

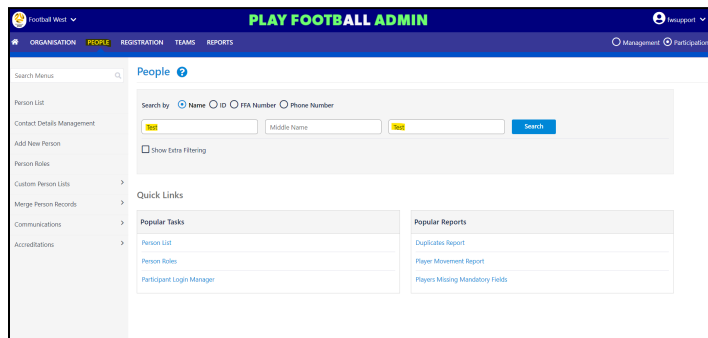
HELP GUIDE - RESOLVING ACCOUNT ISSUES

1. Participant has not come across from PlayFootball and we cannot see them in Squadi

This is caused by Football Australia having not sent the data. There are two options (see below)
- option 1 is not guaranteed and requires a wait time whereas option 2 is immediate.

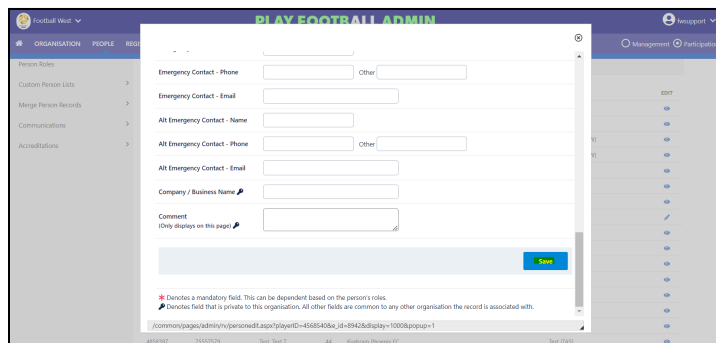
Option 1 - Force push the participant record in PlayFootball by modifying the record

1. In PlayFootball via People module search up participants record



The screenshot shows the 'PLAY FOOTBALL ADMIN' interface. The top navigation bar includes 'ORGANISATION', 'PEOPLE', 'REGISTRATION', 'TEAMS', and 'REPORTS'. The 'PEOPLE' module is active, displaying a search bar with options for 'Name', 'ID', 'FA Number', and 'Phone Number'. Below the search bar, there are 'Quick Links' and 'Popular Reports' sections. The 'Quick Links' section includes 'Person List', 'Person Role', and 'Participant Login Manager'. The 'Popular Reports' section includes 'Duplicate Report', 'Player Movement Report', and 'Players Missing Mandatory Fields'.

2. Edit and save the participants record (this will reflag the record)



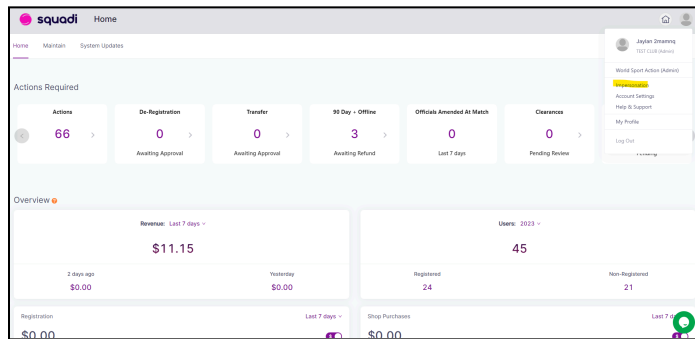
The screenshot shows the 'PLAY FOOTBALL ADMIN' interface with the 'EDIT' form for a participant record. The form includes fields for 'Emergency Contact - Phone', 'Emergency Contact - Email', 'All Emergency Contact - Name', 'All Emergency Contact - Phone', 'All Emergency Contact - Email', 'Company / Business Name', and 'Comment'. A 'Save' button is visible at the bottom of the form. The form also includes a legend for mandatory and private fields.

