



# Michigan State Youth Soccer Association

## GotSport Club Resource – How to Add a Coach/Manager with an Existing GotSport Account

When adding a coach/manager to your club account who already has an account under their email address, you must match their existing account exactly on all 5 fields to add them right away. The 5 fields are Email/UserID, First Name, Last Name, DOB, and Postal Code.

Note: If you're getting the 'Email/UserID has already been taken' error when trying to add a coach/manager, please review our related help video: [GotSport - Email/UserID Taken Error](#).

You'll often have better luck 'finding' the existing account if you do not enter information in all 5 fields. Technically, only the 'Email/UserID' field is *required* when searching on the "Add Coach" or "Add Manager" page. However, if you match the existing account on less than 5 fields, you'll be prompted to click 'Request Role Approval' (instead of being able to add the coach/manager right away).

In the below example, GotSport found an existing account using the information entered. Since only 3 of the 5 fields were filled out, we're presented with the 'Request Role Approval' button. Be sure to choose the correct 'USYS' affiliate before proceeding with the 'Request.'

When clicking the 'Request Role Approval' button, the person is added to your club account, but they are added with a 'Pending' role instead of an 'Active' role. You cannot roster the person on a team until they've been made active within your club account.



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Meanwhile, the coach/manager has been sent an email from GotSport for the Role Approval Request. They should click 'Accept' within the email to change their role to Active.

Here is what the email looks like:

## ACTION REQUIRED: Approve Role Request



GotSport <no\_reply@gotsoccer.com>

Today at 8:17 AM

To: MSYSA ITC



Hello Testitcnew Testitc,

Ryan Test Club has requested to add you as a member with role of: manager. Click 'Accept' below to approve this request, or click 'Decline' to remove it. Note: Clicking 'Accept' will allow Ryan Test Club to view and edit your profile.

Accept

Decline

-The GotSport Team



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From the club's view, you can search for any coaches/managers whose role with your club is Pending (instead of Active). On the 'Role Status' search filter, choose 'Pending' and click Search.

**Managers**

Manage Managers Upload Managers

18828 / Managers

Affiliation  User Name  Competitive Level  Seasonal Year

Email/UserID  **Role Status**  Completed Form  Has Not Completed Form

Requirements

Eligibility Status  Is Invoiced

**Search** Clear Search

50 Per Page

**Managers** [Export](#) [Add Manager](#)

Displaying 1 managers

<input type="checkbox"/>	Name	Email/UserID	Phone number	ID Number	Affiliate	Competitive Level	Requirements
<input type="checkbox"/>	TestITC, TestITCNEW	itc@michiganyouthsoccer.org itc@michiganyouthsoccer.org	5555555555		USYS		<span style="color: red;">Incomplete</span> <a href="#">Edit</a>



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If you do not want to wait for the coach/manager to respond to the request, you have the option to 'override' the request (i.e., change the person's role within your club from Pending to Active). To do so, click into the person's account. On the right-side of the screen, there is an option to 'Add Role.' Be sure to choose the correct 'USYS' affiliate and the appropriate Competitive Level, and then click 'Save.' The person's role should be updated to Active.

The screenshot shows a web application interface for managing user roles. The user profile on the left is for 'Testitcnew Testitic' with the following details:

Role	
NAME	TestITC, TestITCNEW
ID	10687688
ID NUMBER	
AFFILIATE NAME	USYS
COMPETITIVE LEVEL	
TEAMS	

The 'Add Role' form on the right is used to update the role. It contains the following fields:

- Role Name: Manager
- Organization: Ryan Test Club
- ID Number:
- Affiliate Name:  (highlighted with an orange box)
- Competitive Level:  (highlighted with an orange box)
- Save button:  (highlighted with an orange arrow)

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