

# FAQ for Managers and Coaches

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The following are my notes from answering questions from managers and coaches and from my own testing.

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## Question: How do I add sub-pages/level pages

I want to have buttons in the left side menu that belong only to my team.

**Answer:** This functionality has changed.

- Login and select to Edit
- Click on your team's button on the left side menu
- A yellow button will appear under your Team button.



- Click on Add New Page
- Select General Page
- Fill in the information on the page.
- The page that is created will “belong” only to your team. In the example that follows, two pages/buttons have been added for the Girls' Intro team – a Calendar and Photos pages. When you look at the site map you can see the structure that has been created. (The site map is at the bottom of the page you see when you click on the Hockey tab or button.

### Girls Teams



- Once you go to the new page that you created you can select “Add Page Element” to choose the content for your page.

## Question: How do I add calendar and photo pages for my team?

I know that I can add a calendar to my initial team page. However, I would rather have a Calendar and a Photo button on the left side menu under my Team.

**Answer:** This functionality has changed.

- Login and select to Edit
- Click on your teams button on the left side menu
- A yellow button will appear under your Team button.



- Click on Add New Page

- Select General Page
- Fill in the information on the page.
- Calendar example
  - For example type in “Calendar” in the Button title. Mark Enable Events if your new page is for a calendar.

The functionality to automatically put a calendar on your new page is currently broken. To get around this when you are on your new page select “Add page element” and choose “Event Aggregator”.

- On the Event Aggregator page select to “Show tag menu”. Select both your Team’s tag and your Calendar tag.

- As you add events to your new page you should put both these tags on them. When your parents want to view the team’s calendar they will only have to select “Intro Girls (2009)” tag and they will see all your events.
- Photo example
  - For example type in “Photo” in the Button title. Do not mark either of the check boxes.

**Add New General Page**  
Enter the Button Title and Page Title for your new page

\* **Button Title (short):**

\* **Page Title (long):**

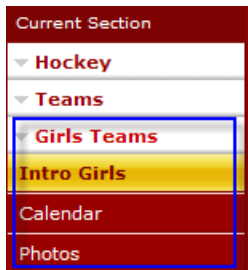
**Page Display Status:**

**Enable News:**  Add news articles to this page

**Enable Events:**  Add calendar events to this page

or [Return to Page Type Menu](#)

- On your new page “Add page element”.
- From the options listed you can select “Single photo” or “Photo gallery”.
- Upload your photo(s) from your own PC files.
- Final Results of these examples



## Question: Is there any guideline for naming my calendar and news events?

**Answer:** Since calendar events and news events can appear on multiple pages thanks to “Tags” we thought that the name of the event or article should include the Team name. This is especially true for calendar events since parents are able to display and print one calendar that contains events for multiple teams. However, this is an open topic for discussion since all calendar displays and prints always display the Tag on the event.

## Question: How do enter my Roster

**Answer:** On your team page select “Roster” which will be at the top of the Team page under the logo.

Click on “Add player”

Parent has logged into our website

1. Select "Add member from Network Member Directory" if you think the parent or player has already successfully logged into the system.
2. Click on the parent or player from the list.
3. The parent or player's email address will be copied to the Roster details.
4. Change and/or add any information as needed.
5. Select Save Player.

If you don't find the parent in the member directory do the following

1. Select "Create new player"
2. Enter [xxx@x.com](mailto:xxx@x.com) in the email address
3. Enter the players name, number and position
4. Select "Save Player"
5. If at some point you get an email for the player then follow the steps for "How do I change the Email address/NGIN account for a player."

## **Question: How do I create a "Private" roster for my team.**

**Answer:**

Reply from NGIN:

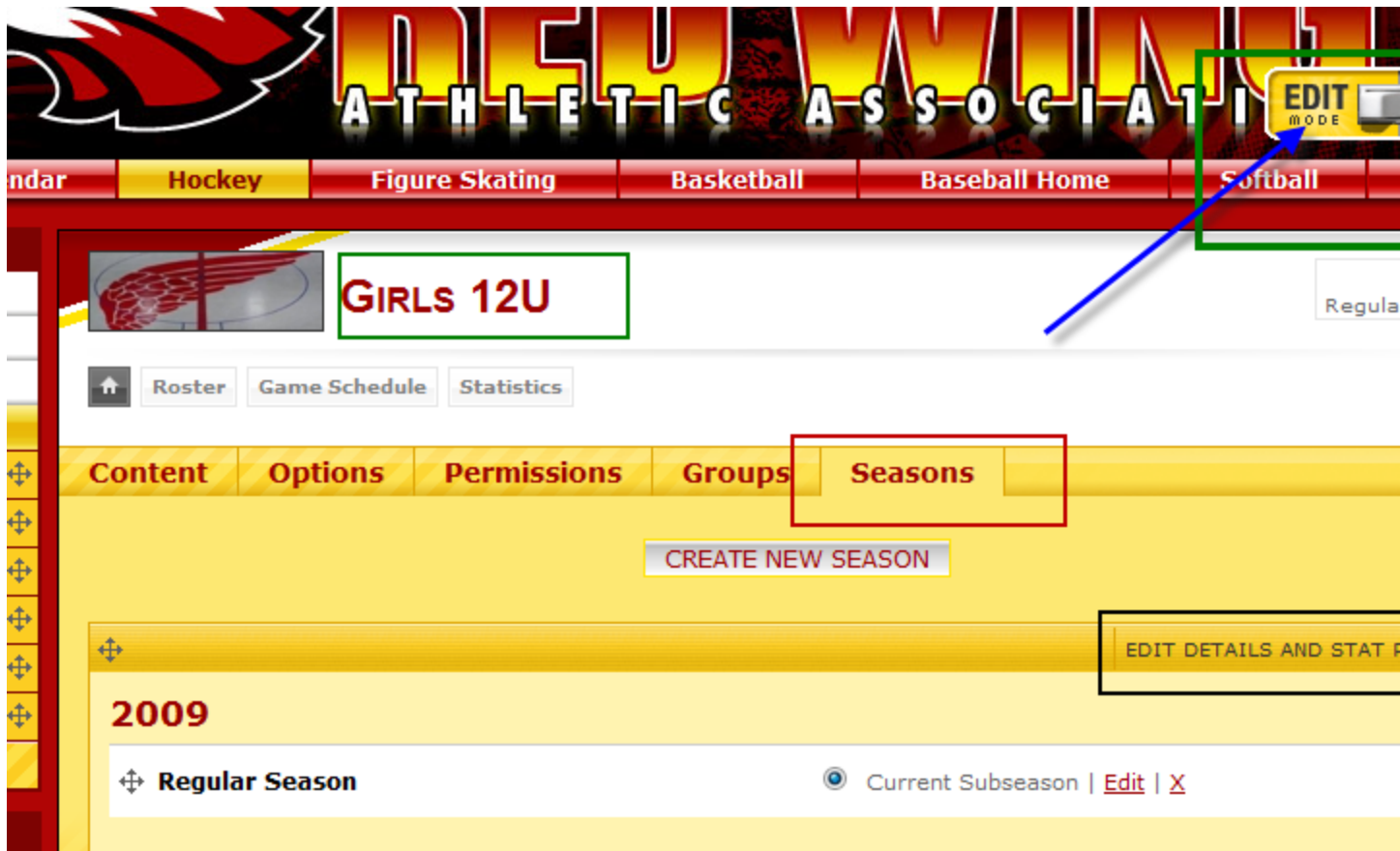
You would not be able to make the roster 'private', but you would be able to 'disable' the roster. When you disable the roster, general users would not be able to see. Only those with Editing or Owner permissions would be able to see and access the roster. If you want parents to be able to see the roster, you could create a new subpage below the team page called Roster and make it a Private Page. You could then place a table or roster widget on that private page to display the roster information and give parents viewing permissions for that page.

