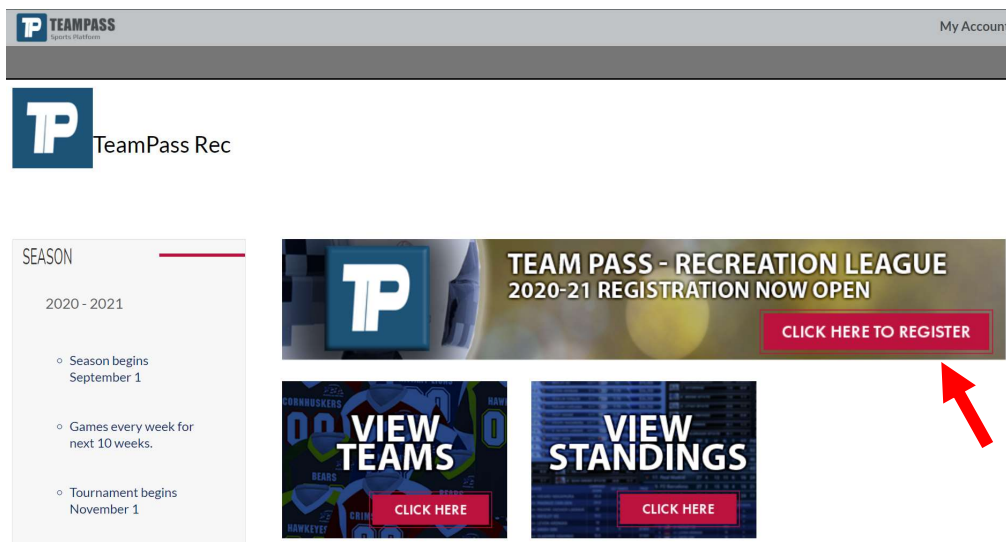www.teampass.com

General User Guide

Team Registration

1. Your team/league should provide you with the link to register. The link may also be found on your team/league web site. If you have issues locating , please reach out to your team/league manager, they will be able to provide you with the link to register. The provided link should send you to a page similar to below:


2. Click on the "registration" link (see red arrow above).

3. Create a new user account. If you already have a TeamPass account, you can simply login (see image below):
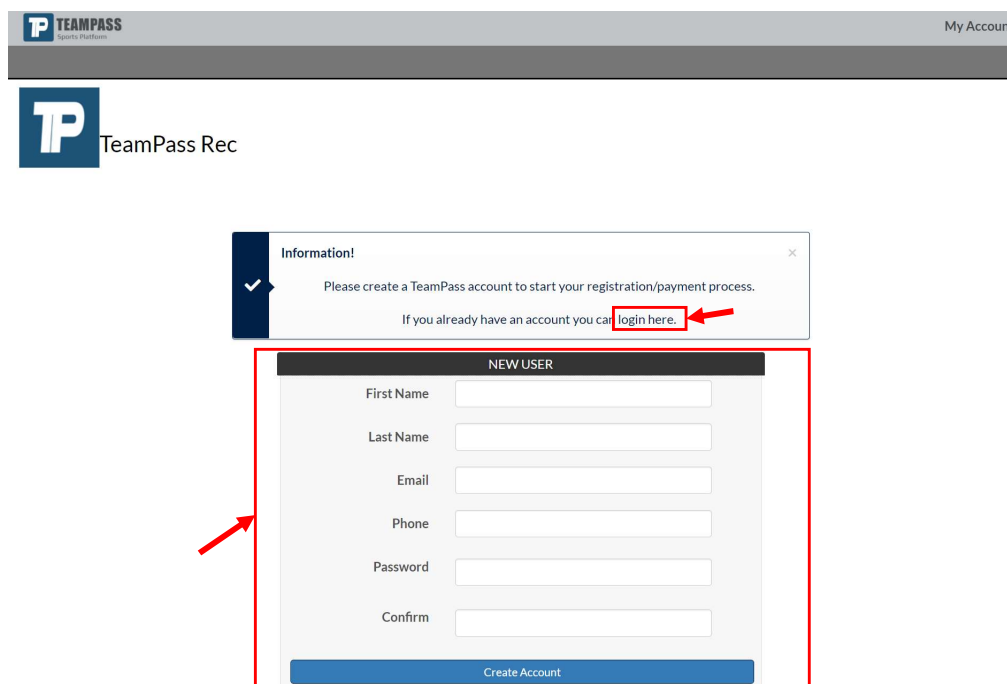
Team Registration Cont…

