



YMCA TEAM & COACH REGISTRATION THROUGH TEAMUNIFY

FREQUENTLY ASKED QUESTIONS

1. Our team's head coach/admin left. How do I access our team page to register the team or coaches?
 - a. TeamUnify customers please follow these steps:
 - i. An existing SuperUser needs to [create an account](#)/member in the Account/Member Admin section for you and make that member a YMCA Coach.
 - ii. *PRO TIP: Please ensure that all Coach members have their own account on the TeamUnify website.*
 - iii. *PRO TIP: Not sure who your current SuperUser is? Generally, this is an aquatics director/existing staff member/head coach.*
 - b. Non TeamUnify customers please follow these steps:
 - i. Register through the national or regional site. [Read more](#)
2. How do I add, remove or change coaches in our team listing?
 - a. [Add/Remove/Modify a YMCA Coach](#) by checking or unchecking the YMCA Coach box in their Member Profile.
 - b. *PRO TIP: The best practice policy while creating new Accounts for coaches is to always use their YMCA branded email, **not** a personal email.*
 - c. *PRO TIP: Have a coach that can't login to their TeamUnify account? Make sure their account status is in an active status and they are not "deleted!"*
3. How do I add or change the credit card on file for our team?
 - a. In the Invoices section of the YMCA Admin. [Read More](#)
 - b. *PRO TIP: Are you a TeamUnify Customer trying to pay your TU invoice? [Click here](#) to find the steps.*
4. Who do contact if I have support questions about my TeamUnify system?
 - a. If you are current TeamUnify customer, please reach out to our Support Team by clicking the "Need Help?" button while logged into your website.
 - b. If you are not a current TeamUnify customer, please reach out to the YMCA National Swimming & Diving Staff through the National Site "Contact Us" button or by [clicking here](#).
5. As a coach, can I register multiple times in a year to update my credential dates?
 - a. 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?

- a. 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?
 - a. Team Registration: You will not be able to register your team. Please try again and/or a different credit card.
 - b. Meet Sanction: You will not be able to submit the sanction request. Please try again and/or a different credit card.
 - c. 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?
 - a. 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?
 - a. Annual Registration starts on September 1st every year
 - b. You must be registered by December 1st of the same year.
10. What are the accepted credit cards in the system?
 - a. Visa, MasterCard, and Discover