Currently functionality does not exist to just make the roster page private. The permissions on the roster page are inherited from the team page. One work around to this is to create a "Roster Widget", then place the roster widget on a general page within the team and set the general page to private. You can then disable the Roster so only users with Owner or Edit access to the page can view the roster.

From SFN:

We implemented this solution for 12U Girls

1. Logon on and go into Edit Mode



2. Disable Roster on your main team page



3. Create a Widget for your Roster Page

**GIRLS 12U** 2009  
Regular Season

Roster | Game Schedule | Statistics

1 2 3 7 9 11 12 13 14 15 16

ADD PLAYER  
[View Roster Group](#)

CREATE WIDGET

Number	Player	Position
--------	--------	----------

**CREATE A NEW WIDGET**

 **Roster Widget**  
Create a NGIN Widget of the 12U Roster to place on another page.

**Position(s):**

- F (Forward)
- D (Defense)
- G (Goalie)

Create Widget

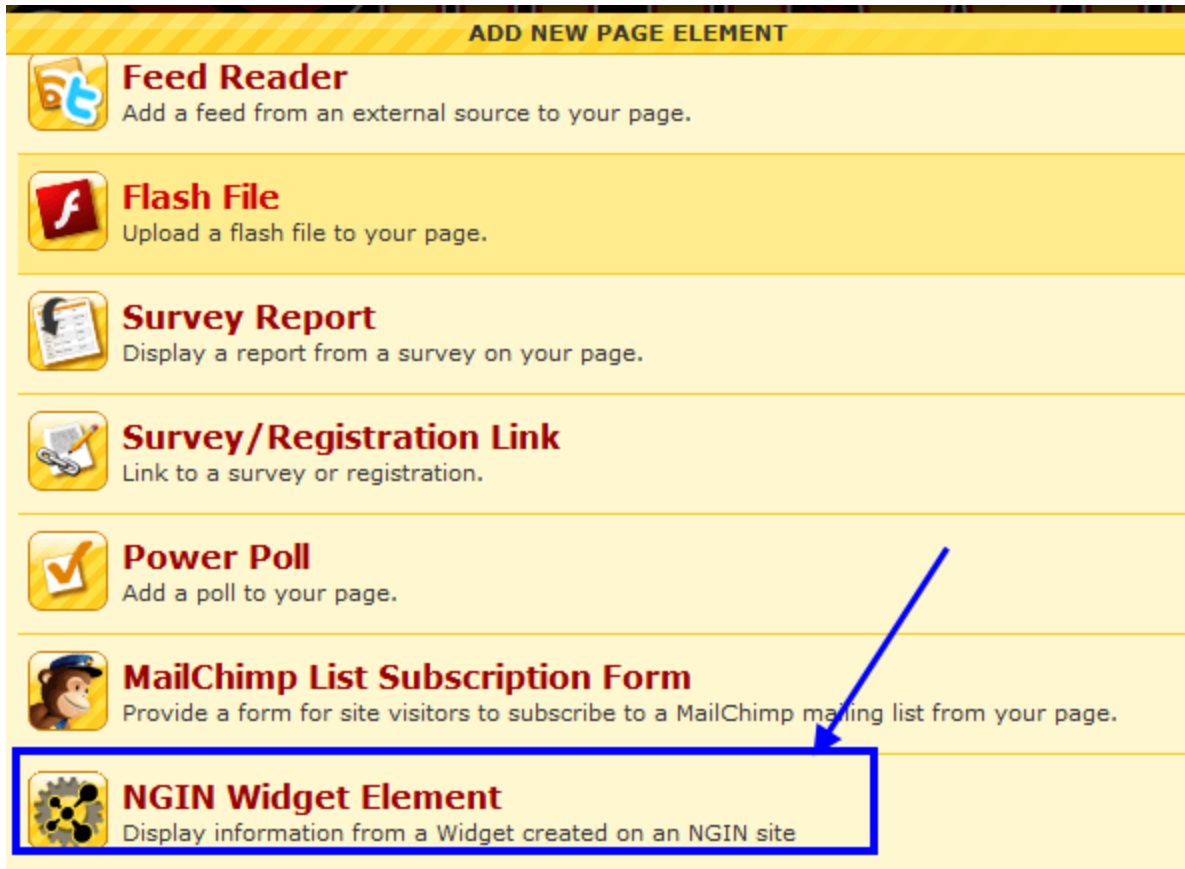
4. Add a General Page for your team and label it Roster.

