

PowerUp Connect Team Official User Guide

As a Team Official (e.g. Coach, Manager) you may have, at your club's discretion, access to a number of tools and features in PowerUp. This document provides an overview of the tools and features available for use in the **PowerUp Connect mobile app**. To jump to a specific section/topic, click on it below.

IMPORTANT NOTE:

The features and content available in the PowerUp Connect app are managed entirely, and at the discretion of your home club, including release dates for rosters, games, etc..

If you don't see a particular feature described below — check with your home club!

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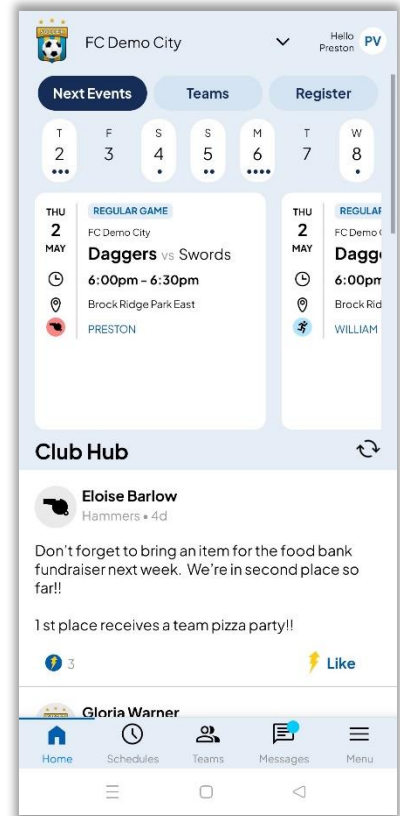
- Team Chat
- Group Chats

[Menu](#)

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Home

The Home page of the app presents an at-a-glance view of your events that week, Club Hub posts, as well as links to access teams you are a part of, and links to register. This is also where you can switch clubs if you are a member of more than one club.



Switch Club

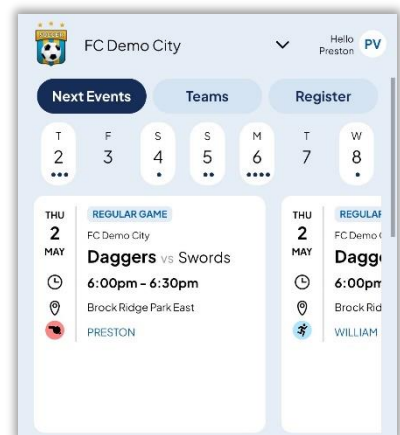
For users who are a part of more than one club, you can use the dropdown at the very top of the page (where the club's name is listed) to switch to another club.

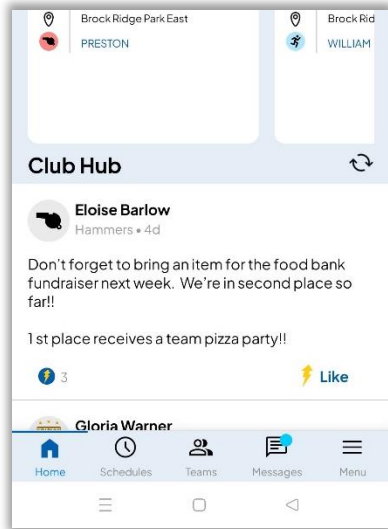
Next Events

At the top of the app's home page is a quick view of the upcoming week's events for you (and members of your family).

Days with dot(s) underneath them indicate event(s) for that day. Selecting a day will open the Schedules page.

You can scroll left/right to view the event cards for upcoming events or select one to view more details if desired.





Club Hub

At the bottom of the app's home page is Club Hub, which contains messages sent from the club and messages posted by you to your team (or by fellow team officials to your team).

Messages you have posted can be deleted via the X on the right of the message.

To refresh the Club Hub feed, use the refresh icon on the right.

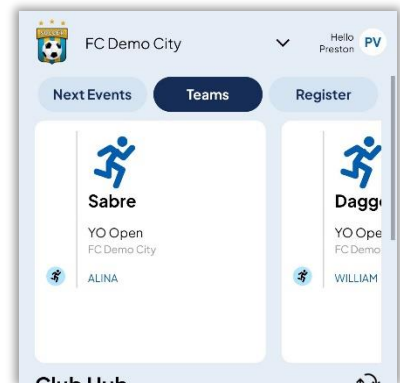
Team Officials can make posts to their team via the 'Say Something' button available in [Coach Hub](#).

Teams

The **Teams** button at the top of the app's home page allows you to quickly view the teams you're involved in — whether as a team official (coach/manager), a player yourself, or as a parent/guardian.

Where you are a member of multiple teams, you can scroll left/right to view them.

Selecting the team to which you are assigned to as a team official will open **Coach Hub** where you can access other tools/features relating to your team.



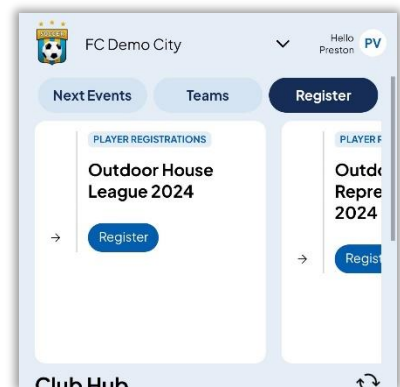
Selecting a team on which you are a player or parent/guardian will open **Team Hub** for that team where you can access more information relating to that team.

