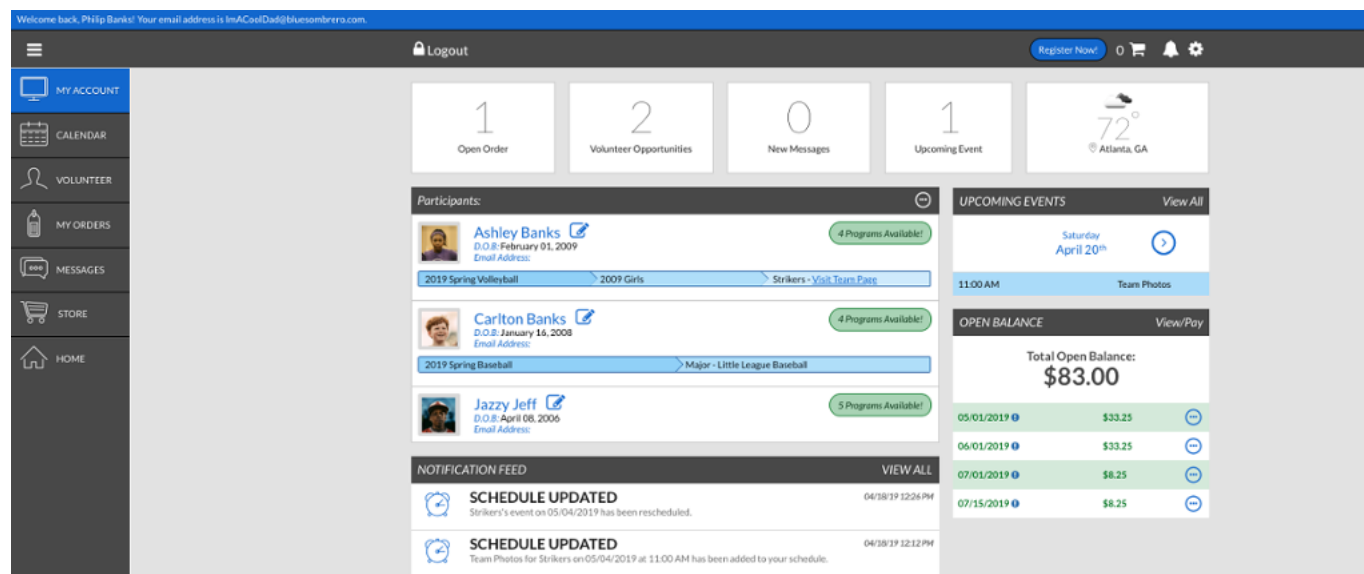


Navigating My Account

Hover over the interactive image below to learn more about your Account Dashboard



1 - **Click the Gear icon to edit the Primary Account Holder's information.** This includes Name, Email address, mailing address, phone number, username/password, etc. You'll also see the option to invite an Additional Account Holder.

2 - **The Shopping Cart contains all incomplete registrations;** this includes failed registrations due to invalid payment information, as well as registrations that were started and abandoned before completion.

3 - **The "Upcoming Events" module will display games/practices/events scheduled within the next week.** To view all other events, click "View All" or navigate to the Calendar tab on the left side of your My Account Page

4 - **The Open Balances section displays open invoices** and upcoming Payment Plan information. Hover over the 3 dots to View/Pay a Bill, or to update your credit card information for Automatic Recurring Billing payments.

5 - **Click the Pencil next to each player to edit their registration information*.** If applicable, an additional Program Information Needed section will populate with questions specific to the program the participant is enrolled in. These questions may range from Jersey Sizes and Teammate Requests to Concussion Waivers and Residence/School Eligibility forms.

****Please Note: If you are logging in for the first time with an existing account (Single Sign On or SSO)** (<https://stacksportsportal.force.com/helpcenter/s/article/ClubParentSupport360024002369SSO?b=0011T00002R7RGIQA3>), you will need to add in your participants information again. This information does not carry over from site to site.**

***Support Tip:** If the Participant's Date of Birth or First/Last Name are greyed out and cannot be updated, it means a National Governing Body (Little League, Pony, USYS, Pop Warner etc) OR your league's administrator has already verified the participant's information; you'll need to reach out to your league's administrator to begin the process to update verified information.

6 - **Team Pages serve as the communication hub** for Team Staff, Parents, and Participants within your portal. These pages are automatically created after an administrator posts a team's roster, and will populate with various important team information. If the "Visit Team Page" link isn't available, then your league's administrator has not made the team's roster public yet.

7 - **Click the "Available Programs" button to begin the Participant Registration process.** (<https://stacksportsportal.force.com/helpcenter/s/article/ClubParentSupport360023707723ClubPlatformOnlineRegistration?b=0011T00002R7RGIQA3>) Please note - the "Available Programs" are populated based on the age/gender guidelines set up by your league's

administrators. If your participant isn't seeing the correct programs - please make sure you've entered the correct gender/birthdate, and then reach out to your league's administrator.

8 - **Use the Volunteer Tab to locate and edit past/current Volunteer Roles, and to add additional Volunteer Roles.** If the Volunteer has been selected to Volunteer and the league's administrator has posted the Team's Roster, you'll see a "Visit Team Page" button next to the appropriate role.

9 - **The My Orders tab directs to the account's order history.** You'll have the ability to see past payments, as well as update your information for future payments.

000004353December 08, 2020, 10:07 AM

[HOME \(/HELPCENTER/S/\)](#)

[GETTING STARTED \(/HELPCENTER/S/ARTICLE/CLUBPARENTSUPPORT360023707754CLUBPLATFORMPARENTREGISTRAT B=0011T00002R7RGIQA3\)](#)

[FAQS \(/HELPCENTER/S/TOPIC/A4U1T000001CIURUAA?B=0011T00002R7RGIQA3\)](#)

[NAVIGATING MY ACCOUNT \(/HELPCENTER/S/ARTICLE/CLUBPARENTSUPPORT360024002353NAVIGATINGMYACCOUNT? B=0011T00002R7RGIQA3\)](#)

Copyright © 2020. All rights reserved.

[Sign in \(/helpcenter/login?startUrl=/helpcenter/s/\)](#)

[SUBMIT A REQUEST \(/HELPCENTER/S/CONTACTSUPPORT\)](#)

[Terms of Use \(https://stacksports.com/legal-terms\)|Privacy Policy \(https://stacksports.com/legal-privacy\)|License Agreement \(https://stacksports.com/stack-sports-system-license-agreement-united-states\)|Children's Privacy Policy \(https://stacksports.com/legal-COPPA\)|Sports Connect \(https://sportsconnect.com/\)](#)