**Girls Teams**

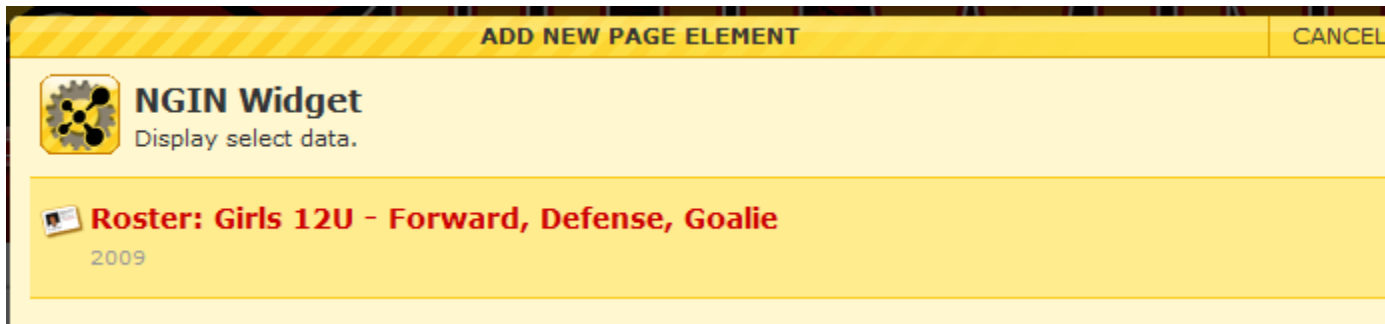
**12U**

- Calendar
- Photos
- 12U Team Contacts
- Roster**
- Tournament
- Volunteer
- Add New Page

5. Add a Page Element to your new page – select NGIN Widget Element.



6. Select the Roster for your team.



7. Set up the Permissions for your new Roster page.

Make the page Private.

- Grant Individual Profile Permissions to all individuals to view your roster. You will be able to add any individual who is a “member” of our athletic association. That means they have a logon to NGIN and they are a member of our association. In the screen shot below, Tim and Susan Nevitt have been granted “View” permissions to the Roster page. Note that other individuals appear in this list because of permissions they were granted at higher levels in the web site.
- Grant Group Permissions. You will be able to give permissions to any Group that has been set up in the Red Wing Athletic Association. For example, you will always have a Roster

Group for your team. This would be an obvious group to grant permissions to since it should include all your parents.

The roster group is created as a by-product of you creating your roster. When you enter an email for a player, the family at the email address gets invited to join the association. If they respond, then they will appear in your roster group and thus will have view access to the Roster.

## 12U Roster

**Content** **Options** **Permissions** **Groups**

DISABLED
  PRIVATE
  PUBLIC

Only those with "Owner, Edit or View" permission can access this page.

### INDIVIDUAL PROFILE PERMISSIONS

[Click to learn more about Owner, Edit and View permissions](#)  
 = permission setting inherited from another page. Click the icon to go that page.

Profile	Owner	Edit	View
Anyone	-	-	<input type="checkbox"/>
<u>Webmasters</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Bob Oberding (Oberding)</u>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Crystal Sorenson-Wieck (crystalwieck)</u>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
<u>Kathy Hollon (KathyHollon)</u>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Kris Blaney (kblaney)</u>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Tim and Susan Nevitt (tsnevitt)</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[ADD PROFILE](#)

### GROUP PERMISSIONS

[Click to learn more about Owner, Edit and View permissions](#)  
 = permission setting inherited from another page. Click the icon to go that page.

Group	Owner	Edit	View
<u>2009 Girls 12U Roster &gt; 12U</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

8. We have submitted two requests to NGIN.
  - a. We have asked that the Roster and Team Statistics pages be able to be marked as Private while leaving the rest of the team permissions as public.
  - b. Second we have asked for the capability to have a Group automatically created for all members of an association. An example of usage for this group is that it could be assigned View permissions on a Roster page.

## Question: How do I change the Email address/NGIN Account for a Player.

**Answer:** If you have entered in a dummy email address or an incorrect address do the following:

- Open your Roster page
- Select your player
- You should see a message "Player NGIN Account" with your dummy address displayed.
- Select "Cancel Invitation".
- The display will change to "Player NGIN Account" None.
- Select "Invite someone to claim this orphan profile"
- On the page that opens up, enter the correct email address and click on "Invite User to Claim Orphan".
- The parent will be sent an email requesting they "Claim" the player. To "claim" a player they will have to login or create a new account on our website.
- Once they respond the player will appear in your Roster Group and they will be included in mass mailings to that group. You can also refer to the group when you assign permissions to a page.

## Question: What happens when I enter an email address for a player when putting them on the roster?

**Answer:**

I (Susan) tried this process with a test player and entered my email address. I received an email with the message below. If I understand this documentation correctly – your parents will each receive this email after you put their kids on the roster. I assume that to create a new account they will have to:

- login to the new site at <http://www.redwingathleticassociation.org/> and then Click on "Login" at the top of the site and use their existing user name and password.
- When the RWAA home page appears, they should click on the gray box on the left side that says: "NGIN Menu, Join the Red Wing Athletic Association network".
- Another gray box will open with your profile. Click on this box that says "Join Network with Selected Profiles".

Here is the email content

*Action Required: Claim Player Profile on the Bantam B2 Roster- Red Wing Athletic Association*

*Hello,*

*You have been invited to claim Paul McCartney's Player Profile on the Bantam B2 Roster- Red Wing Athletic Association.*

*Claiming this will connect it to your account, enabling you to manage communication features associated with Paul McCartney:*

<http://www.redwingathleticassociation.org/users/show>

*Clicking on the link will require you to login or create a new account in order to attach this to your account. If you do not wish to receive further email communication no further action is required.*

### **Question: How do I change the Team Logo on my Team page?**

**Answer:** I think only Kathy Hollon or myself (Susan) will have this capability? The web site tools enable us to name the team, change the colors of the team's pages, and add a team-specific logo.