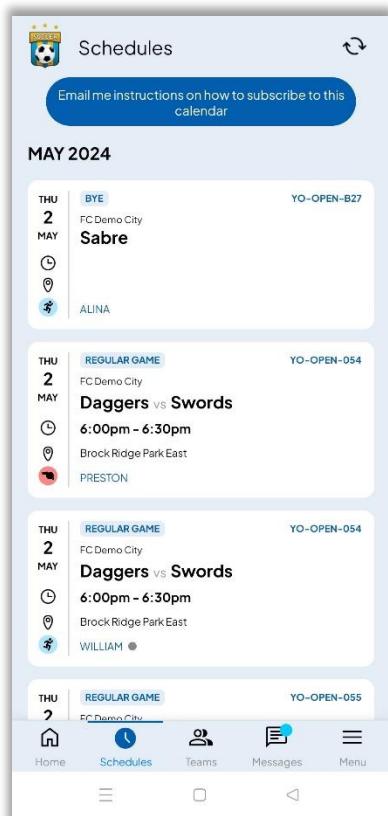
Register

The **Register** button at the top of the home page allows you to view open registrations at your club.

Where there are multiple registration programs available, you can scroll left/right to view them.

Selecting a **Register** button will open a link to your club's Member Zone to register.





Schedules

To access your schedules, use the **Schedules** option in the navigation menu on the bottom of the app.

The **Schedules** page contains the Family Calendar, showing all upcoming events for all members of your family (whether players or team officials).

Selecting an event will bring you to the **Event Details** where you can:

- View more information about the event, such as the date, time, and location of the event.
- Modify/Edit details of events you've previously created (for more information on this, see [Modifying Events](#)).
- View your team's attendance (and set your intended attendance as a player or for your child as a parent/guardian).
- View/Add assignments relating to the event.

To refresh the schedule page, use the refresh icon in the upper right.

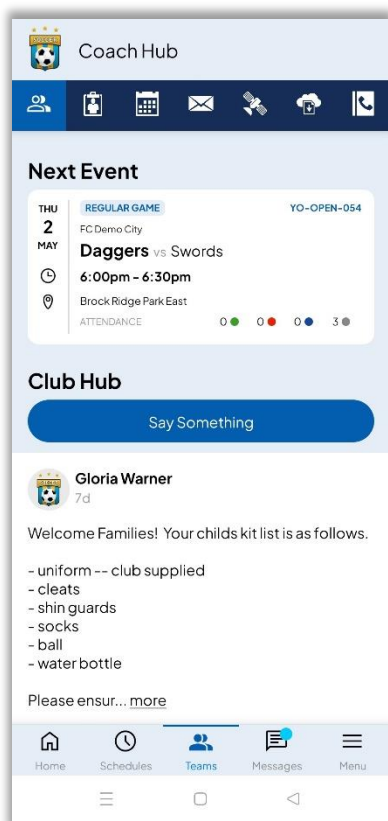
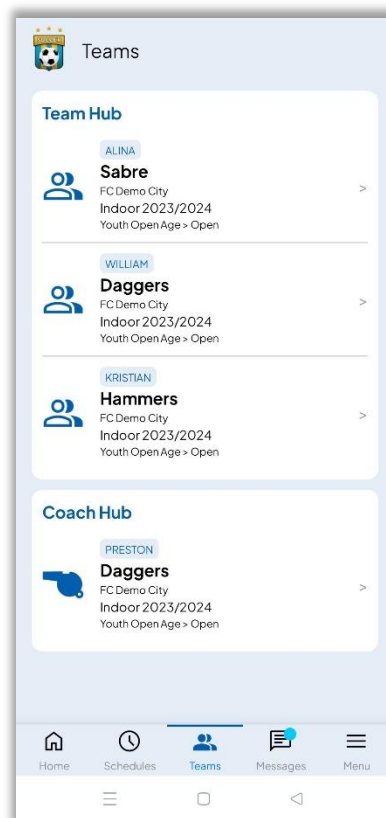
Use the button at the top to have an email sent to you with the steps required to subscribe to the calendar. Note: on Apple devices, this button will allow you to subscribe directly.

Teams

The **Teams** page displays all teams with which you are involved.

Teams listed under **Team Hub** are those which you are involved in as a player or as a parent/guardian of a player. Selecting a team will open Team Hub, where you can access more information relating to that team.

Teams listed under **Coach Hub** are those which you are involved in as a team official (coach/manager). Selecting a team will open **Coach Hub** where you can access other tools/features relating to your team.



Coach Hub

Tools and features relating to team management for team officials are available in **Coach Hub**. From here you can access your Team Roster, Team Schedule, Attendance, Emailer, Team Tracking, Resources, Club Hub, and Club Contacts.

To get to Coach Hub, select a team under the Coach Hub header on the Teams page.

Immediately visible in **Coach Hub** are the team's **Next Event** and **Club Hub**.

Next Event

Next Event will show the details for the next scheduled event for your active team, as well as the attendance summary (green: attending, red: not attending, blue: maybe, grey: not yet indicated).

Selecting the **Next Event** card will open the Event Details, containing more information about the event and tools relating to it.

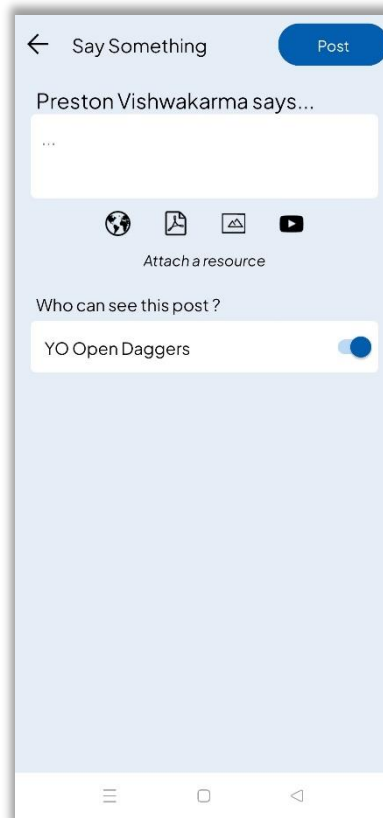
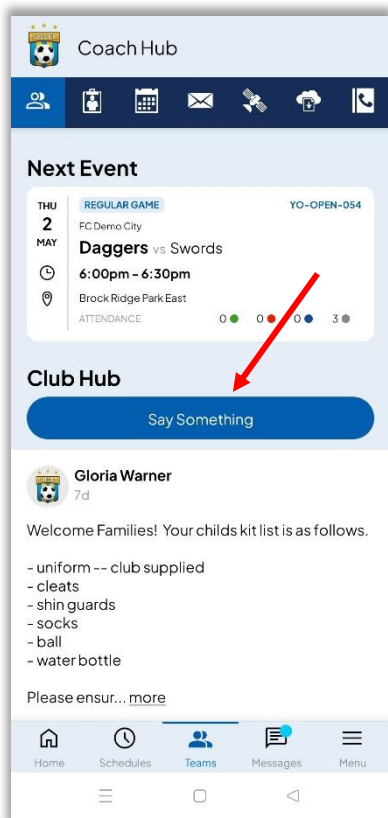
Club Hub

