

SOAC Account Migration to LeagueApps

Frequently Asked Questions (FAQ)

Q: Why are we switching platforms?

A: Our platform, SportsConnect, is discontinuing our current offering. LeagueApps offers a more user-friendly registration process, better mobile communication tools, and a more streamlined experience for both parents and coaches.

Q: Do I need to create a new account for LeagueApps?

A: Most likely, No. We have already moved your profile, your children's profiles, and your contact information over to the new system. You simply need to verify your account by resetting your password using your current email address.

Q: What happens if I already have a LeagueApps account with another club?

A: Just log in with your existing credentials. You will be able to "connect" to SOAC and see all your sports organizations in one dashboard.

Q: Who do I contact if I'm having trouble logging in?

A: If the "Forgot Password" link doesn't work or you don't see your children's profiles after logging in, please reach out to our support team at publicrelations@shruboakac.org.

Q: I'm getting an "Account Already Exists" error. What do I do?

A: This means you have a LeagueApps account with another organization. Use the [Forgot Password Link](#) to regain access and link it to SOAC.

Q: Where do I go to see my schedule for the current spring/summer season?

A: Please continue to use **SportsConnect** for all sports that are currently in progress. The switch to LeagueApps only applies to new registrations moving forward (starting with Fall sports).

Q: Will my credit card information be moved over?

A: For your security, we do **not** port over credit card or payment information. You will be asked to enter your preferred payment method the first time you register for a new program on LeagueApps.

Q: Will my historical registrations from my children be moved over?

A: No. We are only moving over Member data and not previous registration information.

Q: I have not registered for a SOAC program recently and do not see my Account in LeagueApps?

A: That is expected. We only moved over accounts that have registered for a SOAC program via SportsConnect since 1/1/2024. Please create a new account on LeagueApps.