




# TYR TEAM PORTAL HOW TO

## How to Log In:

**Step 1:** visit TEAMS.TYR.COM

**Step 2:** Click “CREATE ACCOUNT”

  
  
  
  
[Forgot your password?](#) [Create an Account](#)

**Step 3:** Make sure you have your team “access code” if you do not know this code email your team administrator or [teamsupport@tyr.com](mailto:teamsupport@tyr.com)

**Step 4:** Enter your details and you are in!



## Common Issues #1:

Issue:

*Item not adding to cart (fins, paddles, kickboards most common with this error)*

Fix:

Select color tile even though there's only one choice example below:



## Common Issues #2:

Issue:

*Checkout is stuck on order summary with no additional information*

Fix:

Click the TYR logo to get back to your home screen, go to your cart, click the "cancel checkout" button at the top of the screen. Then on the payment page make sure both your CC AND billing address are completed (even if the billing address is saved in your profile)



## Common Issues #3:

Issue:

*Cannot get past the Payment Page*

Fix:

Make sure both your CC and billing address are completed. Make sure to click the button at the bottom

Billing Address

CUSTOMER SUPPORT AND QUESTIONS:

We are open 24/7, 365 via email at [TEAMSUPPORT@TYR.COM](mailto:TEAMSUPPORT@TYR.COM)