Club Hub provides a way for both the club to communicate with its members, and for you as a team official to communicate with your team. Messages posted via **Club Hub** generate notifications for the app and remain visible within the app as well (on the home page upon opening the app).

Team Officials can post messages to their team on Club Hub by:

1. Use the **Teams** icon in the menu along the bottom of the app to select your desired team under the **Coach Hub** header.
2. Select the blue **Say Something** button.
3. Enter your message and attach any resources (link, document, photo, link to a video) if desired.
4. Select the team(s) to which the message should be sent/visible.
5. Click **Post** in the upper right corner. The message will now be visible to your team:
 - a. When they log into their profile in the club's Member Zone on the web
 - b. In the app on the Home page
 - c. Via a notification for anyone using the app (per their settings)

You can delete messages you've posted previously using the **X** icon on the right of each message.



Team Roster

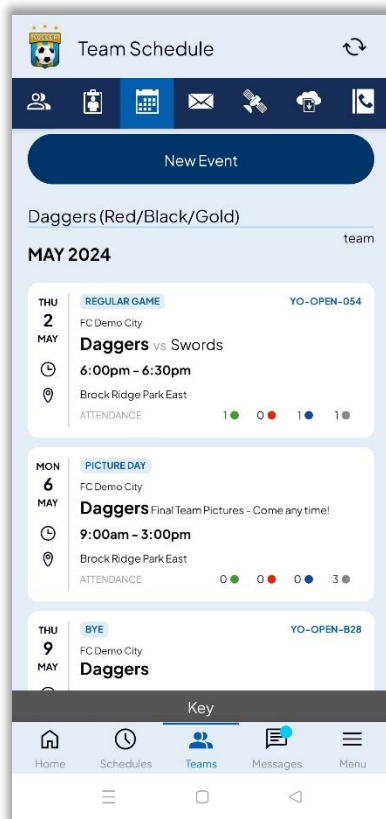
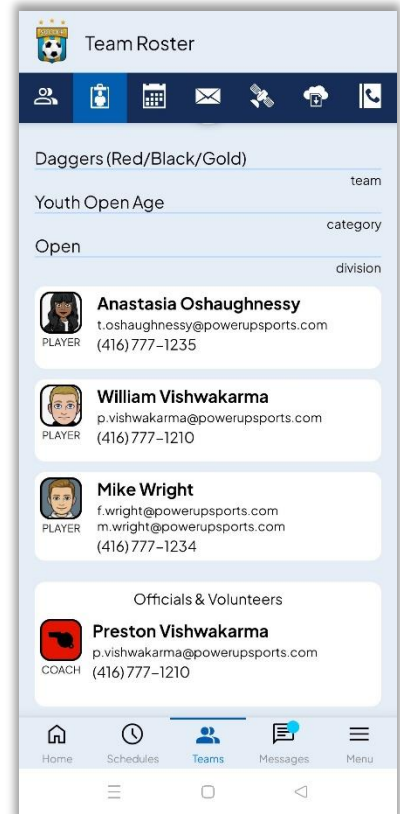
To view your **Team Roster**, click the **Roster** icon. Here you'll be presented with your team details (Team Name, category, division), the players on your team, and team officials or volunteers assigned to the team.

Player Photos

Where enabled by the club, team officials can update a player's photo by selecting the Player icon to the left of the player's name. This will open a menu allowing you to choose a photo from your phone or take a photo using your phone's camera.

NOTE:

Players/Guardians can also upload or change their own/their child's photo in the app.



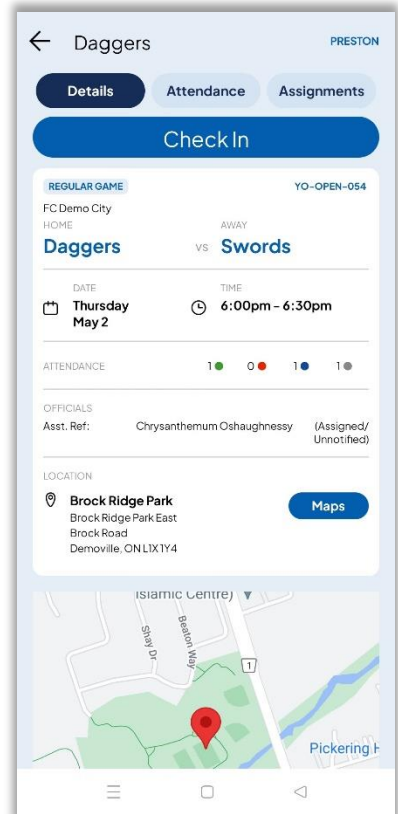
Team Schedule

To view your team's schedule, select the **Team Schedule** icon. Here you'll be presented with the list of your team's events. For more information on any given event, select it and you'll be brought to the Event Details page.

