for every session of the program.







Fill in start time and number of minutes the session lasts, this automatically populates the end time.

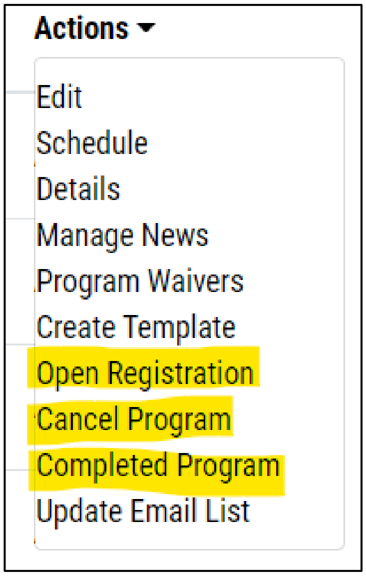
If a facility is missing, please email admin@mysporthub.ca.

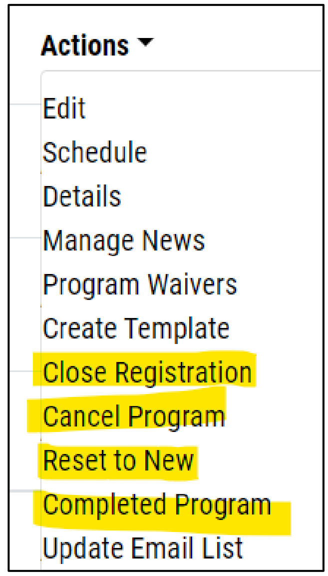
Note: Ability to “Schedule Recurring” is currently being developed and will be available soon.

Managing Program Status

When the status of a program changes, it is important to edit this status on the Hub.

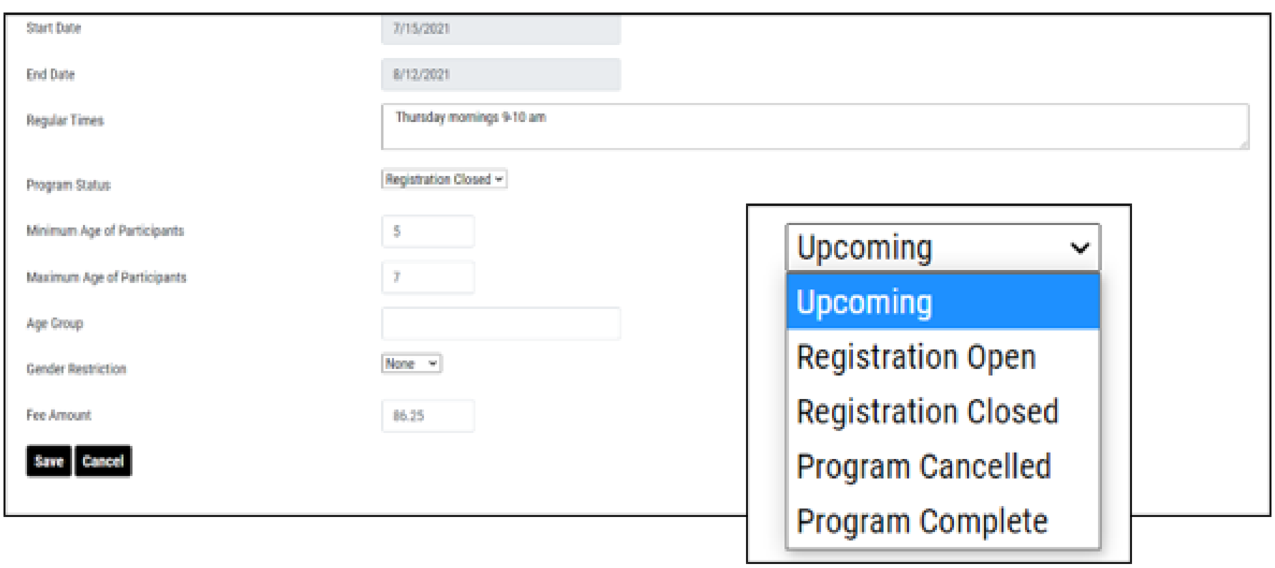
If opening or closing registration, you can do this quickly using the action drop down menu beside the program in question. (Options shown contingent upon status the program currently is set to, examples below).





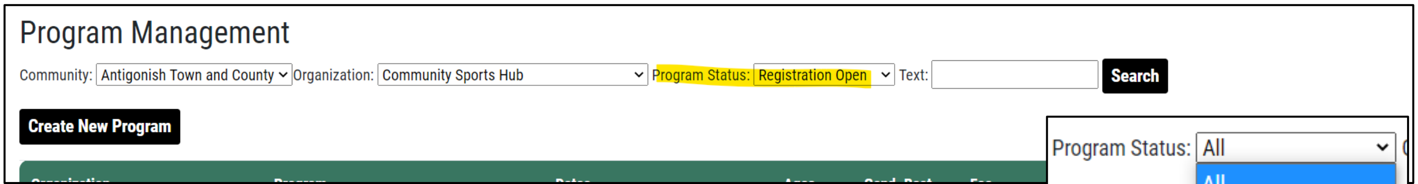
You can also click "Edit" to open up and edit the details of the program, including the status:

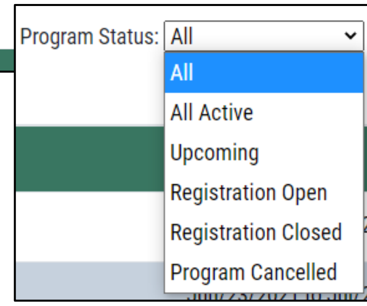
Upcoming – a newly created program that has not run yet. No registration yet.
Open – When a program is "Open", users can see the program and, if eligible, register for the program
Closed – Closing a registration makes it so users can no longer sign up, although the program is still visible as an offering on your details page.
Cancelled – If a program does not run for whatever reason, switch the status to "Cancelled".
Complete – When a program is over, marking it complete



Filtering Programs

When you click “Programs” under the admin tab, you will see ALL programs associated to your organization. This included closed and old programs. To view only the programs you wish to see, use the filter function. If you only want to see active, open programs, switch the filter to “Open”. For archived programs, switch the search filter to “Complete”. Type in the text box to call up programs by title.

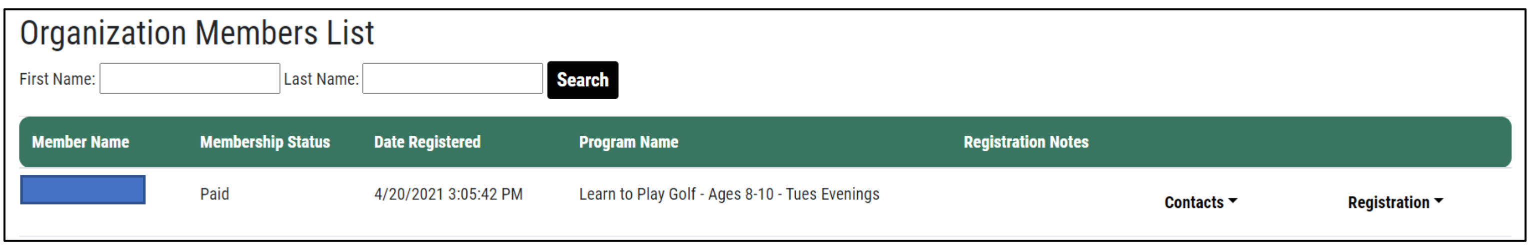




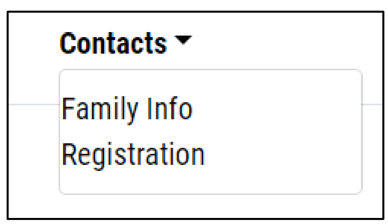
Managing Families

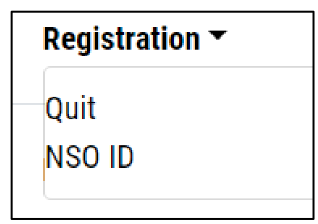
Using the “Admin” tab, navigate to the “Organization Management” Page to view and manage families that are associated with your organization by clicking “Membership List” in the “action” drop-down menu. Only system administrators have access to all families signed up with the Hub, but each organization admin can see information for all families involved with their programming.

“Membership List” opens a list of all active members in active programs and displays, member name, membership status, date registered, program name, registration notes:



Using the “Contacts” drop down menu, you can click:





- Family Info – to view the family information.
- Registration – to navigate to the Family Management page for the family of the participant.
  - You may want to do this to check the status of a family to help them with registration or to move a member into a different program on their behalf, etc.

Using the “Registration” drop down menu, you can click:

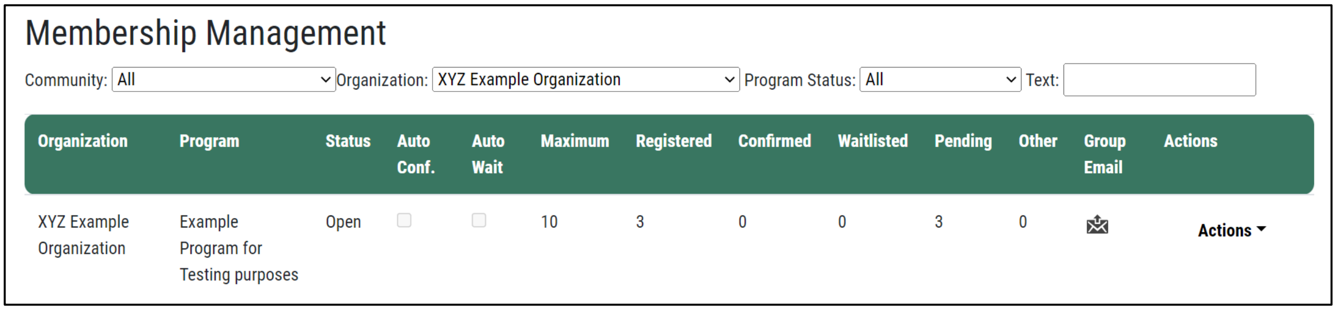
- Quit – to change the registration status of a participant to “quit”.
- NSO ID – to add or edit the Sport Specific ID for a participant. (ex: their Hockey Canada number).

Membership Management

This page provides options for viewing and managing members in your programs. If you want to view, manage, and export re. full lists of all active members across programs, access this through Organization Management. To access and manage content for participants in specific programs, head to “Membership” page.

A list of all org programs will be in this chart. Possible actions include:

Filter – Filter programs by status if needed to find the one(s) you are looking to manage.

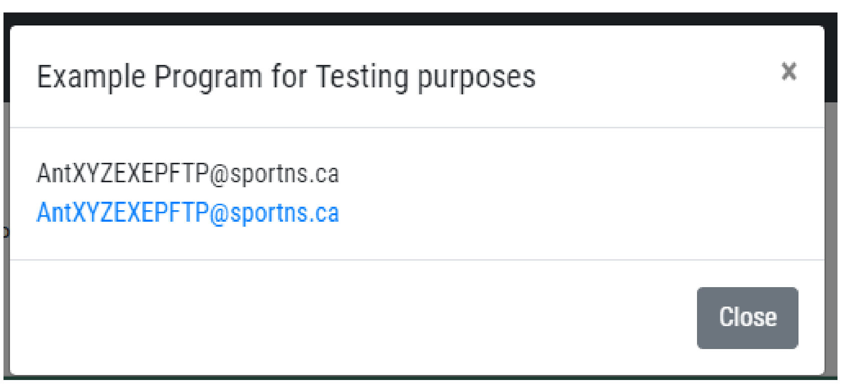


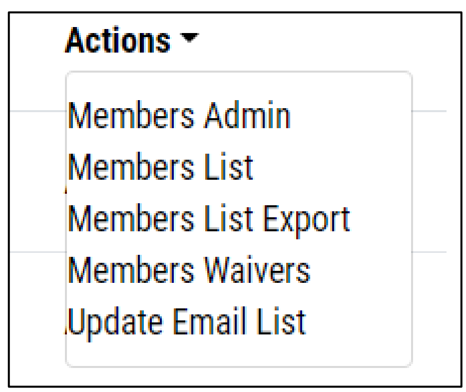
Search – If you have a lot of programs, you can use the search function at the top of the page to search by program status and/or keyword text.

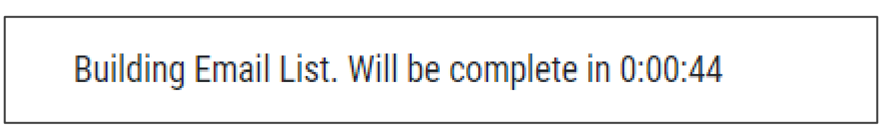
Chart Info – In the chart you can simply view a bit of info about each program, such as how many participants have registered, how many are confirmed/waitlisted/unconfirmed, access the group email, and access the actions drop down menu for each program.

Email – You can quickly email all program participants by clicking on the mail icon under “group email”. A box will pop up which provides a specific program group email, you can either copy this address and paste it into your email, or click the blue highlighted version to open your default email program with the address already in the recipient field.

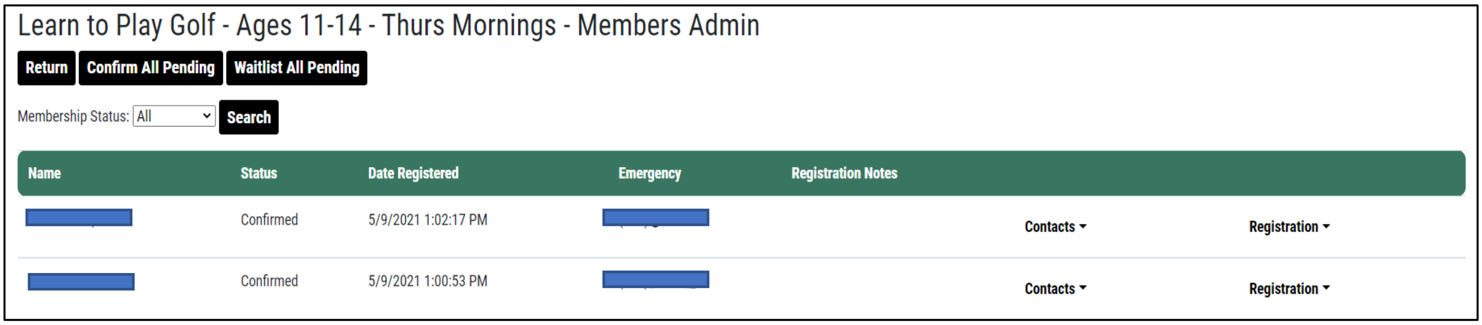
- Note: at this time, you must click “Update Email List” under the action drop down menu before you send emails using this address. This ensures it has the most recent list of participants.

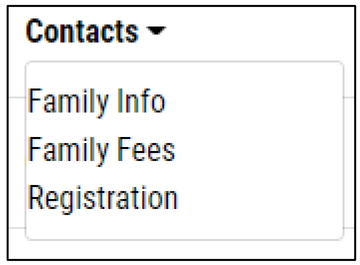


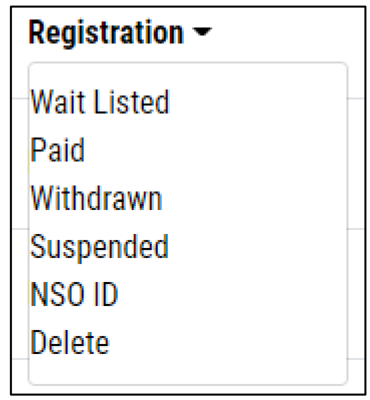


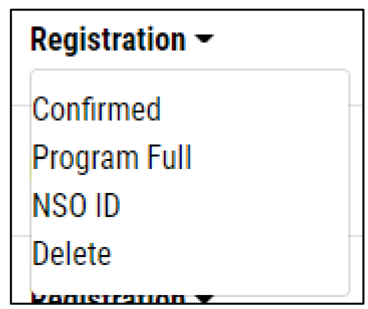


Members Admin – Here you will see a list of participants including their membership status (confirmed, pending, etc.), the timestamp for the date and time they submitted registration, their emergency phone number, and a couple of action buttons. The default order is most recent at the top.









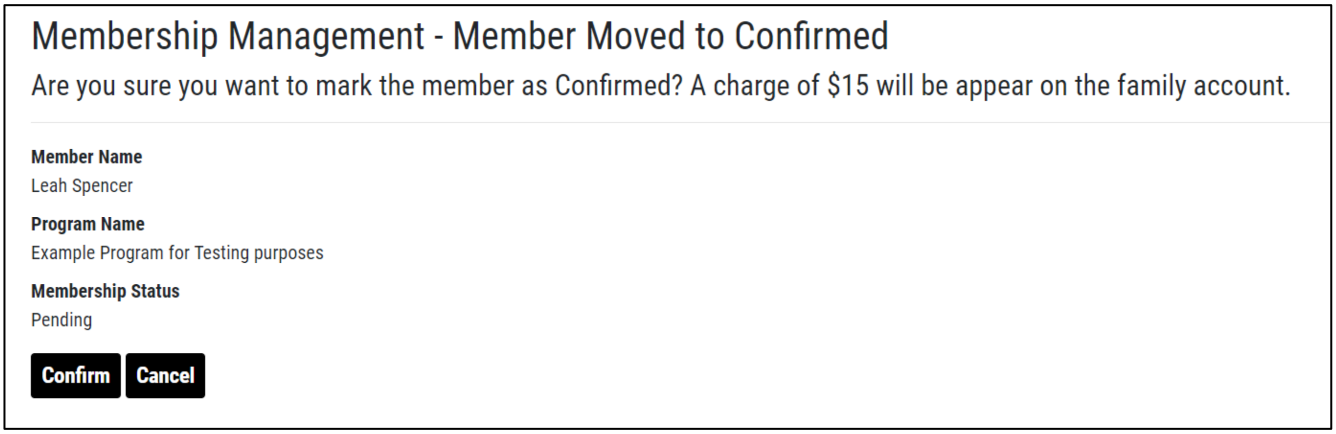
Using the "Contacts" drop down menu, you can click:

- Family Info – to view the family information. This provides you with all family members and their role, date of birth, age, gender, emergency and cell phone
- Family Fees – Quickly takes you to the fees page for this family to add a transaction, send a reminder invoice (coming soon), etc.
- Registration – to navigate to the Family Management page for the family of the participant. You may want to do this to check the status of a family to help them with registration or to move a member into a different program on their behalf, etc.