4. Complete the entire registration form and click continue button at bottom (see below).
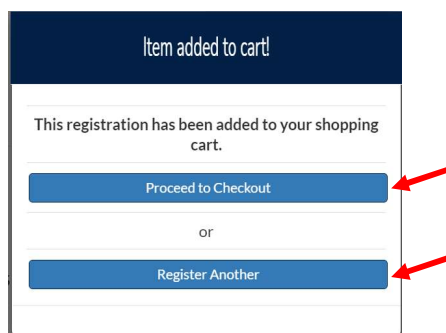

NOTE: most all data fields will be required. If you miss one, you won't be able to proceed to next page. Any field(s) missing information will be clearly identified with red box and notation (see image below).
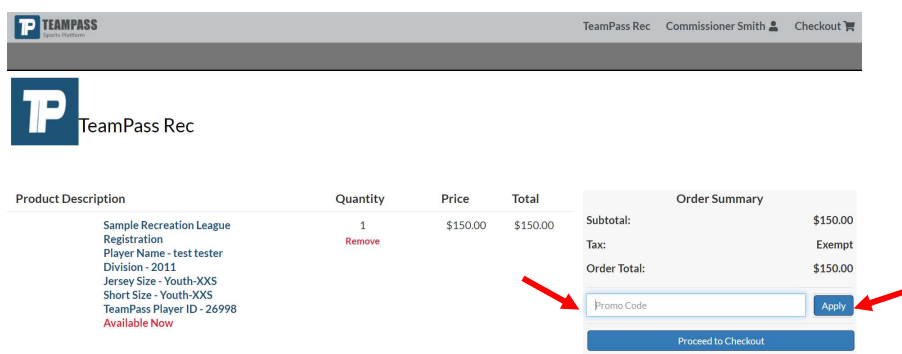
Team Registration Cont…

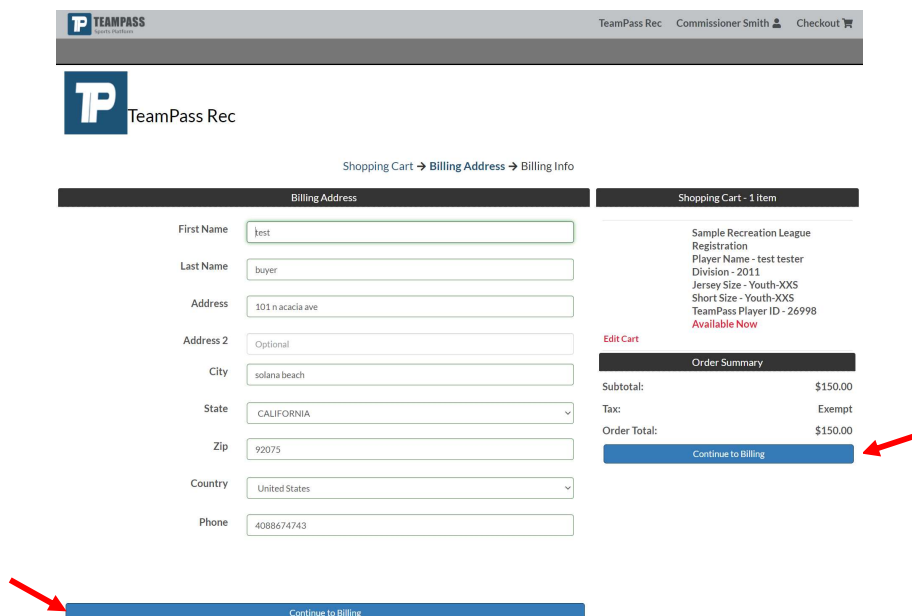5.   Successful form completion should result in the message box below:

At this point, you can click "Proceed to Checkout" or click "Register Another" player. If you choose to register another player, you will be sent back to the registration page to complete the same form for another player. If you choose to checkout, you'll be sent to the next step in the registration process.

6.   The page below is your order summary page. This is the page where you may add a promotion code (if applicable). If all looks good, click "Proceed to Checkout" button.

Team Registration Cont…

7.   The next page will be confirmation of your billing address information. If not correct, you should make changes to this form. Once ready, click either of the two "Continue to Billing" buttons.

