

Frequently Asked Questions: Sports Team Sites

Please read our FAQs. If you don't find the answers you are looking for, you can contact Customer Service by email at leaguesupport@cs.shutterfly.com or by phone at 1-800-416-1465.

GENERAL QUESTIONS

What are Shutterfly Sports Team Sites?

Shutterfly Sports Team Sites are customizable websites designed to help you connect, communicate and share your photos and memories with players, parents and coaches. You can coordinate activities, publish announcements, volunteer responsibilities and player availability. You can get everyone on the same page with a shared calendar and send auto reminders for practices and games. At the end of the season, you can turn your pictures into photo books, posters, gifts and more.

What is the cost to my league or club?

Shutterfly Sports Team Sites are free. There is no charge to the league, club, or parents of the players for creating or being a member of a site.

How does Shutterfly make money?

Shutterfly makes money from advertising on the Sports Team Sites and when members purchase personalized photo books, cards, posters and photo gifts.

Are Sports Team Sites private?

Yes, sites are defaulted as private, which means they are password-protected and secure. Only members can view the contents of your Team Site. New members will also need to be granted permission from the site owner.

Who else is using Shutterfly Sports Team Sites?

Over 100,000 teams have used Shutterfly Sports Team Share Sites. Shutterfly is the official team website provider of American Youth Soccer Organization (AYSO), California State Soccer Association—South (Cal South), and California Youth Soccer Association (CYSA).

How do Team Sites help my league or club?

Shutterfly Sports Team Share Sites can help you create a positive experience for coaches and parents by helping them easily manage their teams all on one site.

How do Team Sites help coaches?

Team Sites offer valuable features for coaches, such as automatic reminder emails for upcoming events, practice schedules, game day field locations, and player availability tracking, so coaches can focus on coaching rather than administrative tasks.

How do Team Sites help team parents?

Shutterfly makes the job of a team parent much easier by handling volunteer sign-ups for snack duty, carpools, and more. Sports Team Sites also provide a great way to share photos and create photo keepsakes, such as team photo books or team posters.

What if my league is already using league management software?

You may use your existing league management software with Shutterfly Sports Team Sites. Simply upload an Excel spreadsheet with your team data. Shutterfly will pre-populate the Team Sites and send emails to all of your coaches inviting them to activate their team sites.

Are parents and coaches required to have a Shutterfly account?

Yes, all members of the Team Site are required to have a Shutterfly account. This will allow each parent to upload pictures to the site and have access to all of Shutterfly's products in our store.

CREATING TEAM SITES FOR MY LEAGUE

How can my league get started using Shutterfly Sports Team Sites?

Shutterfly has created a simple four-step process to make Sports Team Sites available to every team in your league or club.

1. Customize the Sports Team Sites for your league or club.
2. Upload a single Excel spreadsheet with team data.
3. Review each team to make sure the data you provided is correct.
4. Send email invitations to each coach to activate their Team Site.

What kinds of customizations can I make to the Sports Team Sites?

You may customize the Sports Team Site template for your league or club. You will be able to add a logo (61x61 pixels) and a link back to your league or club website. You will also be able to choose the default color for the team websites. And if you wish to broadcast short announcements to each team site, you may add a widget with a feed of updates from your league's Twitter account or Facebook fan page.

What information can I upload to Shutterfly to pre-populate the Sports Team Sites?

Shutterfly will provide you with an Excel template, and you simply need to import your league data file using the template provided.

What player/parent information is required for setting up the Sports Team Sites?

Only Player Name, Team ID, Team Name, Coach Name, and Coach email are required when creating the Sports Team Sites. Parent/Guardian Names and emails are strongly recommended since this will determine membership and access to each Team Site. All information is secured and safely stored within the password-protected Team Site.

How will parents get access to their Shutterfly Sports Team Site?

Coaches must invite parents to access their team sites. After you have imported your league/club data file, Shutterfly will pre-populate each Team Site and send an email to each coach inviting them to activate their site. With rosters pre-populated, coaches don't have to worry about manually entering the info. The coach will be guided through a simple setup process that will allow them to review the pre-populated roster and invite the parents to access the site.

Can I upload multiple teams in the same Excel file?

Yes, as long as you create unique team ID's. Shutterfly will automatically process the spreadsheet and create separate Team Sites for each team.

Should I create separate tabs in the Excel file?

No, only the first tab in the spreadsheet will be processed. To include multiple teams in the same file, simply add more rows of players with a different team id. Do not leave any blank rows between teams.

Can I upload more than one Excel file?

Yes, but you will only be able to import one data file at a time. Once you upload one data file and complete the setup process, then you may import another data file by selecting the option to add more teams from your admin site.

How will I know if uploading my data file worked?

After you upload your league data file, you will receive a confirmation message on the screen. A green message indicates that you provided all of the necessary data. If you receive a red error message, then you must correct these errors in your original data file and re-upload it to Shutterfly.

Who receives the email to activate the team websites?

You can select to have the coach, assistant coach, and/or a team parent receive the activation email.

Can I customize the site activation email?

No, the site activation email may not be customized. However, the email is personalized such that the recipient of the activation email will know that it is coming to them on behalf of the league. Each site activation email contains a unique URL that only the recipient of the email can use to activate the team site. We recommend that you let your coaches know that they will be receiving this email.

Can a coach forward the site activation email to a team parent to activate the team site?

Yes, if the coach wishes to get help activating their team site, the coach may forward the email to an assistant coach, team parent, or team manager. That person may use their own personal login to activate the team website.

Once the team site is activated, how do coaches and parents/guardians access the team site?

The coach, assistant coach, or team parent will send out an invitation to the parents to confirm their membership on the site. All site owners, such as the coach, assistant coach, and team parent, may add and remove members. You may always access your Share sites from the Share page.

MANAGING MY LEAGUE ADMIN SITE

How do I know when emails will be sent to coaches?

As soon as you release the team site activation emails to your coaches, you will receive a confirmation message on the screen that emails have been sent to your coaches.

Can I wait to have the emails sent out to coaches?

Yes, you may get everything set up in advance and then release the site activation emails later when you are ready.

What should I do if a coach deletes the email by mistake?

You can resend the invitation to activate the Team Site through your league admin site.

What should I do if players change teams after I upload my teams?

Once your teams have been uploaded and team sites have been created, any roster changes will need to be made by the coach or another owner of the individual team site. However, if the team site has not yet been created, you may delete the team and re-upload it with the updated information.

What should I do if new teams are formed after I upload my teams?

From your league admin site, simply choose the option to add more teams and you will be guided through the same path to upload a data file, review your teams and send the site activation emails to coaches. All existing team sites will remain intact, but new team sites will be created for the new teams. Please note, you must use different team ID's for the new teams.

Can I tell if a team has activated their site?

From your league admin site, you will be able to see a list of all of the teams that you have uploaded and their current status. On the right hand side of the page, you will see the date that the team activated their site.