Using the "Registration" drop down menu, it will look slightly different based on what actions are still currently available based on the current status of the participant. Some options you will have:

- Confirmed – Use this to confirm participant registration, to move them from a pending or waitlisted status into an active confirmed status.
  - An automatic email will go out with payment details (if registration emails is turned "on" via organization management for org)
- Waitlisted – Use this to manually put someone on the waitlist for the program
  - (Auto email triggered if reg emails is turned "on" via organization management)
- Program Full – Select this if the program has reach capacity and you are no longer taking registrants or waitlisting anyone – manually rejecting a reg request based on program capacity.
- Paid – Click here to confirm you have received payment for this participant for this program
  - An automatic email will go to the account holder confirming payment and registration.
- Withdrawn – Select this is the participant has quit part-way through season, after paying.
- Suspended – Select if the participant has been removed from the program and is suspended.
- NSO ID – to add or edit the Sport Specific ID for a participant. (ex: their Hockey Canada number).
- Delete – This deletes all record of the participant from this program.

Anytime you take an action on the status of a registrant, you will receive a confirmation screen telling you exactly what this action will result in.



Members List – From the main membership page and under the action drop-down menu, the other option is called “Members List”. This list shows all program members names, emails, phone numbers, guardian name/email/phone, and an action drop down to visit the family info for the participant.

- This list contain CONFIRMED participants ONLY.

Member Name	National Sport ID	Member Email	Emergency Phone Number	Guardian Name	Guardian Email	Guardian Emergency Phone Number	Cell Phone Number	Registration Notes	Other Information	Actions

Members List Export – Click here to download the default export (excel file) with all critical participant information. This list includes CONFIRMED participants ONLY.

Members Waivers – This option is a remnant from a previous way waivers were set up in the system. This option is now irrelevant and only remains here as it is associated with archived programming data. If you have old programs with waivers set up manually, you can view them this way. Otherwise, ignore!

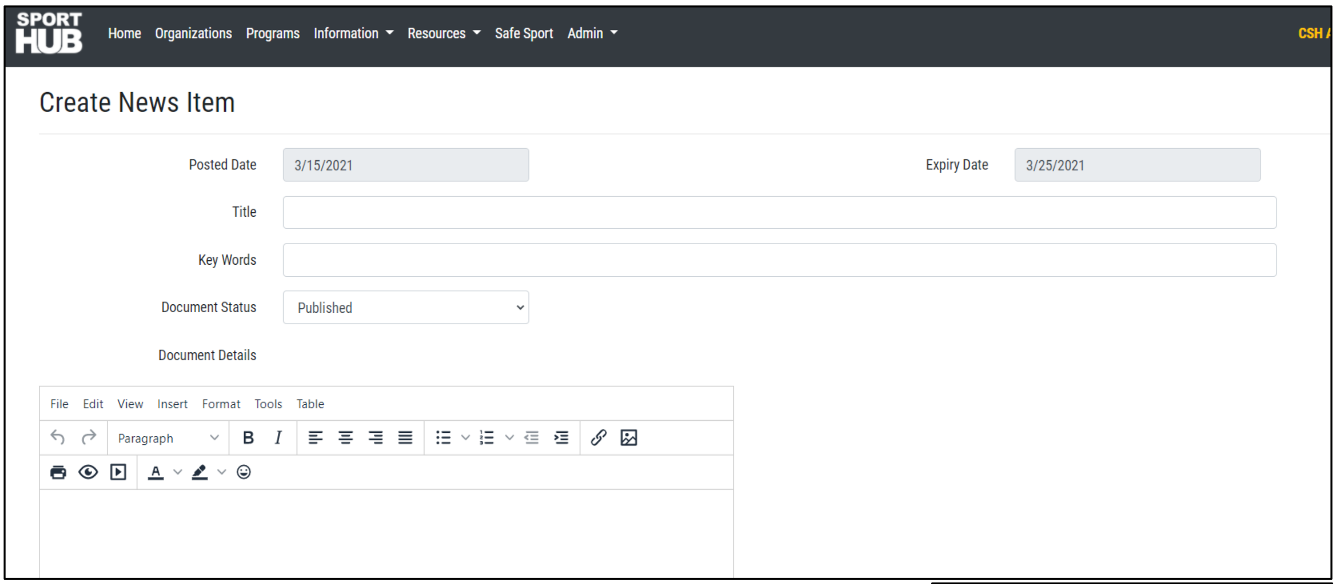
Update Email List – again, click here to update the email list before using email groups. Ensure the list is as up to date as possible when using incase the status of any participants has changed since last use.

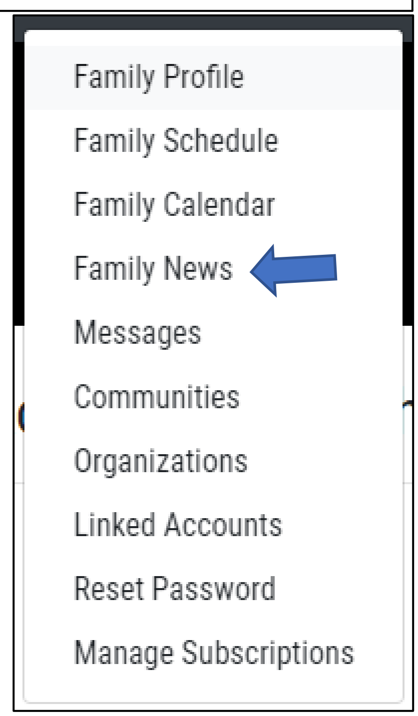
Group Emails and Family News

To send an email to a group, go to “Programs”. Under “Group Email” you can click the little mail icon to see the email address for that group. Before sending, always use the action drop-down menu to click “Update email list” before sending in case the list of registrants has changed.

The best way to communicate with your participants is through “Family News” where you can send email newsletters. Go to “Actions” and then “Manage News”. Create a news item here and you can either post to family news or post AND send to the participants of that program by clicking “Save and Notify”

(Admin Tab → Membership → Action Drop Down → Manage News)





When a parent then clicks on their account drop down menu (the yellow name at top right) they will see an option for “Family News”. They can view news items here coming from all the organizations they are associated with.

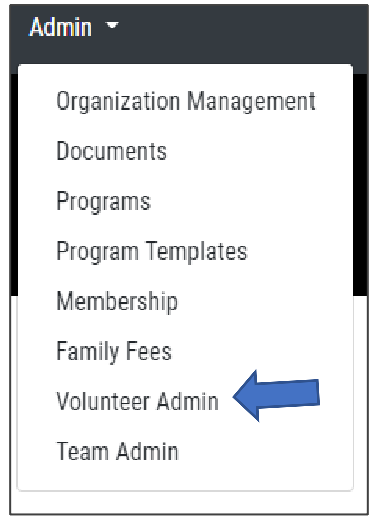
You can also send news out to the entire membership by access news through organization management. This will post the item to the news section on your details page and email it out to all active members if you choose “Save and Notify”

(Admin Tab → Org Management → Action Drop Down → Manage News)

Note: “News” is different than “Messages”. Messages are sent automatically, triggered by your actions in membership management, and contain the same information as the automatic emails that go out.

Note: a future feature development will be the ability of org admin to “Direct Message” a member through the Messages function.

Teams Admin



From the 'Admin" tab option on the top menu of the page, select "Team Admin" from the drop-down list of options

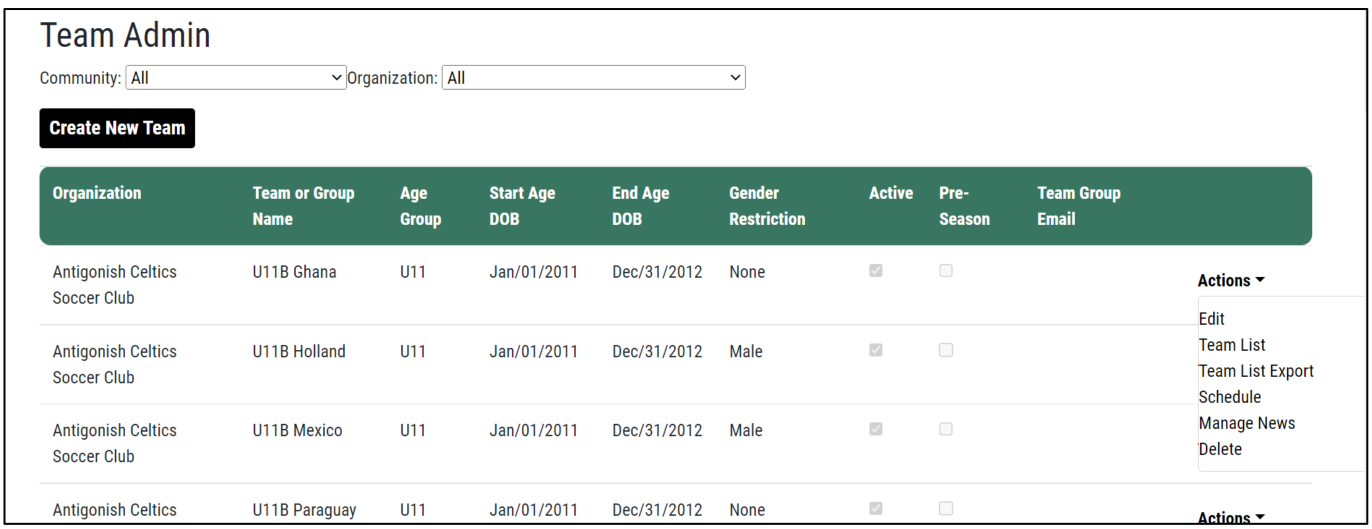
Here you can create and edit/manage your teams. You will find a chart showing all your existing "Teams" on this page.

If you have already created teams, you will be able to find them here and view some main pieces of information about the team, like the team name, age group, min/max age of participants, gender restriction if any, and the status of the team (active vs. inactive).

You can edit existing teams here. Beside the Team you wish to edit, use the drop-down action menu to select "edit", make any changes needed and save.

From the same menu you can also:

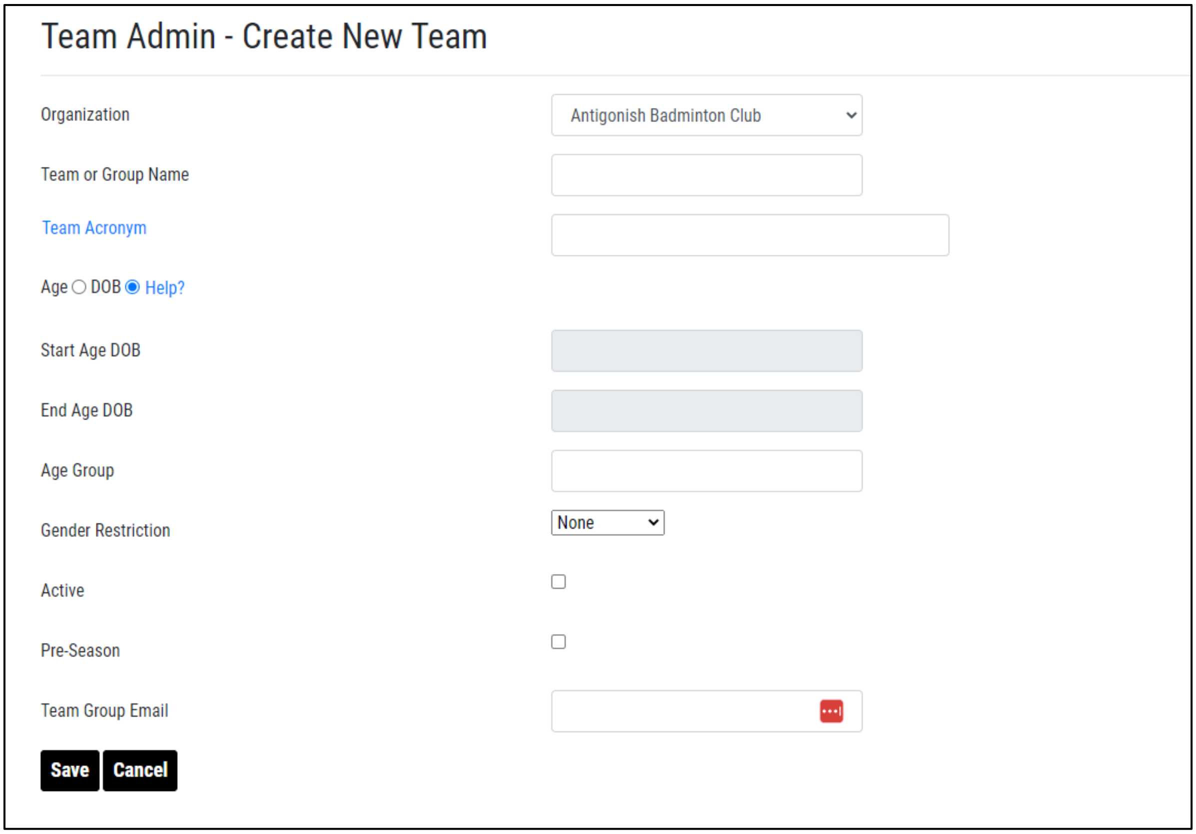
- View and/or export (to excel) the team list
- edit the schedule for the team,
- manage news for the team,
- or delete the team.



If you haven't created any teams yet, this chart will be blank.

To create a Team:

1. Click "Create New Team" button at top of the page.
2. Fill out the fields and hit "Save". Field descriptions can be found on the following page
   - (Cancel to go back without saving).



Team Admin Field Descriptions

Organization: Should default to your organization, system admin must select correct org
Team or Group Name: Title the team name here clearly and consistently with other teams

Team Acronym: Please enter a unique acronym of up to 8 characters to identify this team. If the acronym you create is already active, an error will indicate this.
NOTE: This helps create the email group for this team! The email group address is automatically created upon saving this team info.

Age vs. DOB: If age range for the program uses “sport age” based on [currentyear-birthyear], select “age” and then use the fields to select min and max sport age. If the program age range goes from one date to another, use the 2 calendars provided to select this range. You can only select this on the first creation of the team, once saved, the age option will always default to DOB range.

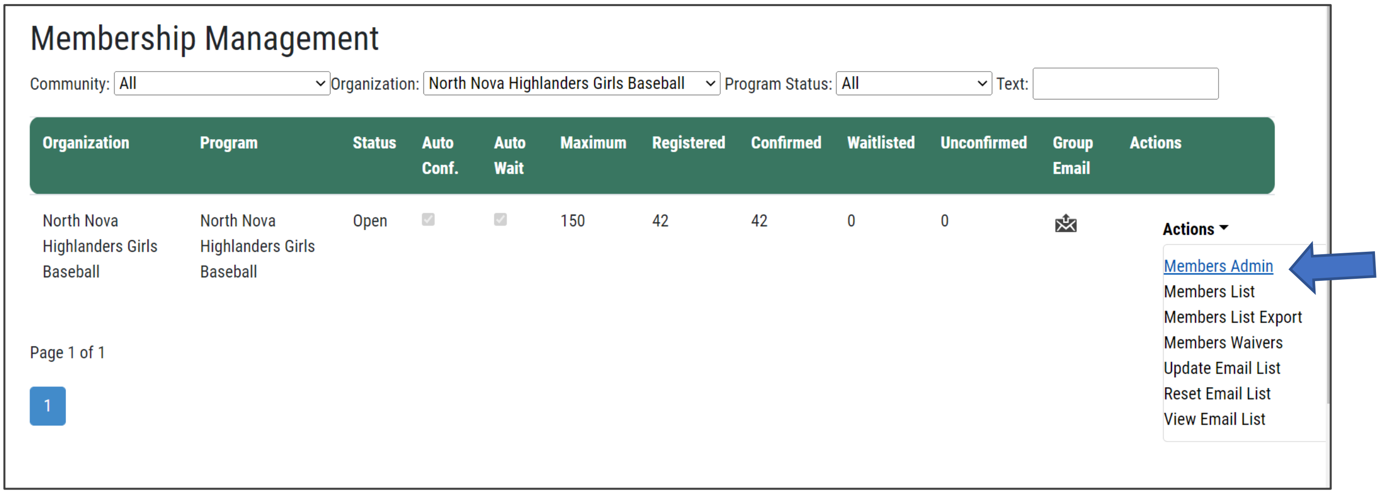
Age Group: The title of the age category like “U11” or “18U” or “Adult”

Gender Restriction: If Co-ed, leave as “none”, only select a gender restriction if applicable

Active: Check box for whether this team is currently active (check) or not (un-check).
Pre-Season: check box to indicate if this team is not yet active (pre-season = check the box, move to active once team is underway)

Team Group Email: Only system admin see this field, CSOs will have emails created automatically by entering the team acronym.

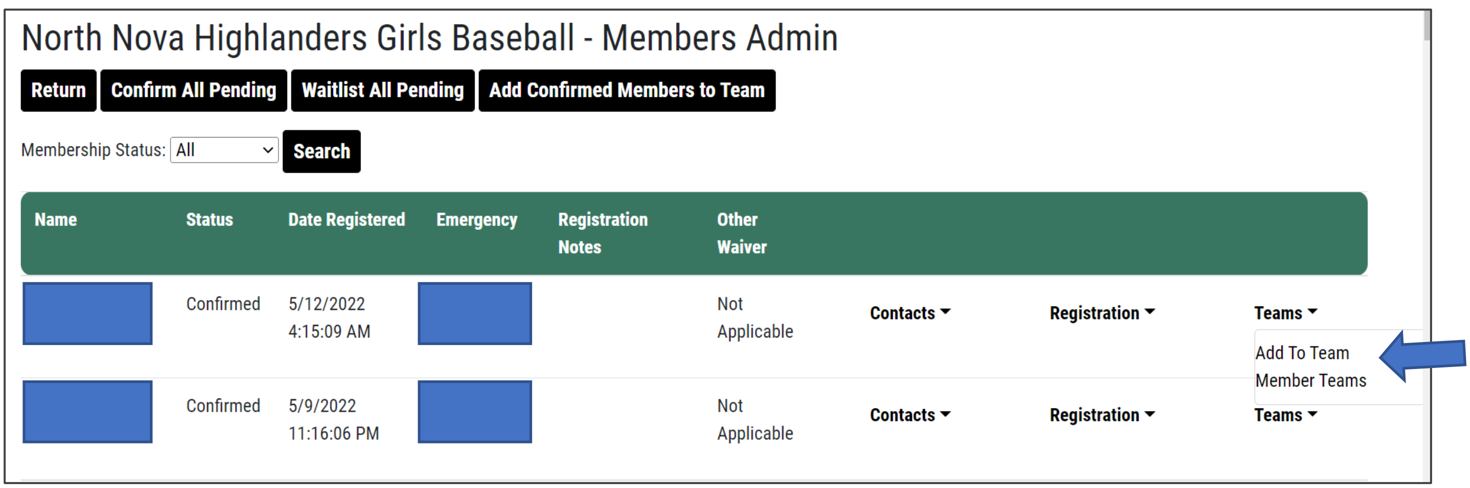
You can also manage placing people on Teams through “Membership”.