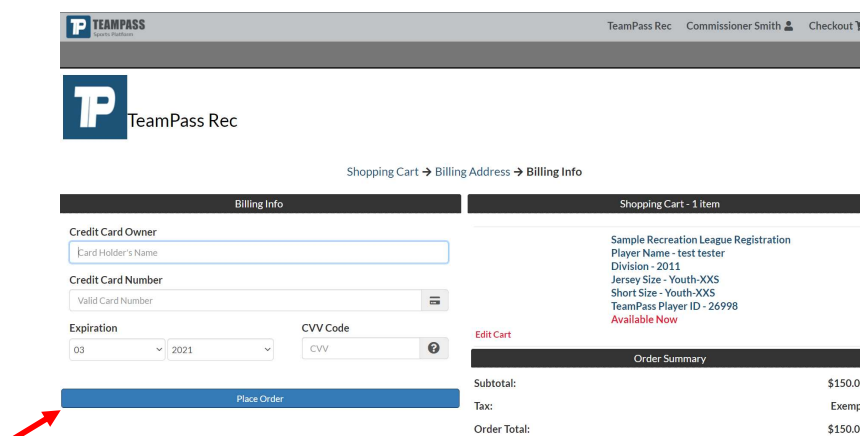8.   On this next page (see below) you will enter your payment card information and click "Place Order" button.

Team Registration Cont...

9.   A successful registration completion should result in the page below.

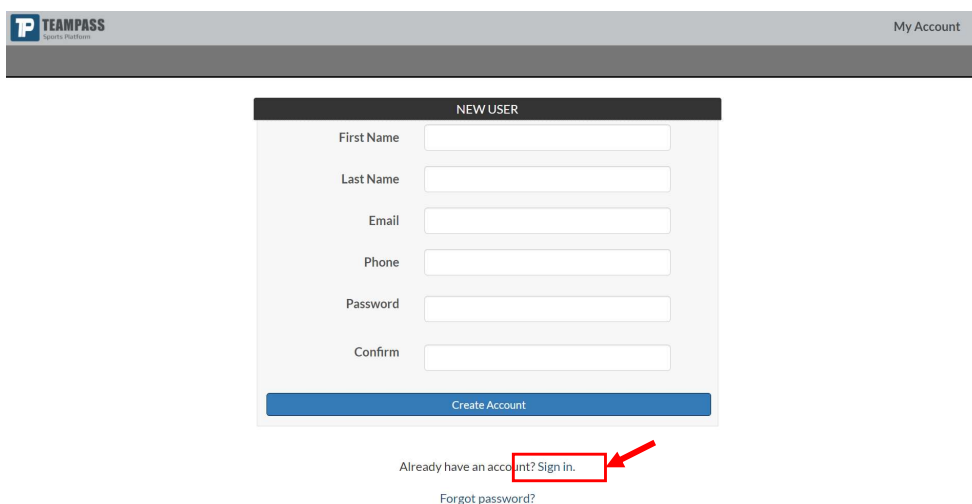*NOTE: You will also receive an order confirmation email, sent to the email address used when registering your account.*

