



TBK Communication Policy – SafeSport Compliance

At TBK, the safety and well-being of our athletes is our top priority. As part of our commitment to maintaining a safe, professional, and respectful environment, all coaches strictly follow U.S. Center for SafeSport guidelines regarding adult–minor interactions, including communication.

Key Policy Points:

- Coaches will not communicate directly with athletes via personal text messages, phone calls, or social media.
 - This includes individual texts, direct calls, and private messages on platforms like Instagram, Snapchat, or Facebook.
- All team-related communication must be conducted through approved, monitored channels:
 - TeamSnap Messaging – Best for quick updates, practice changes, reminders, and group messages
 - Email – Appropriate for longer messages, scheduling, or detailed questions (parents should be included on all athlete emails)
- Parents should always be included in any communication involving minors. This ensures transparency and aligns with SafeSport’s two-adult rule when communicating electronically.

Why This Matters:

- **Ensures athlete safety** by creating appropriate boundaries and minimizing risk
- **Fosters open, transparent communication** between coaches, athletes, and families
- **Complies with SafeSport regulations** designed to prevent misconduct and protect all participants
- **Builds trust** by maintaining professionalism and accountability in all team interactions

We appreciate your cooperation in following these guidelines and helping us create a positive and secure environment for all athletes.

How to Use TeamSnap on Your Computer and in the App

1. Getting Started

A. On Your Computer

1. Open a web browser and go to www.teamsnap.com
2. Click **Log In** (top right corner).
3. Enter your email and password, or create an account if you're new.
4. Once logged in, you'll be taken to your **Dashboard**, where you can view all your teams.

B. On the Mobile App

1. Download the **TeamSnap** app from the App Store (iPhone) or Google Play (Android).
2. Open the app and log in using your email and password.
3. Your teams will appear on the home screen.

2. Navigating the Dashboard

On Both Web and App

- **Home/Overview:** See upcoming training sessions (times, meeting location), Upcoming Competitions (times, meeting locations, registration details, etc.) and recent messages.
- **Schedule:** View all training sessions, volunteer opportunities and team events and competitions (if applicable)
- **Availability:** Mark whether you'll attend each training session or event. **(Marking your athletes availability is a necessary part of each training session. This helps with staffing, group dynamics and all around planning)**
- **Messages/Chat:** Communicate with coaches, teammates, and parents.
 - You can chat with the whole group
 - You can send individual chats to coaches, teammates or other families
- **Roster:** View contact info for all team members.
- **Photos/Documents:** Access team-shared photos, files, or forms.

3. Key Features and How to Use Them

A. Updating Your Availability

- Go to **Schedule**.
- Tap/click on an event.

- Select your availability: **Going** or **Not Going**,
 **Tip:** Coaches rely on this to plan practices and games. Update it regularly!

B. Sending and Receiving Messages

- Go to **Messages** (web) or **Chat** (app).
- Tap/click a conversation to read or reply.
- You can send group or private messages.

C. Adding Family Members

- Go to **Roster** > Tap your name > **Add Family Member**
- Enter their name and email to give them access to the team schedule and messages.

4. Notifications and Alerts

- **Mobile App:** Enable push notifications for reminders about training or competition, changes, or messages.
- **Web:** Set your email preferences in **Settings** to get the right alerts.

5. FAQs and Troubleshooting

- **Forgot your password?**
Use the "Forgot Password" link on the login screen.
- **Not seeing your team?**
Double-check the email your coach used to invite you.
- **Need help?**
Visit TeamSnap Support

6. Best Practices

- Check the app before each event for updates.
- Mark your availability early for each game/practice.
- Keep contact information updated.
- Use chat for team-related communication to avoid missing messages.

Please use TeamSnap messaging or email for all communication with coaches.