Once a team has been created, go to the “members admin” for the program you want to move people from (onto teams). Use the “teams” drop-down menu to either:

1) Add a member to a team (“Add to Team”) or

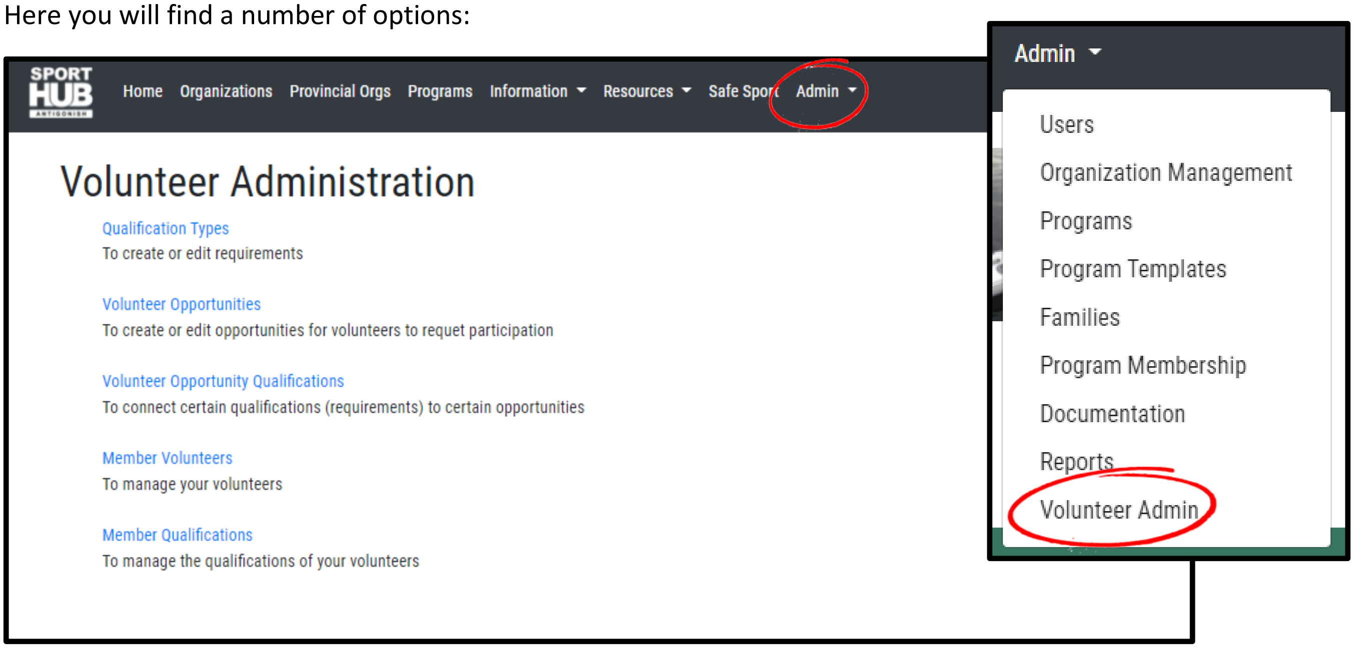
2) view what teams this person is already on (“Member Teams”).



Volunteer Admin

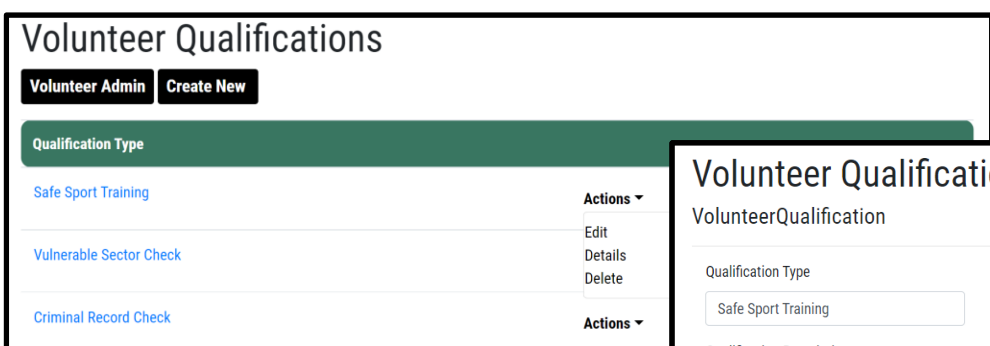
From the ‘Admin” tab option on the top menu of the page, select “Volunteer Admin” from the drop-down list of options.

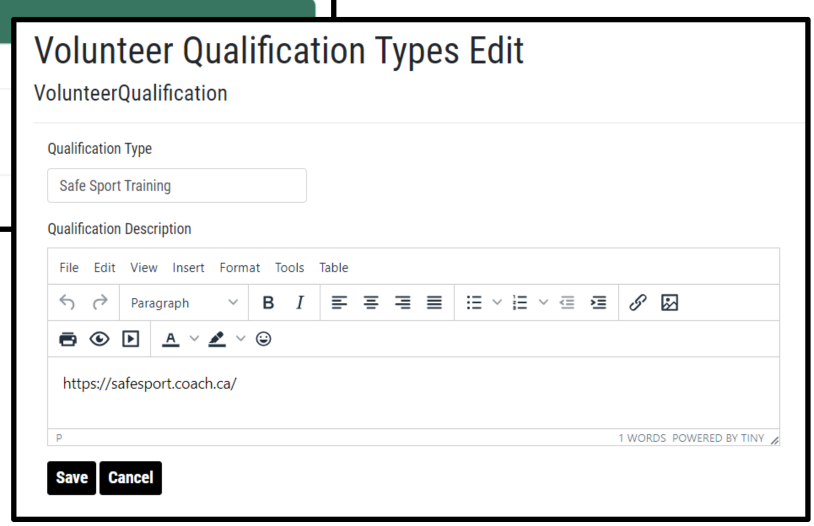
Here you will find a number of options:



Qualification Types

- To set up a “volunteer qualification” and/or to view/edit existing qualifications
    - like a required training or certification, example: Safe Sport Training
- Name the qualification and fill out a detailed description, save.
- These qualifications will get connected to volunteer opportunities in a future step
- This option is not available to CSO admin, ONLY community/system admin can set these up

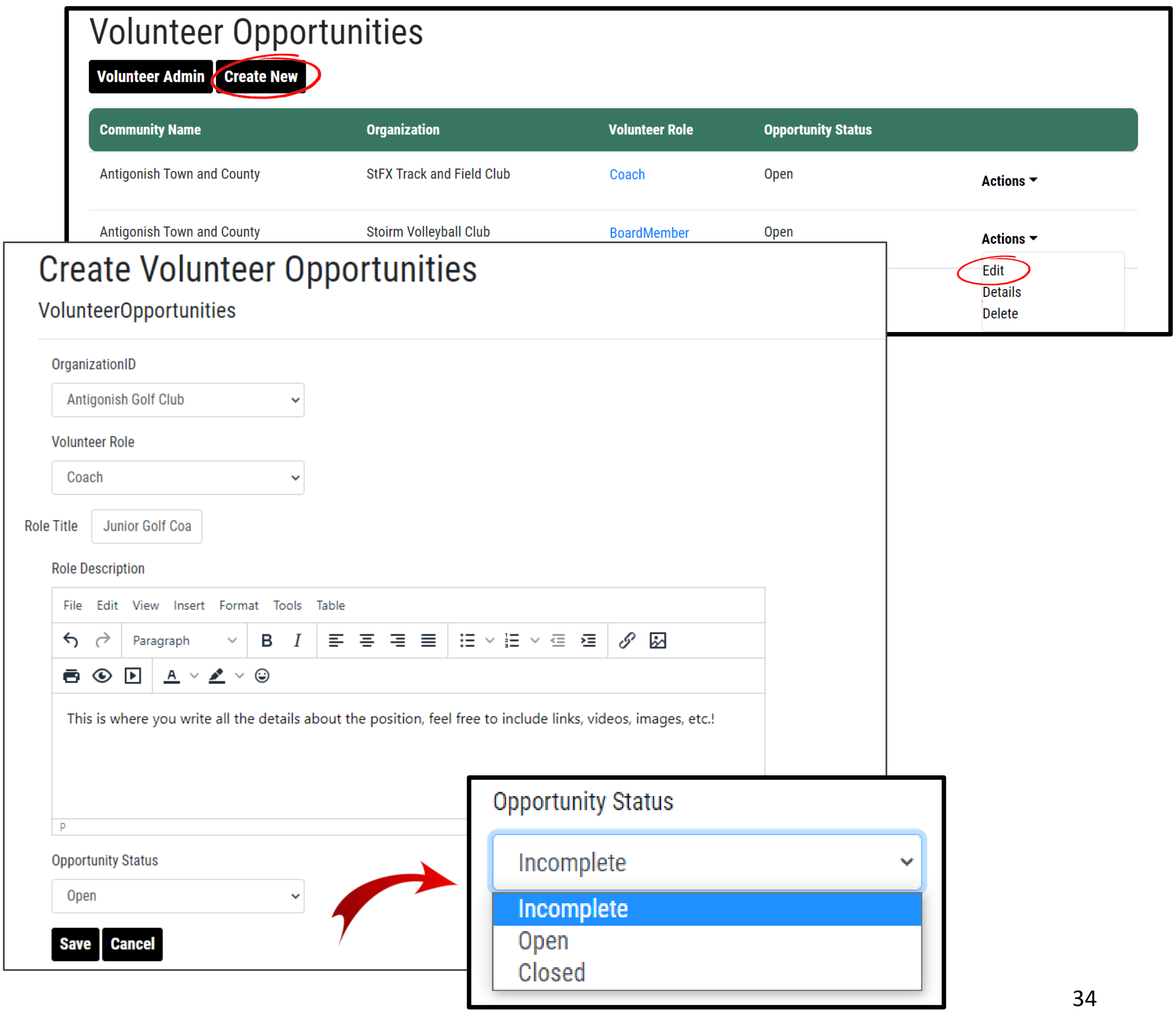




If you need a qualification type set up that you do not see available to you, email admin@mysporthub.ca to request.

Volunteer Opportunities

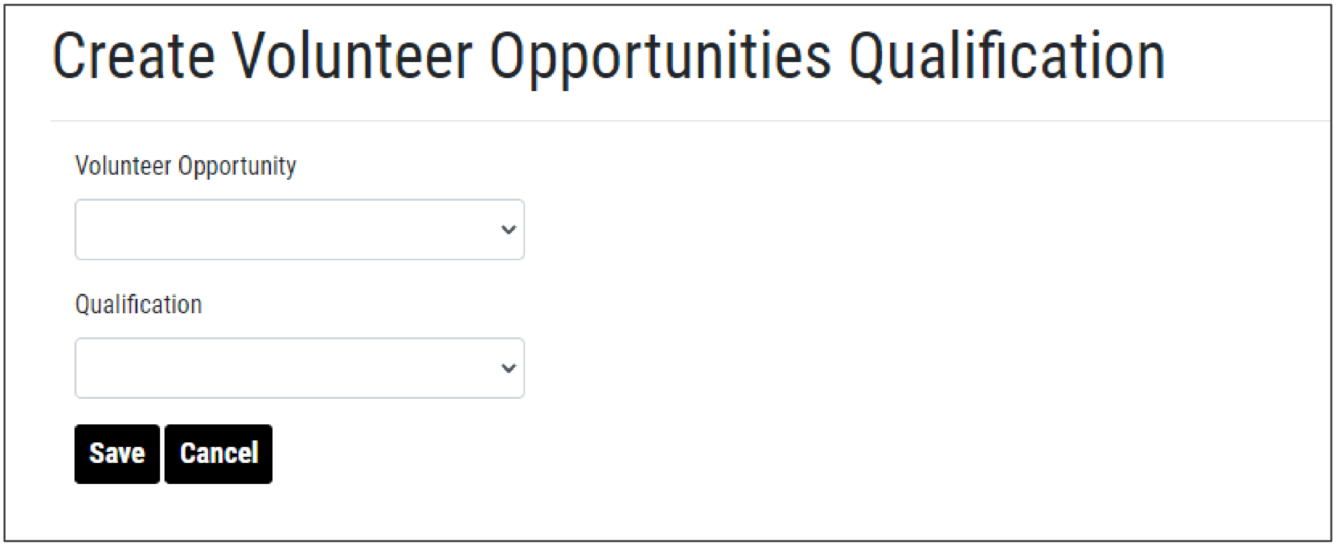
- To create a volunteer opportunity:
    - Click “Create New”
    - Select the organization offering the opportunity (will default to your org for CSOs)
    - Select what type of role it is (example: “coach” or “board member”)
    - Give the Role a titles
        - Ex: Say role type is “Coach”, role title might be “U11 Houseleague Soccer Coach”
    - Enter a detailed description of the opportunity including required qualifications
    - Set the status of the opportunity:
        - *Open* = People can submit registration request to participate
        - *Closed* = When opportunity to sign up is over and the organization is no longer accepting requests. Will no longer be visible to users.
        - *Incomplete* = Hidden (good for when you are still editing and want to save it without making it public, and don’t want to lose progress).
    - Click “Save” to save your work. If you want to edit, use the “action” drop-down menu to select “edit” and make changes as needed.



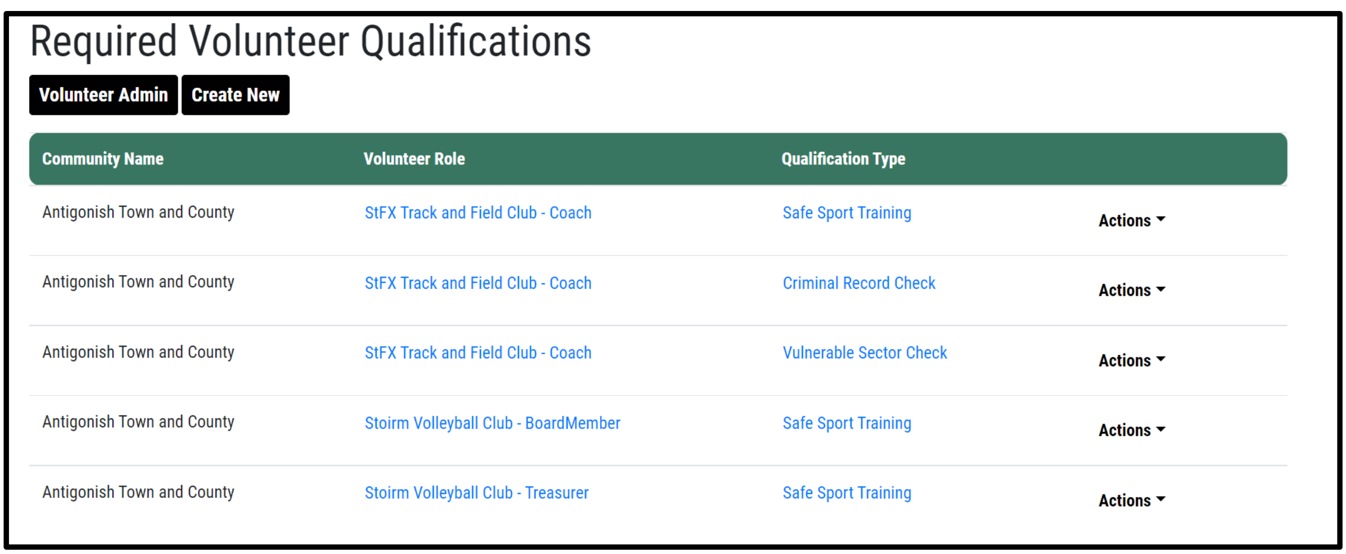
Volunteer Opportunity Qualifications

- This is where you link a qualification to a role, or edit an existing connection.
- In order to do this,

1. the volunteer opportunity must already be set up, and
2. the qualification you are looking to associate to the position must also exist.



- Select the correct opportunity and qualification and click “save”. This sets the qualification as a requirement in the system for that volunteer role within your organization.
- You can click on the Volunteer Role or the Qualification Type (any blue clickable text) to view a pop up with more information.
- To edit an existing connection, use the action drop-down menu.



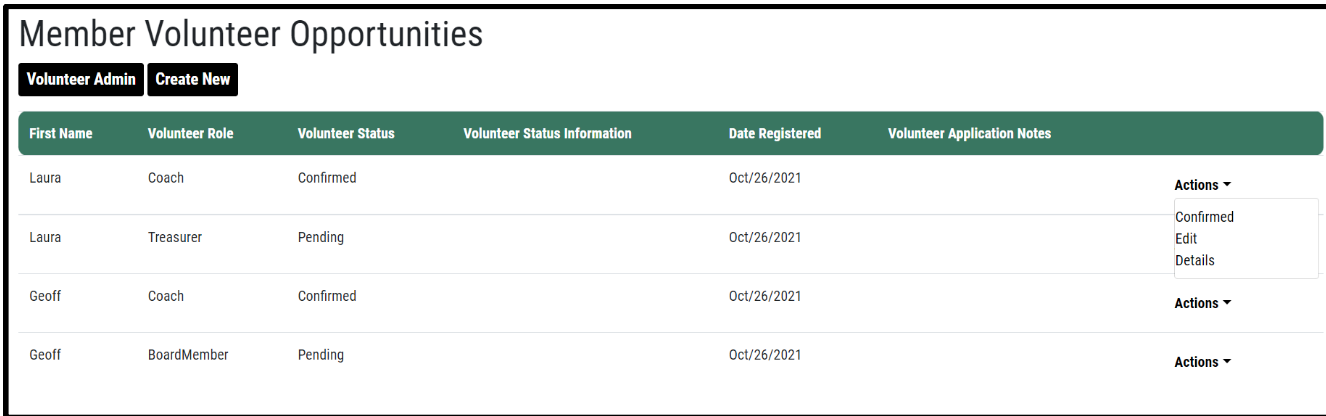
Required Volunteer Qualifications

Volunteer Admin | Create New

Community Name	Volunteer Role	Qualification Type	
Antigonish Town and County	StFX Track and Field Club - Coach	Safe Sport Training	Actions
Antigonish Town and County	StFX Track and Field Club - Coach	Criminal Record Check	Actions
Antigonish Town and County	StFX Track and Field Club - Coach	Vulnerable Sector Check	Actions
Antigonish Town and County	Stoirm Volleyball Club - BoardMember	Safe Sport Training	Actions
Antigonish Town and County	Stoirm Volleyball Club - Treasurer	Safe Sport Training	Actions