Event Details

Selecting any of the events on the Team Schedule or Schedules page will bring you to the **Event Details** page, which may include:

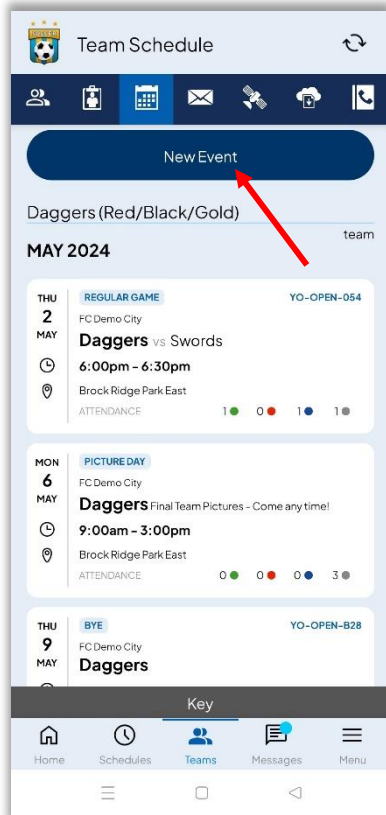
- the date, time, location details, and map of the location
- opponent (for games)
- attendance summary (green: attending, red: not attending, blue: maybe, grey: not yet indicated)
- Assignments
- Check In



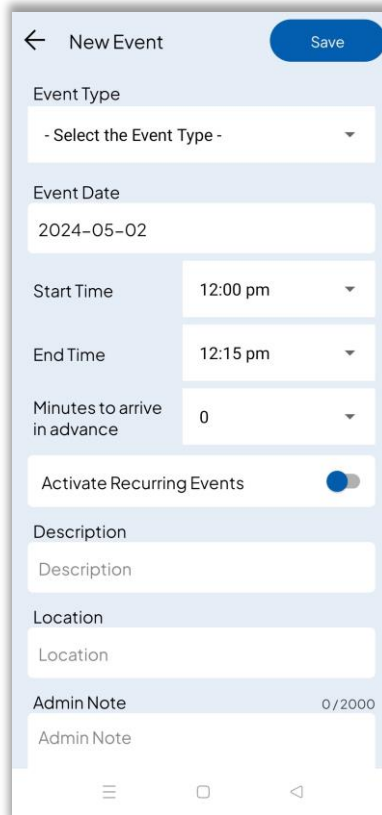
Adding New Events

As a Team Official, you can create new events for your team using the **New Event** button at the top of the **Team Schedule** page.

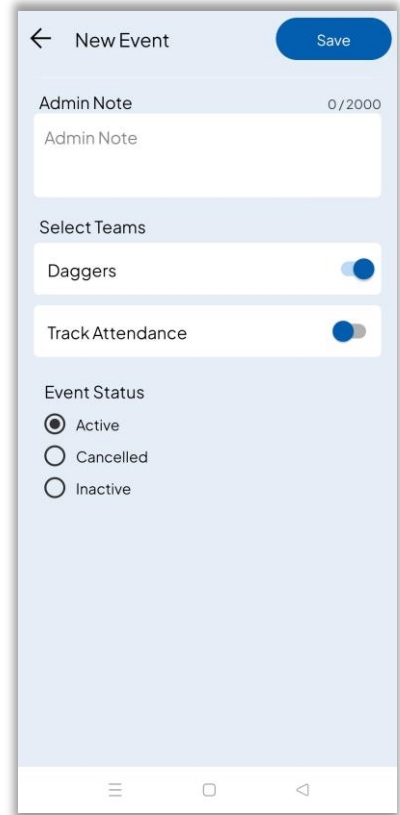
1. Select the event type and enter the event details.
2. Select the team(s) to which it should apply and whether attendance should be tracked.
3. Set the Event Status to Active
4. Click the **Save** button (top right).



View of Team Schedule page in Coach Hub



Adding a New Event (Event Details, Teams, and Event Status)



NOTE:

Android devices will have dropdowns as shown in the screenshots above, however, Apple devices will instead utilize a slider/scroll for the event type, start/end times, and minutes to arrive in advance.

Upon completion, you'll be presented with a Confirmation page. Select Continue to return to the Team Schedule page.

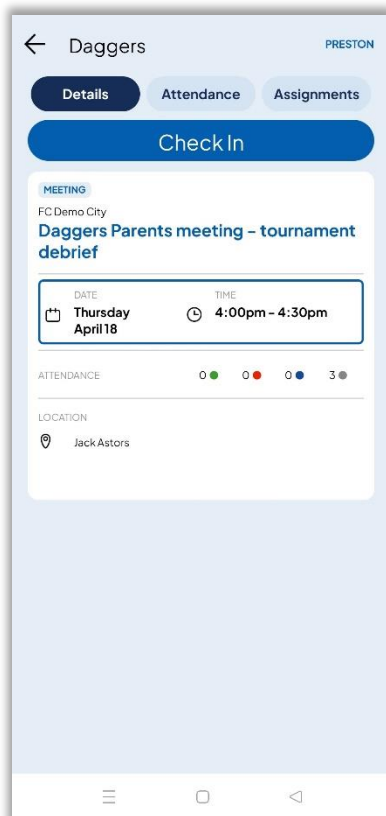
Notifications will be sent through the app to those team members who have set their notification settings to receive notifications when a team official has created a new team event.

Modifying Events

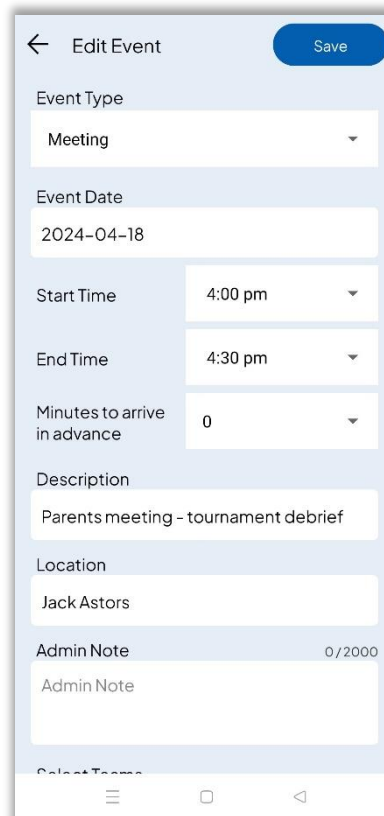
As a Team Official, you can modify or deactivate events which you (or another Team Official) have created. Any events created by the club will not be able to be modified by a Team Official.