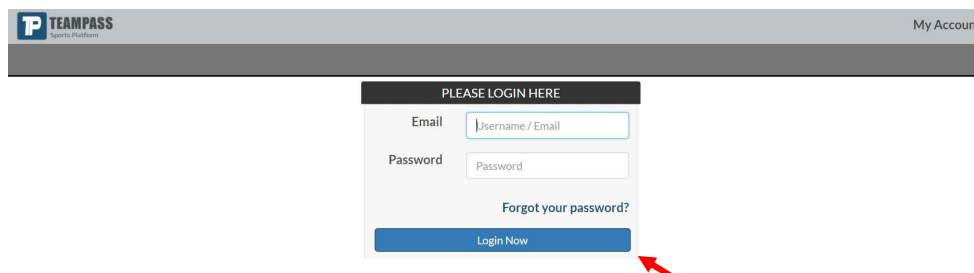# Login To Your TeamPass Account

1. Go to https://app.teampass.com
2. Click on the "My Account" link in upper right corner of page (see image below):
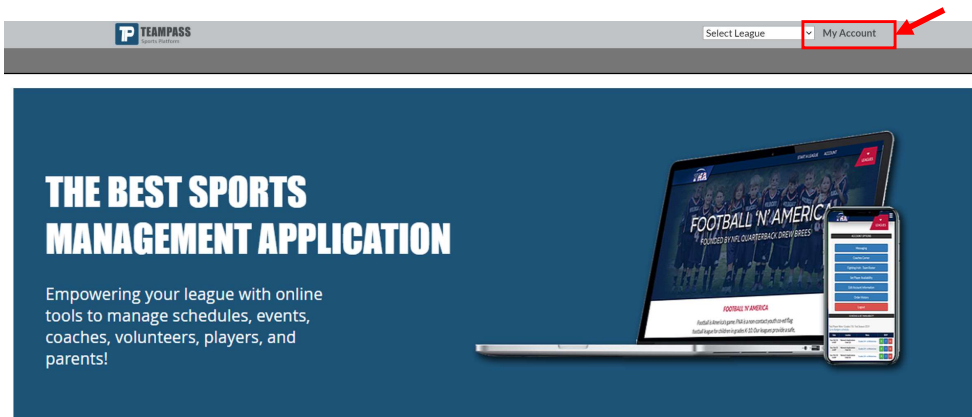
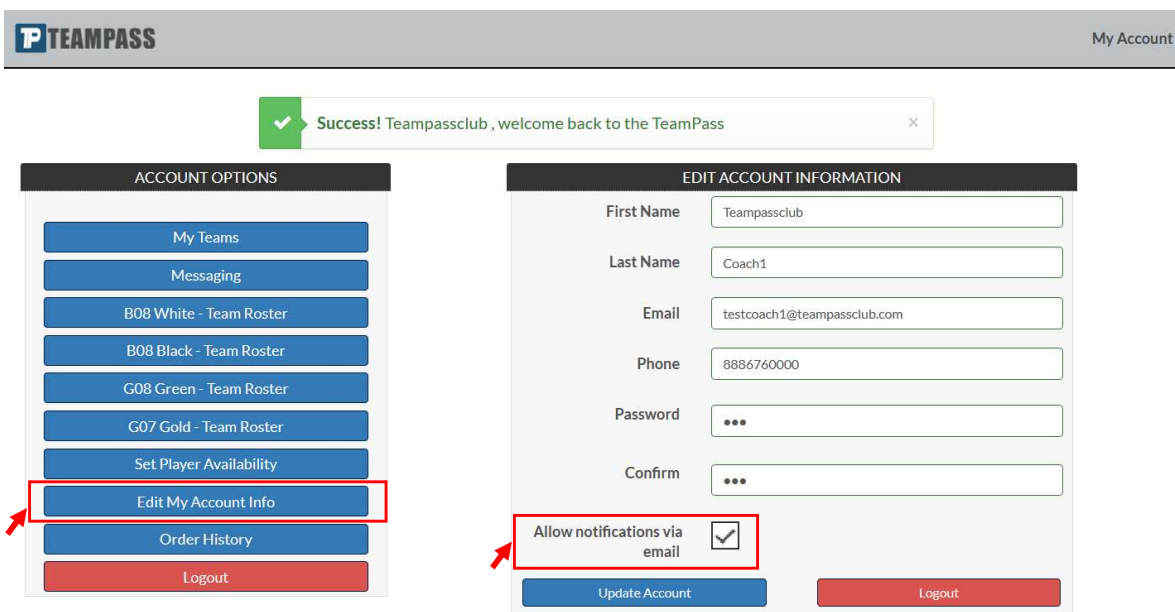3. Click on "Sign In" link

4. Enter your Username and Password and click "Login Now" button.

Updating Your Information

1. Login to TeamPass and you are automatically taken to your "edit account information" page.
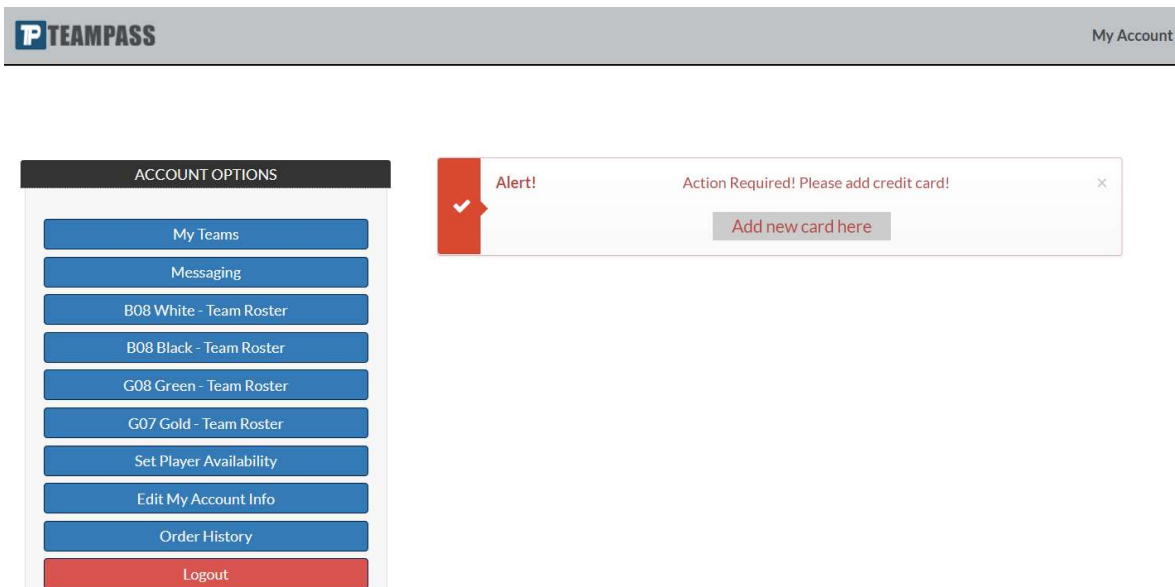