1. Select Admin (top right corner) to open the Admin Control Panel.
2. Select "Website Tools"
3. Select "Sport management"
4. Select "Edit X" next to the team you want to change.
5. Upload a logo from your PC
6. "Save Team"



3/12/2010 To change the team name, color, and/or logo, you would need to

1. go to your team page in Edit Mode,
2. click on the Options tab,
3. click 'Edit Page Details',
4. click the 'Sport Management Section' link which will bring you into Sport Management
5. click "Edit Team" link where you can make the necessary changes.

### **Question: How can I keep my home calendar up to date with all the entries on my player's Team calendar?**

**Answer:**

There are two tools built in to NGIN to assist you in keeping track of Team calendars.

PeeWee A Calendar				
Mon 11/16	Tue 11/17	Wed 11/18	Thu 11/19	Fri 11/20
no events	<a href="#">A Pee Wee Practice</a>	no events	<a href="#">A Pee Wee Practice*</a>	no events
			<a href="#">View All</a>    <a href="#">RSS</a>    <a href="#">iCal</a>	

## ***iCal - iCalendar Feed***

Do you want to have a copy of the calendar(s) for your player(s) copied to your own home PC calendar? Do you want an easy way to visually compare your home calendar to a Team(s) calendar?

### **NGIN:**

**iCalendar** is a standard for calendar data exchange. The standard is sometimes referred to as "**iCal**", which also is the name of the Apple, Inc. calendar program that provides one of the implementations of the standard.

This tool enables you to set up a link from your own PC calendar application to one or more of our hockey website calendars. This will enable you to display the website calendar(s) on your own home calendar. Examples of Desktop and Web Applications that accept iCal Feeds:

- **Mac OS X iCal**
- **Outlook 2003**
- **Outlook 2007**
- **Google Mail**

How do iCal Feeds work?

(copied from NGIN help documentation at

<http://support.ngin.com/categories.php?categoryid=37> )

### **To subscribe to an iCal Feed on your website:**

Simply click on the **Subscribe to iCal Feed** link associated with the calendar you would like to follow.

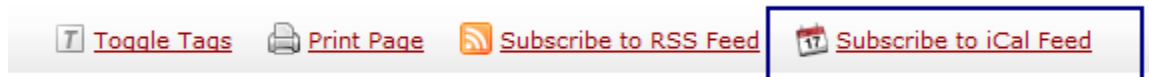


After importing the feed into your software, your new iCal Feed calendar will reflect any addition or change made to the website calendar.

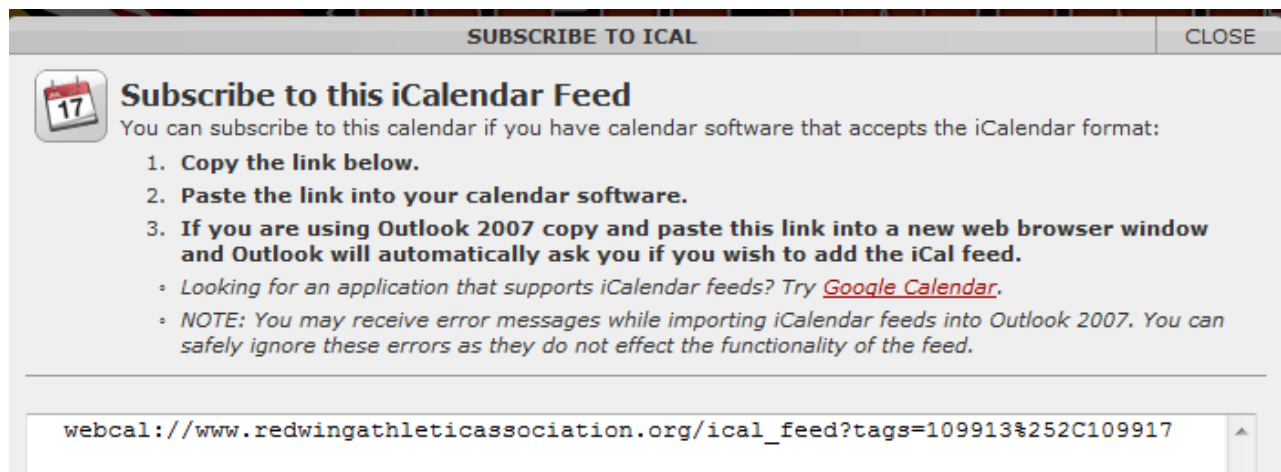
Your organization's iCalendar Feeds are continuously synced with the most up-to-date calendars on your website, keeping subscribers aware of the latest additions and updates. You can select multiple teams and levels, using the the Calendar Tag Menu, to create a custom cumulative iCal Feed specific to your own family.

SFN: Here is an example using Outlook 2007:

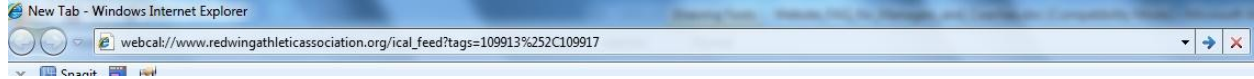
1. Go to Calendars on the Association web site and select the tags of the teams that you want to follow. ( I selected PeeWee A and Squirt B)
2. Click on the iCal option at the bottom of the calendar page.



