

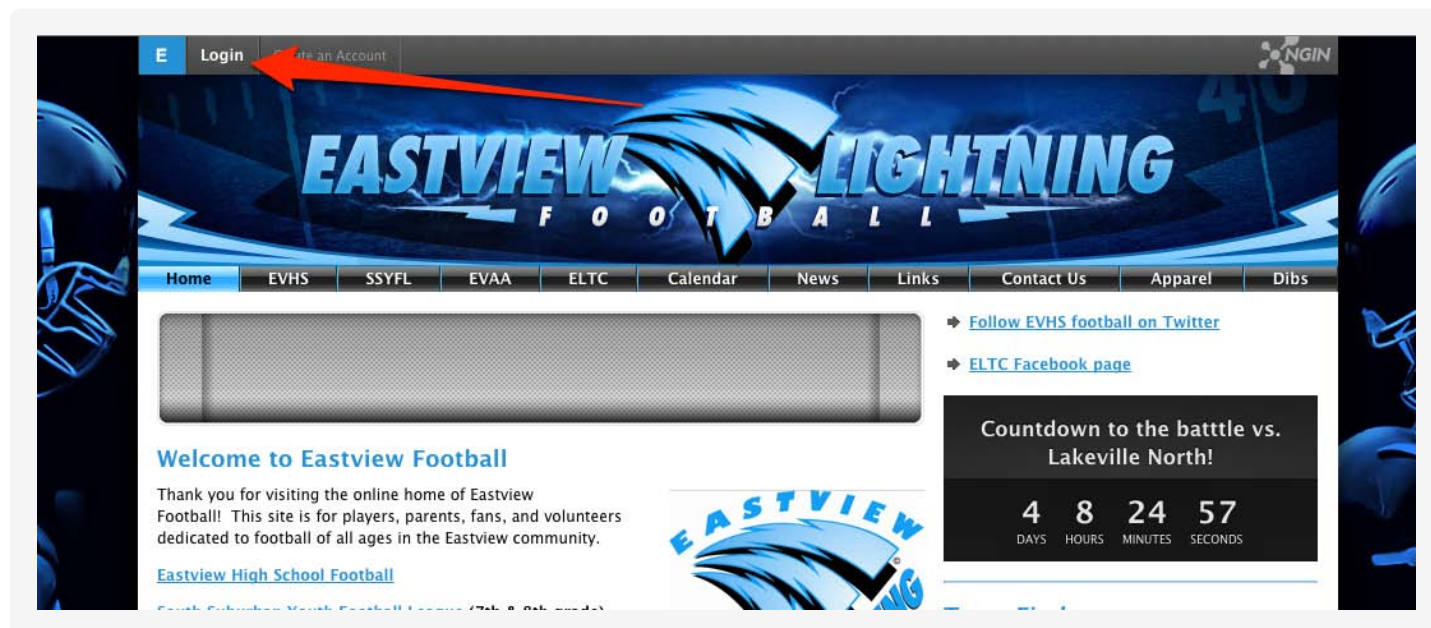
[Username/Password Reset](#)[Update Credit Card/Cancel Subscription](#)[Change/Add Email](#)[Multi-Site Access](#)[Claim Dibs](#)[Signup Errors](#)

Username / Password Reset

If you have not yet requested a password reset, that would be the first step. To do this:

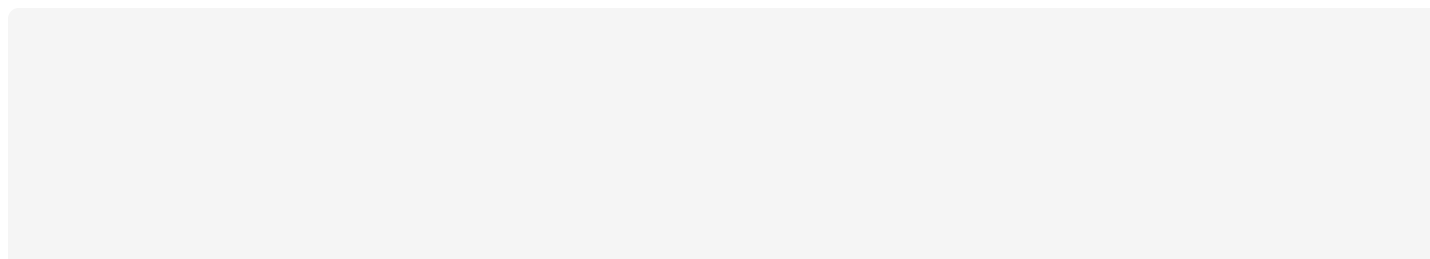
STEP 1

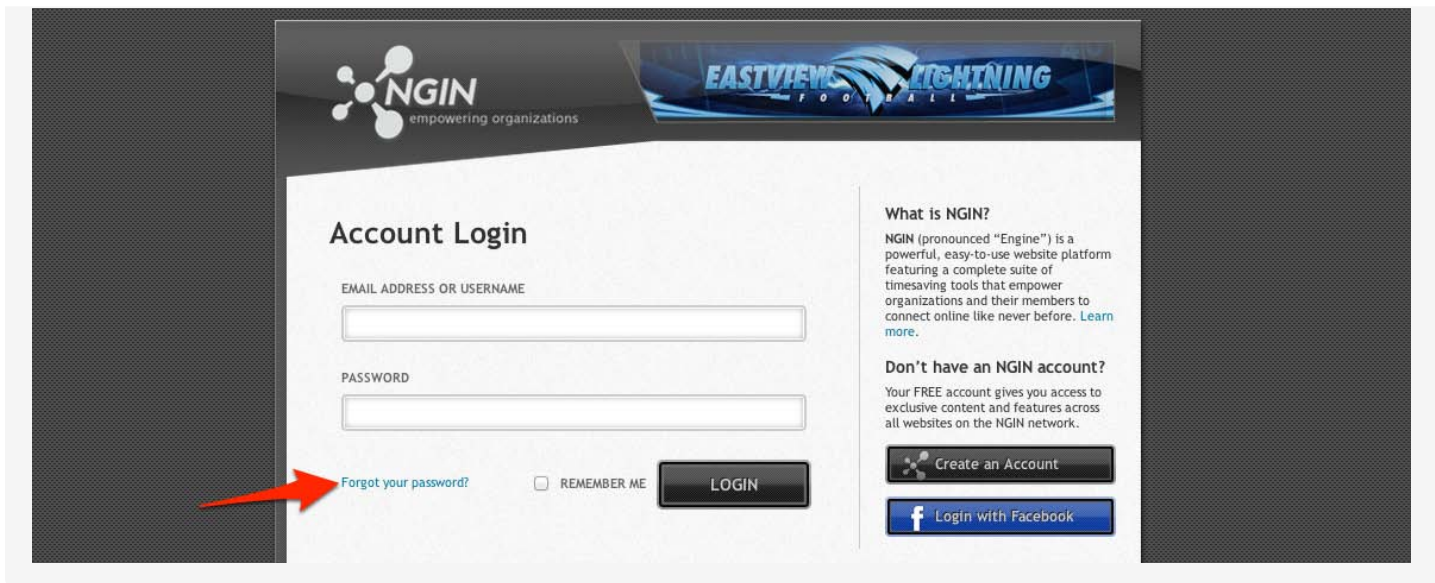
Click on the login at the top left of the page.



