

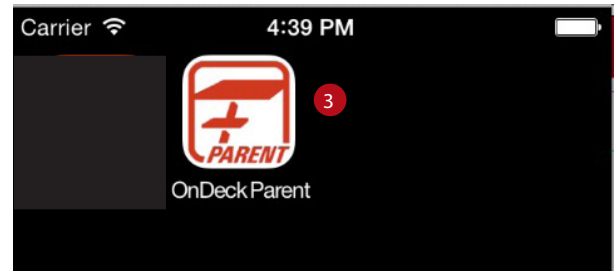


## OnDeck Parent - Quick Start Guide & FAQs


- 1  Go to your Google Play Store
- 2  Go to your Apple App Store

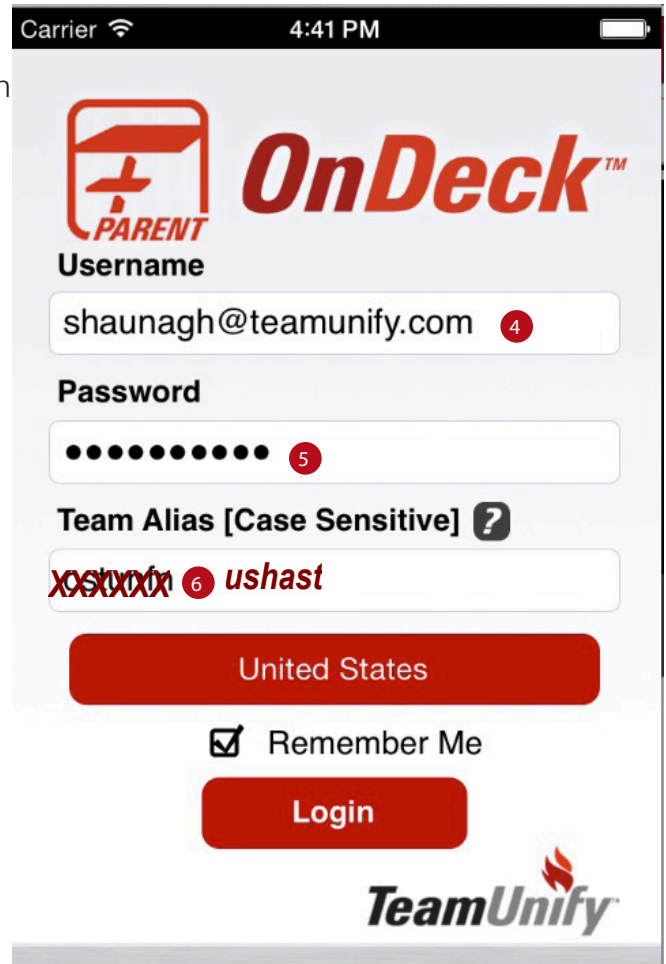
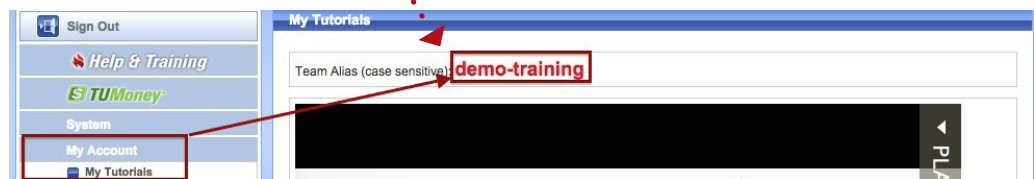


- 3 OnDeck Logo - On your device select your App Store Icon. Search for OnDeck. **Select Parent (Coach is for your Admins).**

★ Open up your Application and your first screen will ask for your Username, Password, and Alias.

- 4 Username is what you use to login to your TeamUnify site.
- 5 Password is your password that you use to login to your TeamUnify site.
- 6 Your Alias can be found by logging into your site and going to My Account > My Tutorials. It's located at the top in red.

 [OnDeck 101 Video Tutorial](#)

## OnDeck Parent - Most Frequently Asked Questions

**Q** Do you have any video tutorials?

**A** Yes, login to your TeamUnify site and select My Account>My Tutorials>Select the play list on the right and OnDeck Overview.

**Q** Why don't I see my child's times from the last meet?

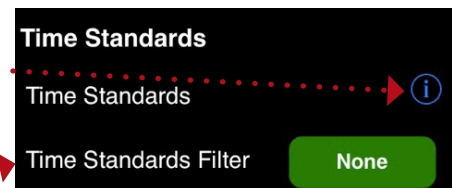
**A** Your Admins are responsible for loading the times into their site. Once they load times, they will appear in your OnDeck. Please contact your administrator.

**Q** Why can't I sign up my child for a meet?

**A** You MUST sign up your child on the website.

**Q** Where are my time standards?

**A** You must go to your preferences on your OnDeck Menu and scroll down to Time Standards. Select the blue **i** and tap all relevant time standards.



**Q** My Time Standards are wrong

**A** Check your time standards Filter under preferences. Try Age High/Low.

**Q** Why can't I see my child's information in the upcoming meet? I committed them.

**A** Your coach must approve your child into each event before they appear in your OnDeck. Your child has not been approved into any events yet. If you answered simply yes or no on your site, then this feature will not work with your OnDeck (no event file attached).

**Q** How do I update my address or SMS?

**A** Go to your menu in OnDeck > Account Home > Select Edit. Don't forget to sync.

**Q** I cannot login?

**A** Most Common Reasons -

1. **REMEMBER** you must be using OnDeck Parent and not OnDeck Coach
2. You **MUST** have a TeamUnify Website for your team and be **ACTIVE** on your team.
3. Your login and password is the **SAME** as your site. Login to your site and make sure you type in the information instead of using auto saved. Confirm your credentials by logging in.
4. Your **ALIAS** is incorrect. Confirm your alias by logging into your TeamUnify site and going to My Account > My Tutorials and it's located in **RED** at the top.