To modify an event created by a Team Official:

1. Navigate to the specific event via the Schedules page or the Team Schedule page available in Coach Hub.
2. For events which can be edited, the date and time section will appear outlined in blue — select it to open the Event details.
3. Update the details; or update the Event Status.
 - a. Events set to **Cancelled** will appear with a CANCELLED banner in your team’s schedule.
 - b. Events set to **Inactive** will disappear from your team’s schedule (including your own).
4. Select Save in the upper right.
5. Select Continue to go back to the Schedule page.



View of an Event that can be edited (note the blue outline of the date & time)

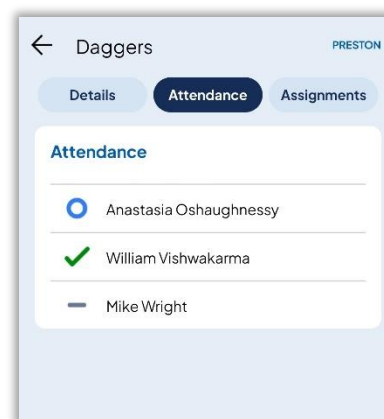


View of Event Details, able to be edited

Event Attendance

Depending on your club’s settings, players/guardians may be restricted from adjusting their attendance by a certain deadline (e.g. 4 hours, 12 hours, 1 day, etc. prior to the event’s start).

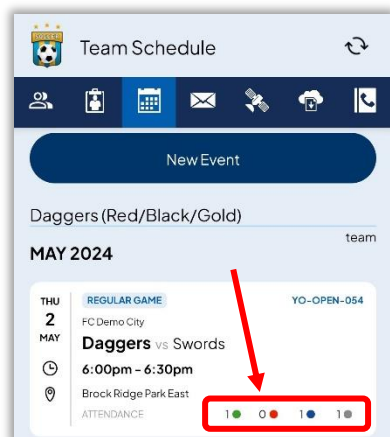
Players/guardians are restricted from updating their attendance to *past* events — but Team Officials can record attendance for any in progress or completed event by selecting the Attendance button at the top of the Event Details page.



NOTE:

Presently Team Officials cannot update a player’s attendance on their behalf prior to the event, they can only record a player’s actual attendance once the event has begun.

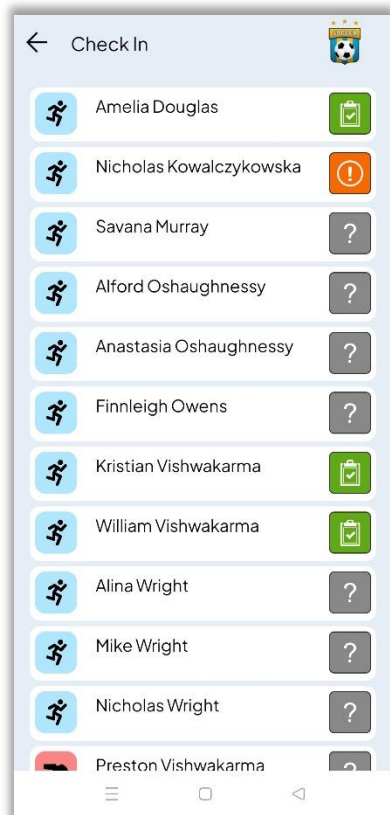
You can also view a summary of the attendance for each event on the Team Schedules page.



Check In

For clubs which have activated the Check In feature, Team Officials can complete the check in process for any team members or spectators of your team (e.g. registered guardians or siblings of players), as well as for yourself.

To complete the check in process:



1. Navigate to the **Schedules** page or the **Team Schedule** page via Coach Hub.
2. Select the desired event (note: check in can only be completed for in progress or upcoming (on that day) events).
3. Select the blue **Check In** button available at the top of the Event Details page.
4. Select the individual to be checked in.
5. Complete the question(s) and select Submit.

To review the status of check ins for your team:

1. Navigate to the **Schedules** page or the **Team Schedule** page via Coach Hub.
2. Select the desired event.
3. Select the blue **Check In** button available at the top of the Event Details page.
4. Here you'll see icons representing the status of check in for the listed individuals:
 - a. Green: successful check in
 - b. Orange: failed check in
 - c. Grey: not yet completed check in

To reset a completed check in (success or fail):

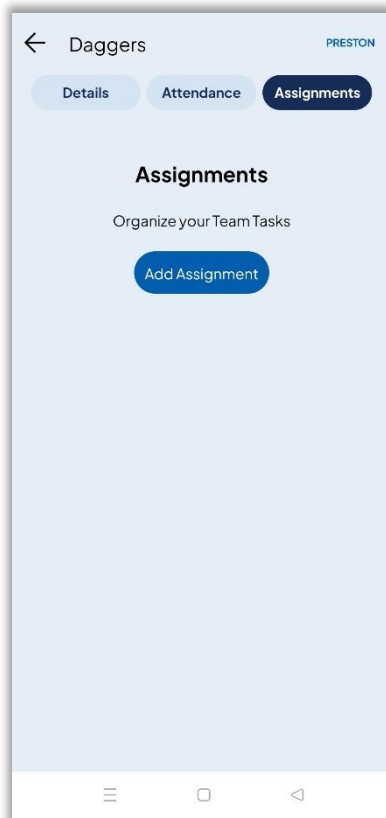
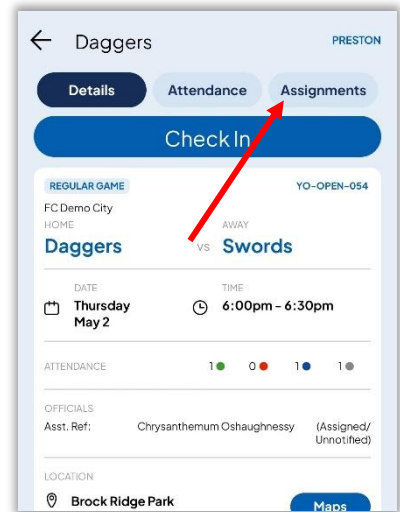
1. Navigate to the **Schedules** page or the **Team Schedule** page via Coach Hub.
2. Select the desired event (note: check in can only be completed for in progress or upcoming (on that day) events).
3. Select the blue **Check In** button available at the top of the Event Details page.
4. Select the individual you wish to reset the check in for.
5. Select the **Reset Check In** button.
6. Select 'Yes' when prompted by the 'Are you sure you wish to reset this check in?' question.