This page can also be reached by clicking on "Edit My Account Info" link (shown above).

On this page, you can update your name, Email address, phone number, and password.

If you no longer want to receive email messaging, uncheck the email notification box on this page. Make sure you click "Update Account" to save all settings.
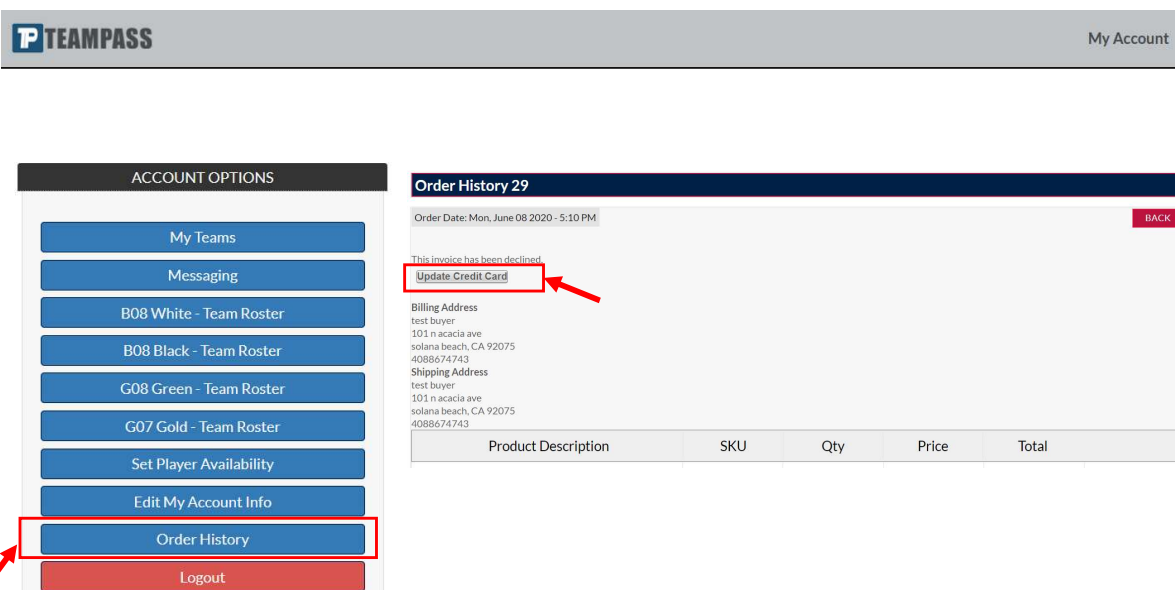
Updating Your Credit Card Information

