

# Stack Team App Instructions

Stack Team App is the new app that MSN uses to **check fixtures, game information, registrations** and most importantly to be able to do **electronic check in** each week (yay!) This is the way we access how many games you have played and therefore **qualified for finals**.

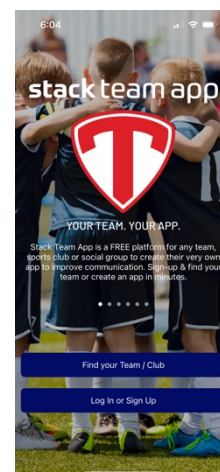
## Downloading the app

**Step 1 is to download the app. Here are the steps to download the new app.**

Download new Stack Team App via your app store.

- [google](#)
- [apple](#)

You've now downloaded the app, how to join your team?



### 1. Create a personal account to access comp details.

- Select "Log in or Sign Up"
- Input necessary details to create account.
- *Note: Please DON'T use Apple or Facebook log in as this causes verifications issues.*
- *Note: once you have created an account – you only need to do this one time yay.*

### 2. Once account is created, select "find my team/club".

- The find my team/club is so you can join your competition. (highlighted right)
- MSN Venue (either full or abbreviated name) and Night of Play
  - o ie; MSN PV Wednesday, MSN Flagstaff Gardens Monday, etc (competition as per your welcome email)

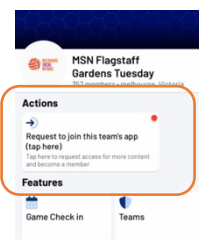


### 3. Within competition, select "access groups" to gain access to team list.

- Click on the box to the right to request to join. (highlighted to the right)

### 4. Select your team and complete require fields to complete process of joining team group.

- Select your team's name from the list.
- Complete the extra details (some details should prepopulate from your stack account that was setup)
  - o Select to provide my membership details to the competition name (this is so your teammates can see your attendance and details to chat)
  - o Unselect members directory – the contact and occupation visible question.
  - o There is no need to complete the occupation and employer section.



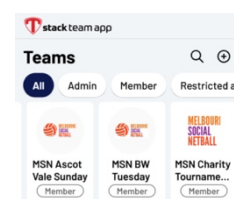
**Hot Tip:** you can star or favourite your team's name by swiping left and selecting the star. So that the team's name will remain at the top of the list – making it easy to check in.

## What if I play or fill in for another team?

If it is a different competition at a different competition or venue.

If you are filling in or playing for another team at another venue and night, you will need to do the following steps.

1. Complete the same process as above **from step 2** to join the **2<sup>nd</sup> competition and team name.**
2. Note once completed you will see the different competitions in your home screen to select and check in etc. eg picture on the right.

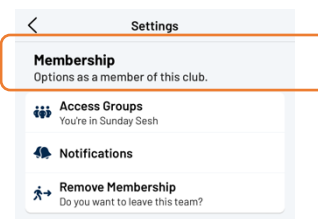


If it is a different team in the same at a same competition or venue.

We know how easy it can be to play a 2<sup>nd</sup> or 3<sup>rd</sup> game in a night when at a venue so here is how you ensure all your games are counted. The process is a little different here, you can go to a different section to join a team as your join team button will disappear once you have joined your first team.

**Joining the team, you fill in/or play for:** When playing for another team at the **same venue and night** you will need to join their team's name.

1. Go to the competition page.
2. Go to the **settings icon (cog wheel – top right of home screen)**
3. Select **Access Groups**. (aka team's) you are a part of (pic to right)
4. **Select the other team's name** you are playing for from the visible list.
5. **Complete the details in the access request page** – as per section 4 in the above instructions. Note: leave the members directory unticked.
6. Now **check in for the game/night** you are playing.  
**Note:** you will now be able to check in for games played for the teams (Access Groups) you have joined.

