



FAQ - The Website

How do I sign-in to the club's website?

1. Go to the club's website, www.guelphmarlins.com , click "Sign In" on the left hand menu
2. Enter your Login Email and Password and click "Sign In" **button**

What is my Login email?

Your Login Email would be one of the emails you provided to the club for registration for past swim seasons or if you are a new member you would have just registered with it; it may be your email, your spouse/partner's email or a work email.

What if I forget my Password or don't know my Password?

1. Go to the club's website, www.guelphmarlins.ca click "Sign In" on the left hand menu.
2. On the Login screen, click "Here" to reset your password.
3. Enter your Login Email, and click Submit. You should receive an email that tells you how to change your Password.

How do I verify my Login Email? Why do I need to do this?

This email/SMS verification process is needed to ensure you receive communications from the club. This pertains to new families. While emails will still be sent to an unverified email, verification ensures that your records are correct and we have a reliable way to communicate with you.

Only you can directly verify an SMS number or email address. Do this as follows:

1. Click on the My Account located under the My Account heading on the left-side of your site.
1. Click an email address or SMS number
2. Click **Verify**

Follow the instructions you receive on the verification email/notice. If completed correctly, when you log back in to the system, you will notice a "check mark" beside the email/SMS number in the verified column.

Known Internet Browser Issues

TeamUnify suggests using Mozilla Firefox (www.mozilla.com) as your browser not just for TeamUnify but for all of your internet use.

Not only is it faster, resolves HTML quicker, loads images quicker, but Internet Explorer has many issues with security and website performance. If your screens aren't loading as described within these FAQs, try refreshing your screen, or try an alternative browser like Firefox or Google Chrome.

After I have been able to sign in, how can I change my Password?

1. Sign in
2. Click on the Password link located above the Guelph Marlins banner.
3. Follow the instructions.

How do I change my Login Email?

1. Click on the My Account located under the My Account heading on the left-side of your site.
2. Click on the row labelled with your Login Email
3. Click "Edit Selected" to allow you to change your Login Email.

How do I add a secondary email to my account?

This would be useful so both parents/guardians/swimmer receive all communications that come out.

1. Click on the My Account located under the My Account heading on the left-side of your site.
2. Click "Add Email" to allow you to change your Login Email.
3. Type in the secondary email address
4. Click "Save Changes"

How do I change an account's Login Email to be one of the secondary emails?

The system does not allow duplicate emails, so you must first delete the secondary email. Suppose an account has these two emails:

- *Primary:* joe@acme.com
- *Secondary:* mary@company.com

To use Mary's email as the primary login:

1. First delete mary@company.com
2. Double click joe@acme.com and change it to mary@company.com
3. Now you can add joe@acme.com to be the secondary email if desired

Why can't I enter an Email Address in for a New Account?

If you are getting a error when trying to input a primary email in for a new account, this is most likely because the email address is already being used somewhere in our database. If you suspect this is occurring, please email your information to gmacswimclub@gmail.com and we will help you gain access to the system.

What is the difference between Login Email and other secondary emails on my Account?

The system will send communication from the club to an account's Primary (Login) Email and will also CC the email to the account's **secondary** email addresses.

Why am I not getting emails from the club?

mark them as "Not Spam" Users should allow all emails send from the following domains: @Teamunify.com" (our website host).

To add an email for your Swimmer ("Members"), please follow the steps below:

For swimmers with their own emails, you may wish to add an email for your swimmer. This will allow their coach to communicate with you and with them directly. This has to be completed by the parent as swimmers do not have the ability to Sign In to the website using their own email..

- Sign in and go to **My Account> My Account**
- Scroll to the bottom of the screen and click the member's name for whom you want to add an email
- You will see a box for "Email and Text Messaging Setup." Click the **Add Email** button
- A new pop up screen will appear and allow you to enter an **Email Address**. Fill in and hit **Send**
- A verification email will be sent to the swimmer's email address. Once the swimmer has opened that email and clicked on the link in that email, the swimmer's email will be verified and a check mark will appear next to the email address under the Verified column

- This email will now be activated and used for communication through the TU website
- If you do not see all of your Swimmer's listed, please contact the club office at gmacswimclub@gmail.com and we will help you.