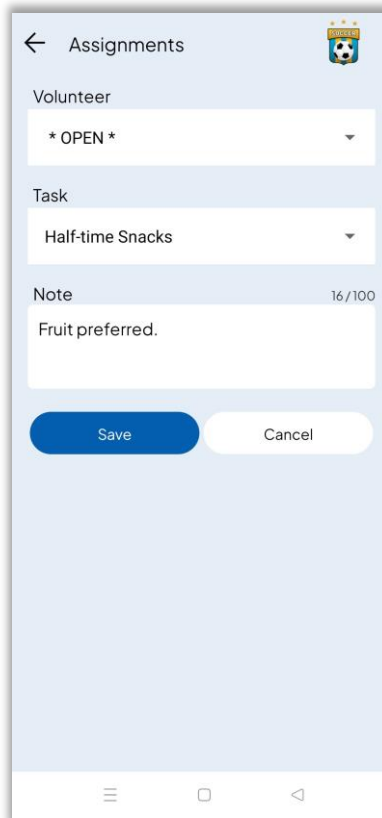
Assignments

Adding a New Assignment

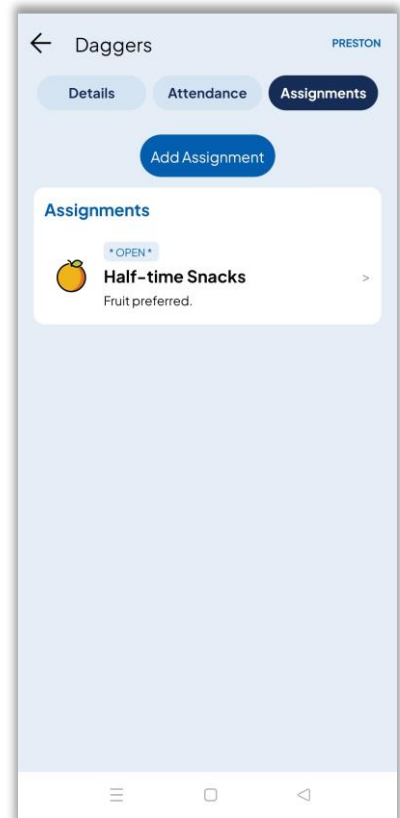
1. Navigate to the **Schedules** page or the **Team Schedule** page via Coach Hub.
2. Select the desired event.
3. Select the **Assignments** button in the upper right.
4. Click the **Add Assignment** button.
5. Select:
 - a. The volunteer to be assigned, or leave as ***OPEN***
 - b. The task
6. Add a note (optional).
7. Click the **Save** button.



Assignments tab for an Event



Creating an assignment



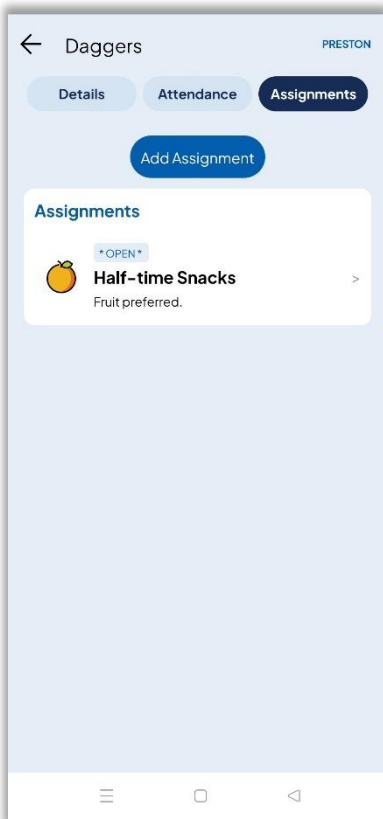
View of assignments for an event

Editing an Assignment

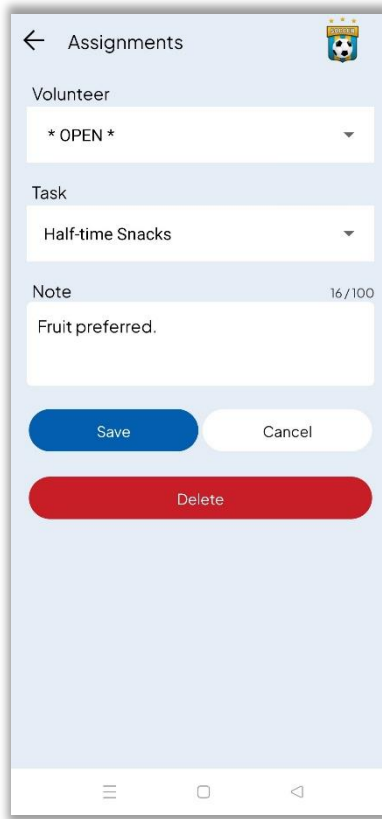
1. Navigate to the **Schedules** page or the **Team Schedule** page via Coach Hub.
2. Select the desired event.
3. Select the **Assignments** button in the upper right.
4. Select the desired assignment from the list.
5. Update:
 - a. The assigned volunteer (or set back to *OPEN*)
 - b. The task assigned
 - c. The note entered
6. Select the Save button

Deleting an Assignment

1. Navigate to the **Schedules** page or the **Team Schedule** page via Coach Hub.
2. Select the desired event.
3. Select the **Assignments** button in the upper right.
4. Select the desired assignment from the list.
5. Select the Delete button and then confirm when prompted.



