SFY TSUNAMI

Communication Tools – Team Unify Website
www.sfyswim.com

SFY Tsunami Messaging and Alert System

Through our TeamUnify website (www.sfyswim.com), the coaching staff has a number of ways to communicate with swimmers and families.

Using the coaches' OnDeck app for phones and tablets, lead coaches can send e-mail, text (SMS) and "push" alerts for last minute schedule changes due to weather, facility or emergency situations.

In order to activate these communication tools, it is important that families accurately enter and verify specific contact information. Please follow these simple instructions for each communication tool used by the SFY coaching staff.

Account (Parent) Information:

When logged in to your account in Team Unify, click on "My Account" (be sure to look at the "Account" tab). On this page there are fields designated as 'Email 1', 'Email 2', 'Email 3', and two fields designated as SMS (cell phone-text and push alerts) followed by a drop down box for 'Carrier'. For SMS, please enter your cell phone #, select the carrier, click SAVE at the top, then go back down and click the button next to the SMS/Carrier that says UNVERIFIED. A text will be sent to your phone with a numerical code. Enter this code into the designated box and click VERIFY.

Member (Swimmer) Information (Most Useful for 14 & Over Swimmers):

Just like it is on your main ACCOUNT page, each **Member (Swimmer) page** has Email and SMS fields for information to be entered and verified. If these Member page fields are not filled in, messages and alerts will default to the information entered on the Main Account page. Parents of older swimmers may choose to enter their swimmer's information on the member pages which would then send messages and alerts specific to the Senior Groups to the swimmers themselves.

In order for coaches to send messages to Rosters and Individuals, these fields on EACH MEMBER (Swimmer) page must also be filled out in addition to the main account page. For SMS, please enter your cell phone #, select the carrier, click SAVE at the top, then go back down and click the button next to the SMS/Carrier that says UNVERIFIED. A text will be sent to your phone with a numerical code and/or a link to click on. Enter this code into the designated box and click VERIFY, or click the link to VERIFY.

Message/Alert Types:

Coaches can send e-mails, texts (SMS), and "push" alerts (On Deck users only) according to Roster Group, Billing Group, or by selecting individual Accounts and Swimmers. To ensure these messages and alerts are received; information must be entered and verified in multiple locations within each account.

Emails are short and non-urgent. Your individual e-mail address(es) must be entered and then verified. Once e-mail addresses are entered, click the SAVE button at the top. An e-mail will automatically be sent to the address to verify and activate its usage.

PUSH alerts are alerts that pop up on your phone just like alerts you get from many apps. SFY Swim Team members must have downloaded and logged into the OnDeck app. Users must also ensure to enable "notifications" from the app.

SMS alerts are text messages. For these to work, cell phone numbers need to be entered, the carrier/provider selected, and the number then verified by clicking the VERIFY button next to it. A code will be sent to the number entered and you will then enter your account on the screen of your computer.

Weekly Tsunami Times – STORED UNDER 'NEWS' Contain short bits of information with links to more details housed within our website. Please be sure to 'speed read' through these as news can easily be overlooked. Be sure to click on the link for additional details as they pertain to you and your swimmer.

Monthly Newsletters—STORED UNDER 'NEWS' Contain less 'time sensitive' materials and it acts as a means for our SFY coaching staff to share the successes and challenges of the program. Individual and team accomplishments are shared, in addition to 'shout outs' to team members who exude the YMCA 4 core values and show exemplary signs of sportsmanship and/or teamwork.

Texts & Push Alerts – These allow us to send out immediate alerts very quickly to specific groups when a "last minute" change needs to be made (examples include - weather cancelations or facility usage change). Each family needs to complete the process of entering information for Text Messaging, Email, and "Push" alerts as described below.

Swim Meets – Be sure to check these "Event Pages" out on Team Unify…

It is important to go back to our website and check for updated swim meet posts the week prior to the meet. Families participating in the meet will receive specific meet updates, but those that wish to access the materials without signing into their family account can do so via our website.

Event (Meet) Pages contain details including estimated arrival, warmup, and meet start times. There are times where the meet host is unable to provide us with assigned warm up times until the 'last minute.' Please be cognizant of this as you prepare for each meet.

All changes will be posted to the body of the event page. The original meet information packets posted are rarely updated, so it is best to refer to the event page instead.

"Meet Information" packets are meant to be used primarily for meet details, procedure, and technical guidelines and **not** as a firm listing of start times and specific formatting.

Families should regularly check the website and event pages for updates and changes. **MAJOR** updates will be **emailed out** and **alerts** sent through **Team Unify**.