STEP 2

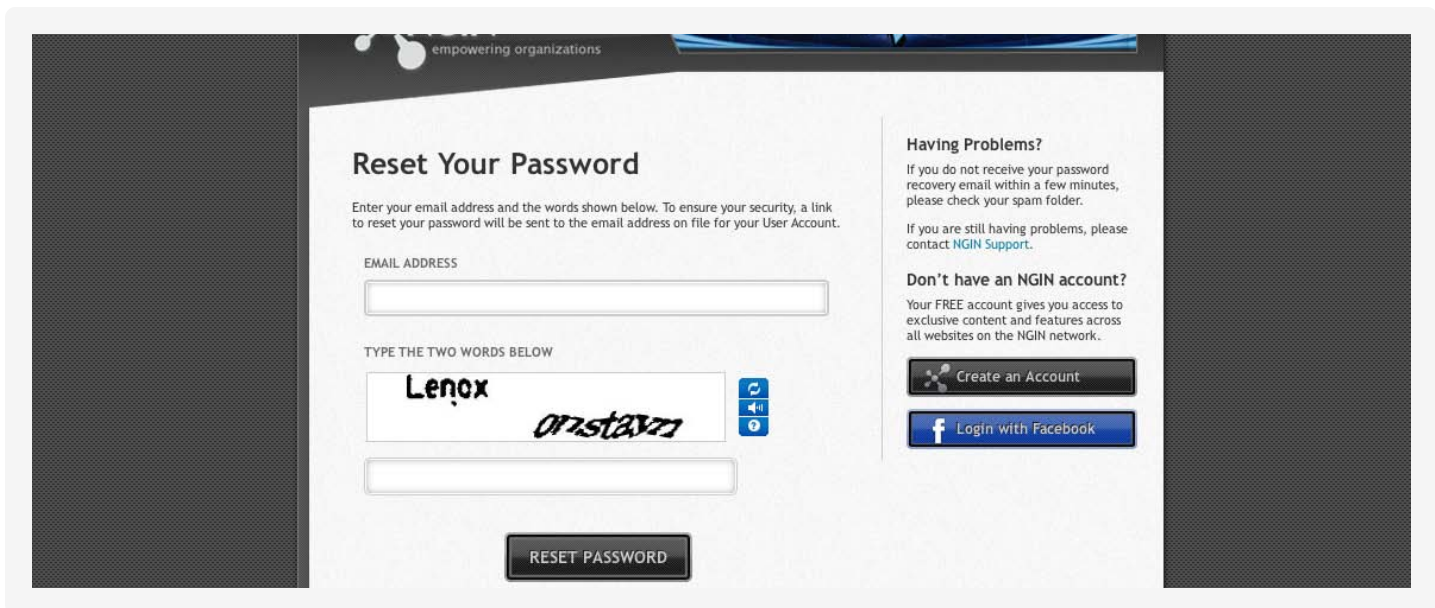
Click on the "forgot your password?" link.





STEP 3

This will prompt you to enter your username or email address- please do this and hit 'submit'. *An email will then be sent to your primary email address you used to create your account with additional instructions.*



STEP 4

Click on the link in the email to initiate the password reset. (If this does not work, try copy and pasting the link into your web browser/address bar)

STEP 5

The system will then prompt you to type in a new password if clicked that you forgot your password.

STEP 6

Once a new password is typed in, you will automatically be logged into the system

NOTE

If you don't receive the email within a couple of minutes, be sure to check your Spam/Junk folder in case the email gets flagged as spam.

Update Credit Card Info / Cancel Paywall Subscription

STEP 1

Login to the website.

STEP 2

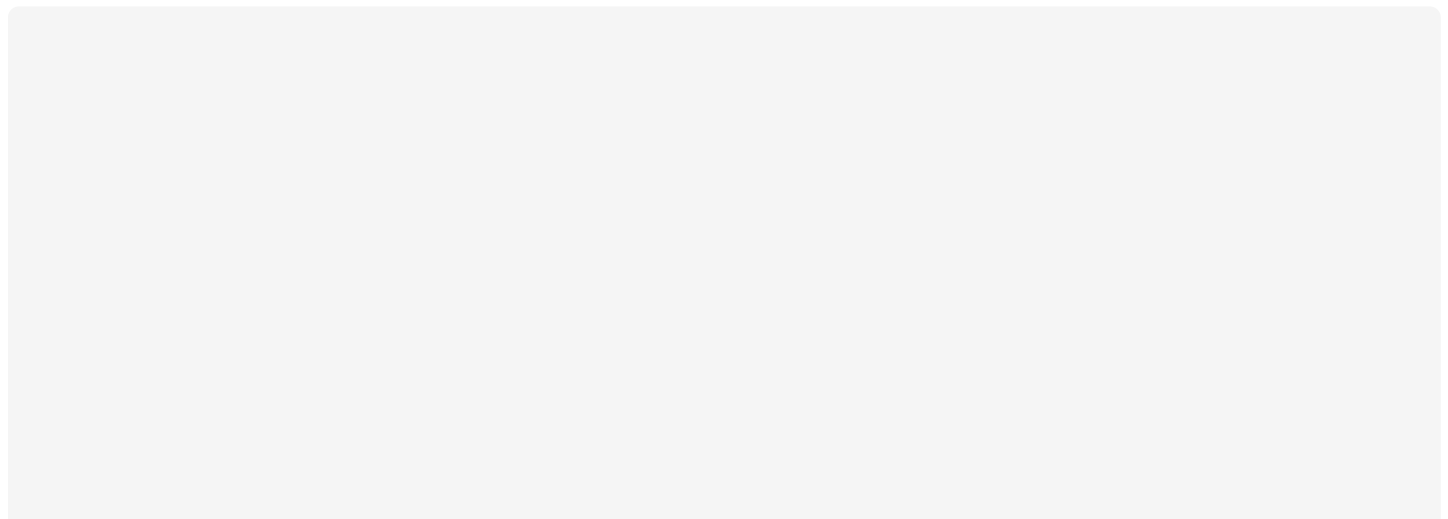
Click on your username in the upper left corner.