Assignments tab for an event



Assignment details, where you can edit or delete an assignment

NOTES:

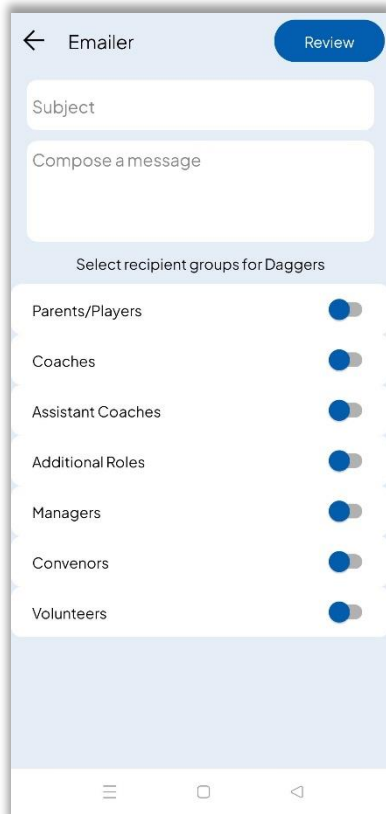
If you need to revert an assigned task back to an open one, simply change the assigned volunteer back to *OPEN* and save.

Reminder that on Android devices there will be dropdowns, and on Apple devices there will be scroll/sliders.

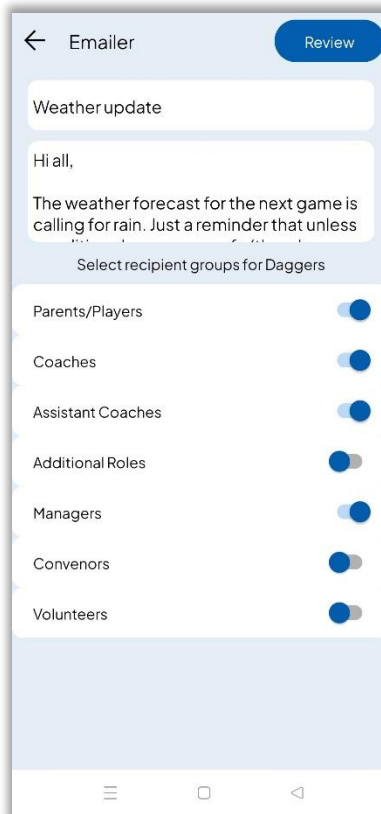
Emailer

Team Officials can send emails to their team(s) via the app. To do so:

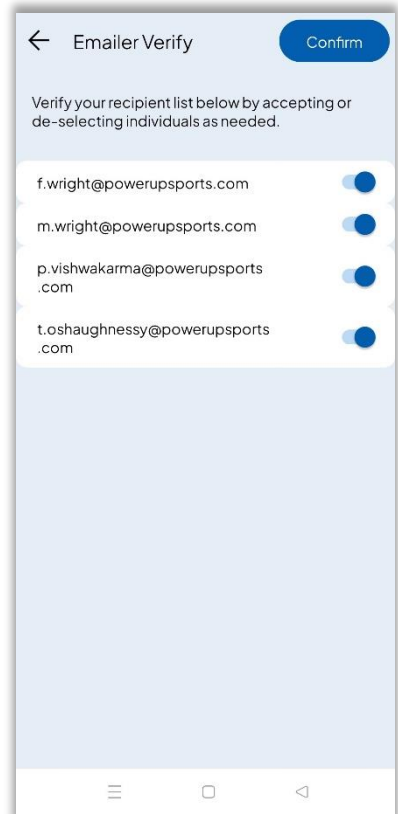
1. In Coach Hub, select the Emailer icon.
2. Enter the subject and compose the message.
3. Identify the recipients and click the Review button in the upper right.
4. You can then review the list of recipients and de-select any if necessary. Click Confirm when ready to proceed.
5. Review your message and click the Send button when ready.



View of the Emailer page



Enter your email content and select the recipient groups



De-select specific recipients if needed, or click Confirm to proceed

Team Tracking

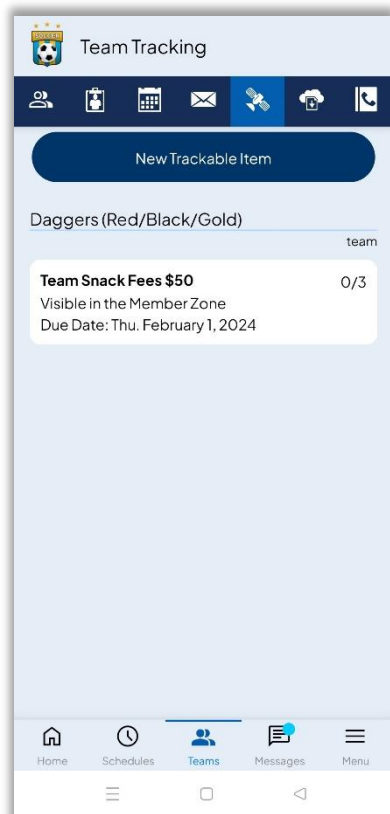
Team Officials can set up items that may need to be tracked — such as collecting uniforms, collection of extra fees, collecting photos for player cards, etc.. These lists can be internal for the Team Official or visible to your team members, set up with a specific deadline, and can be marked as completed or not required for each player.