Member Volunteers

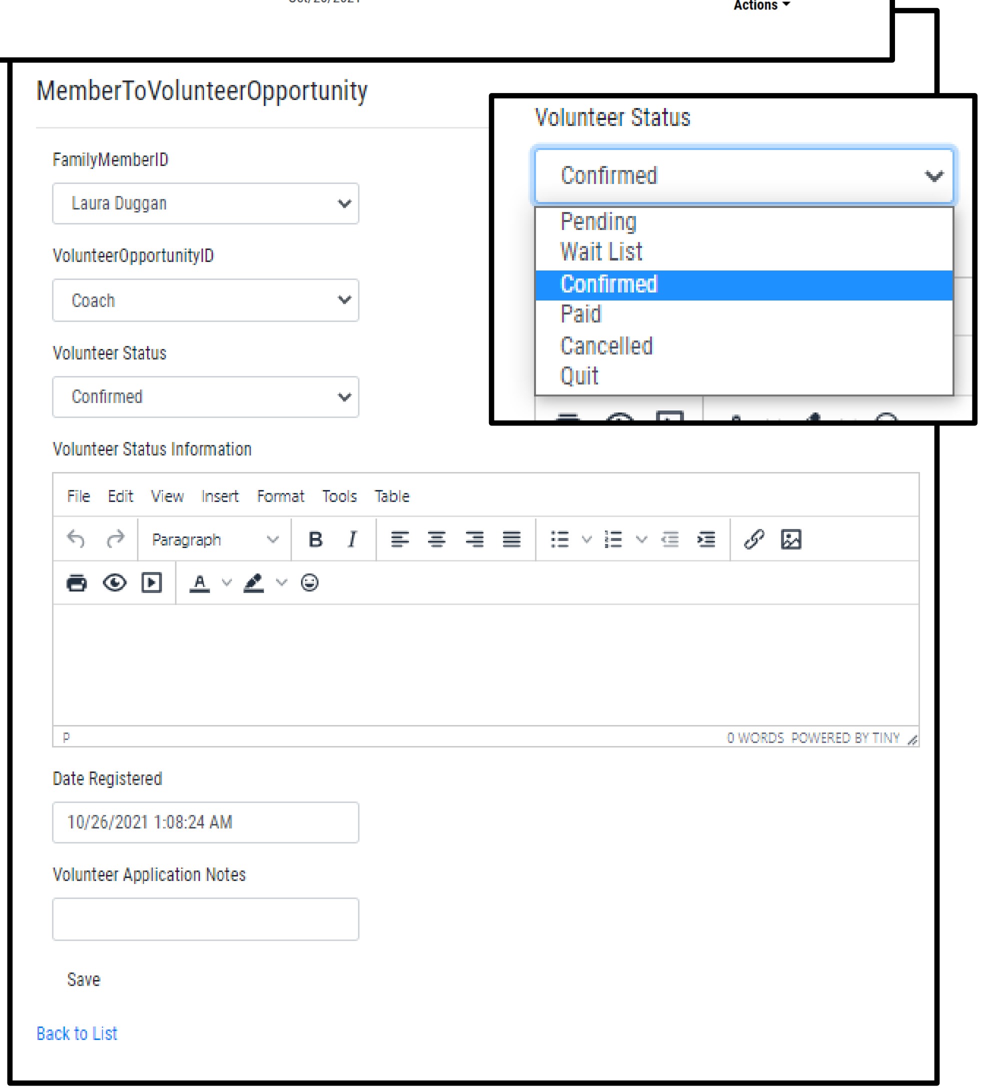
- Here you can manage the members who have submitted a request to volunteer with your organization.
- Use the action drop-down menu to quickly confirm people.
- An automatic email will go out to the individual when you confirm them, if you wish to view the current message that goes out, or request custom text for your confirmation email, send an email to admin@mysporthub.ca



If you click “edit” on the drop-down menu, you will be given the opportunity to edit their status and information.

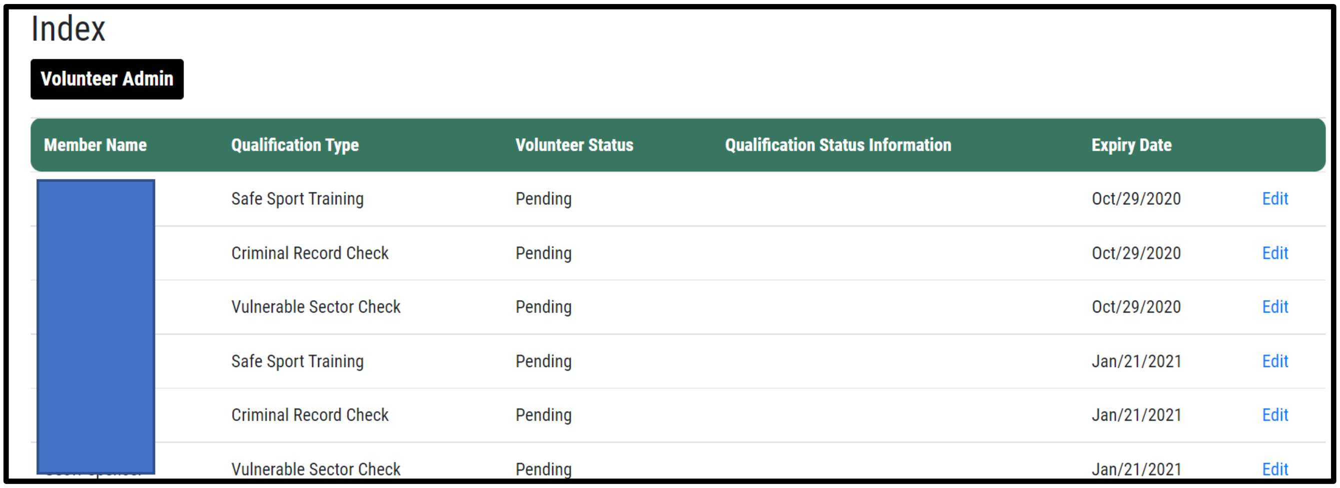
Here you can change the status of the volunteer with your organization. If they quit mid season, for example, you can change their status to “quit” which will remove them from all future communications re. that program.

Notes can also be added as necessary.



Member Qualifications

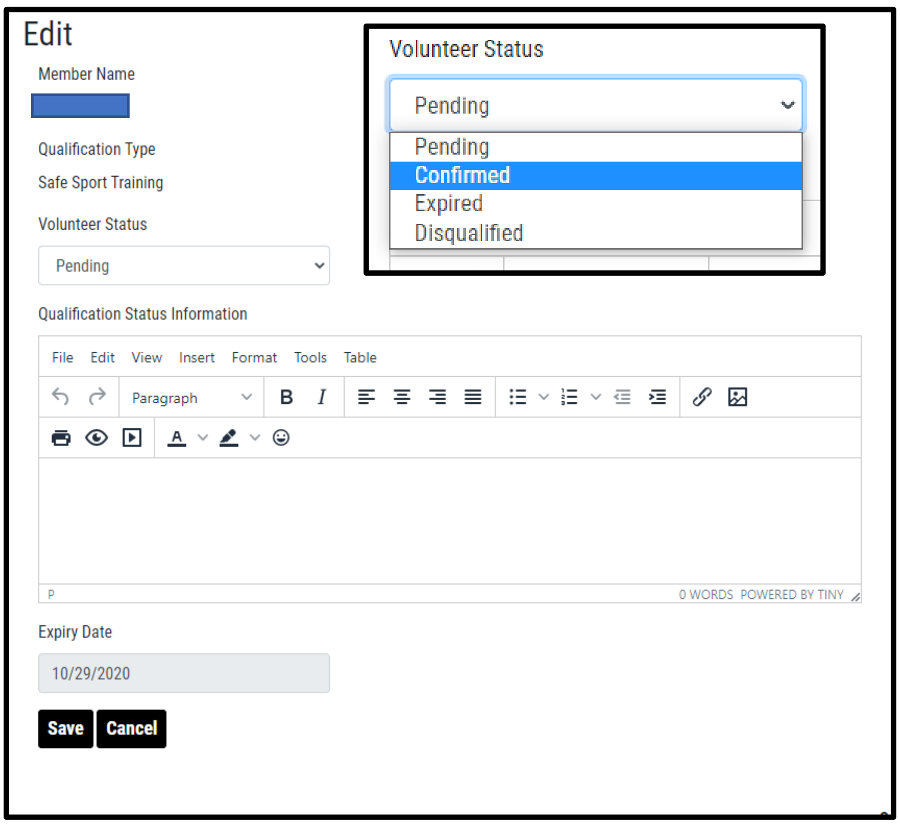
- This is where you manage the qualifications of each volunteer. On the previous page you were confirming volunteers' requests to be part of an opportunity, and on this page you are editing the details of the actual requirements attached to that opportunity.



When you edit through this page, you have options for "Volunteer Status".

You can select:

- Pending
- Confirmed
- Expired
- Disqualified



If you are waiting on documentation from someone, set them to pending (this is default).

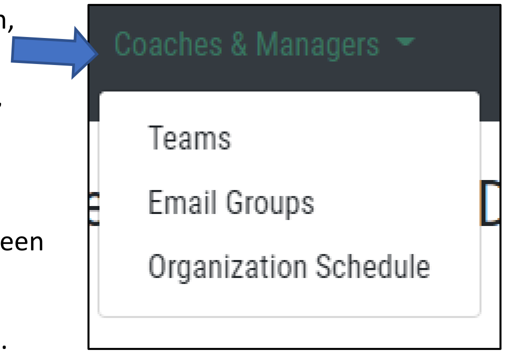
If proof of requirement is received, you may "confirm" the status. If a requirement has "expired", you can set this as well.

If someone exhibits something that disqualifies them from participation, you can select "disqualified".

You can edit the expiry date here, so if a check or certification needs to be renewed this will be visible in the system to help keep volunteer requirements organized. Additional information can be added here, including images, links, etc.

Coaches And Managers

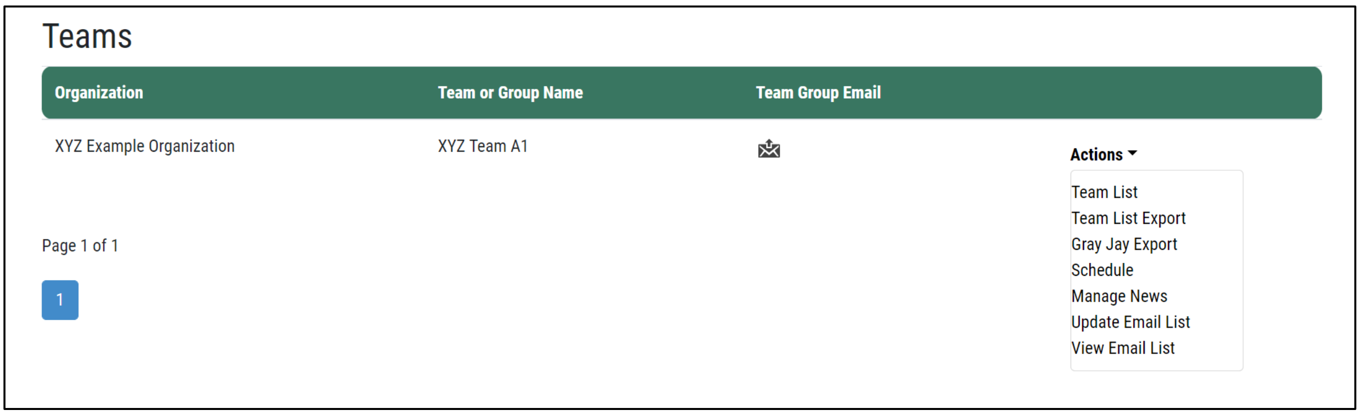
When you have been assigned a Coach or Manager role on a Team, you will see this option on Sport Hub. Click the "Coaches and Managers" heading to view a drop-down menu of options: Teams, Email Groups, and Organization Schedule.



Teams

This menu option allows you to see a list of teams that you have been assigned a coach or manager role to.

If you have access to multiple teams, you will see them listed here. Click the "Actions" drop-down menu of the Team you're looking to manage, and select one of the following options.



Teams > Actions

Team List

View members of the team and their contact information.

Team List Export

Export the Team list to an Excel Spreadsheet.

Gray Jay Export

Export the Team list to an Excel Spreadsheet in a format suitable for a Gray Jay import. (More info to follow).

Schedule

View your team schedule.

Manage News

Create and edit team news items here.

View Email List

View members in the team email list.

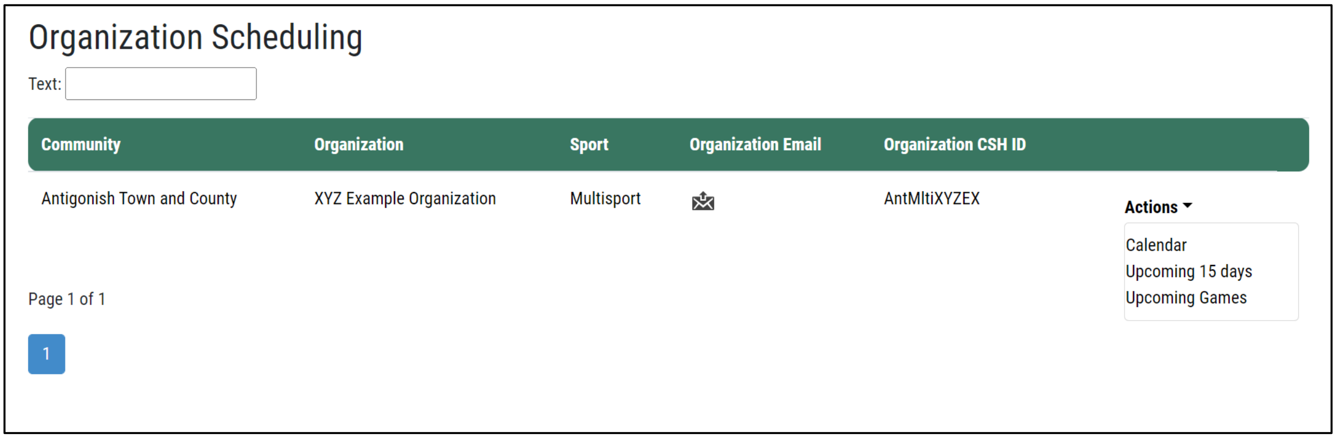
Email Groups

This menu option allows you to manage your email groups. If you are assigned to multiple teams you will see a list of them here.

** More information to follow on this section **

Organization Schedule

This is where you will go to view the schedule for organizations you have been given access to.



Calendar

A calendar view of the schedule. Available times appear in green.

Upcoming 15 days

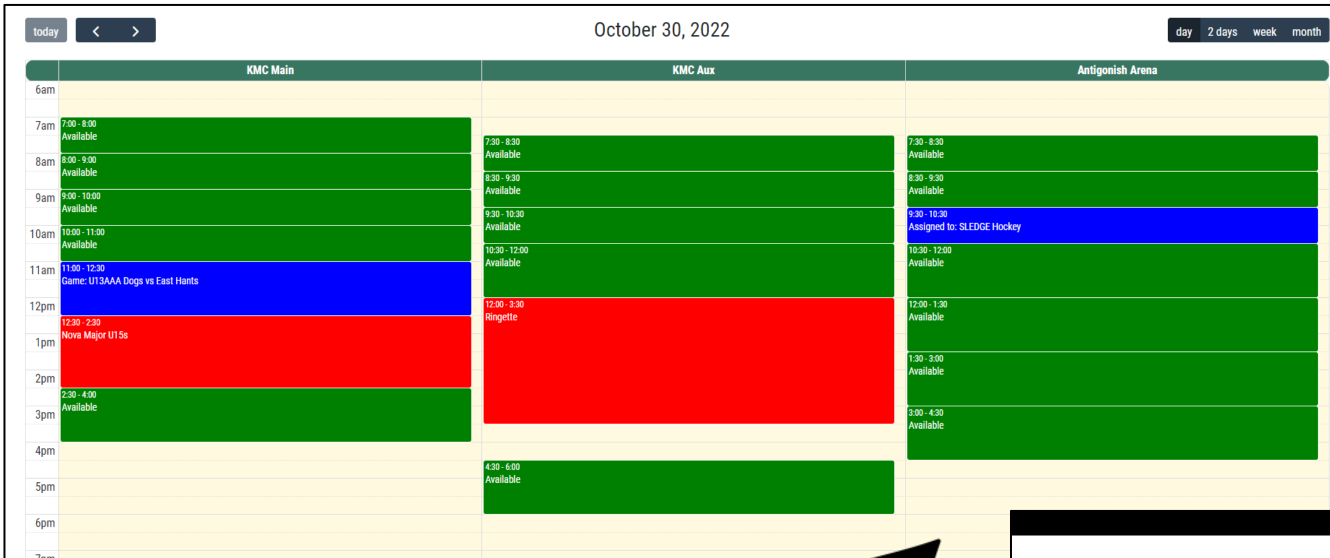
List style schedule of assigned ice times for next 15 days.

Upcoming Games

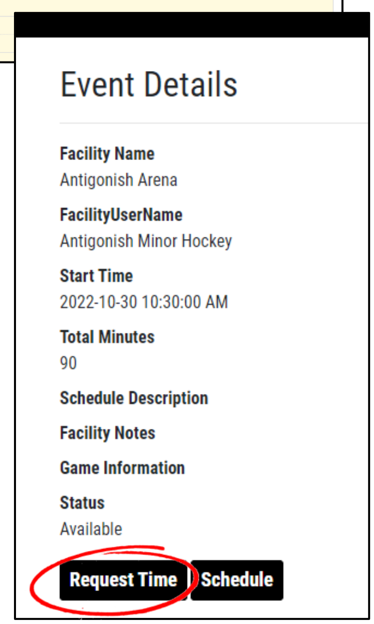
List of upcoming Games.

Requesting an available time

Open the calendar view and look for the available times. You can change how many days are displaying on your calendar (top right) and scroll through days (top left). **Available times will appear in green.**

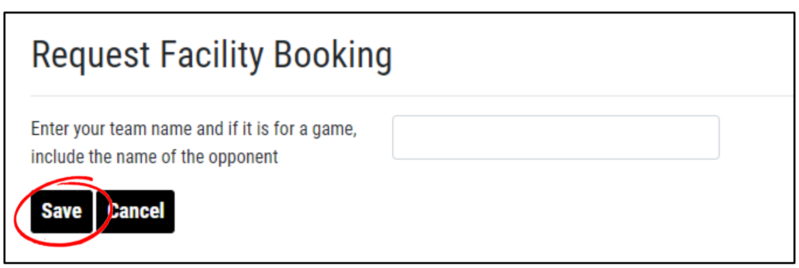


Click on the time in the calendar and a details page will pop up.
Click the "Request Time" button.



