



USA LACROSSE PROGRAM LEADER PORTAL INSTRUCTIONS

PREPARATION

1. Log into your [USA Lacrosse account](#) and ensure that you have your current login credentials.
 - a. Your user ID is now the email that is associated with your account.
 - b. You may need to reset your password if you have not logged in since July 2020.
 - c. Please ensure that you're connected to your program's account; when you log in you should see an option to select your own personal account OR the account of any program that you're affiliated with. Be sure to select the program that you'd like to manage the roster for. If you do not see your program's account when you log in, please [contact your USA Lacrosse Regional Manager](#) for assistance in getting connected properly.
2. Ensure that you have a current list of your players and/or coaches' USA Lacrosse IDs.
 - a. Pull your roster from your program's registration portal and/or
 - b. Contact your USA Lacrosse Regional Manager or Membership experience for assistance if needed.

ACTIONS

1. Go to account.usalacrosse.com/login
2. Log in with your USAL Username and password; be sure to select the program account that you would like to manage the roster for.
3. Once you are logged into your account dashboard, navigate to the Account settings box (upper right) and click on the **Roster Management** button.
4. Choose Manage Players or Coaches; the following steps work for either.
5. First step would be to determine which players are already affiliated with your program.
 - a. Click on the External Affiliation button (toggle on – green).
 - b. Click on the **blue search box** (magnifying glass icon).
 - c. You should now see a list of all players who are currently affiliated with your program.
 - d. Review each player record:
 - i. If that player is on your current roster, you can click on the **"person +"** icon on the right. A window will pop up asking you if you'd like to add

- that user to your account; if so, click on the Add User button and they'll be added to your current roster.
- ii. If that player is no longer affiliated with your program, click on the **trash** can icon on the right. A window will pop up asking you if you'd like to unaffiliate the user from your account, if so, click on Yes.
6. Second step would be to add in any players who are not currently affiliated with your account.
- a. To add an individual player (user), click on the **"person +"** icon in upper left corner.
 - i. On the next window, click on the **"existing user"** button.
 - ii. Enter either the player (user) email or USAL ID OR if you don't have either of those you can enter First name, Last name, Country, Zip and Date of Birth.
 - iii. If that player's information matches someone in the database, you'll see their name listed under Lookup Successful. If the name matches the player/user you're trying to add, click on the Add user button below.
 - iv. A new window will pop up asking you if you would like to add that user to your program, if so click on the Add User button.
 - b. To add multiple users, you have the option of uploading them via a .csv file.
 - i. **Download the .csv template.** Open it up and paste in the USAL IDs for all player/users that you'd like to affiliate. These should be pasted into column 1 of the spreadsheet. Save the spreadsheet.
 - ii. Click on the **import members** icon (upper left corner); this will pop up an import window.
 - iii. Click on the red folder icon to select/find your .csv spreadsheet that has the member IDs.
 - iv. Once your file is showing in the Import window, click on the upload button on right of filename (middle button).
 - v. Click on the red X in top right to exit the import window once users have been added to the account successfully.
 - vi. Users should now be added to your player list; if you don't see them refresh your page.
7. If you'd like to download a list of your currently affiliated users (players or coaches), you can click on the **"export current list"** button in upper left corner (3rd from left). This will download an Excel spreadsheet. This may be easier for you to review for accuracy.



FAQS

1. Why isn't my file uploading?
 - a. Did you save as a CSV file and ensure it only contains the member IDs?
2. How do I add in an additional administrator so that they can also manage rosters?
 - a. Contact your Regional Manager OR call our Member Experience team.
3. Why don't I see all the coaches and/or players on the roster that I just uploaded?
 - a. The USA Lacrosse ID is not accurate.
 - b. The coach or player is not identified as Coach (or Player) in our database. The member may login to their account at www.usalacrosse.com and add the appropriate involvement type themselves. If they're having any issues, have them contact our Member Experience team (contact info below.)

Member Support available:

Monday – Friday 8:30 am to 5 pm Eastern

410-235-6882, ext. #102

membership@usalacrosse.com