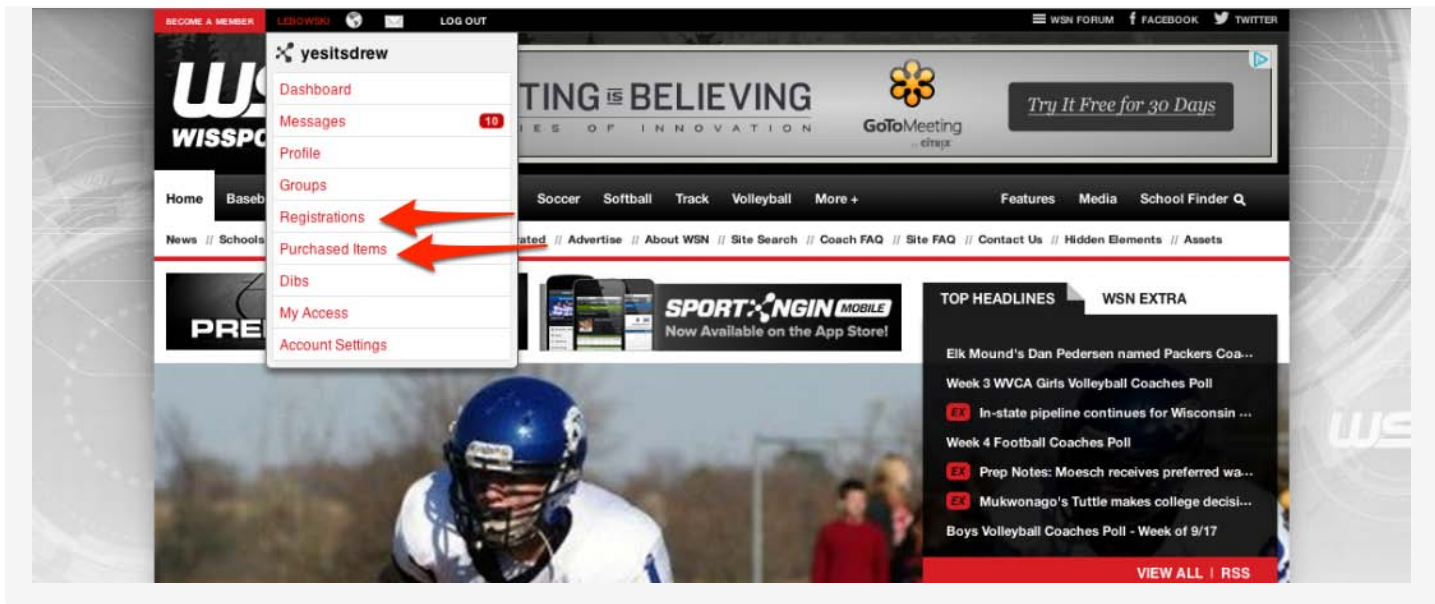
STEP 3

Click on "Registrations" to update CC info for a registration payment plan.

or

Click on "Purchased Items" to cancel or update CC info for a paywall subscription.

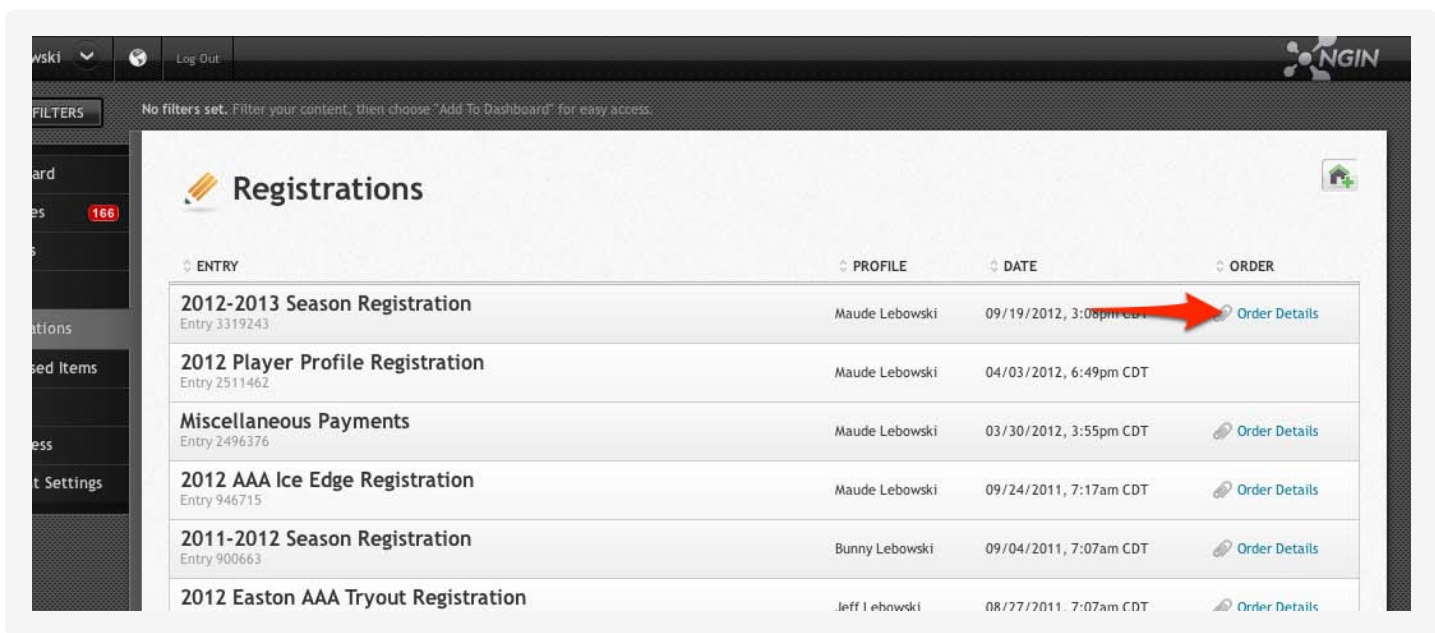




STEP 4

(Registration)

If you want to update your registration Credit Card info now click on the "Order Details" to the right of the particular entry.



STEP 5

(Registration)

Then you will see an option to "Make Payment". Here you will be able to "Enter New Card."

