

## **NEW FOR 2021 – INCOMPLETE STATUS**

SportsEngine has created an ‘incomplete’ status. If there is an ‘incomplete’ status this indicates that the club or the parent/player needs to complete a step.

### **Option 1 – make sure all teams are fully submitted**

Step 1 – click teams

Step 2 – if shows “0 of #” under “Approved Active Athletes”. Could be because when a large sync was done, SE may have timed out and these memberships may have been missed due to the time out.

Step 3 – click on the one of the teams that shows “0 of #” and then click small box beside “Name” in grey box area. Will then click all players in that team automatically

Step 4 – click the “Submit” button top left – this should apply the memberships that was missed when the large sync was done.

Step 5 – then push this through

IF the above doesn’t work then go to Option 2

### **Option 2 – Check for duplicates**

Step 1 Click “Members” far left side

Step 2 – Click “Directory”

Step 3 – enter players name

Step 3a - if same email address for player registration, the parents can merge it themselves [PARENT MERGE INSTRUCTIONS](#)

Step 3b – if different email addresses player registration, SportsEngine help desk will have to merge it for club

Step 4 – in the meantime while you complete 3a or 3b you want to roster the player, you want to ensure that you are using the ‘active membership’. Club will want to unroster the current profile and roster the one that has the membership

Step 4a – Click “Competitions” far left bottom

- Click “Rostering”

- *EMSA has requested SE for sample video to share with all clubs – difficult to show which is rostered and not and which team he is on – club should reach out to SportsEngine help desk and ask for assistance with this in the meantime*

### **Option 3 – Profile missing DOB or Gender**

Step 1 – Reach out to the parent/player to login and input that information

[INSTRUCTIONS ON HOW TO UPDATE PROFILE INFORMATION](#)