**TeamSnap Parent FAQ v2.0**

**Overview**

To get started with TeamSnap, a parent first receives an invitation email from their child’s team manager, which they accept to create an account. Parents can then use the TeamSnap app or website to view their child’s schedule and roster, update availability for games and practices, and communicate with the team.

**Getting Started with TeamSnap**

1. **Accept the invitation**: Find the TeamSnap invitation email from your coach or team manager and click the “ Accept Your Invitation” button.
2. **Create an account**: If you’re new to TeamSnap, you’ll create a new account. If you already have one, the invitation will link your new team to your existing account.
3. **Download the app**: Install the TeamSnap mobile app from your phone’s app store for easy access to your team’s information on the go.

**Common Tasks for Parents**

* **View Schedule**: Find the Schedule tab to see upcoming games and practices.
* **Update Availability**: Mark your player’s availability (“I’m Going,” “Maybe,” or “No”) for events on the schedule.
* **Add Family Members**: On the Roster tab, select a member’s name and use the “+ Add Family Member” button to invite other family members with their contact information.
* **Add Other Contacts**: Use the Roster tab and the Add Family Member button to add other contacts to your child’s profile.
* **Sync Your Calendar**: Go to the SCHEDULE tab to find a SUBSCRIBE/EXPORT button that allows you to add your team’s schedule to your Google Calendar or iCal.

**If You Don’t Receive an Invitation**

* **Check your Spam Folder:** The invitation email may be in your email’s spam or junk folder.
* **Contact your Team Manager:** The invitation email is sent by the Team Manager (or Coach), so they can help track it down if needed.

**Important Information**

* **Privacy:** All team data is private, and password protected.
* **Communication:** Team Managers invite users to join a team and direct messaging is available through the app.
* **Support:** The TeamSnap help section provides guides and support to help you resolve issues.