3. The record 'should' come across into Squadi in the next 4hr cycle provided by Football Australia

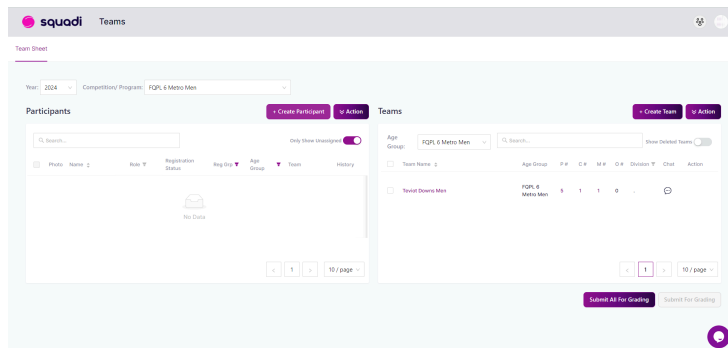
*This is not guaranteed and for some records, we have seen delays of upwards of 24 - 48hrs.
It's recommended for Option 2

Option 2 - Import the participants record into Squadi Player Grading

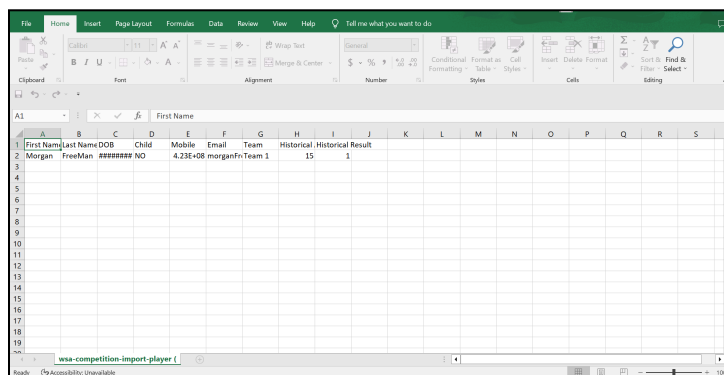
1. In Squadi impersonate the club that the participant record is registered to



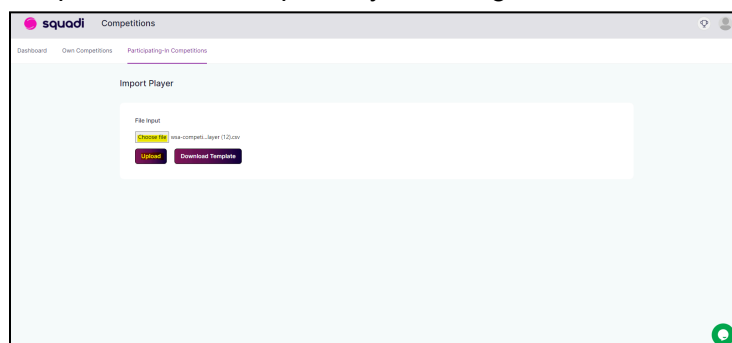
2. Via the Teams Module select the relevant competition > Create Participant OR Action > Import players (to import players in bulk)



3. Select download template and fill out the template with the participants details



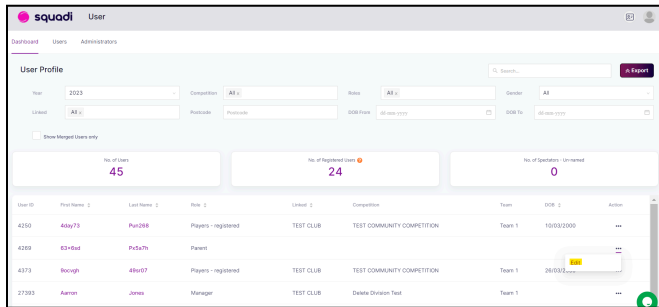
4. Upload the file template by selecting choose file and upload



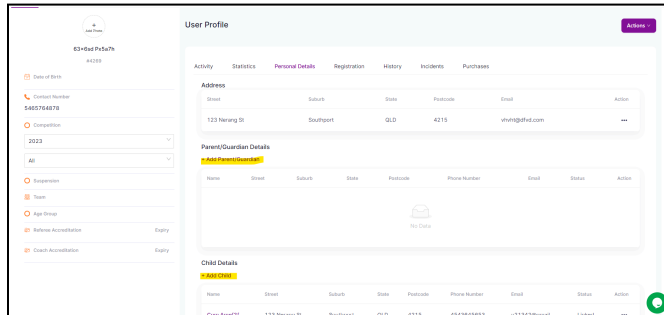
2. Participant is not linked to the parent and we can only see the child or parent when signing into the Squadi app

This is caused by Football Australia unable to provide the linked relationship status data. To link the parent to the child or child to the parent.