To create a Trackable item:

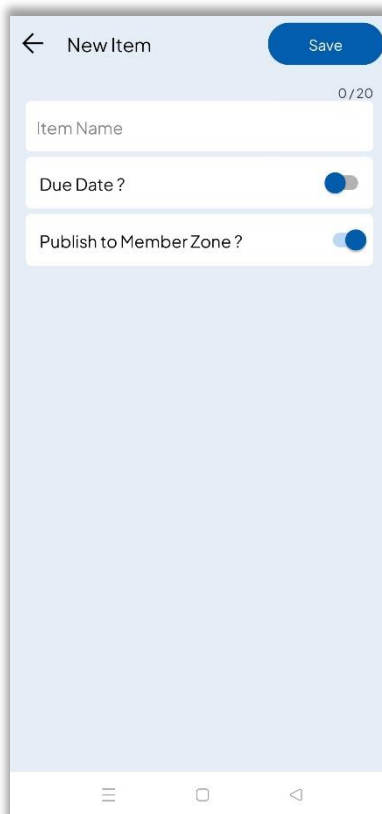
1. In Coach Hub, select the Team Tracking icon.
2. Select the **New Trackable Item** button.
3. Enter the details for the item, including the name, due date (if applicable), and whether you would like to publish it to your players.
4. Click the Save button in the upper right.

To mark a Trackable Item as Complete or Not Required:

1. In Coach Hub, select the Team Tracking icon.
2. Select the Trackable Item you would like to update.
3. Select the checkmark to mark as Complete, or NR to mark as Not Required.



View of Team Tracking items



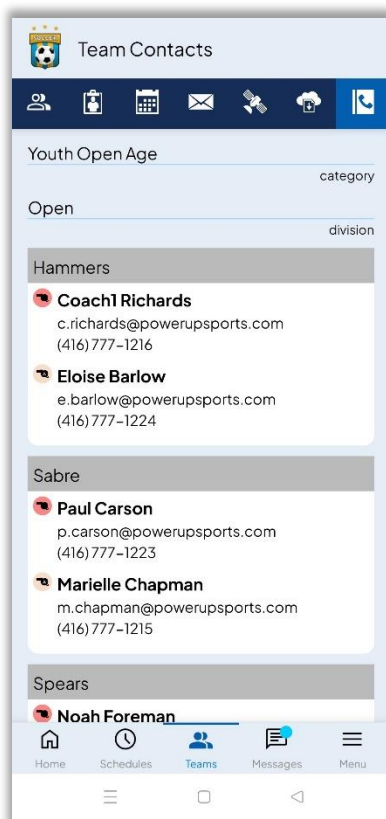
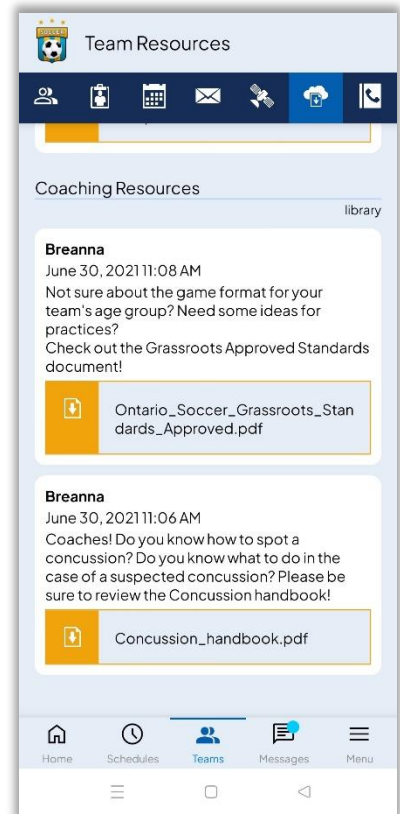
Adding a new trackable item



Marking trackable items as complete

Resource Hub

The Resource Hub allows clubs to create libraries of role-specific content to be shared with Team Officials. To access and view the resources assigned to your role, in Coach Hub select the **Resource Hub** icon.



Club Contacts

Where enabled, Team Officials can view the contact information of fellow Team Officials within the club. To access this, select the **Club Contacts** icon in **Coach Hub**.

Messages

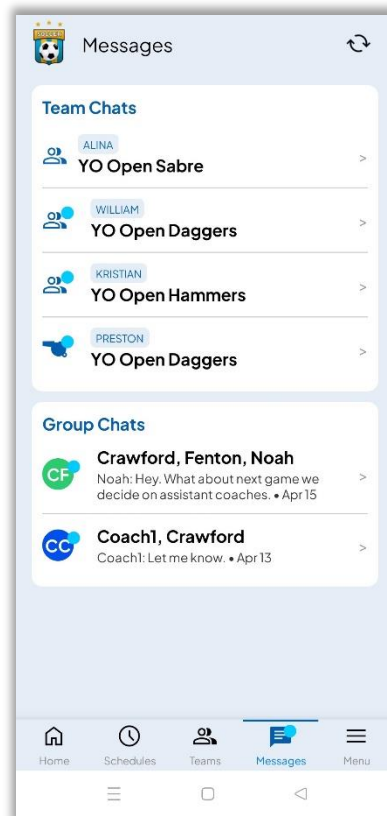
Where enabled, team members can access **Team Chats** and **Group Chats** to view and send messages within the team.

Select the **Messages** icon in the navigation menu on the bottom of the app to access your **Team Chats** and **Group Chats**.

You can leave a Group Chat by pressing and holding it in the list under the Group Chats header.

NOTE:

If you are both a team official and a parent/guardian on a team, the team will be listed twice under the Team Chats header — the one with the whistle icon will allow you to participate as the team official.



Menu

The Menu option in the bottom navigation bar provides you access to a number of settings and club information.

Club Contact & Support

This section provides access to quickly view the general contact information for the club (Club Contact), as well as a way to contact the club directly with any enquiries about programs, registering, events, volunteering, etc. (Club Support). You can also view the club’s Privacy Policy and Refund Policy.

Settings

This section provides access to update your settings relating to Notifications (for Event and Check In Reminders, Push Notifications, and Email Notifications), enabling Dark Mode (currently in beta), or switching your language.

Help

Here you can access the PowerUp Help Centre, containing resources about the tools and features available to you as a team official in both the app and on the web.

The App Support button allows you to contact the PowerUp support team relating to any issues you run into with the app. (Reminder that content and features are available within the app at the discretion of the club!)

You can also use the “Version” button to check whether your version of the app is up to date.