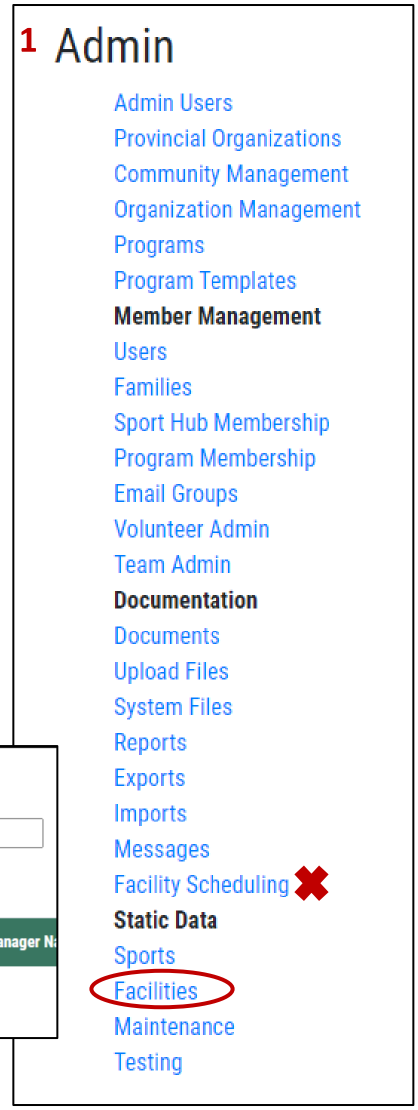
Enter the name of your team, and if it is a game who you will be playing against. Example: "**U15A Whitecaps vs Fundy Highland**"

Click save and this will send an email to the organization scheduler as well as yourself.



Facilities

A lot of development is currently ongoing for facility management software, and more functionality is being created. Find out more on this in the Facility Management and Scheduling section coming up, while this first section will only be covering how to set facilities up in the system, and linking them to programs/teams/schedules. Only system and community admins can do this.



Facility Creation/Editing

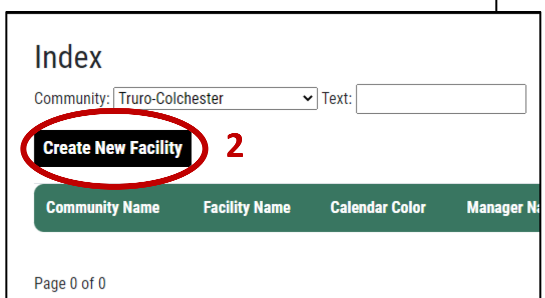
The ability to add and edit facilities is only available for Community Administrators and System Administrators. If a Community Organization needs a facility added or if any changes to the information for the facility are needed, a request should go to their community admin.

1. From the "Admin" page, under "Static Data", select "Facilities". You may see other facility options, like scheduling - ignore for now.

2. Click "Create New Facility" to get started. (If editing existing, click "Edit" from the action drop-down menu beside the facility in the list).

3. Fill out all the required fields and save.

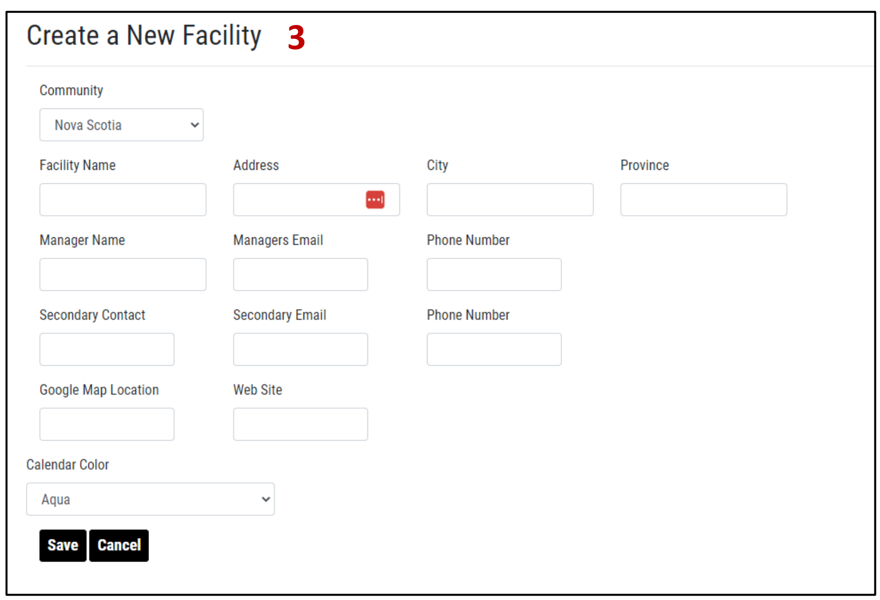
-If you are a community admin, the community will default to yours. System admin will have to select the community.

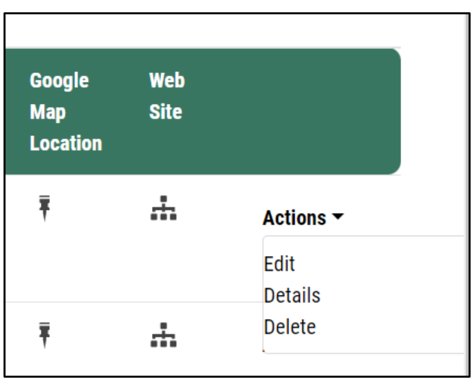


-Fill out the Facility Name in full, the address of the facility, manger(s) name(s) and contact information.

-Fill in the full URL of the website (including secure https://) and select the calendar color for this facility.

-Instructions for getting the link needed for the "Google Map Location" field can be found on the next page.

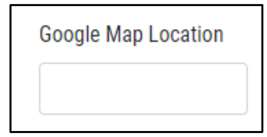




Google Maps Location Link

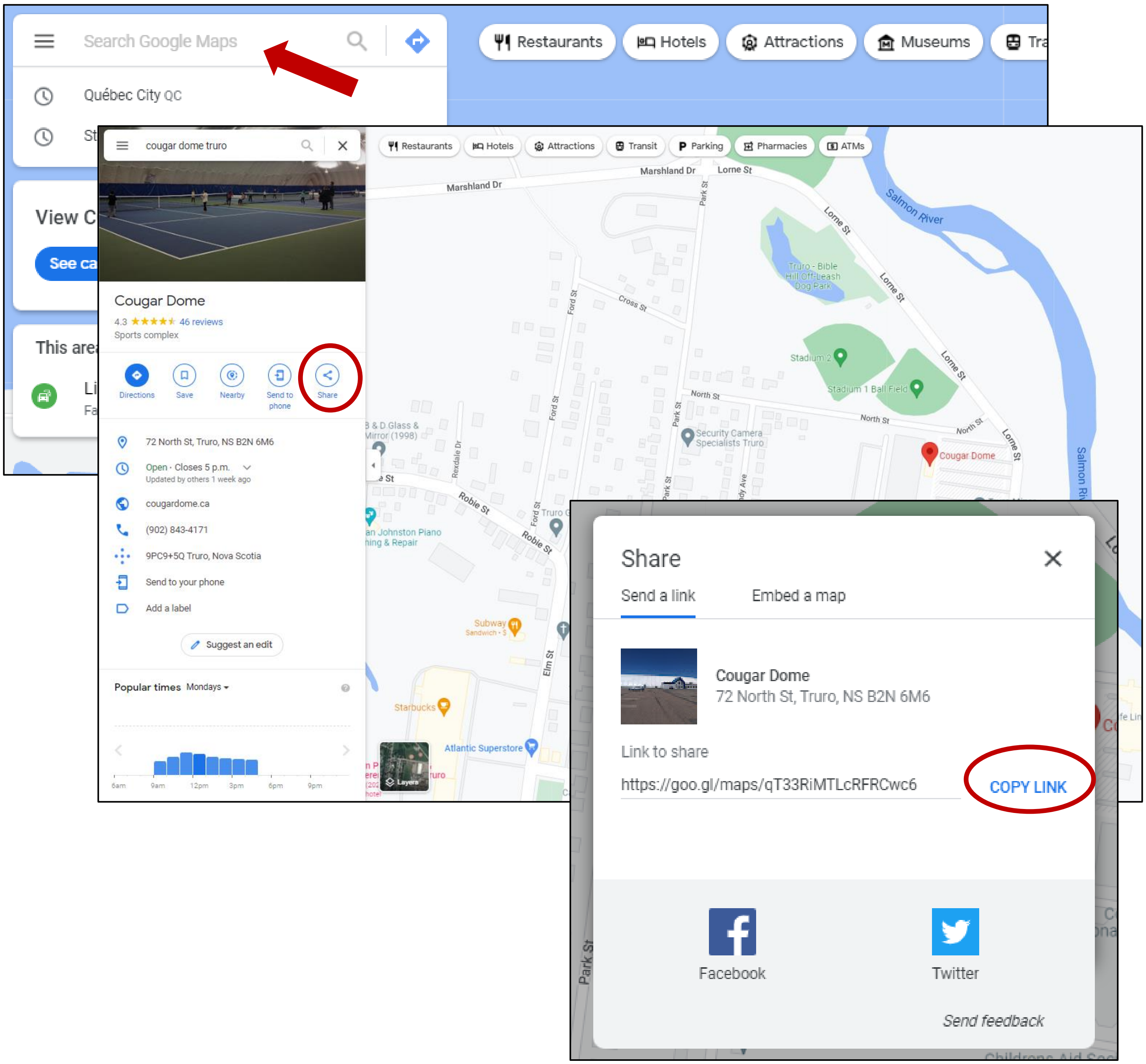
Adding a location link can make it easy for users to find the event/program. When they view a program, they can click a location icon to be given exact location and directions.

To begin, go to https://www.google.ca/maps and type in the address or the name of the facility into the search bar. As you type, options may start to come up and you can click one, or finish typing and hit enter. Once you find the location, click the “Share” icon and “Copy” the link.



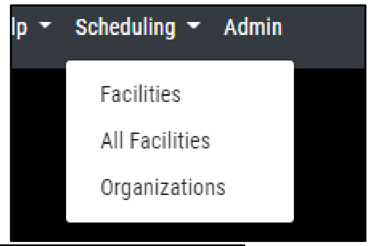
Go back to Sport Hub and paste this link into the “Google Maps Location” Field.

The process looks something like this:

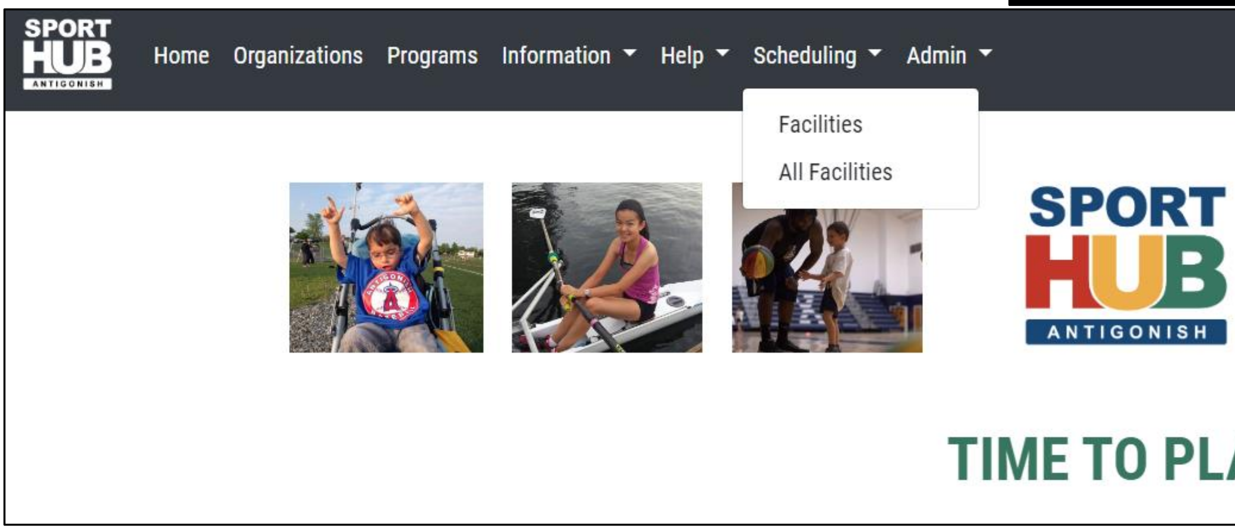


Facility Management and Scheduling

If your organization manages facility scheduling, you may be interested in utilizing the Facility Management and Scheduling components of the Hub system.



Click the “Scheduling” tab on your menu bar. Only system admin see “Organizations”, facility managers will only see “Facilities” and “All Facilities”.

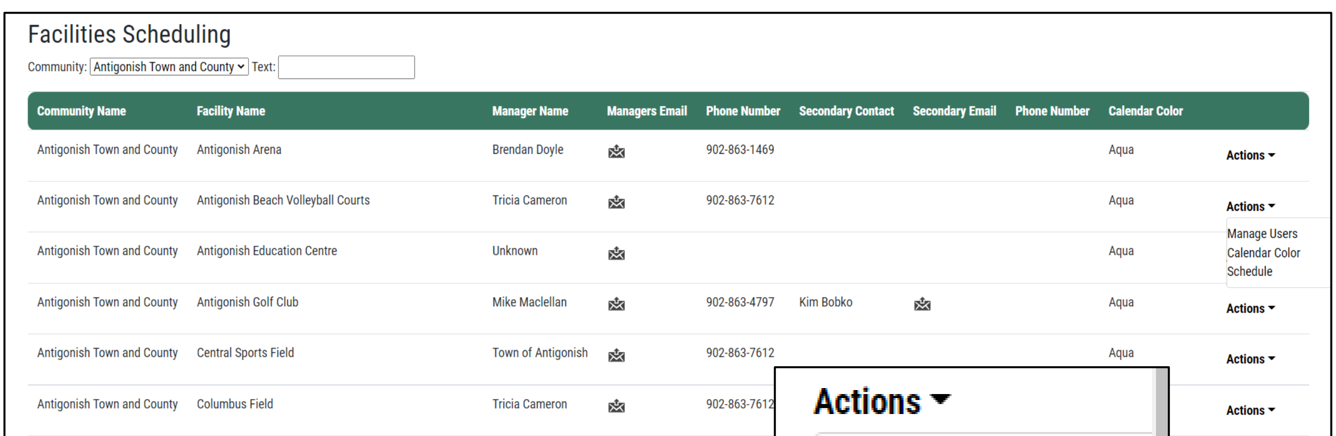


Facilities

Use this option if you want to view and manage ONE FACILITY at a time – establishing what organizations can use which facilities, etc. (Use “All Facilities” if a broader view of all facilities managed by you is desired).

Clicking the facilities option takes you to the scheduling page where you can use the “action” drop-down menu beside each facility to:

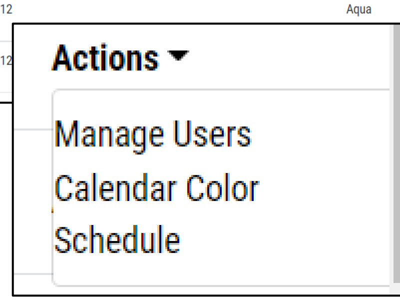
1. Manage Users (View/Add approved users, allowing you to assign orgs to facilities when scheduling).
2. Assign a unique calendar color to each facility so they are clearly differentiated on your multi-facility calendar view.
3. Set schedules for various facilities associated to the account of the facility manager.



Facilities Scheduling

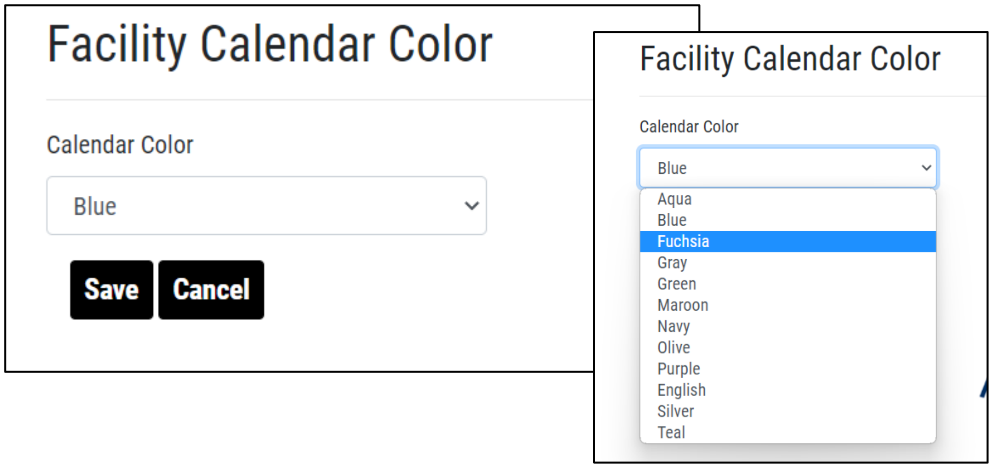
Community: Antigonish Town and County Text:

Community Name	Facility Name	Manager Name	Managers Email	Phone Number	Secondary Contact	Secondary Email	Phone Number	Calendar Color	
Antigonish Town and County	Antigonish Arena	Brendan Doyle		902-863-1469				Aqua	Actions
Antigonish Town and County	Antigonish Beach Volleyball Courts	Tricia Cameron		902-863-7612				Aqua	Actions
Antigonish Town and County	Antigonish Education Centre	Unknown						Aqua	Manage Users Calendar Color Schedule
Antigonish Town and County	Antigonish Golf Club	Mike Maclellan		902-863-4797	Kim Bobko			Aqua	Actions
Antigonish Town and County	Central Sports Field	Town of Antigonish		902-863-7612				Aqua	Actions
Antigonish Town and County	Columbus Field	Tricia Cameron		902-863-7612					Actions



