



Tips and Frequently Asked Questions for CHRVA Online Tournament Entry

Website Address

<https://events.sportscommander.com/Public/Default.aspx>

Set Up Your Team

1. Go to the website by using the link on your coordinator's webpage or copy the address above into your browser.
2. Toward the top of the screen under the log in you will see Sign Up Today! Click on that.
3. This system calls clubs and teams, "clubs." Also, Club Director is Team Rep.
4. Fill in your team name and create a user name and password.
5. Click on Sign Up Now!
6. Using your new user name and password, log in.
7. It should welcome you at the top. Book mark the log in page.
8. On the left choose My Teams
9. As you set up your teams, you have to use the club feature as if you are going to sign up more than one team. Even though you are only signing up your own team, it appears that it only works that way. You can (and should) put club name and then your team name and info. You just stop there and don't add any other teams.
10. Fill out the team info.
11. It will ask you about friends and family members. Ignore that section.
12. You can also set up a filter that will show all tournaments in CHRVA, gender, and level or any combination. I highly recommend this.
13. Save

I don't have a "club," I only have a team. How should I sign up?

Sign up as a club, and use your team name as the club name. Just remember to go back and enter your team as well once your club info is created.

My team is part of a club, but the club director is not the team rep. What do I do?

You would still enter your club name, but then enter your team information only.

I am a club director and I also act as team rep for all of the teams. What do I do?

After entering the first team, click on add a team and enter the info for the second team, and so on until you have entered all of the teams.

Entering Tournaments

1. Go the SportsCommander website using the link on your coordinator's webpage or copy the address above into your browser.
2. Log in
3. On the left go to Register for Tournament
4. If you set your default filter you should see a list of all available tournaments for whatever you set your filter default. If you didn't, you will see every tournament for every region using SportsCommander.
5. Find the tournament you want to enter.
6. It must say available entry. If it doesn't it will tell you why you can't enter.
7. Click on the tournament. It will show you date, time, level, venue, and cost. In the notes section will be the deadline for entry and any other information that would be pertinent to the tournament and/or venue.
8. Follow the prompts.
9. When you get to the notes section, type in the team number given to you by the Program Director. This is also where you would put any notes to your coordinator such as special requests, that you are the host or co-host, or indicate when you don't pay to enter since you would be paying yourself.
10. Some tournaments will give you a choice to use Pay Pal or mail a check. Others will only take a check. You must have a Pay Pal account attached to your bank account or a credit card to use Pay Pal.
11. You will see two deadlines that are generated by SportsCommander. The first is the last date to withdraw without penalty. That corresponds with the 11 days out rule. If you need to withdraw, use that feature and it will notify the host and coordinator that you have withdrawn. The host will generate the refund from Pay Pal and/or the coordinator will destroy your check. It will not allow you to withdraw after that deadline so you need to go directly through the coordinator and host. The second deadline is the last day that you can use the online system for that tournament. This will only come into play if the tournament doesn't fill by the deadline or at least the drop out deadline.
12. ALWAYS PROOF YOUR ENTRY BEFORE YOU HIT SEND!!!. Once you send it, you can't get it back to make changes.
13. Print out a copy of the confirmation for your records.
14. If you are mailing a check, put a copy of the confirmation in with your check so that the coordinator will know where to apply the payment.

My team is the host or co-host. How do I tell my coordinator?

As you are filling out the form, there will be a notes section. In the notes you tell the coordinator that you are host or co-host team and your preferred team number if applicable. This is also the place where you would indicate that as the host you do not have to pay if that is how your club operates.

If my team doesn't have to pay, how do I fill out the payment section?

Click that you are paying by check. If you don't pay as the hosting club, the coordinator will accept your team by "pretending" that she received your check.

My team has priority entries. How do I enter a tournament using one?

Again, use the notes section. Type in, "Using priority entry earned on date X."

A tournament is listed but I can't sign up. Why?

Tournaments that accept Pay Pal will not be open for entry until 45 days before the tournament date. When you use Pay Pal to pay, there is a limited window of time for refunds without incurring a

cancellation fee. We don't want to put any team into a situation of paying that fee. Tournaments that are accepting checks *only* will be open for entry immediately.

I have question or issue about the tournament.

Before your team has been accepted, contact your coordinator. After the pools have been released, contact the host directly. The contact info for the host is located in the footer of your registration confirmation email.

I have a suggestion or question about how to use the website.

If your coordinator or the Program Director cannot answer your question, click the Feedback button on the left side let them know. You can also contact support@sportscommander.com with any technical questions.