

The following questions and answers are found below:

Why are these changes being made?

Are there minimum requirements for passwords?

I no longer use the email address I normally login with, can I change it?

Do I use the same email address and password to log in to all Upward Sports applications?

What if I forget my password?

Why are the third party login icons still showing?

Specific questions for Upward League Manager (ULM) users:

How will I "invite" my coaches and volunteers to log in?

What is an individual did not receive the email invite to create an account?

I received a SMS Gateway Error, what does that mean?

Why are these changes being made?

- Moving away from third party logins like Facebook, Google+, and Yahoo will:
 - Allow us to continue to build easy and safe user experiences.
 - Eliminate dependence on the third party's system performance, which has been unreliable.
 - Alleviate concerns from users regarding permissions that third parties are requesting.
 - Eliminate the need to create a third party account if a user doesn't already have one.

Are there minimum requirements for passwords?

- No. A password strength indicator will be visible, but will not limit users from entering the password of their choice.

I no longer use the email address I normally login with, can I change it?

- Yes. An email address can be changed to the desired email during the initial updating of an account, as you set your password. If you need to update your email after the initial password set-up please call the Systems and Support team at 800.585.4721.

Do I use the same email address and password to log in to all Upward Sports applications?

- Yes. Your login information will be the same across all Upward Sports applications – MyUpward.org, the mobile coaching apps, and Upward League Manager (ULM).

What if I forget my password?

- Simply click "Forgot Your Password" on the login screen. Submit your email address and an email will be sent containing a link to reset your password.

Why are the third party login icons still showing?

- The Facebook, Google+ and Yahoo third party icons will remain for the short-term for existing users to access the site for the first time. When an existing user clicks on the third party icon, it will take them to an account information page where they will be prompted to update their login information by entering their email address and setting a password.

Specific questions for Upward League Manager (ULM) users:

As a league director, how will I "invite" my coaches and volunteers to log in?

- Inviting your volunteers from Upward League Manager (ULM) is the same process; however, the invitation email will contain a link to create an account instead of an invitation code.

What if an individual did not receive the email invite to create an account?

- First have them check their spam or junk folder. If it's not there you can resend the invitation in ULM by selecting the "Resend" link on your volunteer's record. The dialog box will ask if you want to resend the email or send a SMS message to their mobile device.

If you chose to send a SMS message they should be able to click the invitation link and complete their account creation via the mobile browser.

I received a SMS Gateway Error when resending an invitation, what does that mean?

- This means the league has exceeded the number of SMS messages that can be sent. Please contact the Systems and Support Team at 800-525-4721 to discuss options for additional credits.