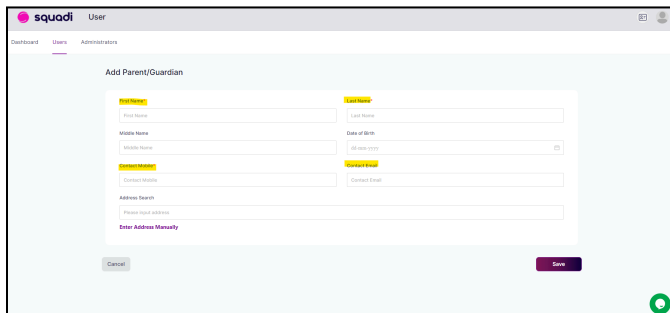
1. In Squadi via the user module search and edit the parent or child



2. Select Personal Details and +add parent or +add child



3. Add in the details of First Name, Last Name, Mobile and Email and press Save



*If the details return that a 'user already exists' this is because;

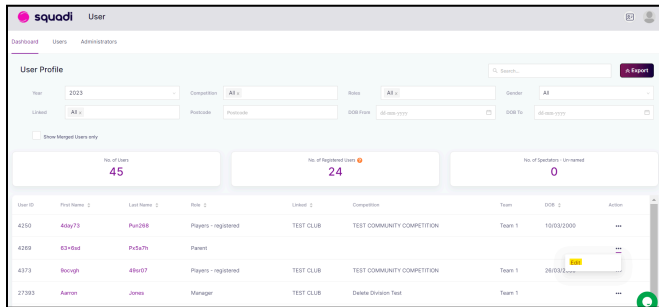
- A duplicate user exists for this participant - you will need to merge this other record or.
- A user is occupying this email - you will have to add a '+' into the email and then remove afterwards

3. Participant is appearing in parents name

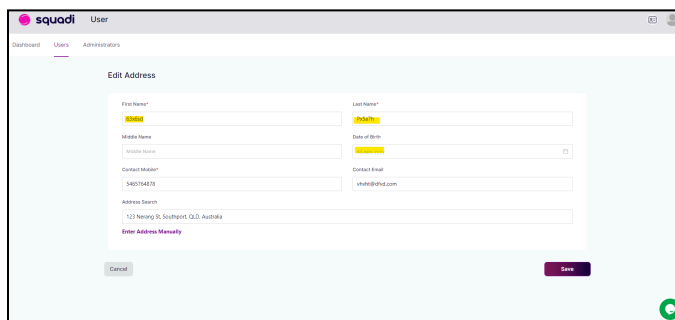
This is caused by corrupt Football Australia that has been passed across. To update the name

If parent doesn't already have a profile -

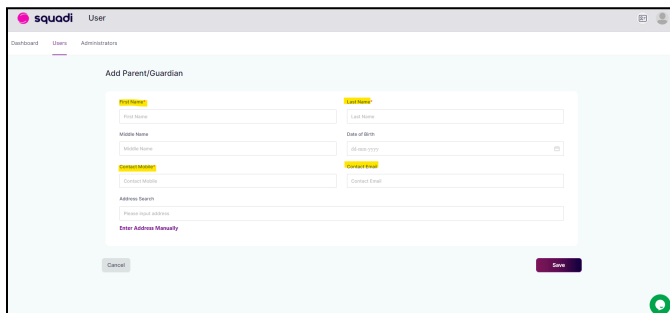
1. In Squadi via the user module search and edit the profile that has the parents name



2. Select personal details > address > action > edit and change the name of the profile to the child's name and press save



3. Select again the personal details of the child and +add parent. Add in the details of First Name, Last Name, Mobile and Email and press Save



4. A warning will appear saying the child wont get their own login > confirm Yes. On the next screen it will check for matches. Just click next without selecting