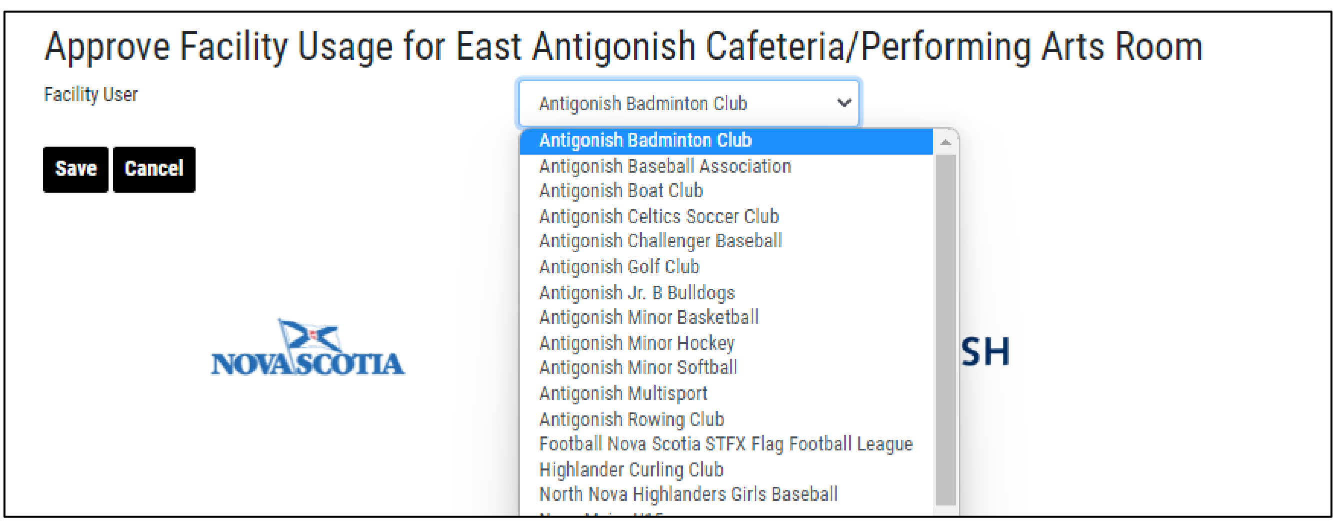
Calendar Colour

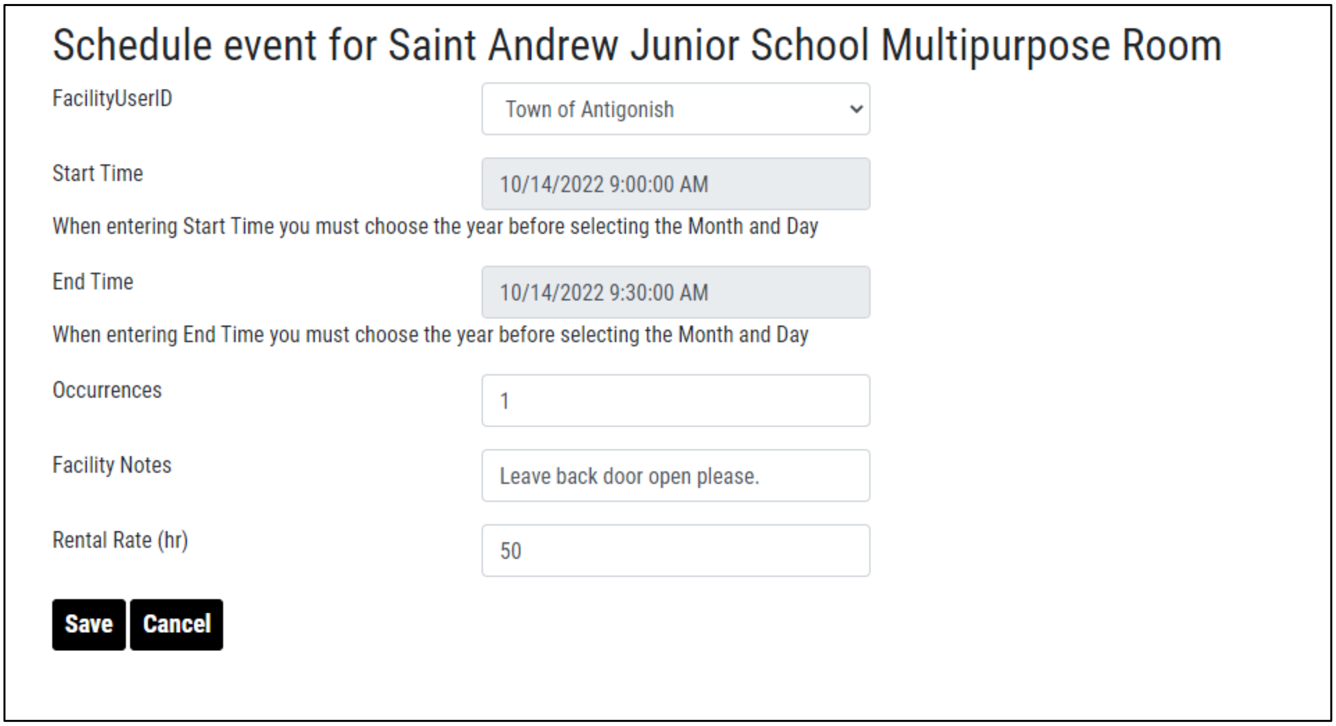
When looking at the "All facilities" schedule, having each facility be a unique colour can help keep your schedule easier to read. Use the drop-down menu to select a colour for the facility and click "save".



Adding Approved Users

Before creating a schedule, you will need to set up the organization who wishes to use the time as an approved user. This will add them to a list of approved users from which you can select when applying the scheduling to the facility. The "Add Public Member" button is not yet hooked up, but will allow facility managers to schedule time for any citizen user with a Sport Hub account.





If you are a facility manager, the facility ID will default to your org, if you are a community admin, ensure you have the correct user selected. Enter the start and end time (populate calendar by selecting in order: year, then month, then day).

Setting the number of occurrences allows you to repeat the same session for a certain number of consecutive weeks. (If you have a number of weeks but have a couple weeks off, schedule it for all weeks and then delete the ones where the session is not on.

Put the cost of the rental in the rental rate field.

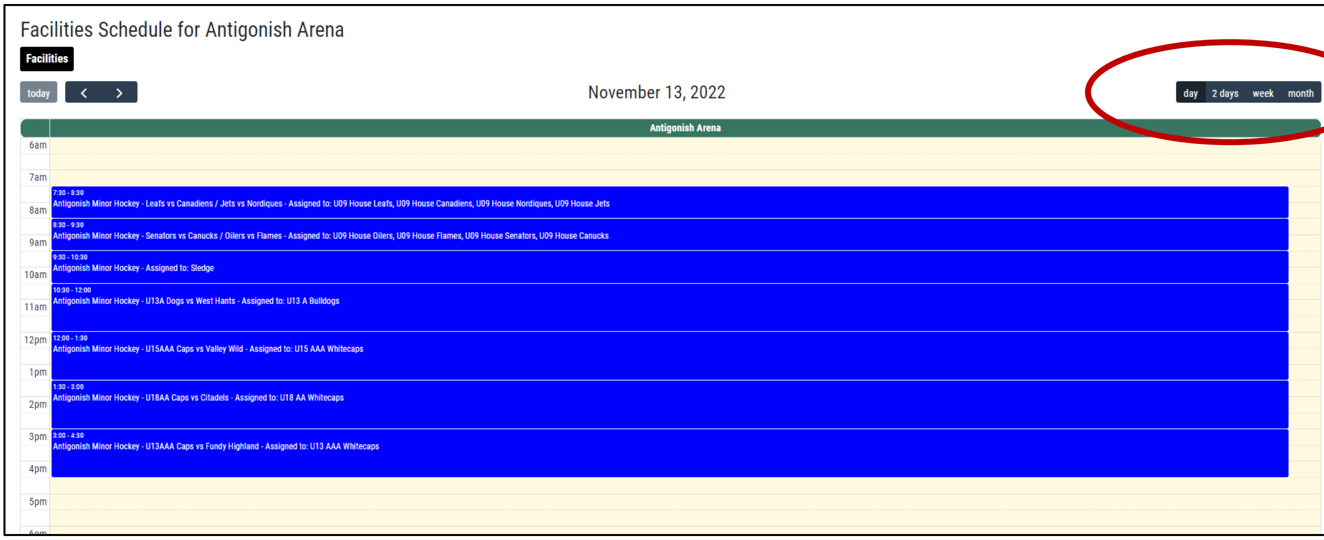
Save to confirm the schedule and review sessions dates and times for accuracy.

All Facilities

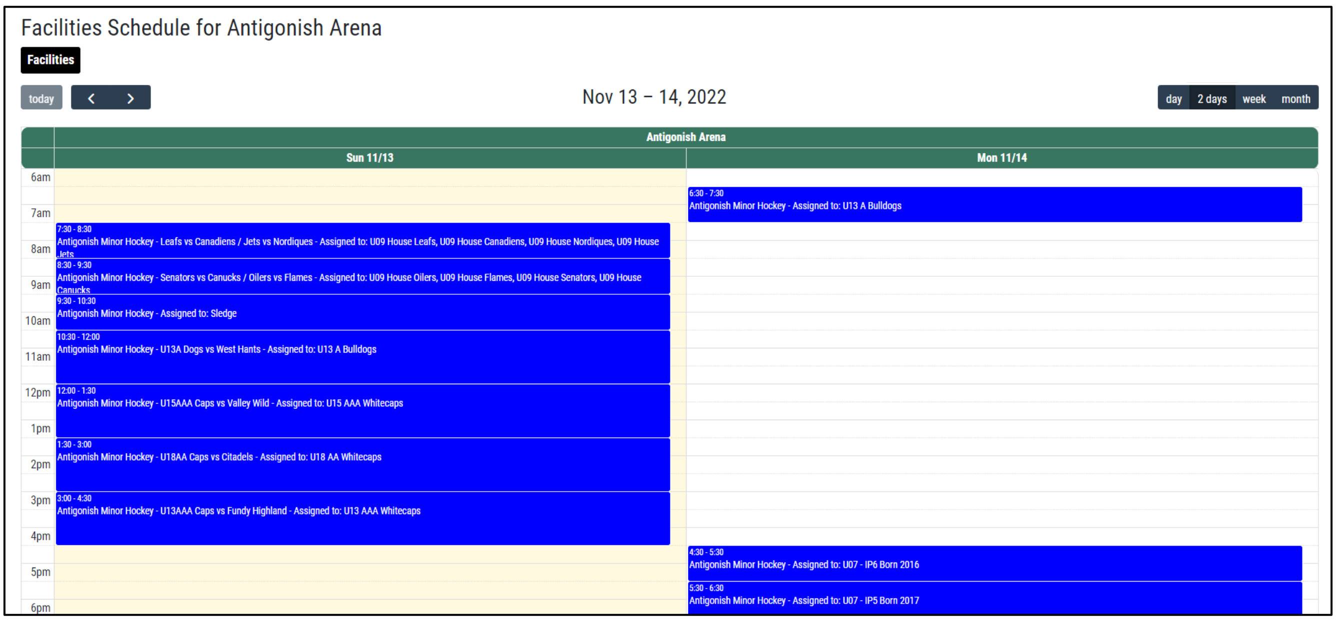
To view and manage all your facilities at once in a calendar view, select this option. You can set the viewing format of the schedule to be for a day, 2 days, a week, or a month. If you've set unique calendar colours for each facility, this should help make the calendar easier to read.

Click spots on the calendar to assign schedule, view/edit existing.

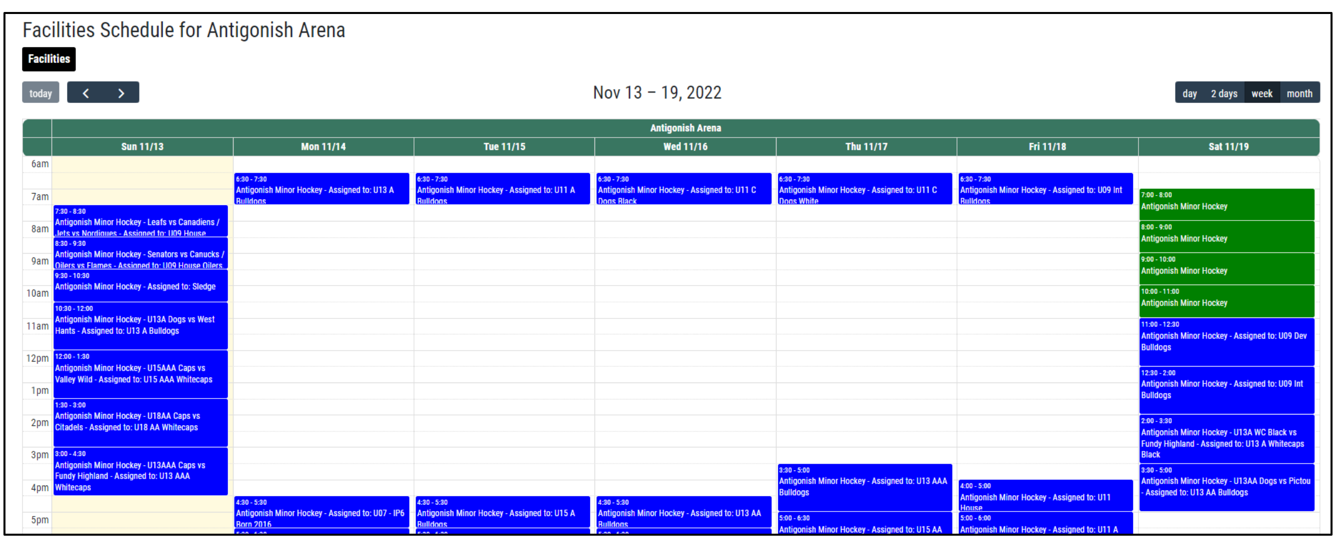
If you required support or have any questions, email admin@mysporthub.ca



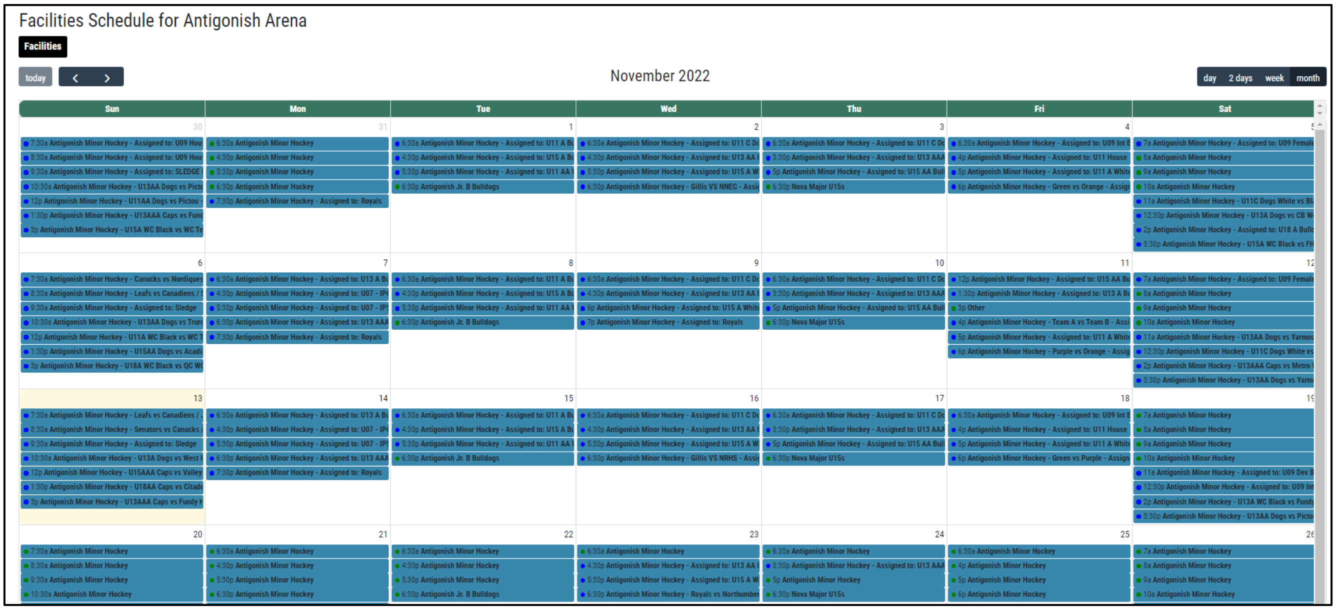
Single day Calendar view^



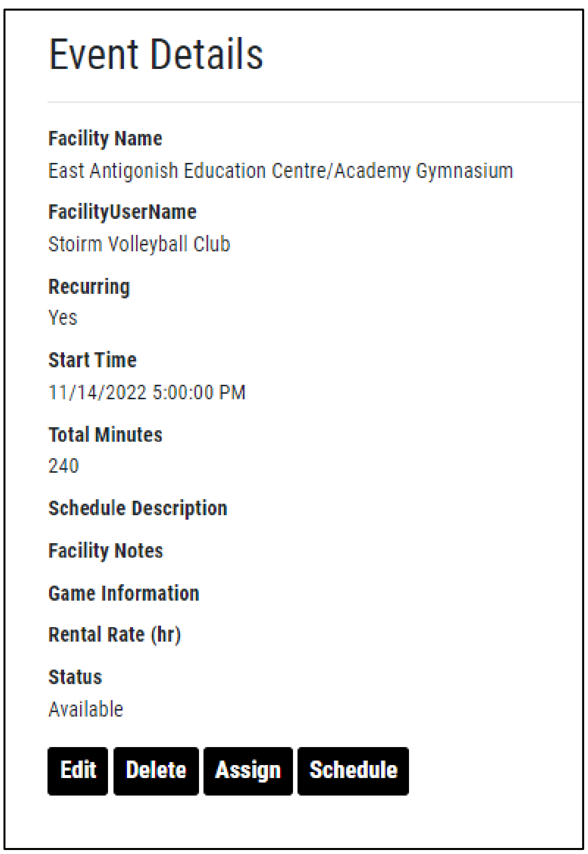
Two-day View (above) and weekly view (below)

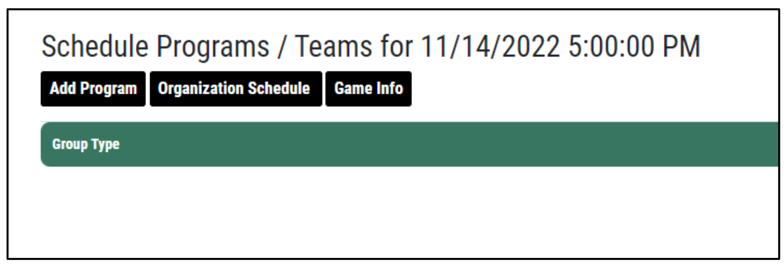


Below shows the monthly view.



If you click one of the bookings, it will open for you to edit, delete, or assign to a specific program or team.