When you login to your Team Pass account and there is a problem with your credit card (maybe your card expired), you may see a notice on your login page (see below). When this alert appears, you simply need to click the associated link to update your credit card info.
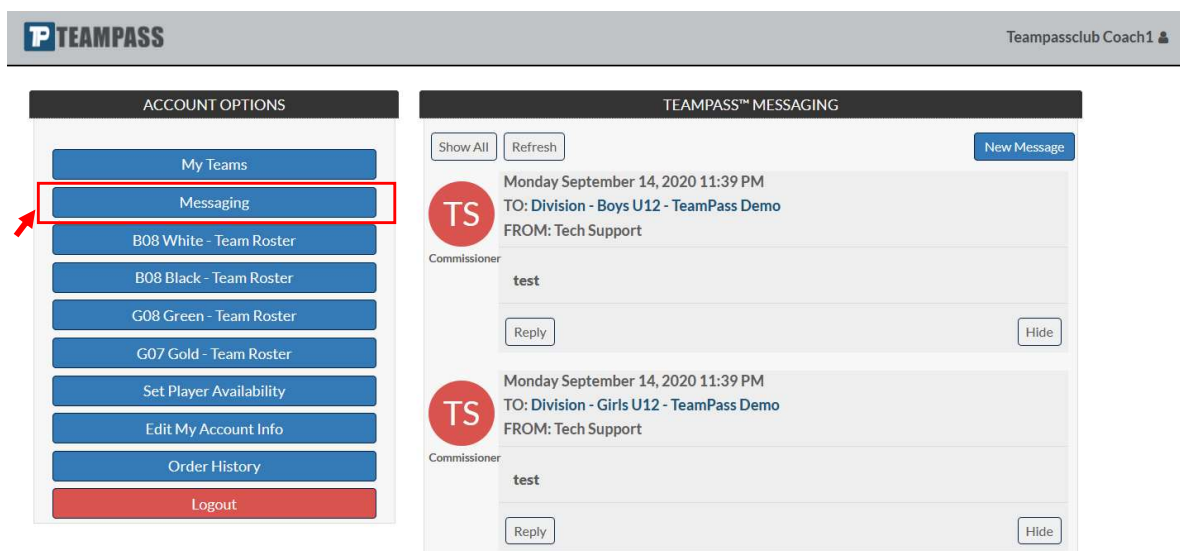

Another way to update your credit card info is to:
1. Click on your order history
2. Click on the order number that is declined or on hold
3. Click the associated "Update Credit Card" button

Messaging Tool

1. From your account page, click on the "Messaging" link to access the TeamPass Messaging tool. When you do, the page below should be displayed.

NOTE: Messaging can be utilized on your mobile device with the TeamPass App. Instructions on how to download the app are covered on page 5 of this document.

2. To send a message, simply click on the "New Message" button.
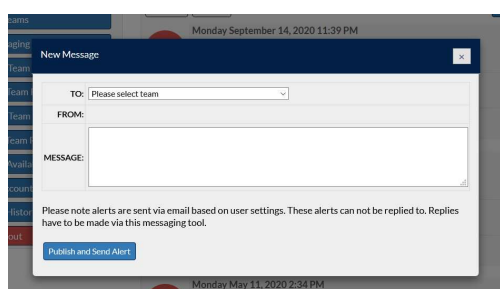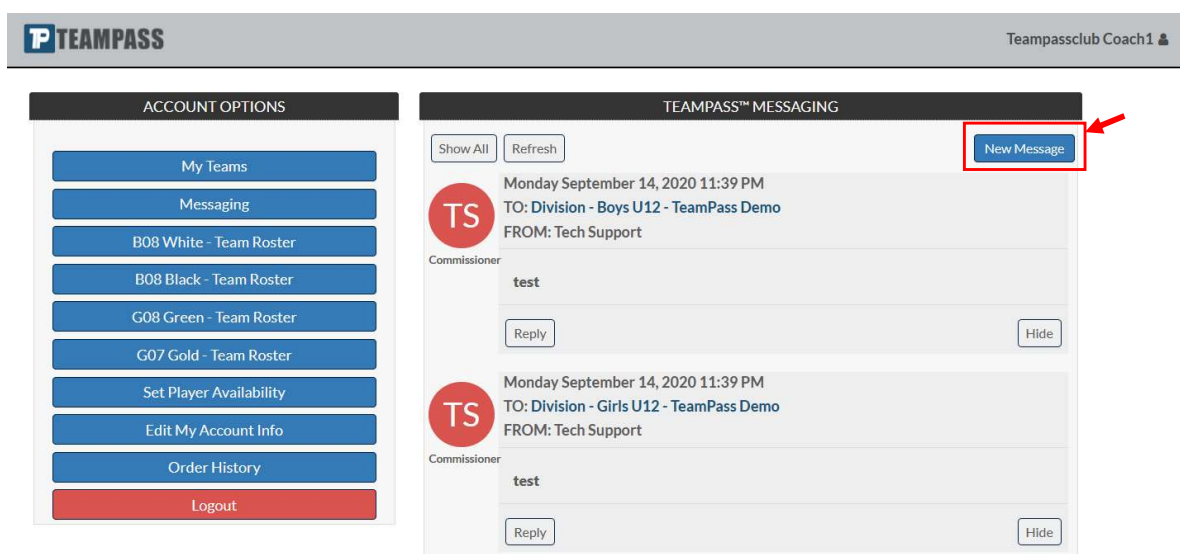
NOTE: Clicking on the "New Message" button should display the pop-up box on left.