Order Receipt (FQE21947) Print Order Receipt

Order Total: \$1815.87
 Amount Paid: \$635.87
 Amount Outstanding: \$1180.00
 Status: Partially Paid
 Order Number: FQE21947
 Date: 09/19/2012, 5:21pm CDT
 NGIN Account: Jeffrey Lebowski

Attachments
 Entry #3319243: Maude Lebowski

Billing Information

Payment Method: Credit Card MasterCard xxxx-xxxx-xxx8-1605
 Name on Card: Jeffrey Lebowski
 Billing Address:

Item(s) Purchased

ITEM	PRICE	TOTAL	STATUS	ACTION
2012-2013 Bantam, Qty: 1	\$1750.00	\$1750.00	4 payments remaining	Make Payment

Lebowski Log Out

REGISTRATION: NGIN
 POWERFUL ONLINE REGISTRATION SOLUTIONS

2012-2013 Season Registration

Submit Payment

Order #: [FQE21947](#)
 Item: 2012-2013 Bantam
 Amount: Submit Next Payment of (\$295.00)
 Submit Balance In-full of (\$1180.00)

Payment Total: \$295.00

Please Select Your Payment Method:

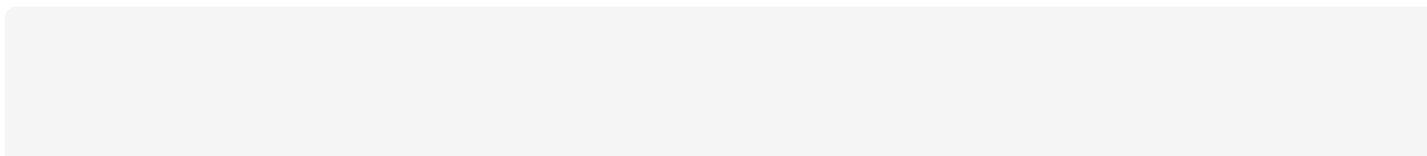
Pay With Credit/Check Card:
 Use Existing Card: MasterCard xxxx-xxxx-xxx8-1605
 Enter New Card

Checkout securely using your personal credit card or check card.

STEP 4

(Paywall Subscription)

Click on the "Make Payment" to change the CC information or "Cancel" to terminate the recurring payment subscription.



PURCHASES ITEM	ORDER	PRICE	TOTAL	STATUS	PAYMENT METHOD	PENDING PAYMENT	ACTIONS
Basketball Showcase Fee, Qty: 1	ASO45224	\$65.00	\$65.00	Paid	Paid in Full		
WSNXTRA Subscription, Qty: 1	HXZ73677	\$0.00	\$0.00	Active	Recurring Payment Plan	\$0.00 due on 2013-07-11	<ul style="list-style-type: none"> Cancel Make Payment
WSNXTRA Subscription, Qty: 1	GHD73421	\$0.00	\$0.00	Active	Recurring Payment Plan	\$0.00 due on 2013-07-11	<ul style="list-style-type: none"> Cancel Make Payment

NOTE

Only Paywall Subscriptions have the option to "cancel." If you are looking to cancel a sport registration please contact the organization directly. When you update your CC info for a registration the next payment will be automatically moved forward and charged to your card the date of change.

Change / Add Email Address

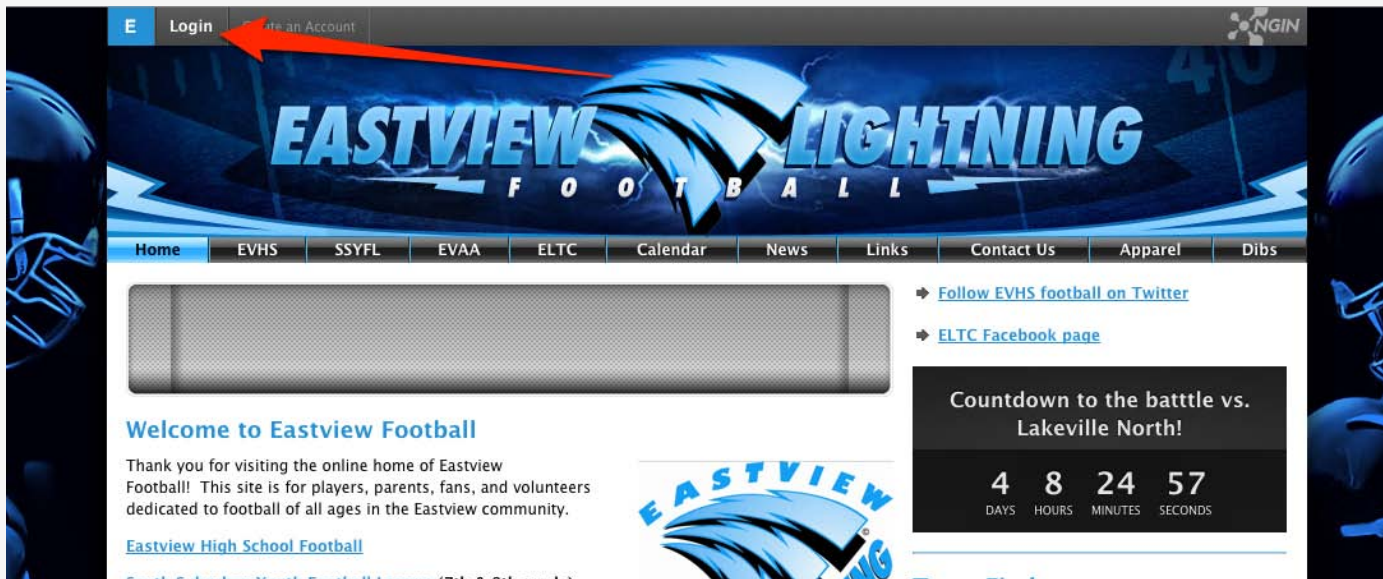
Primary and Secondary Email addresses are to be used and added for your own Sport Ngin account. If you would like someone not associated with your account to receive email communications regarding your child, you would need to add them to the Cc: List for your child's subprofile.

