

 

**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](http://university.teamunify.com/ymca-registration-portal/ymca-coach-registration#YMCA-registration-3-4)
	* Non TeamUnify customers please follow these steps:
		+ Register through the national or regional site. [Read more](http://university.teamunify.com/ymca-registration-portal/ymca-teamunify-team#YMCA-registration-1-3)
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](http://university.teamunify.com/ymca-registration-portal/ymca-coach-registration)
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](https://teamunify.uservoice.com/knowledgebase/articles/273306-ymca-add-update-credit-card-for-ymca-fees)
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](https://www.teamunify.com/ContactMe.do?act=new&team=yusa).
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](http://blog.teamunify.com/coming-soon-ymca-deck-pass-in-ondeck) 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](https://www.teamunify.com/ContactMe.do?act=new&team=yusa) 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