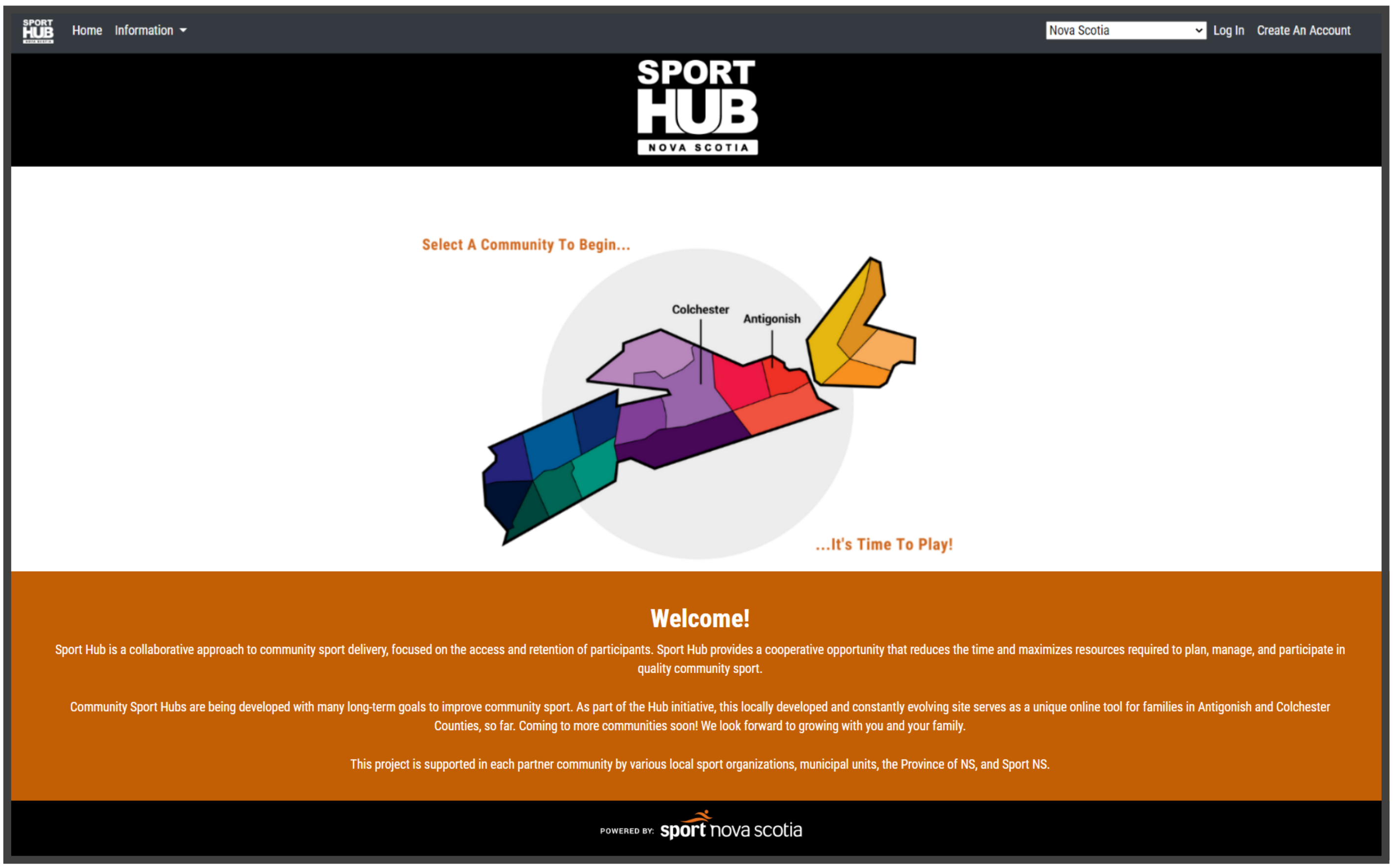
The User Experience

Wondering what you or one of your member-families experience when accessing the Sport Hub for personal use? This section outlines what the citizen user will have access to when utilizing the Hub site.

Provincial Landing Page

When visiting the Sport Hub via https://mysporthub.ca/, both admin and personal users will be directed to the provincial landing page. The user can select which community they would like to continue working in by either clicking the map or selecting from the drop-down on the top right. So far, the options are:

- "Nova Scotia" which provides a provincial view
- Antigonish Town & County
- Truro-Colchester



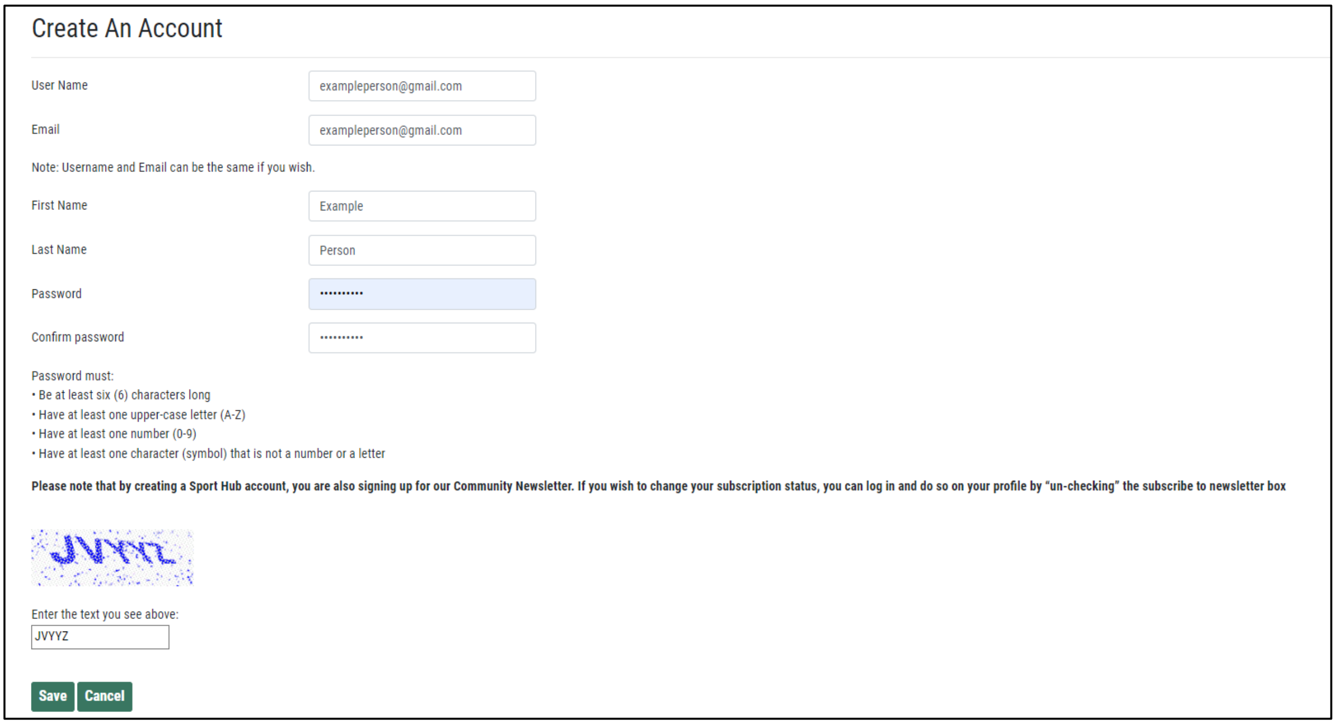
You can also click "log in" first, continue to sign in, and then select your community via the drop-down from there. Either way works.

Tip: While we continue to work on mobile responsiveness for the Sport Hub site, the initial set up is likely easier to do on a computer. Future registrations can easily be done via other devices, but there is a bit of data entry involved with setup that is easier on a desktop computer or laptop.

Creating an Account

In order to "log in" to use the system, individuals must create an account.

1. Go to https://mysporthub.ca/ and select your home community to start.
2. On the top right corner of the page, on the menu bar, click "Create an Account".
3. Fill out your details, create a username and password, and save your information.
    - Tip: making username same as your email can make it easier to remember.
4. You should receive a welcome email that confirms success and has your username for your files.
5. Now any time you wish to access your account, click "Log In" on the menu bar (top right).
6. Fill in your *User Name* and *Password*, click "Log In".


Create An Account

User Name: examplepérson@gmail.com

Email: exampleperson@gmail.com

Note: Username and Email can be the same if you wish.

First Name: Example

Last Name: Person

Password: ••••••••••

Confirm password: ••••••••••

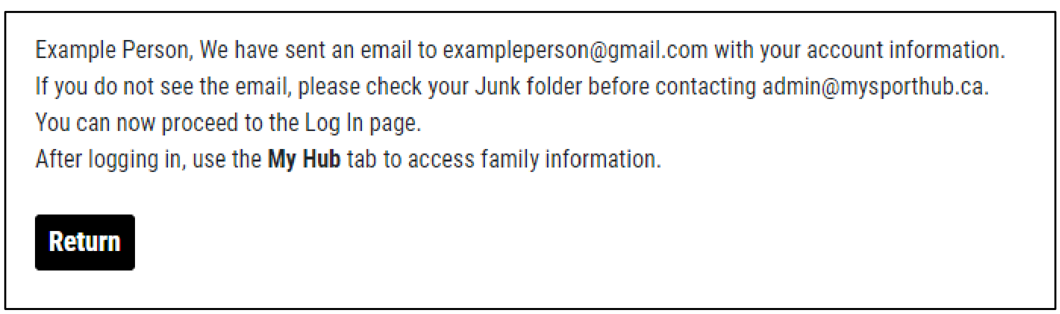
Password must:
• Be at least six (6) characters long
• Have at least one upper-case letter (A-Z)
• Have at least one number (0-9)
• Have at least one character (symbol) that is not a number or a letter

Please note that by creating a Sport Hub account, you are also signing up for our Community Newsletter. If you wish to change your subscription status, you can log in and do so on your profile by "un-checking" the subscribe to newsletter box

Enter the text you see above: JVYYZ

Save Cancel

Upon submission, you should receive a confirmation email reminding you of your username for future reference. You are now able to log in anytime with the username and password you created.


Example Person, We have sent an email to exampleperson@gmail.com with your account information.
If you do not see the email, please check your Junk folder before contacting admin@mysporthub.ca.
You can now proceed to the Log In page.
After logging in, use the **My Hub** tab to access family information.

Return

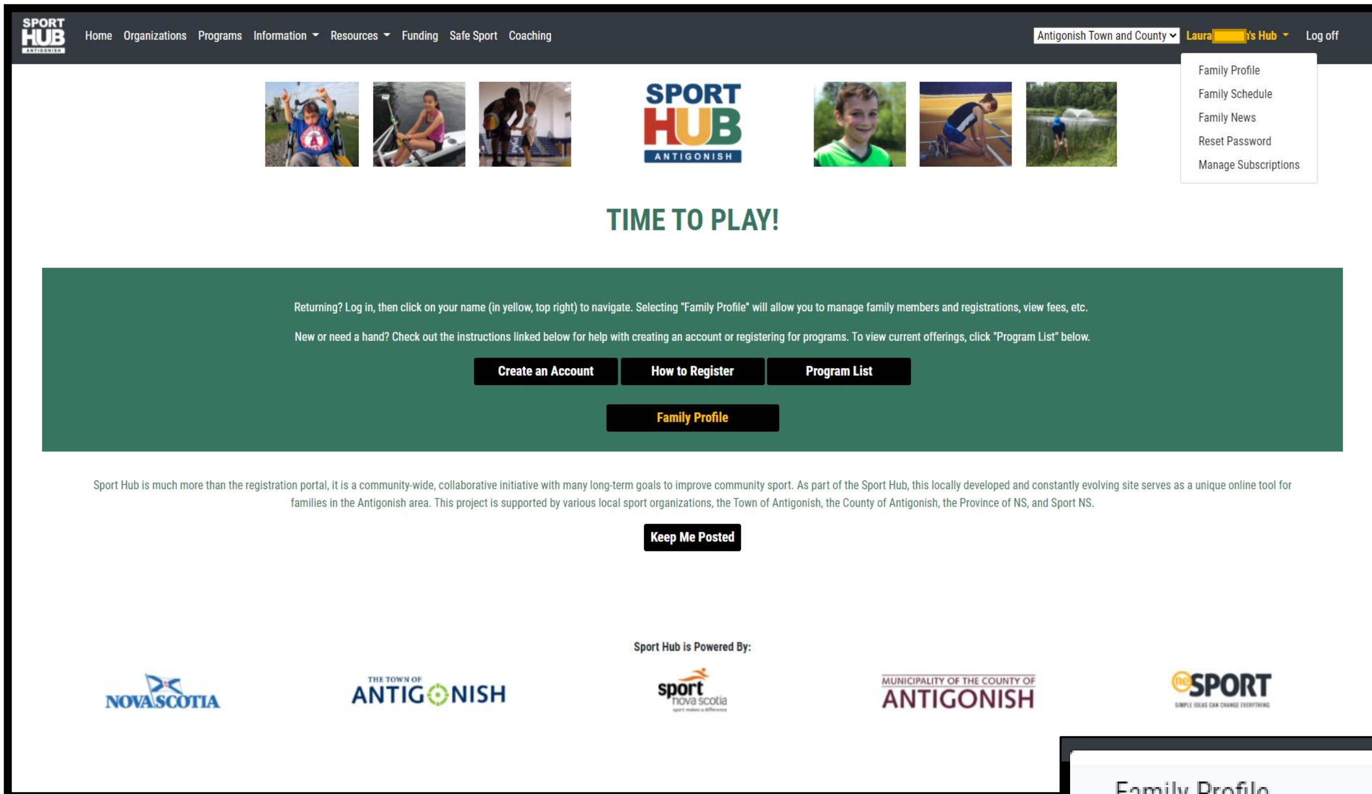
Please keep track of your username and password, as you will need these for each subsequent visit.

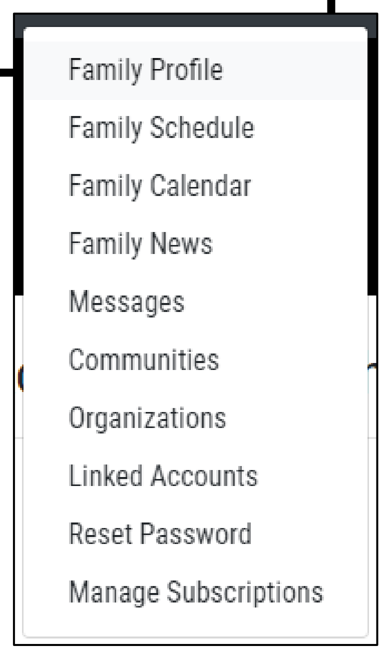
We recommend people use their email as their username as that is easier to remembers.

People can only be in the system once. If someone else has already set up an account and added you or members of your family in their family setup, you can link your newly created account to theirs so you can both view and manage the family. This can be done at the bottom of their family page, have them click "link user" and add you via your username. <u>Do not try to set people up again in a new "family".</u>

Once Logged In

Each community page is set up in the same way, the only difference being some "resources" or information differs based on unique qualities of that area. The options on the menu tabs and profile drop-down are intuitively labelled so it is quite clear what each is for.





Family Profile is where most management is done, so the following page will be dedicated to details regarding what goes on there.

Family Schedule displays all your family's ongoing activities in a list format.
Family Calendar displays your family activities in a calendar format (as opposed to the list view).

Family News shows you any news sent out by any organizations your family is involved with.

Messages is where you will find emails that have been sent out from your organizations in message form – a way to ensure information is seen in case emails are getting blocked or going to junk.

Communities allows you to manually opt-in to a community.
Organizations allows you to manually opt-in to an organization within the communities you are currently members of.

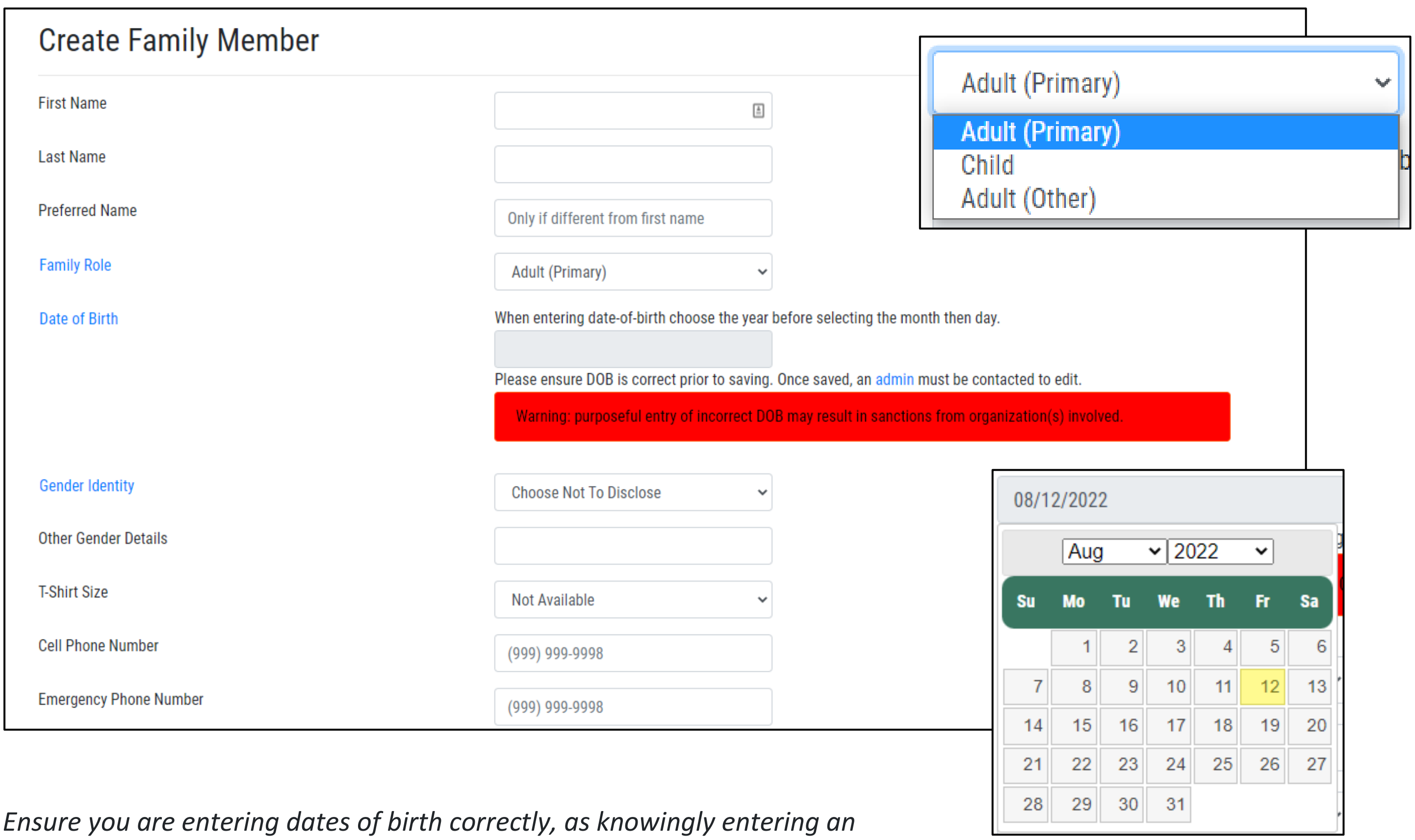
Linked Accounts allows you to link another member account to your family.
Reset Password allows you to enter your current password and then change it to a new one.
Manage Subscriptions is where you can unsubscribe from the Sport Hub newsletter.

The Family Profile Page

Users can find this page either through the drop-down menu attached to their name (in yellow, top right) or with the button on the home page that says “Family Profile” once logged in. Logging in also defaults open to your family page.