- Primary email addresses will receive account information, financial/order receipts, notifications and profile messages.
- Secondary email addresses on your account will receive profile messages only. (i.e. a coach sends an email regarding your child)

To change your primary email address follow ALL steps below:
(To add a secondary email to your account only follow steps 1-8)

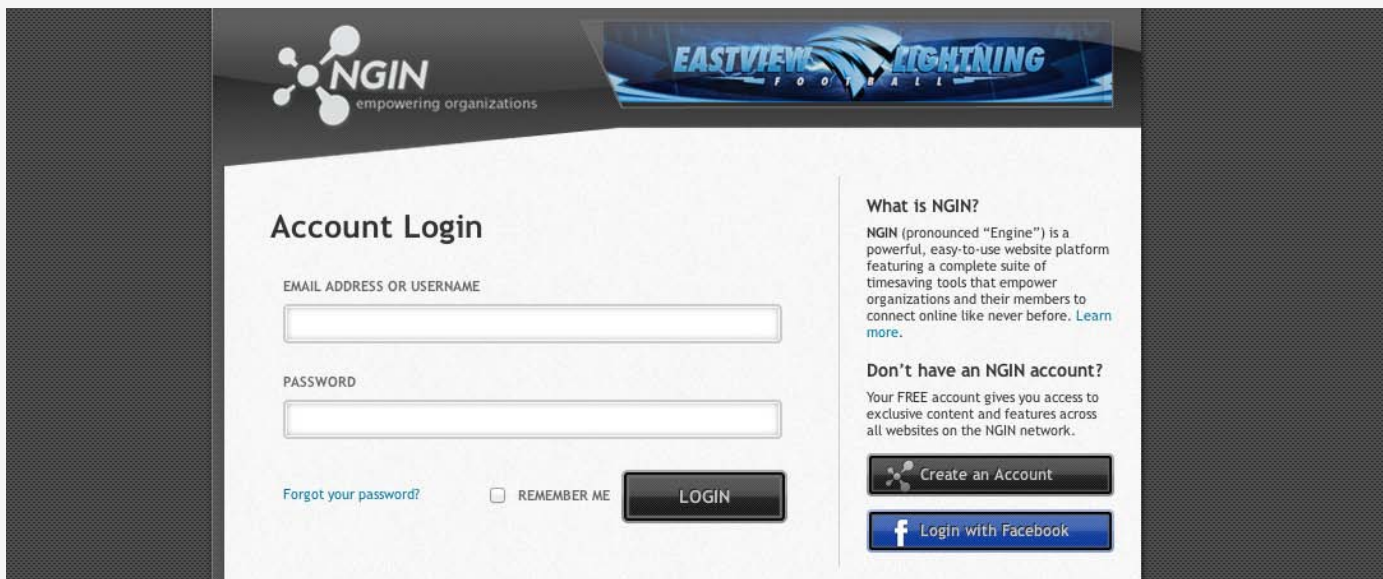
STEP 1

Login to your Sport Ngin account by clicking on the "Login" button/link found in the upper left corner of the website.



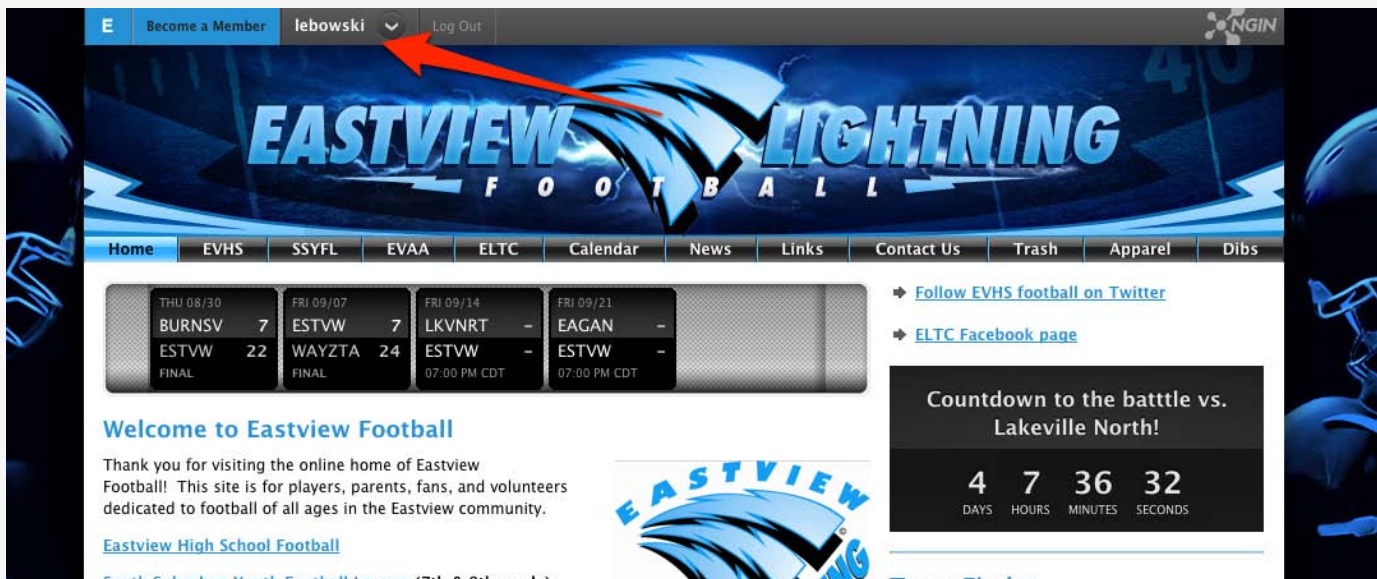
STEP 2

You will now see a screen where you will enter your email address/username (if you do not know your username, simply enter your email address) followed by your password. (if you do not know your password, click the 'forgot your password' link and the system will automatically send password reset instructions to the email address you entered)



