



## Affinity Sports 2.0 Frequently Asked Questions

### **Q: What is Affinity Sports 2.0?**

A: Affinity Sports 2.0 is the next generation of the Affinity Sports Management Platform. This set of features is the beginning of a series of features, modules, integrations, and enhancements.

This first release includes a new Welcome page, Updated User Interface, and Dashboards & Widgets. This update will provide customers with an updated look and feel along with tools and features that will save them time and provide an improved user experience. Customers will be able to access all of the core functionality of the Affinity Sports Platform through a Classic View.

### **Q: What is a dashboard?**

A: Dashboards are used in many software solutions to update a business on what is happening in their business real-time. Dashboards typically provide users with a visual display of key data points and performance metrics used to manage a business, department, or process.

We created a dashboard for each level of your organization in the Affinity Sports Platform.

Our dashboards include search capabilities as well as data and communication widgets that assist our customers in managing their organization.

### **Q: What is a widget?**

A: Widgets are small mini-applications/reports that smartly format data to provide easy access. They include a number of presentation styles including simple numeric metrics, tables and charts. Widgets can also provide snapshots of and link to standard or custom reports.

### **Q: What widgets are available in the Affinity Sports Platform?**

A: Today, we offer several different widgets. These widgets include a welcome page alert, dashboard alert, admin counts, player counts, team counts and a bulletin board widget. Currently, widgets are fixed in place. The welcome page alert, dashboard alert and bulletin board widget content is controlled at the NGB/Association level.

### **Q: Can I choose which widgets display on my dashboard?**

A: Not at this time.

### **Q: How will these new features impact parents during the online registration process?**

A: There will be no impact for parents. Parents will still use the “club” URL to complete the online registration process if they are using Affinity Sports for online registration.

**Q: Will this impact My Account profile?**

A: There will be no change to the My Account profile at this time.

**Q: Can I use the previous version of the Affinity Sports System?**

A: While, you will not be able to turn off the new user interface and dashboards, you will be able to choose “Classic View” from the top navigation to continue to use the previous Affinity Sports Platform look and core functions.

**Q: I can't find a function in the new navigation menu.**

A: Not all functions of the Affinity Sports Platform are accessible from the Dashboards screen. To access functionality not included in the dashboard navigation, choose “Classic View” to be taken to all core functions of the Affinity Sports Platform.

**Q: When will this new functionality be available?**

A: NGBs and Associations will receive access to the new system as part of a rolling launch. NGBs and Associations will have an opportunity to test drive the new feature set before launching on their instance of the Affinity Sports Platform. Please coordinate your test drive and training for your organization with your Technical Account Manager.

**Q: Classic view displays my level of access. How is this displayed on the dashboard?**

A: Using the same concept as Classic View, we have adopted Levels as part of the Affinity Sports 2.0 dashboards. There is a dashboard available for each level of the Affinity Sports Platform and this level is displayed in the upper right corner of the dashboard screen indicating where a user is in the platform. Levels include Association, District, League and Club.

**NOTE: Please note, some organizations may use a slightly different naming conventions for their levels. For example, some organizations use Association, District, Club and Club Details, or Association, Zone, Region, and League.**

**Q: The NGB/Association dashboard only contains a search option. Are there more tools and features available for NGBs and Associations?**

A: This release is the first set of dashboards and widgets created for the Affinity Sports Platform. We are in the process of building a suite of widgets that will benefit all users including NGB/Association staff and volunteers. More details will be shared as new features are developed and become available.

**Q: How do I access the Dashboard when I am in Classic View?**

A: Choose Dashboard from the top navigation Tabs to access your Dashboard. Access to Dashboards is dependent on feature enablement and user access.

**Q: I chose Tournament from the list of Levels and the page is blank except for a pull-down menu. How do I view and manage my Tournaments?**

A: Choose the tournament you wish to manage from the pulldown. Then using the main navigation, choose the function you wish to perform.

**Q: Will there be training resources provided?**

A: Yes. We will host webinar trainings as well as provide help center articles, how-to videos and user guides. Please coordinate training for your organization with your Technical Account Manager.

**Q: Where can I find help?**

A: From the top toolbar, choose Help Center and you will be taken to your organization's help center. There will be articles and guides available in your help center.

**Q: What if I am not ready to start using the new user interface or dashboards?**

A: No problem. You can continue to use the Classic View of the Affinity Sports Platform. Please note, the dashboards are a global setting at the NGB/Association level.

**Q: Can I make suggestions for new widgets and features?**

A: Yes. We welcome customer feedback however; we cannot guarantee that all comments or feedback will be included in a subsequent release. Please share your feedback with your Technical Account Manager.