

Teamsheet and Results Entry Troubleshooting

Last Modified on 07/10/2016 4:09 pm AEDT

Team Manager

'I need to be given access to create team sheets and enter results'

Ensure that you have a registered Passport Account, If you don't have one go to passport.sportingpulse.com and sign up. You will then need to provide your club with the email address that you signed up with and which team you need access to. Your club will grant the access required. We are not authorized to provide access as we cannot verify who is allowed access.

When the club confirms with you that they have assigned that access to you - then login to your passport account at:

<https://passport.sportingpulse.com/login/>

To enter team sheets follow this self-help guide: [Entering Team Sheets](#)

To enter results follow this self-help guide: [Enter Match Results and Statistics Online](#)

'I can't see a player to add on the team sheet. (Not registered, needs a transfer to be completed, too old/ young for competition).'

Contact your club, the member may not have completed their online registration or could be in the final stages of the transfer process.

'The match is locked but I need to enter player stats'

Each league can set a lockout time for matches in a competition, at this point no further changes can be made to a game by team managers or club officials.

If this happens to you contact your club, they will need to submit a request to your league to unlock the game and allow you to make the relevant updates.

Club Administrator

'My team managers are asking me to provide them access to their teams to submit team sheets and enter results. How do I do this?'

Ensure that they have registered and confirmed an Account with SportsTG Passport (passport.sportingpulse.com). Follow steps in this article for team access - [Manage User Access to your Database](#)

To enter team sheets follow this self-help guide: [Entering Team Sheets](#)

To enter results follow this self-help guide: [Enter Match Results and Statistics Online](#)

'My team manager is having issues selecting members on team sheets and have been directed to contact me. What can I do?'

Check out this article [Can't Find a Player for your Team Sheet?](#)

Is the member new to your club? Has a transfer been successfully processed? Check your transfer list in membership and ensure that the transfer is complete, including self registration of the member to your club as a player. If you can see the member in the database check that they are registered as a player in the current season if not they will need to complete the registration form for your club.

'One of my team managers has contacted me because a match was locked before they could enter player stats. What do I do?'

They have come to you as they correct process is for teams to contact their club and then the club to contact the league on their behalf. Take note of the games that need to be edited and then contact your league administrator. They will be able to unlock the games required if they permit it.

'Why is a team not showing in the ladder?'

- 1. Check that match results have been entered for each round.*
- 2. Check for Hidden Rounds.*
- 3. Ensure the team is active in the Association, as well as the competition.*

League Administrator

'One of my clubs has contacted me because they cannot select certain members registered in the current season to a team sheet.'

The first thing that needs to be check is the date range of the competition, is it incorrect? Do this by hovering over Competitions > List Competitions > Click Magnifying Glass > Edit Details

Secondly, check whether the member is inactive in the club.

'Our "publishing" has still not carried through to the mobile app, I was told it would take a couple of days once I set it to publish.'

This will likely be because the association was not set to 'display in the app', once you have set this, it should show within 24 hours.

How can I enter team sheets?

To do this, follow this self-help guide: [Entering Team Sheets](#)

'I cannot pull up matches from the past 2 weeks, I have tried to enter the details of these matches the morning after games to no avail. I just put in the whole month of May 2016, and I can see the upcoming matches but not the past 2 weeks.'

Please change your date filters to be inclusive of the date of the match - for example, if you want to view games on the 7th May, set the range to 06/05/2016 - 07/05/2016 , this should fix the issue.

How can I enter results?

To enter results follow this self-help guide: [Enter Match Results and Statistics Online](#)

'Why is a team not showing in the ladder?'

- 1. Check that match results have been entered for each round.*
- 2. Check for Hidden Rounds.*
- 3. Ensure the team is active in the Association, as well as the competition.*

Related Articles

[template("related")]