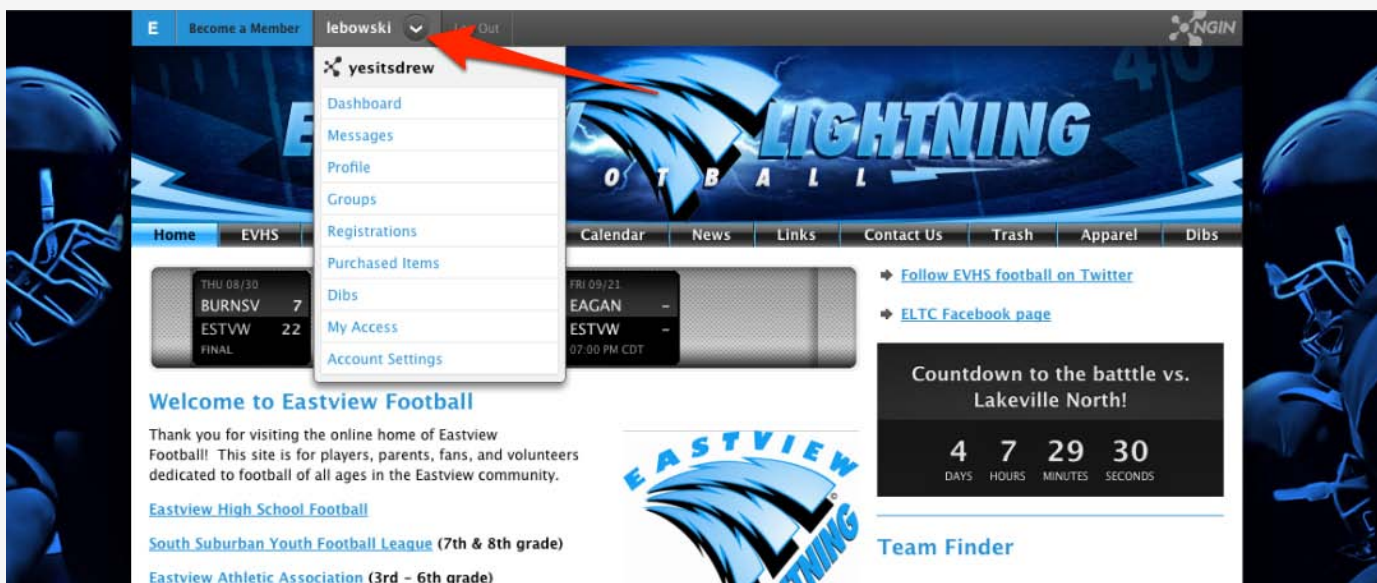
STEP 3

Once you are successfully logged in, you will see your username appear in the upper left corner of the website.



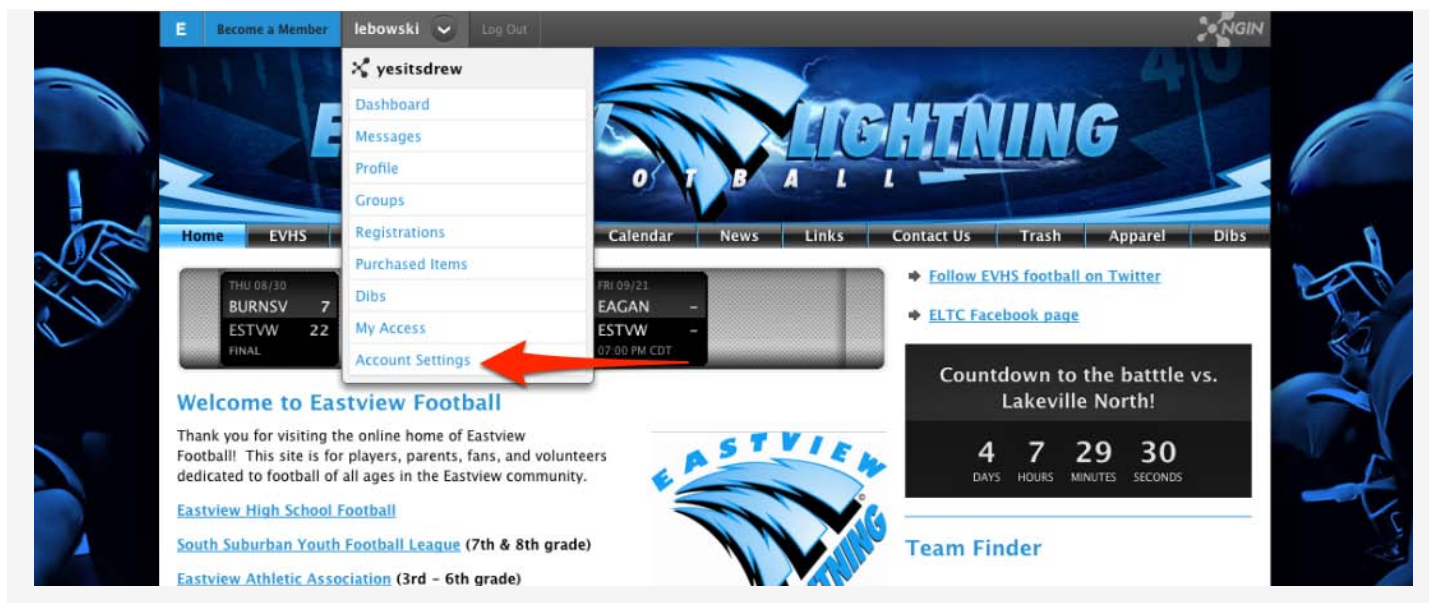
STEP 4

Click on the drop down arrow next to your username to access your account menu.



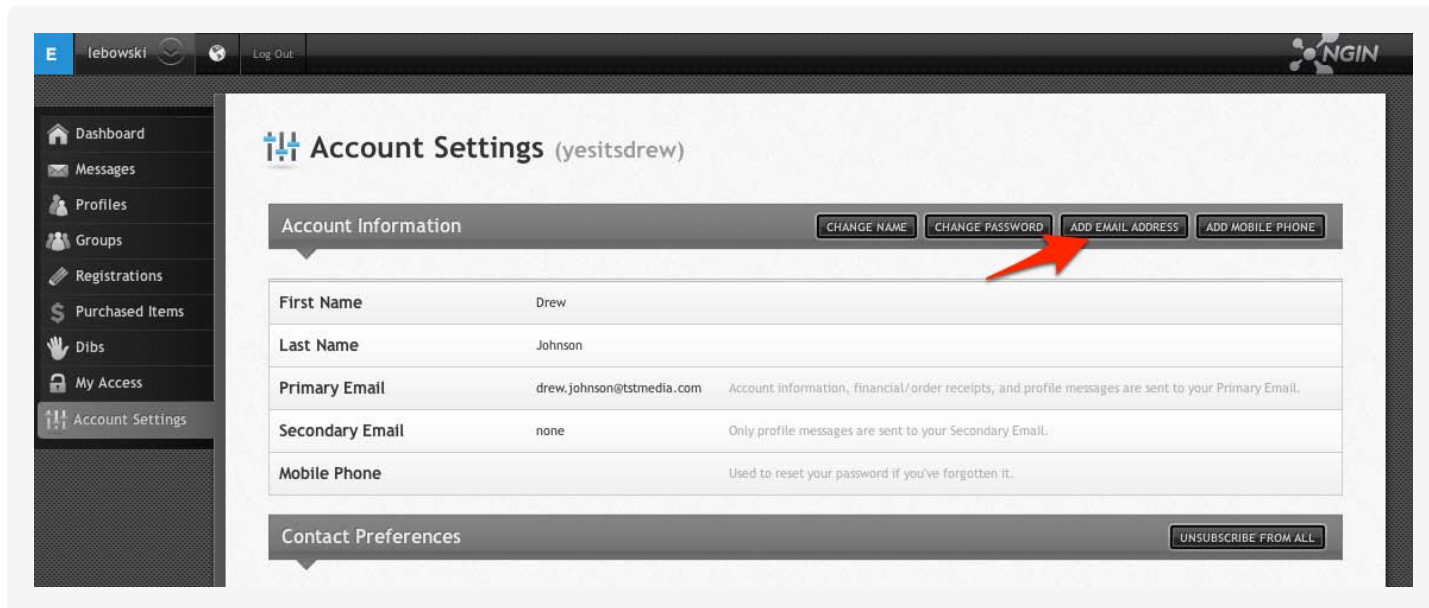
STEP 5

Click the Account Settings option.