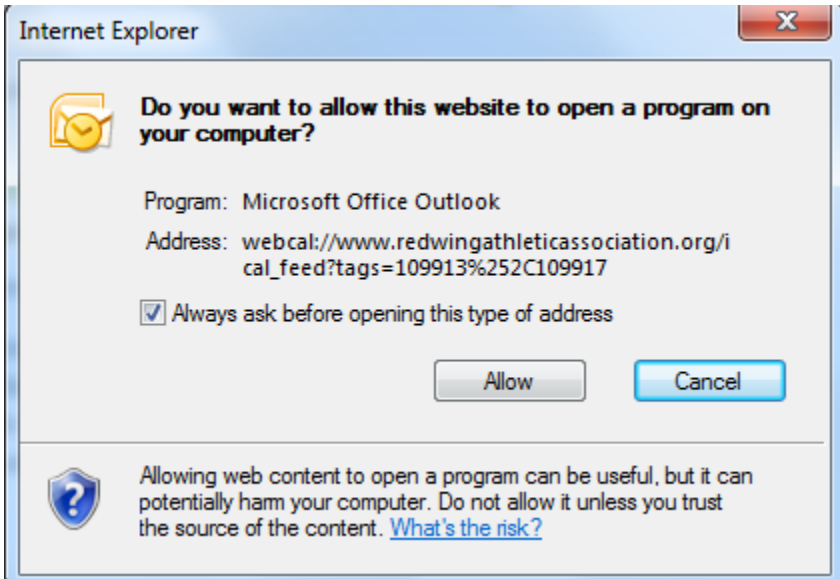
3. Follow the directions that appear.

A screenshot of a web browser dialog box titled 'SUBSCRIBE TO ICAL' with a 'CLOSE' button in the top right corner. The dialog has a light gray background and a small calendar icon with the number '17' on the left. The main heading is 'Subscribe to this iCalendar Feed'. Below the heading, it says 'You can subscribe to this calendar if you have calendar software that accepts the iCalendar format:'. There are three numbered steps: 1. Copy the link below. 2. Paste the link into your calendar software. 3. If you are using Outlook 2007 copy and paste this link into a new web browser window and Outlook will automatically ask you if you wish to add the iCal feed. Below the steps are two bullet points: one pointing to 'Google Calendar' and another note about Outlook 2007 error messages. At the bottom, a text box contains the URL: webcal://www.redwingathleticassociation.org/ical\_feed?tags=109913%252C109917.

4. Paste the link that you copied in the previous step into your internet browser and select to Go to that URL. I use IE Explore



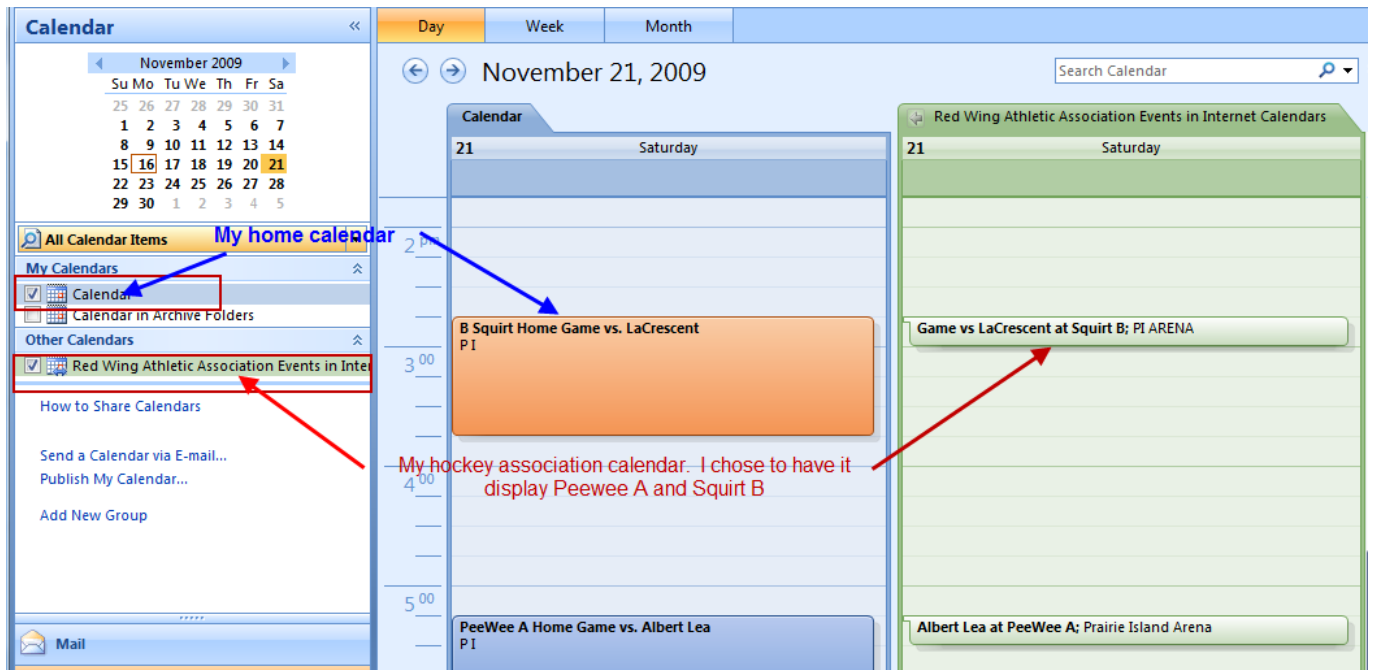
5. A pop up will appear. Click on Allow (you might get several pop ups that will require you to select Allow or OK)



5. Here are the results on my home PC.

To copy an event to your home calendar you can click on an event in the hockey calendar (shown in green on the right below) and drag the event to your home calendar (shown in blue on the left below.) SFN note: I have my home calendar synchronized to my Phone calendar PC so my home calendar events also show on my phone.

To turn off the display of the hockey calendar just unmark the check box on the left side of your calendar window. Mine is labeled Red Wing Athletic Association Events in Internet Calendars.



## ***RSS – Really simple syndication feed***

Do you want to get an email when ever your player’s team calendar(s) are updated? RSS is just what you were looking for.

(copied from NGIN help documentation at

<http://support.ngin.com/categories.php?categoryid=36> )

SFN: I have Outlook 2007. I used RSS capability to ensure that I get an email message for each change made to my sons’ calendars.