If parent already has a profile -

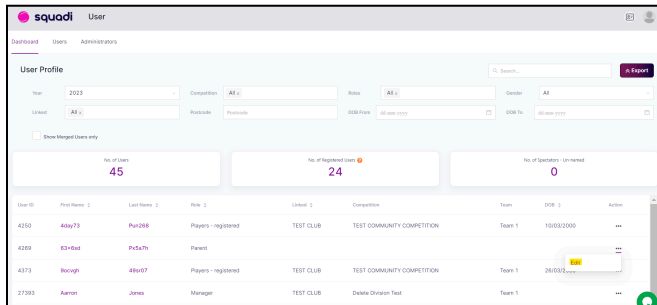
1. Go through the steps above except - You will see the profile matches - click on the one that is accurate. Your profile will update accordingly.

*If the participant name has not changed in Match Day, triage ticket to WSA through tawk

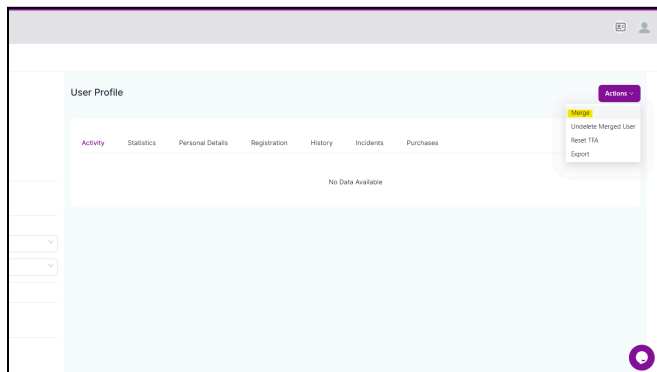
4. Participant cannot be added as Manager/Coach/Admin and it comes up with “A user with this email already exists but the details you entered do not Match
This is caused if there are duplicate users, or Parent/child have not been linked.

For duplicate users - merge their accounts

1. In Squadi via the user module search and edit the profile



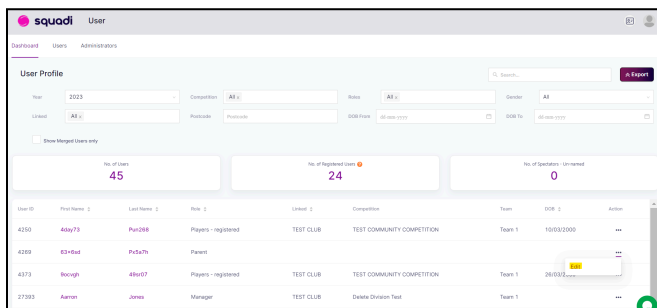
2. Select actions button (top right) > merge



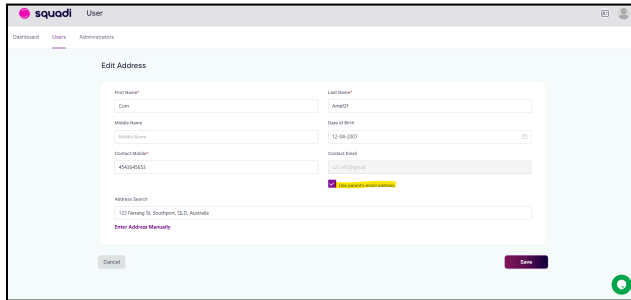
3. Complete the merge selecting the fields you would like to retain

For parent / linking - link the profile

1. In Squadi via the user module search and edit the profile



2. Make sure the parents profile does NOT have 'Use parents email address' selected (if so deselect this and link the child per instructions above for Issue 3)



The screenshot shows the 'Edit Address' form in the SQUADI system. The form is titled 'Edit Address' and is located within the 'User' profile page. The form contains several input fields for personal information:

- First Name***: Empty
- Com**: Empty
- Middle Name**: Empty
- Initial Name**: Empty
- Gender Male***: Empty
- 4564-6453**: Empty
- Last Name***: (Jane)DJ
- Date of Birth**: 12-04-2007
- Gender Male***: **Use parents email address**

Below the input fields, there is an **Address Search** section with the following text: "123 Haring St, Southport, QLD, Australia". A link **Enter Address Manually** is visible below the search results. At the bottom of the form, there are **Cancel** and **Save** buttons. A green circular icon is located in the bottom right corner of the form area.