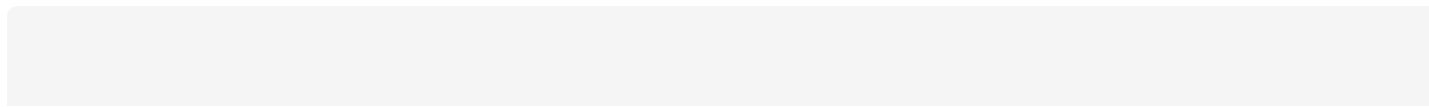
STEP 6

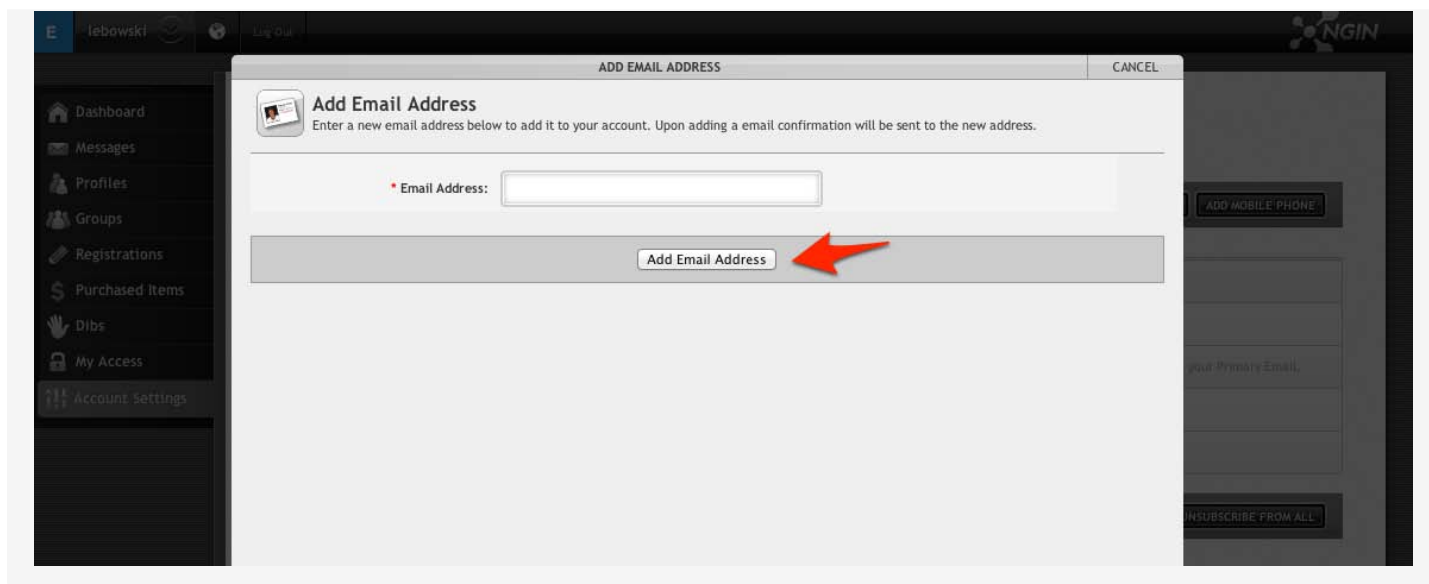
Whether you are changing a primary email or adding a secondary email address to your account, you will first need to add the new email. To do this, click the Add Email Address link next to the Email Addresses section.



STEP 7

Enter the new email address in the field provided to add it to your account.





STEP 8

Upon adding a new email address, a confirmation email will be sent to the new email address. If you do not see the verification email in your Inbox after a couple of minutes, be sure to check your Spam/Junk folder. This email address will remain in a 'pending' state until you confirm it.

STEP 9

When the verification email is received click on the verification link within the email to confirm the new email address.

STEP 10

This will bring you back to your Sport Ngin Account.

STEP 11

Within your Sport Ngin Account Settings, you will now see the email address you added listed as a secondary email. (You can add multiple secondary emails to your account) Please Note: Secondary emails DO NOT receive order or account emails such as password resets or registration confirmations. Secondary email addresses only receive profile notifications sent by an organization.

STOP HERE IF YOU ARE SIMPLY ADDING A SECONDARY EMAIL TO YOUR ACCOUNT
CONTINUE IF YOU WANT TO MAKE THIS YOUR PRIMARY EMAIL

STEP 12

Click the Make Primary link next to the secondary email address if you would like to make that your new primary email

Account Settings (yesitsdrew)

ddj0408@gmail.com confirmed.

Account Information CHANGE NAME CHANGE PASSWORD ADD EMAIL ADDRESS ADD MOBILE PHONE

First Name	Drew	
Last Name	Johnson	
Primary Email	drew.johnson@tstmedia.com	Account information, financial/order receipts, and profile messages are sent to your Primary Email.
Secondary Email	ddj0408@gmail.com Make Primary Remove	Only profile messages are sent to your Secondary Email.
Mobile Phone		Used to reset your password if you've forgotten it.

Contact Preferences UNSUBSCRIBE FROM ALL

STEP 13

You will now see that your new email address has been made the Primary Email and the old primary email will now be listed as a secondary email. If you would like to permanently remove this email address from your account, click the Remove link.

Logging in to Multiple Sites

Our system only allows for one unique email address to be tied to a single Sport Ngin account. A user only needs one account, which they can use across multiple organization's websites that are also on the Sport Ngin platform.

If you already use your account to log into another organization's website, then all you need to do is simply log in to the other organization's website, and your account will auto join their website member directory. Once you are in an organization's Member Directory, the organization Admin can then include you in groups for emailing communications or giving your account editing permissions if applicable.

