

Troubleshooting for Parents

Club Assignment & Memberships

Issue: I am not receiving the Club Assignment Email.

You might have opted out of receiving club emails, or you could have a duplicate account.

Solution: Navigate to your SportsEngine Account's Settings tab to verify that you're opted in to receive communications from your Club. If you are, reach out to your club to verify your account email address. If it's found that you have more than one account, please contact [SportsEngine](#) to resolve. You will need to give us both email addresses, and the email which you would like to be the primary.

Issue: I am receiving a "Whoa, That's Not the Playbook" Error when trying to accept my club assignment.

Solution: Contact your club. They must revoke and resend your club assignment.

Issue: I am unable to purchase a Membership after I have accepted my Club Assignment.

You must be at least 18 years old to purchase a membership, but you can be 13+ to create an account.

Solution: If you have just created the account, and there isn't anything tied to the player's profile, you can simply update the account to include your information using the Dashboard.

If there is information tied to the account, or if you're unsure, please reach out to [SportsEngine Support](#) can create a new account for you, and merge your original account to the new account.

USAV Academy

Issue: I receive an "Oops" error message when trying to access USAV Academy.

Solution: Contact USAV Academy directly by clicking [HERE](#).

Eligibility

Issue: I am unable to select my profile when completing my background screen.

Solution: Only the main profile of an account can complete a background check. You can create an account by clicking [HERE](#) or by reaching out to SportsEngine Support.

FAQs

Club Assignments and Memberships

Q: How do I view my Membership Card?

Solution: Your digital card may only be accessed from a smartphone and should be saved in your Apple Wallet or G Pay.

To add your digital card to your smartphone, search your email inbox and open the “[Your Region] Membership Email”. At the bottom of the email, click to add to your Apple Wallet or G Pay.

Q: Where do I purchase my Membership?

Solution: Reach out to your Club’s administrator. They will be able to walk you through the process, as it varies between regions and clubs.

Eligibility

Q: Why don’t I see my background screen on my dashboard? It’s supposed to be good for two years.

The most common reason is that you completed the screen under a different email address than the one you’re currently logged into.

Solution: Contact [SportsEngine Support](#) to merge the duplicate accounts. When reaching out, please include both email addresses and which one should remain the primary on the account.

Q: Why am I unable to select my profile when completing my background screen.

Solution: Only the main profile of an account can complete a background check. You can create an account by clicking [HERE](#) or by reaching out to SportsEngine Support.