1. I followed NGIN instructions

### **How can I receive RSS Feeds?**

Desktop software applications known as news readers or aggregators can collect, update and display **RSS feeds** from a wide variety of sources. A number of news readers are available for you to download, many at no cost. Other versions are Web and browser-based. News readers vary slightly in how they look and act, so you may find yourself testing several before settling on one.

After you’ve subscribed to your organization's RSS feed (and possibly others), all of your news will be in one area for your convenience.


### **To Receive RSS Feeds:**

1. Click on RSS in the bottom right corner of the Aggregator



2. Follow the instructions to subscribe to the RSS Feed

**SUBSCRIBE TO RSS** CLOSE

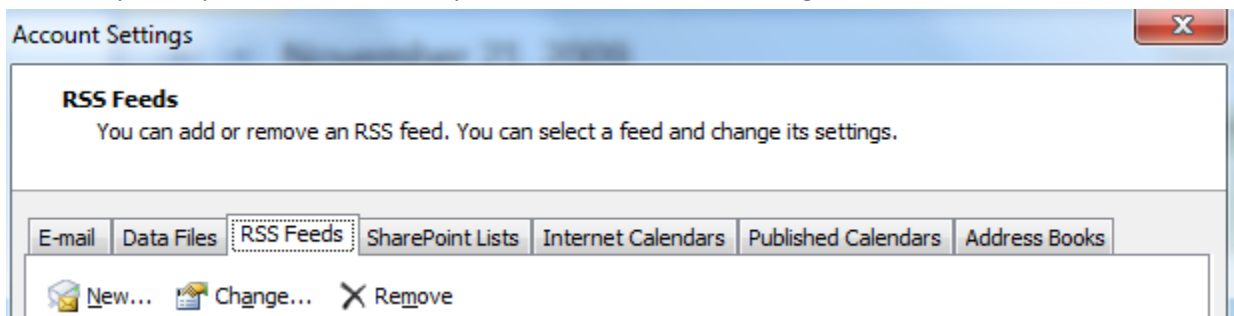
 **Subscribe to this RSS Event Feed**  
RSS Aggregators (also called Readers) will download and display RSS feeds for you.  
To subscribe to this RSS (Really Simple Syndication) feed and get event details delivered directly to your desktop:

1. **Copy the link below.**
2. **Paste the link into your RSS Reader.**
  - Looking for an RSS Reader? Try [Google Reader](#).

**Copy this link**

[http://www.redwingathleticassociation.org/event\\_rss\\_feed?tags=109913%252C109917](http://www.redwingathleticassociation.org/event_rss_feed?tags=109913%252C109917)

2. On my PC I opened Outlook and opened Tools > Account Settings. I selected the RSS Feeds tab .



3. I clicked on “New” to set up a new feed, pasted in the link I had copied above and clicked “Add”..
4. On the Options form I gave the Feed a name. I also Changed the default folder which is where the alerts will be delivered. I clicked the Change Folder button.

RSS Feed Options



Use the choices below to configure options for this RSS feed.

**General**

Feed Name:   
Channel Name: Red Wing Athletic Association Events with tag(s): PeeWee A (2009), Squirt B (2009)  
Location: [http://www.redwingathleticassociation.org/event\\_rss\\_feed?tags=109913%252C109917](http://www.redwingathleticassociation.org/event_rss_feed?tags=109913%252C109917)  
Description:

**Delivery Location**

Items from this RSS feed will be delivered to the following location:

**Personal Folders\RSS Feeds\Sports\Hockey**

(C:\Users\Susan\AppData\Local\Microsoft\Outlook\Outlook.pst)

**Downloads**

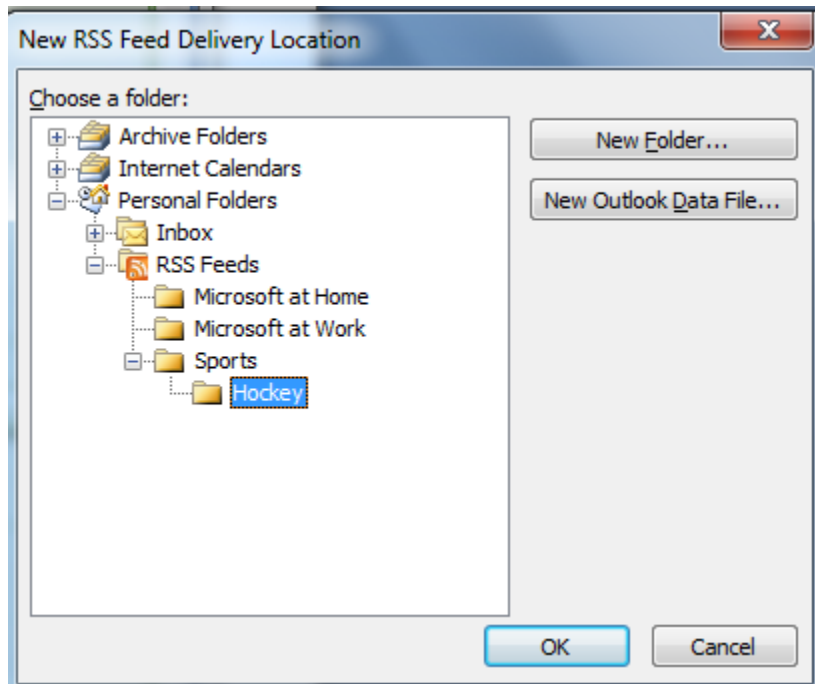
- Automatically download Enclosures for this feed
- Download the full article as an .html attachment to each item

**Update Limit**

- Update this feed with the publisher's recommendation. Send/Receive groups do not update more frequently than the recommended limit to prevent your RSS feed from possibly being cancelled by the content provider.