Set Player Availability

1. Click on "Set Player Availability" link on your account page. You should see the information displayed below. Mark your player's availability for each event listed.

NOTE: Selecting the "?" button will display the pop-up message on left allowing you to enter a message for why you are undecided. Your Coach and team will be able to view this message on your team roster/schedule page.

Team Dues

1. Some coaches may utilize the TeamPass system to collect individual "Team Dues". If your coach adds team dues for your team, You should see the information displayed below.

NOTE: In order for you to agree to the charge, you must click the [Y] button. Once you agree, TeamPass will automatically charge your credit card on file. TeamPass will not charge your card unless you have selected [Y] button for the specific Dues item.

Update Birth Certificate & Headshot

1. Some leagues may utilize the TeamPass system to collect individual "Birth Certificates and "Player Headshots". If your league requires these items to be collected via Team Pass you should see the information displayed below.
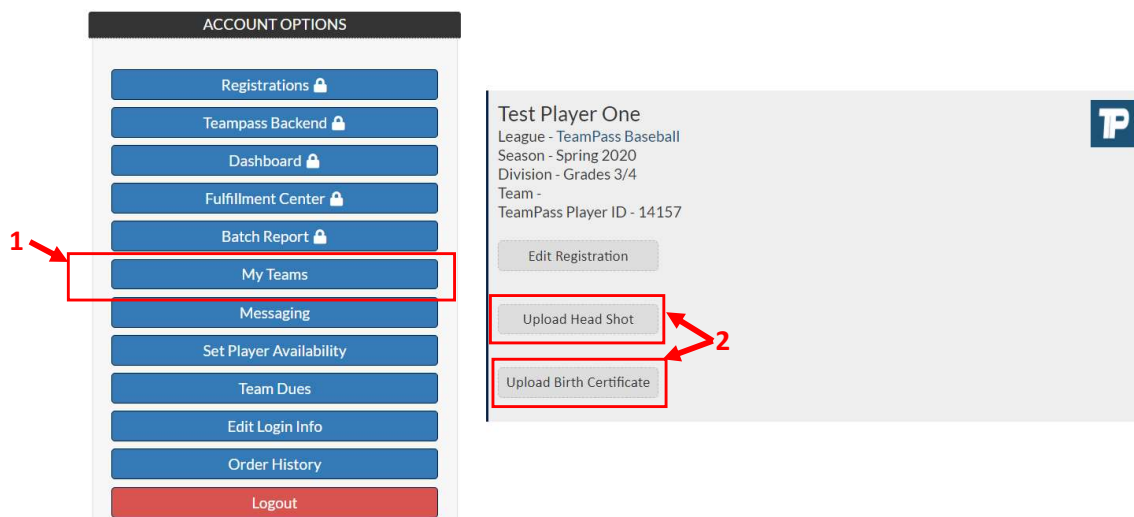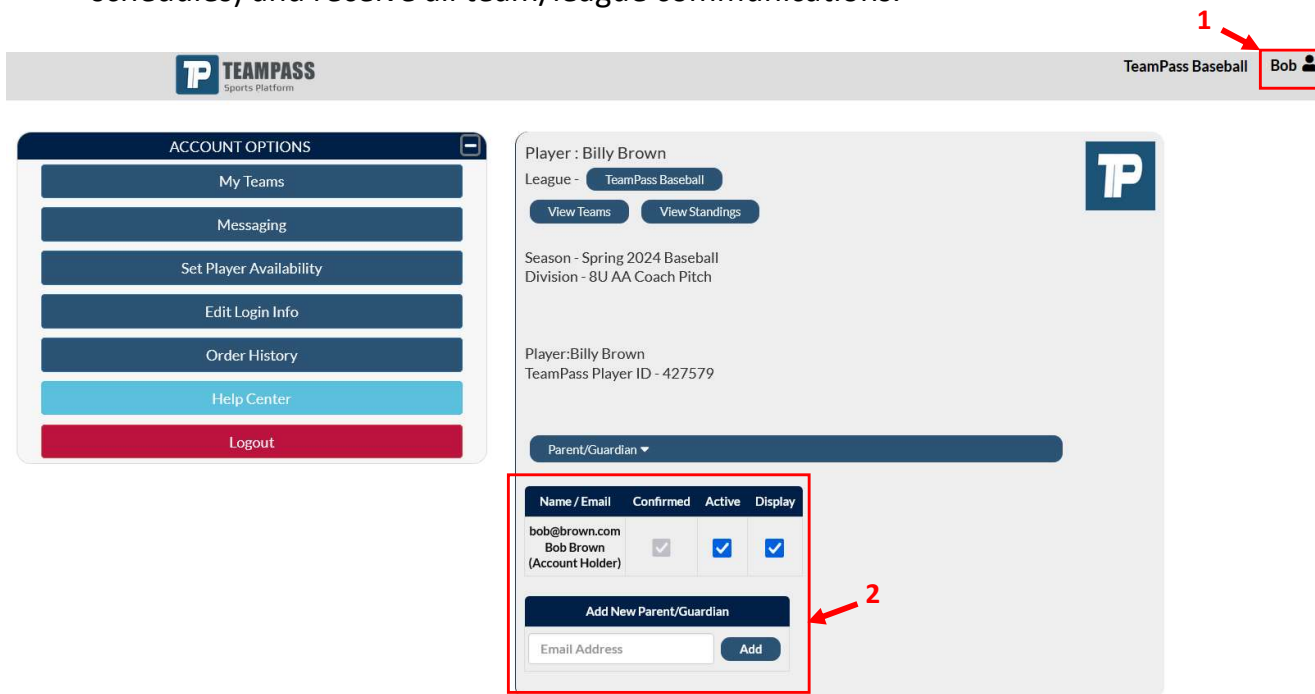
To update birth certificate and/or headshots, follow these steps:
1. Click on "My Teams" link on your account page. (image above)