If you have a Sport Ngin account but would like to join another organization's network:

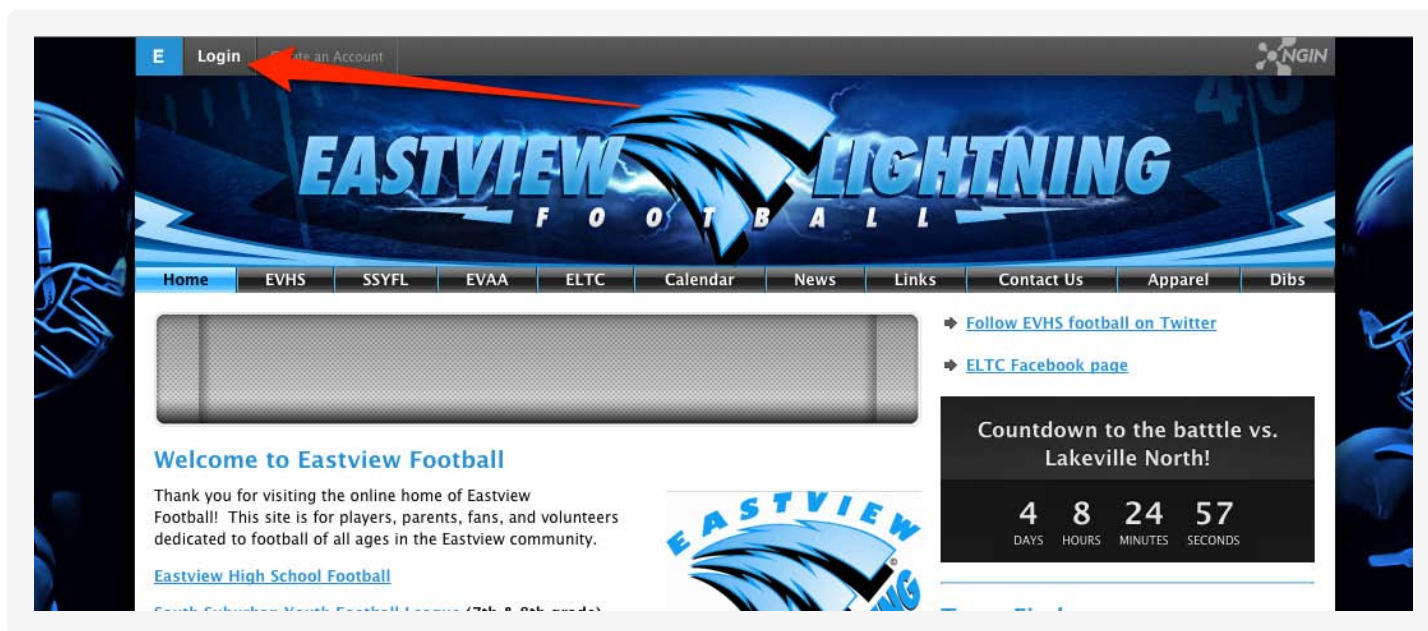
STEP 1

Log in to the organization's website with the same username/password you used to create your Sport Ngin account -- that's it! The system will automatically do the rest and automatically add your account to the organization's network.

Access & Claim Dib Items

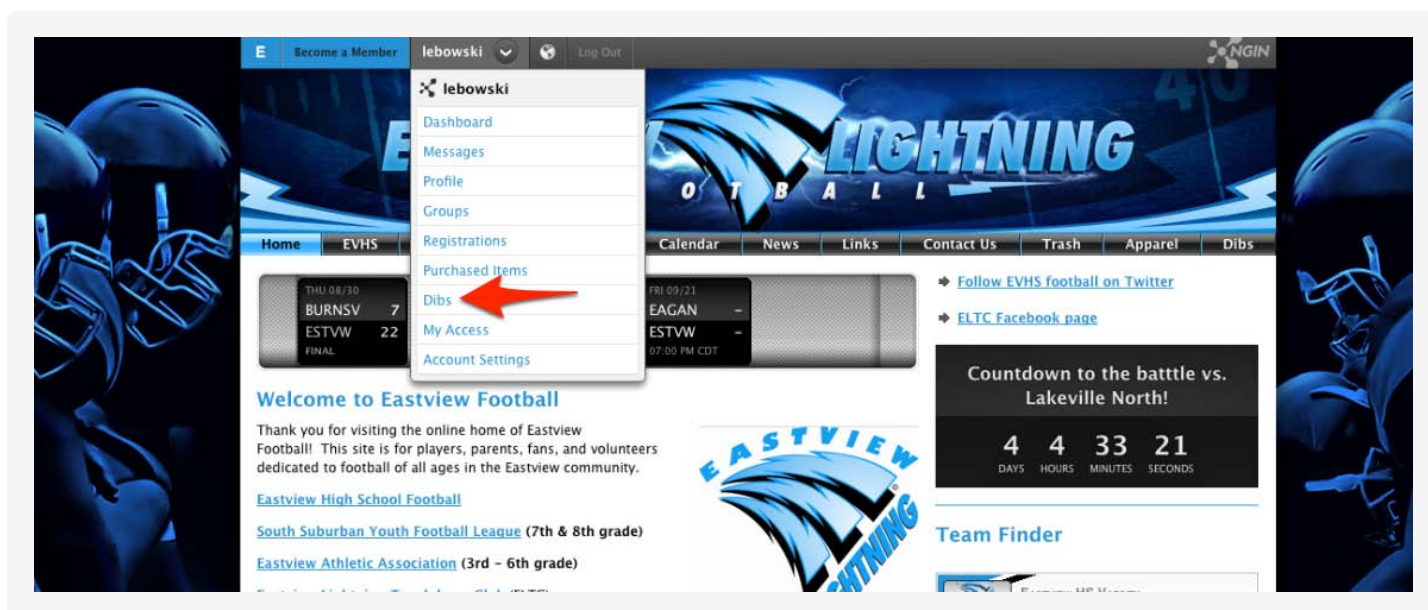
STEP 1

Login to the organization's website via the top left of the screen.



STEP 2

After you successfully log in, you will see your username in the upper left corner. Click on the drop down arrow next to your username. Select Dibs from the menu list.



STEP 3

Here, you can browse assigned Dib Sessions and claim responsibility for Dib Items. You then complete Dib Items to fulfill your Dib Session requirements. To begin claiming Dib Items, click the Claim Dib Items link within the particular session.

**If you do not see an assigned Dib Session for your account, please check with the organization's Registrar.*

NOTE

When a you claim a Dib Item (shift), an Admin from the organization must grant completion of the item for you before your account receives the credit value.

Existing Account / Email Taken Errors

Our system only allows for one unique email address to be tied to a single Sport Ngin account. A user only needs one account, which they can use across multiple organization's websites. If the system recognizes that your email address already exists, then you have already created an Account. Simply enter your email address to log in.

If you already use your Sport Ngin account to log into another organization's website, then all you need to do is login the that organization's website with your same account email and password. This will automatically add your account to the organization's network so you can receive any communications they send out.