Current provider limit: 1 minutes

5. I created a new folder to receive these emails and then clicked on OK.

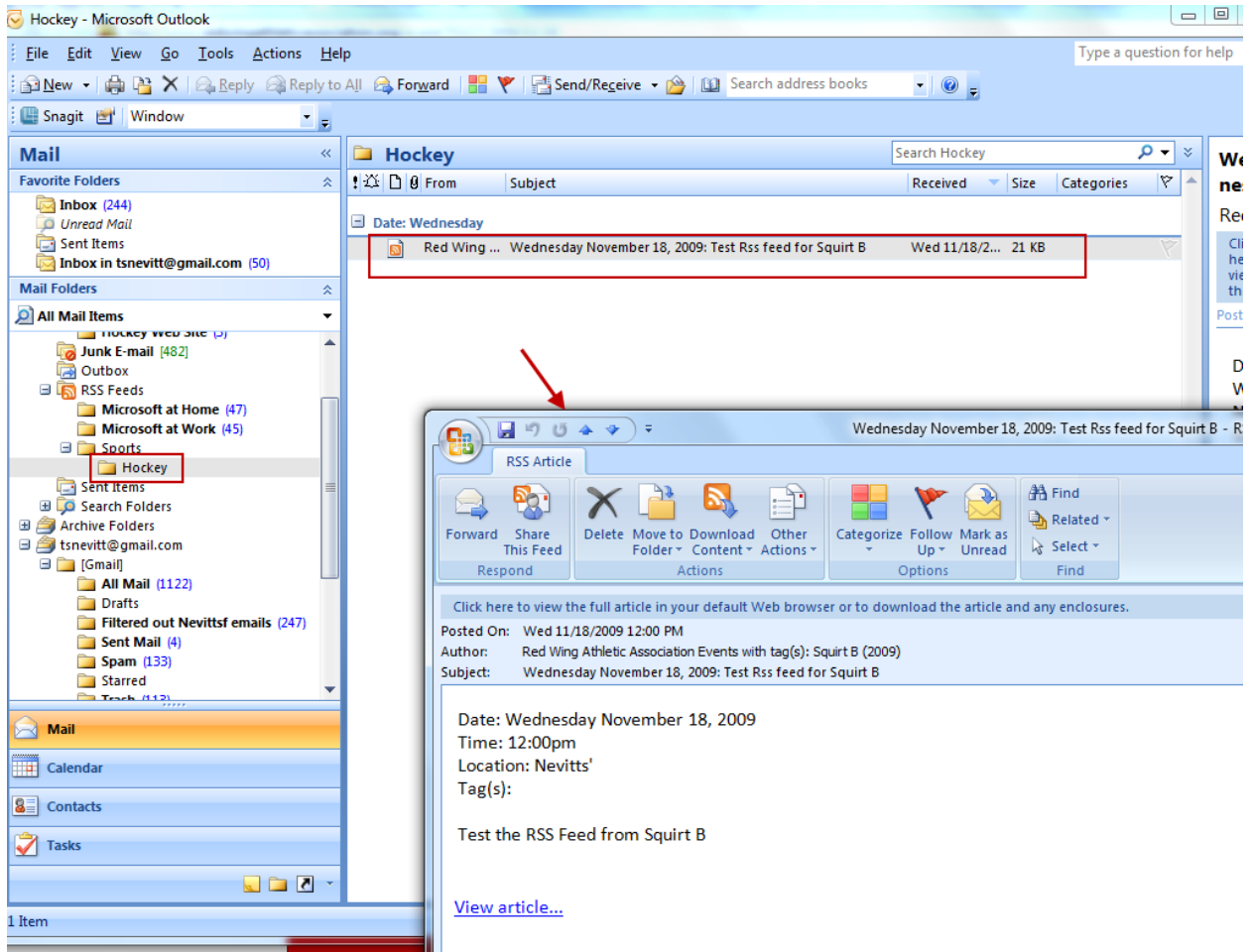


6. I clicked OK on the Options window and Closed the Account setting window.

7. At this point I got emails for all the events in the PeeWee A and Squirt B calendars. I already have these on my calendar so I deleted all the emails.

8. To test my Feed I added an event to the Squirt B calendar. Here is what happened! An email was sent to my Hockey folder.

Note that the tags are empty. Thus unless the manager has named the practice or game to include the team, you can't tell which team the event is for. I turned in a problem note on this. However, at this point it makes it even more important for managers to include team names in the event. For example "A PeeWee practice" " B Squirt practice".



## Permissions

### Question

How would we secure the Sports Management Link if we didn't want managers making these changes? I don't think that will be necessary - but I thought I'd ask so I have the answer.

### Answer

From: Melissa Collova [mailto:support@tstmedia.com]  
 Sent: Friday, March 12, 2010 9:27 AM  
 To: nevittsf@redwing.net  
 Subject: [SP#NJJ-72169] TST Support Request Form

If you give a team manager 'Page Owner' or 'Editing' permissions to a season of a Team Page (example: Bantam A 2009-2010), they do not have access to the 'Options' tab which brings them into Sport Management. If you give them 'Page

Owner' permissions to the entire Team Page which is the level right above the season (example: Bantam A), then they would have access to the 'Options' tab where they can then access Sport Management.

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## Permissions

**Question: How should I** download a picture from the web site. I don't want a thumb nail.

Description of Problem: One of our managers uploaded photos in a format that I cannot copy. I could like to use these photos but I can't figure out how to copy them to my hard drive.