2. Click on the button to upload your birth certificate or head shot. (image above)
3. A local directory window will open on your device to search for a file to load. Select the file you would like to load and click the "open" button.
4. You should now be finished. If completed successfully, your page should look similar to below.
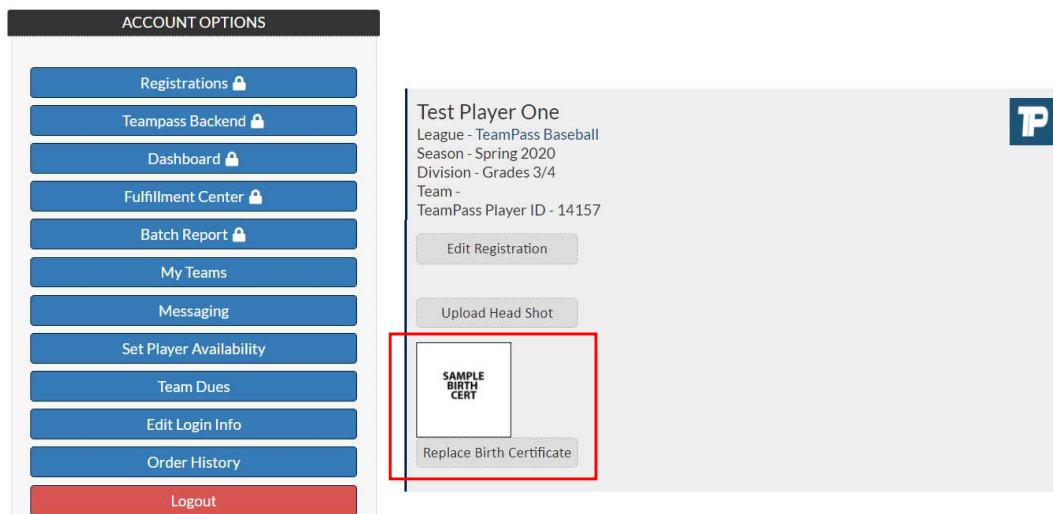
Adding More Parents/Guardians

1. Only the primary account holder may add more parents/guardians to a player account. Adding these individuals will allow them to view player team information (such as schedules) and receive all team/league communications.

To add a parent/guardian:
1. Ensure you're logged into your TeamPass system and click on your account link. (image above)
2. Add the email address of the parent/guardian you would like to have associated with the player and click the "Add" button.

    NOTE: The person you add must register (or already have) an account with TeamPass. If the email addresses do not match the new parent/guardian will not have access to the player information.

Get the TeamPass App

Take advantage of all your TeamPass communications via our mobile app.

1. From your mobile device, connect to your Google Play or Apple Store account.
2. Search for "TeamPass".
3. Download the app
4. Login with same username and password you use for www.teampass.com.