

FREQUENTLY ASKED QUESTIONS

1) Why haven't I received the email to set my password?

- a. Check your junk mail or spam folder
- b. Although email should be instantaneous, if system is busy – there may be a delay in receiving your email – check back later
- c. Add Notification@leagueathletics.com to your address book

2) When adding my phone numbers – what does PUBLIC, PRIVATE, & ROSTER mean?

- a. There is a small blue (1.) next to the drop down menu - hover over it and it will explain these options
- b. For Forest Crest Members – no junior teams will have public rosters (so there is no need to change this option) and no other members of the team will be able to see the contact information.
- c. For Adult Teams – only team members, when logged in, will be able to see the contact information of their teammates. Rosters will not be publicly listed.

3) Do I add separate emails for my children?

- a. If you add an email address for your child, they will receive all reminders as well. This is not a required field.
- b. **NOTE:** Do NOT check "DO NOT EMAIL" or you will no longer receive any emails from Forest Crest and it will make it difficult for us to communicate with you about your specific program.
- c. If at any time in the future, you no longer want to participate in any Forest Crest programs, you can unsubscribe from the bottom of any email that you receive.

4) Why didn't I receive a confirmation email?

- a. You will receive a confirmation email once you have paid in full.
- b. Please note that you can always check your registrations by logging on via the EDIT MY ACCOUNT tab on the left sidebar.
- c. **NOTE:** Registrations will DELETE after 30 minutes automatically if payment is not submitted.

5) Why must I enter my child's birthdate?

Youth programs are required to have a birthdate. If no birthdate is in the system, then it will be assumed that the person is an adult and can only register for adult programs.

6) Why can't my 16 or 17 year old register for some of the adult clinics automatically?

This is a limitation of the registration program that we have purchased. We are happy to have 16 and 17 year olds join the adult clinics, please email bashatennistraining@gmail.com and we will be happy to help you.

7) I accidentally registered my child for the wrong session, how do I correct that?

Email us at bashatennistraining@gmail.com and we will be happy to fix that for you if there is still room in the session that you want to register for.