## Answer

From: Aaron Jones [mailto:support@tstmedia.com]  
Sent: Friday, March 12, 2010 1:18 PM  
To: nevittsf@redwing.net  
Subject: [SP#NRC-88332] TST Support Request Form

Susan -

I assume you are referencing the photo album "Service Project". You would need to go into edit mode for that photo gallery, from there you can right click on the thumbnails and "view image" - this will show the thumbnail image by itself with a URL like this:

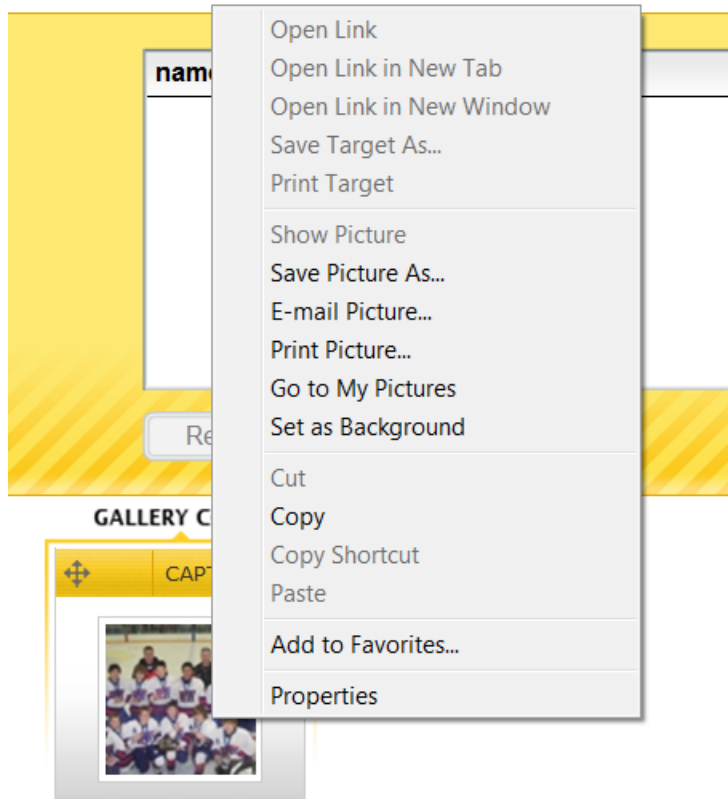
***[SFN] I could not find "View Images so Instead I selected Properties and copied the URL from that form.***

[http://cdn.ngin.com/attachments/photo/0310/1699/Misc\\_022\\_thumb.jpg](http://cdn.ngin.com/attachments/photo/0310/1699/Misc_022_thumb.jpg)

If you then remove the "\_thumb" from the URL you can see the original uploaded image which would then have a URL of:

[http://cdn.ngin.com/attachments/photo/0310/1699/Misc\\_022.jpg](http://cdn.ngin.com/attachments/photo/0310/1699/Misc_022.jpg)

From there you can right click on the image and "save-as" as you normally would.



## Question: How do I report scores and statistics on our RWSC website?

### Updating a Game's Score or Stats:

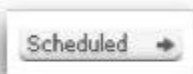
1. **Login** to the organization's website
2. Ensure you are in **Edit Mode**



3. Go to the Team Page you are **adding** a score to
4. Click on the **Game Schedule** button



- Find the game you would like to add a score to, click on the **Scheduled** button in the status field.



- Click **Edit Team Stats**
  - Enter stats for the away and home teams
  - Click **Save Team Stats**



- Click **Edit Player Stats** if you wish to enter individual stats for each player
  - Enter stats for each player. Mouse over column headers to display a full description of each statistic's abbreviation.
  - SFN: Note that the statistics you can keep per player depends on selections you made on your Team page > Seasons > Edit Details and Stats Prefs.*
  - Click **Save Player Stats**



- Once you have successfully entered all stats for the game, you will then **change the Game Status** to Final
  - Click on the **Final** button as shown below



- Game is now complete and final score and statistics are displayed.

- [Knowledgebase Home](#) > [Content Management](#) > [Page Types](#) > [Team Page](#)
- [Knowledgebase Home](#) > [Sports Specific](#)
- [Knowledgebase Home](#) > [Sports Specific](#) > [Roster](#)
- [Knowledgebase Home](#) > [Admin Control Panel](#) > [Registration](#)
- [Knowledgebase Home](#) > [Content Management](#) > [Page Types](#) > [Team Page](#) > [Rosters](#)

## Question: How do I add player(s) to a roster from an Online Registration?

### Adding a Player to a Roster from an Online Registration:

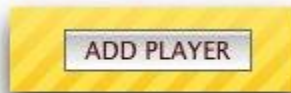
1. **Login** to the organization
2. Ensure you are in **Edit Mode**



3. Go to the Team Page you would like to create your roster for
4. Click on the **Roster** button



5. Click **Add Player**



6. Select **Import Player(s) from Registration**



7. Select the appropriate Registration Session from the drop down list
8. Click on **Show Filters** to specify which entries you would like to include
9. Once your filters are set, click **Select Filters** at the bottom
10. A list of players will be displayed to add to the roster. Any player can be deleted from the list by clicking on the **X** next to their name



- For each player, enter the jersey number and select position(s). Then click **Add Players to Roster**

**Please Note:** Players that are successfully attached to an NGIN account, will automatically be placed in a Team Roster **Group**. This group is accessible to users with Page Owner permissions for the Team Page by going to the Groups Tab when in Edit Mode on your team page. **This will allow the coach to send a mass email to the entire roster group to notify the team of any important updates such as canceled practice, game time changes, etc.**

**Question: How can our parents manage their own account? Especially email information.**

**User choices: (self management)**

Logon to your account. Then click on the arrow next to your logon to see your options.



- You can setup and manage primary and secondary(s) addresses for your own account. All messages sent to you or your players (or teams) will be sent to these addresses.

Use **Account Settings** to manage your own account. You can add multiple secondary accounts and change your primary address by replacing it with a secondary account.

When you add a secondary address a confirmation email will be sent to that address. It must be opened and the instructions contained in it must be followed for the address to be confirmed. Note that part of the confirmation process will require a logon to your own account.

Here is a link to an NGIN article on this topic:

<http://support.ngin.com/questions.php?questionid=69>

2. You can choose to have emails copied to CC addresses when a message is sent to one of your account's teams or players. The CC address will need to be associated to an NGIN account. All messages sent to your player (or team) will be copied to these address.

Use **Dashboard** to see your player or team subprofiles. Select a subprofile to add a CC to it.

When you add a CC address a confirmation email will be sent to that address. It must be opened and the instructions contained in it must be followed for the address to be confirmed. Note that part of the confirmation process will require the person who receives the email to login to their own account or create a new account for themselves in order to allow them to receive emails.

Here is a link to an NGIN article on this topic:

<http://support.ngin.com/questions.php?questionid=246>