



## YMCA TEAM & COACH REGISTRATION THROUGH TEAMUNIFY

### FREQUENTLY ASKED QUESTIONS

(Position cursor on link then press CTRL + Click to follow link)

#### 1. Our team's head coach or administrator left. How do I access our team page to register the team or coaches?

- TeamUnify customers please follow these steps:
  - An existing SuperUser needs to create an account/member in the Account/Member Admin section for you and make that member a YMCA Coach. [Read more](#)
- Non TeamUnify customers please follow these steps:
  - Register through the national or regional site. [Read more](#)

#### 2. How do I add, remove or change coaches in our team listing?

- In the coaches Tab of the YMCA Admin you can delete a coach. [Read More](#)

#### 3. How do I add or change the credit card on file for our team?

- In the Invoices section of the YMCA Admin. [Read More](#)

#### 4. Who do contact if I have support questions about my TeamUnify system if I'm not a customer?

- You can contact the YMCA National Swimming & Diving Staff through the National site or by [clicking here](#).

#### 5. As a coach, can I register multiple times in a year to update my credential dates?

- You do not need to register multiple times a year. However you can log into your account and update your information at any time once you have registered for the year.
- This can be done through the [OnDeck mobile app](#) or the YMCA Registration Portal through the National site.

#### 6. Can I remove my credit card from TeamUnify?

- No, you can only update and/or replace it with a different card. It is the policy of the YMCA National Swimming & Diving to collect all fees via credit card. This ensures timely payment and reduces the liability of handling checks.

**7. What happens if my credit card fails for Team Registration, Meet Sanctions, or National Meet Entry Fees?**

- Team Registration: You will not be able to register your team. Please try again and/or a different credit card.
- Meet Sanction: You will not be able to submit the sanction request. Please try again and/or a different credit card.
- National Meet Entry Fees: You will need to update the credit card on file and/or bring a check to the national event.

**8. What do I do if I do not want the National Meet Entry fees charged to my TeamUnify saved credit card?**

- Use [this link](#) to contact the meet administrator to request a different form of payment. Include your YMCA name and association number as well as your name and title.

**9. When does the annual registration season start and when does it end?**

- Annual registration starts on September 1st every year
- You must be registered by December 1st of the same year

**10. What are the accepted credit cards in the system?**

- Visa, MasterCard, and Discover