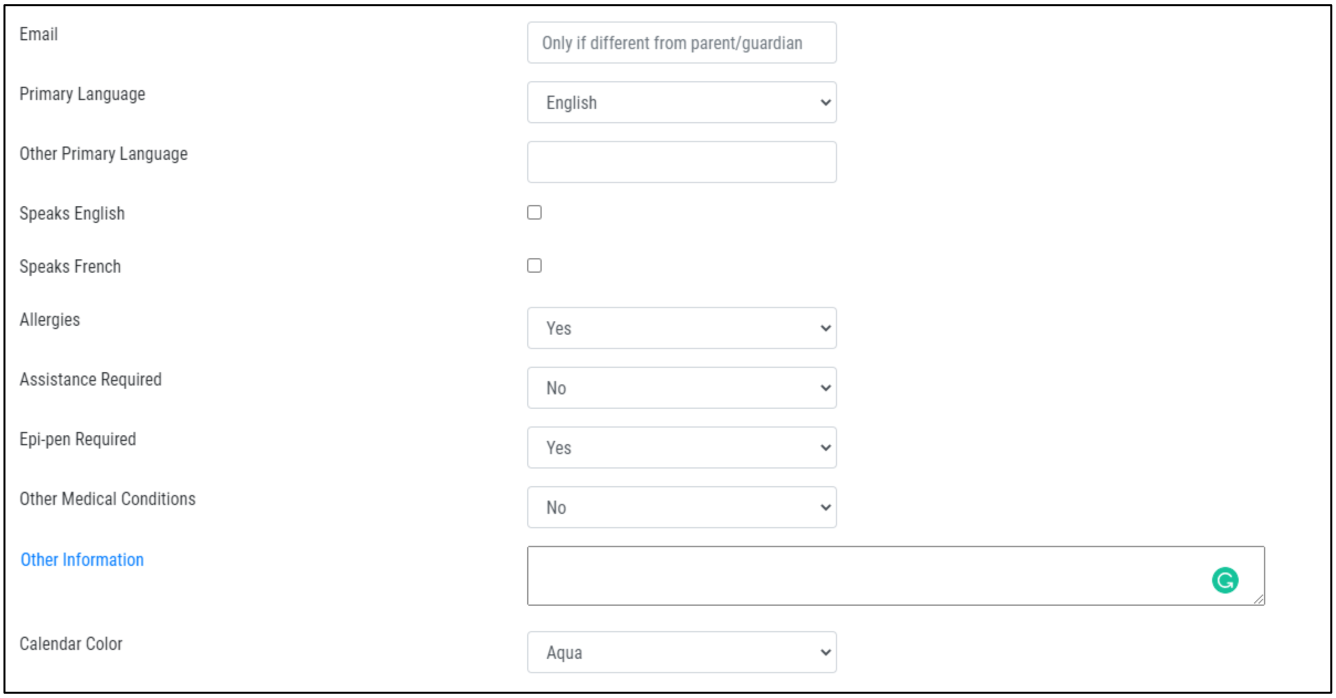
Adding Family Members

1. Click the black button labelled “Edit Family Info”, fill out your information here and submit.
2. You will first need to add yourself as the “primary adult” and fill out your profile information. A flashing warning will be visible and you will not be able to take other actions until this step is complete.
    - You may add additional adults here as well if you wish (adult-other) for communications. If these other adults have their own accounts, you can also link their account to yours via username and they will be able to manage your family as well.
3. Another flashing warning will let you know you have required reading. Click the black “Required Reading” button to review the Safe Sport information.
    - Confirm you have seen this page by submitting (via the button at the bottom of the page).
4. Add family members by clicking “Add Family Member” and filling out their profile just like you did yours! Children get the role of "Child".



Ensure you are entering dates of birth correctly, as knowingly entering an incorrect birthdate can result in sanctions from organizations.
You will not be able to edit the date of birth once saved, you will need to communicate with Sport Hub admin to edit.

Continue filling out all the fields and drop-down questions until everything is complete, then click save.



Note Re. Medical and confidential information

Any Medical and confidential information that needs to be communicated to the Community Organization should be done directly and not saved on this web site. Sport Hub has provided a fillable PDF below that can be stored on your computer and saved. This PDF can then be printed and provided to multiple organizations as needed [Additional Information Form.]

Opting In to Communities and Organizations

1. Ensure you are subscribed to the community(ies) you would like to be involved with. This will allow you to see programing options from this community.
2. Registering for programs will automatically opt your family in as members of that organization.
3. If you would like to manually opt-in to any organization to receive their org-wide communications and give their admin/registrar permission to see your information.

Registration

4. Once you have added the registrant as part of your family and completed their profile, you will now see “Participation Waiver” and "Media Waiver" buttons beside their name.
   - Click each, reviewing the waivers, and confirm that you have read and understand the waivers by clicking the "accept" button at the bottom of the page which serves as your electronic signature and understanding/consent.
5. After signing both waivers and returning to your family profile page, now you will see a “Registration” button by their name in place of the waiver buttons. Click this to reveal a personalized list of programs based on the participant’s profile.
   - There is also a “Volunteer” button if a family member would like to get involved! Requesting participation in volunteer opportunities works the same way.
6. For more info on a program, you can click the title to reveal additional details. Select the program(s) you wish to register for using the checkboxes, and then hit “Submit” to request registration.
7. If your status is still “pending” you can unregister as well using the same process. Once the registration status is confirmed, you would have to contact the organization directly to unregister.
8. Follow payment prompts ONLY once your registration status is CONFIRMED. Wait for more direction if the reg status says "pending" or "waitlist".
   - An automatic email should come through to you when you are confirmed. Keep an eye on your junk-mail just in case! You will also receive the info through your “messages” on the hub site.

Charts and Management Pages Available

There are blue clickable links at the **bottom** of the screen when on your family page that you can click to navigate quickly to different charts on the page, example:

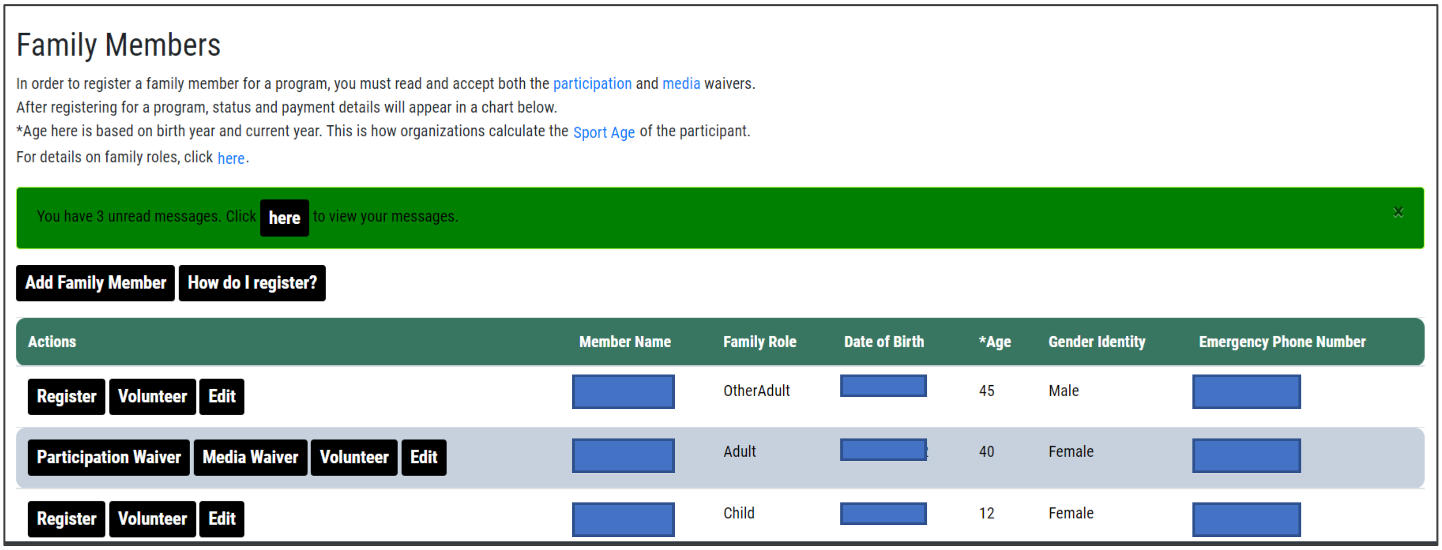
At the very **top** of your family page, you will see your Family Name, Family Members, and your home address.

There are also a number of buttons available here, users can choose to:

1) Edit family Info.
    - If you need to change your address
2) Go to Family Schedule
    - This page shows a schedule for your family in list format
3) Go to Family Calendar
    - This page shares the same information as the schedule but in Calendar format
4) View Family News
    - Any News items shared by organizations your family is involved with will be visible here. CSOs can share family news org wide, program wide, team wide, etc. News is sent as an email and saved to family news and org details page (under "News/ Announcements")
5) View Family Message
    - Any automatic emails that are sent out by the system will also be visible here. This is to ensure that folks who have trouble receiving group emails (getting blocked, going to junk, etc.) can always find their communications here as a backup.

Family Members Chart

Here you can view, add, and/or edit family members.



Waivers

To sign waivers, the adult clicks the button beside the participant's name, this opens the waiver text to be reviewed, and there is a button at the bottom of the waiver to submit, which serves as an electronic signature.

How to Register

Once members have been added to the family, all waivers are signed for them, and the required reading has been completed, you will now see a "Register" button appear beside their name. Click this to view a custom list of programming options based on their profile.

Using the check boxes, select the program(s) this individual would like to participate in. If you want to view more information about any of the opportunities, clicking the title will open additional details.

Submitting these selections submits a request to the organization(s). Some programs are set up with "Auto-Confirm", and you will receive confirmation or waitlisting information immediately upon submission. Other programs are set up differently with more manual controls and as such it may be a number of business days before your request is processed. Please be patient and watch a) the status on your hub family page b) your email and c) your messages on the hub.

Messages

Messages are sent automatically, triggered by your actions in membership management, and contain the same information as the automatic emails that go out.

Note: a future feature development will be the ability of org admin to "Direct Message" a member through the Messages function. Coming soon!

Adding Registration Notes

If you have been asked to provide any additional information to the organization, or if you have any information you think is important to share with them, you can use "registration notes" to get this message to them. On the family page, click the "notes" button located in the same row as the program in the chart. Type the information and save. A flyer to share with users to encourage use of notes can be found [HERE].

Registrations Chart

This chart shows all ongoing registrations along with the "status" of each participant's registrations requests. This is also where the user and admin can add "registration notes" by clicking the black notes button.

Registrations

If the status of a program you registered for still says "Pending", you can remove the participant via the registration system. Once the membership status is confirmed by the community sport organization, you must contact the organization directly to withdraw. Payment is also considered due as of confirmation – all payment information for each organization is below.

Member Name	Organization	Program Name	Date Registered	Registration Notes	Membership Status	
Ian Spencer	Antigonish Golf Club	Learn to Play Golf - Ages 8-10 - Tuesday Mornings	Apr/20/2022		Confirmed	Notes
Ian Spencer	StFX Track and Field Club	Trailblazers Track Team (born 2011-2013)	Apr/20/2022		Paid	Notes
Kate Spencer	Antigonish Minor Basketball	U12 & U14 Junior X Basketball competitive team	Sep/20/2021		Paid	Notes
Kate Spencer	StFX Track and Field Club	Summer Track & Field Club (born 2010 & earlier)	Apr/20/2022		Paid	Notes

Registration Fees Chart

This chart shows each registration individually, showing which family member is registered and the balance / any transactions, as well as the overall balance owed. Only confirmed programs show here.

Registration Fees

Transaction Date	Member Name	Description	Transaction Amount
Aug/18/2021	Floyd MacInnis	Registration for Antigonish Multisport - Multisport Program 2021-2022	$350.00
Aug/24/2021	Floyd MacInnis	Fee Paid for Antigonish Multisport - Multisport Program 2021-2022	($350.00)
Apr/20/2022	Nye MacInnis	Registration for Antigonish Celtics Soccer Club - U09 Soccer (born 2013/2014)	$90.00
Apr/20/2022	Nye MacInnis	Registration for StFX Track and Field Club - Trailblazers Track Team (born 2011-2013)	$75.00
Apr/20/2022	Floyd MacInnis	Registration for Antigonish Baseball Association - U08 Learn to Play Baseball (born 2014/2015)	$75.00
May/01/2022	Nye MacInnis	Fee Paid for StFX Track and Field Club - Trailblazers Track Team (born 2011-2013)	($75.00)
Balance			$165.00

Transaction Totals Chart

Here you will find a link to the unique payment process for each organization, the balance owed to that organization, as well as any relevant online payment links.

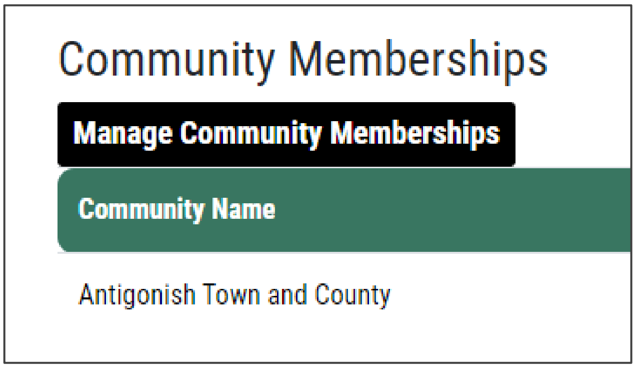
Transaction Totals for each Community Sport Organization

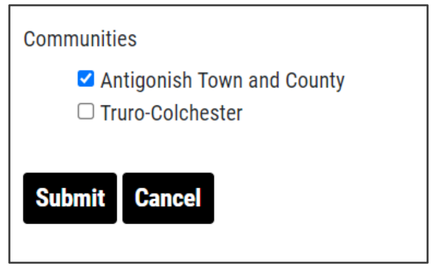
Organization	Payment Process	Transaction Amount	Online Payment
Antigonish Multisport	Payment Process	$0.00	
StFX Track and Field Club	Payment Process	$0.00	
Antigonish Baseball Association	Payment Process	$75.00	
Antigonish Celtics Soccer Club	Payment Process	$90.00	PayPal

Note: the following features were previously located on the "family page", but now are on their own pages - accessible via the drop-down in the top right by your name.

Community Memberships

Users are able to manually opt in to additional communities if they choose. For example, if someone lived in Antigonish Co. but went to Colchester Co. for the summer, they may choose to opt in to both communities so they can view opportunities in both.

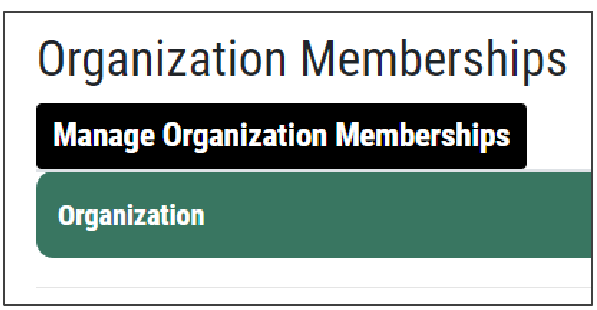




Organization Memberships

Users are able to manually opt in to communities if they choose. When a user signs a family member up for a program, this automatically opts a family in to that organization.

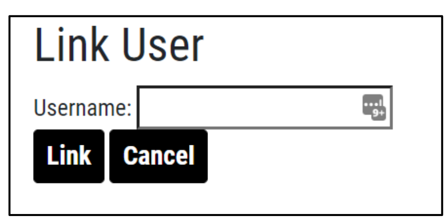
The Hub system has strict privacy controls that ensure only organizations you are active with can see your information or take action on your behalf on the backend (to perform an override for age, for example). If someone is not currently a member of an organization but wants help from the org admin (to register them manually on the backend, for example), the member can manually opt-in to the org and then become visible to the admin of that org.



Linked Accounts

If someone else in the users family would also like access to and the ability to manage the family, they can create an account and the user can link them to the family via username.

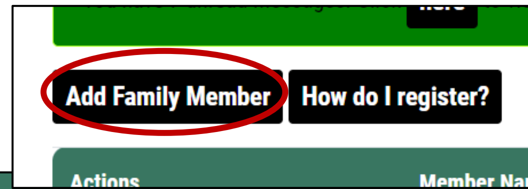
Then add this person to the family as well! Set them up as "Adult other" and they will be able to register themselves and other members and help manage the fam!



Volunteer Registration

In order to volunteer with many organizations, participants are required to register as a Volunteer on Sport Hub. This is done so that orgs can track qualifications and assign volunteers to teams.

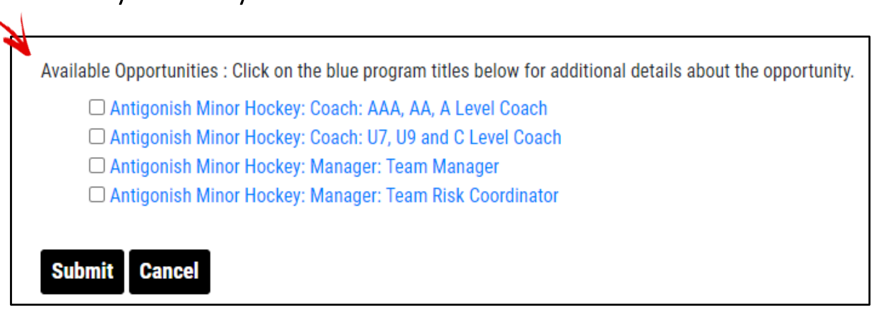
To Register, log in to your personal account on Sport Hub and go to your Family Profile. If you do not yet have an account, please make one. If you are not listed as a Family Member, you must add yourself. →

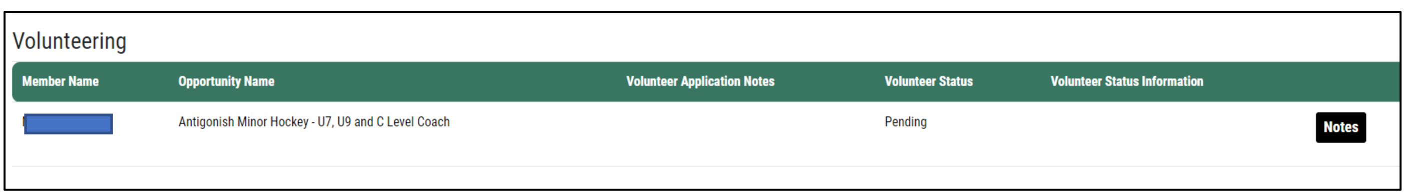


Once added you will see a "Volunteer" button to the left of your name. →

To view opportunities and to submit requests to participate, click this Volunteer button to the left of your name and you will see opportunities that are available for you to volunteer for. You can do this for other members of your family as well*.

Once you have registered as a volunteer you will see a Volunteering section on the Family profile page where you can view and manage volunteer roles. Click the Notes button and add in information like which team you wish to volunteer for.





*Note: If another adult in your family would like access to manage the family and their own volunteer registration and tracking, they can create a Sport Hub account and you can link their account to your family (via the "linked users" button). Add this person as "Adult-Other" in your family and they will then have all the same access as the primary adult in the family.