

Here are some of the most Frequently Asked Questions about TeamWALL.

How do we get access to TeamWALL?

An organization administrator needs to activate your team to give you access to TEAMWALL.

Which features are Public, and which are Private (available only to logged-in Team Members)?

NOTE: "Optional" features: Coach can limit access to just team members (Private) or give Public access, too

Feature	Public	Private
Team Chat	N/A	✓
Schedule	✓	✓
Results	✓	✓
Standings	✓	✓
Roster	✓	✓
Statistics	✓	✓
Sponsors	✓	✓
News	Optional	✓
Photo Albums	Optional	✓
Registration Information	Optional	✓
Locations	Optional	✓
Downloadable Forms & Files	Optional	✓
Features available ONLY to Rostered and Privileged Volunteers		
Email	N/A	✓
Text	N/A	✓
Website Settings	N/A	✓
Manage Team Info (custom fields that are Coach modifiable)	N/A	✓
Print Rosters	N/A	✓

How do I know if TeamWALL has been activated for my Team?

All team members will receive an automated system email when the team is activated by an admin. When you log into your family account the next time, you will see a new TeamWALL section with links to your activated team(s).

What is my team's TeamWALL URL?

Your TeamWALL URL will be [http://teamwall.com/\[your unique team id\]](http://teamwall.com/[your unique team id]). To find your url, click on the TeamWALL button in your family account and bookmark the page.

Can we customize our TeamWALL URL?

Yes, a privileged Volunteer can edit the short link on the **General Settings** page under **Website Settings**. The new URL would be: [http://teamwall.com/\[your unique input\]](http://teamwall.com/[your unique input])

NOTE: The custom short link must be unique to all SportsSignup TeamWALL users, so your first choice (e.g. generic team name like "Black") might already be in use. Try adding the initials of your organization before the team name. New URL might be: <http://teamwall.com/ccyo.black>

Can I change how Player/Volunteer data is displayed on the public TeamWALL site?

The roster data displayed on the public site is set for the entire organization and cannot be adjusted on the team level. Please contact an admin of your organization to discuss changes.

The display options are:

- First Name, Last Initial
- First Initial, Last Name (default)
- Full Name
- Number
- Include Number (default)

How can Team Members stop phone/email information from showing on the private team roster?

Parents/Guardians can choose to not "share" their email/phone information with other team members from within their family account (Coaches will still have access to information though).

- Login to family account, click on **Account Settings** under **Account options** (right menu)
- Click on Adult's name then **Edit** under **Account Options** (right menu)
- Uncheck "Share with my Team" for email/phone fields, **Save**
- Repeat process for other Adults on the account

Is there a cost to text Team members?

SportsSignup does not charge Teams to send text messages, but Team members might incur charges from their cell phone provider to receive texts.

TeamWALL FAQ's

Why can't all of our Volunteers send email/text?

Your Organization's Administrators have assigned specific privileges to each Volunteer Role—contact an org administrator to discuss/edit role privileges.

TeamWALL Role Privileges:

Team Communicator: can send emails and text messages to their teammates

Team Administrator: can print rosters/player passes, and edit Coach Manageable custom fields

Why aren't all of my Team members with mobile phones receiving text messages?

Since Team members might have cell plans that charge for text messages, each will have to enable text messaging in their own account to receive texts from the system.

To Enable Text Messaging, members will...

- sign into their SportsSignup family account
- click "Enable Text Messaging" under **Get Text Messages**
- on their mobile phone, they will text **NEW** to **698326 (MYTEAM)**. A Confirmation Code will be sent to the phone
- in the family account, "Enter the confirmation code here": [text box]

When I update info in TeamWALL, will it show on our SportsSignup-hosted League site, too?

Feature	League Site
Schedule	Yes
Results	Yes
Standings	Yes
Statistics	Yes
Sponsors	No
News	No
Photo Albums	No
Registration Information	No
Locations	No
Downloadable Forms & Files	No
Manage Team Info	Available to Admins using Registration Detail Report

NOTE: Your TeamWALL data will not show on the League site if they have chosen to deactivate the feature(s).

I have an android—how can I add the Teams Schedule to my Calendar?

On the **Schedule** page, you will need to left click on the iCal button, then right click **Subscribe** and **Copy Link**. You can then **Paste** the link into your calendar.

Can a team add their own Facebook and Twitter links to their TeamWALL?

Rostered Volunteers with Team Administrator privileges can update the links to your team's Facebook page and Twitter handle. This can be done by

- Log into your TeamWALL
- Under **Coach Tools** (left menu), click **Website Settings**
- Add the URL of your team's Facebook page and/or Twitter handle in their respective fields; **Save Changes**.

Can I delete an inappropriate or irrelevant comment that was made in Team Chat?

Yes, if you are a Rostered Volunteer.

- Log into your TeamWALL and click on **Team Chat** (left menu).
- To delete whole thread: Click on the drop-down arrow (right side of the message) and click **Delete**.
- Or, to delete a specific comment within thread: Click on the thread to open it, click the drop-down arrow, and click **Delete**.

Can any menu items on the TeamWALL be disabled?

At this time, default TeamWALL navigation menu items (i.e. Results, Sponsors, Roster) cannot be disabled.

With that said, we are always working on bringing further customization to the system and this may be an option in the future.

Can Game Scores be changed?

Yes, privileged Volunteers can change game scores in the Results section of TeamWALL—the most recent update will appear on the website. Go to Results

Can parents and volunteers subscribe to their schedule?

Yes.

- Log into your TeamWALL and click **Schedule** (left menu).
- Click on the red **iCal** button and click on **Subscribe**.
 - Additionally, you can download the schedule as a PDF from the same button.

Note: To subscribe to the Calendar using google calendar, click the **iCal** button then right-click on the **Subscribe** option and choose the "Copy Link Address" option. Then, login to the main google Calendar page (google.com/calendar),

click the drop down arrow under "Other calendars" and choose **Add By Url**. Paste the url in then click **Add to Calendar**.

Can I change the attendance reminder settings for a team?

Yes, if you are a Rostered Volunteer.

- Log into your TeamWALL and click **Website Settings> Notification Settings** (this section allows you to edit email reminder times as well as attendance notifications for each event).
- Make the proper edits and **Save Changes**.

What is Manage Team Info?

If the Manage Team Info feature is visible on your TeamWALL likely an Administrator wants you to track – or, have the ability to edit - custom fields for your players. Editable custom field examples: Weight, Height, Jersey Number, Player Ranking, etc.

Why can't some of our parents/guardians log in to TeamWALL?

Only adults that have a "Login Email" listed in their person record can login to TeamWALL. Another adult on the account that can login will update other adult's person record:

- Click on **Account Settings** under **Account Options**
- Click on the name of the Adult > click **Edit** under **Account Options**
- Add email address to Login Email section > **Save**