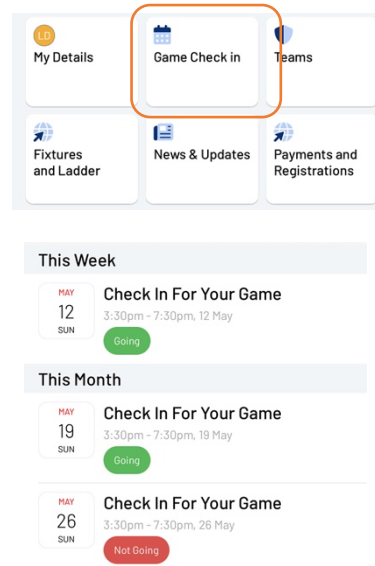


### Checking in for a weekly game

We are trying to make sign on a less manual process by using the app to check in each week by RSVP'ing yes or no to each game of the season. The added benefit is that when you RSVP in advance, your team can quickly see how many they have for the game and if a fill in is required.

**NOTE:** Online check in is used to record how many games have played to qualify for finals (2 games for a 12 round season and 3 games for a 16-round season) so it is the player's responsibility to check in weekly.

1. Select the **game check in** button from the home page of the app or via the notification received.
  - **Note:** you will get a reminder 30 mins before games start on the day of games.
2. Select your **team's name**.
3. Select the **date/week** of play or the RSVP button.
  - Note: you cannot RSVP for closed or past games.
  - RSVP closes after the last game is completed for the night.
  - **TIP: RSVP in advance** (picture on right e.g.) or as soon as you get the notification, so you don't forget after your post game high.
4. Select **YES or NO**. (and select for some phone models)
5. Optional to add a comment.



## Trouble shooting

### Common Errors

1. You have not **created a Stack Account**. Note some phone models may allow you to find a competition and then will show error messages.
2. You have created a Stack Account and Found your Competition, but you are **not assigned to a team**.
3. Trying to **Check In** later in the night after check in closes.
4. There may not be a check in option available.

To trouble shoot we always recommend first that the steps above have been completed in sequence according to your situation.

- We would check **do you have a Stack Account**
- Have you **selected the right competition?**
- Then what **Team's (Aka Access Group's) have you joined**. (this would be via the **settings icon (cog wheel – top right of home screen)**)
- Have you been able to check in on a past or current or future dates. We recommend trying a future date when issues arise first, as this can help MSN gauge if it is something in the backend of Stack may not be setup correctly.

Otherwise, **please approach the umpires or coordinator for the night of play for help**. Do this prior to the game if possible as there is a little more time then. They can help troubleshoot the above steps.

As always, we appreciate your patience while we finesse this new app and process. Please share any feedback back through to [contact@melbournesocialnetball.com.au](mailto:contact@melbournesocialnetball.com.au) or to ask questions that the Umpire team may not have answered for you.

### How can I see who has qualified for finals?

MSN Support team will email to the captains the Friday before the finals game once the fixture is complete.

Should the team wish to see earlier who may have qualified, you can do a manual tally using the app to see if the minimum number of games played to qualify have had a **yes** RSVP recorded.

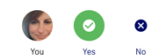
1. Go to your competition.
2. Click on game check in button from home page.
3. If you click the date (just NOT where the RSVP text/button is) then you will be taken to the summary page (e.g. picture on the right).
4. Click the yes word (circled on the right picture) under responses and you can see who has checked in for the week/game. As a list of those the replied yes will be visible.
5. Continue this for previous weeks' games to complete a tally of qualified games. (although you can stop at 3 as this equals qualified).

#### Check In For Your Game

Sun, 12 May  
from 3:30pm to 7:30pm  
Recurring every Sunday

by Melbourne Social Netball

75 Newsom St, Ascot Vale VIC  
3032, Australia



#### Responses

| Yes | No | Pending |
|-----|----|---------|
| 2   | 0  | 15      |

Please RSVP to your upcoming netball game at Fairburn Park.

Unable to attend and your team is down a player? Please ensure a fill-in player is confirmed prior to taking to the courts...