

Game Change Request from the team account

Pay attention to the specific steps
that are used before and after the
schedule has been created.

Between team application and game scheduling, use the Request tab and enter data in the box.

The screenshot shows the Florida Youth Soccer Association website interface. At the top, there is a navigation bar with 'Soccer > Teams' and 'Accounts Staff #31565'. Below this is a secondary navigation bar with 'Home', 'Events', 'Game History', 'Email Team', 'College Search', 'Rewards', 'Help', and 'Log Out'. A third navigation bar includes 'My Events', 'Search Events', and 'Permission to Travel'. The main content area features a tabbed interface with 'Requests' highlighted. Below the tabs, there is a text input field for 'Requests/Notes/Etc.' and a 'Save' button. To the right, there is a section for 'Director's Comments' with '(none)' displayed. Below this is a calendar for November 2011, showing dates from 1 to 30. The calendar includes a legend for 'Requested Exception Date', 'Past Dates', 'Today', 'Upcoming Dates', and 'Dates Closed'. The text 'No requests have been made.' is visible above the calendar.

United Soccer Association Demo
league 2
10/1/2011-7/31/2012
Boys U12 CIXUS UNITED TEST 3 (FL)
Scheduling preferences will apply to your away games only.
You are free to make as many exception requests as you wish.
No requests have been made.

November 2011

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|----------------------------------|----------------------------------|----------------------------------|----------------|----------------|----------------|----------------------------------|
| | | 1 No Games | 2 No Games | 3 No Games | 4 No Games | 5 Games: 1 Default [Edit] |
| 6 No Games | 7 No Games | 8 No Games | 9 No Games | 10 No Games | 11 No Games | 12 No Games |
| 13 No Games | 14 No Games | 15 No Games | 16 No Games | 17 No Games | 18 No Games | 19 Games: 1 Default [Edit] |
| 20 Games: 1 Default [Edit] | 21 No Games Default [Edit] | 22 No Games Default [Edit] | 23 No Games | 24 No Games | 25 No Games | 26 No Games |
| 27 No Games | 28 No Games | 29 No Games | 30 No Games | | | |

Legend: Requested Exception Date Past Dates Today Upcoming Dates Dates Closed

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Use of Request Tab

- Used before games are scheduled
- Perfect for notifying USA of weekends when team can not play league games due to tournaments.
- Perfect for notifying league when team/club needs team games home or away.
- Must be used before games are scheduled.

After Schedules are released Use the request button next to the schedule



FLORIDA YOUTH SOCCER ASSOCIATION

Soccer > Teams Accounts Staff #31565

Home Events Game History Email Team College Search Rewards Help Log Out

My Events Search Events Permission to Travel

Team Hotels Rooming Sales Application Status **Schedule** Requests Misconduct Guests Support & Feedback

United Soccer Association Demo league 2
10/1/2011-7/31/2012
Boys U12 C1XUS UNITED TEST 3 (FL)

Click on the game number to download a printable game card.

| | | | | | |
|----|--------------------------------|----------------------------|----------------------------|-------------|---|
| #1 | 11/5/2011 2:00 PM-4:00 PM | C1XUS UNITED TEST TWO (FL) | C1XUS UNITED TEST 3 (FL) | USA test #3 | |
| #4 | 11/19/2011 8:00 AM-10:00 AM | C1XUS UNITED TEST 3 (FL) | C1XUS UNITED TEST ONE (FL) | USA test #3 | <input type="button" value="Make Request"/> |
| #6 | 11/20/2011 8:00 AM-10:00 AM | C1XUS UNITED TEST 3 (FL) | C1XUS UNITED TEST 4 (FL) | USA test #2 | Pending Request - (No Response) 11/20/2011 USA test #3 12:00 AM-12:00 PM <input type="button" value="Edit"/> |

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Put into box the change that is being requested, and any comments in the box.

Press Update

FLORIDA YOUTH SOCCER ASSOCIATION

Soccer > Teams Accounts Staff #31565

Home Events Game History Email Team College Search Rewards Help Log Out

My Events Search Events Permission to Travel

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United Soccer Association Demo league 2
10/1/2011-7/31/2012
Boys U12 C1XUS UNITED TEST 3 (FL)

Request New Date, Time, and Field for Game #6

Date: 11/20/2011
Time: 12:00 AM - 12:00 PM
Field: USA test #3

Your Comments

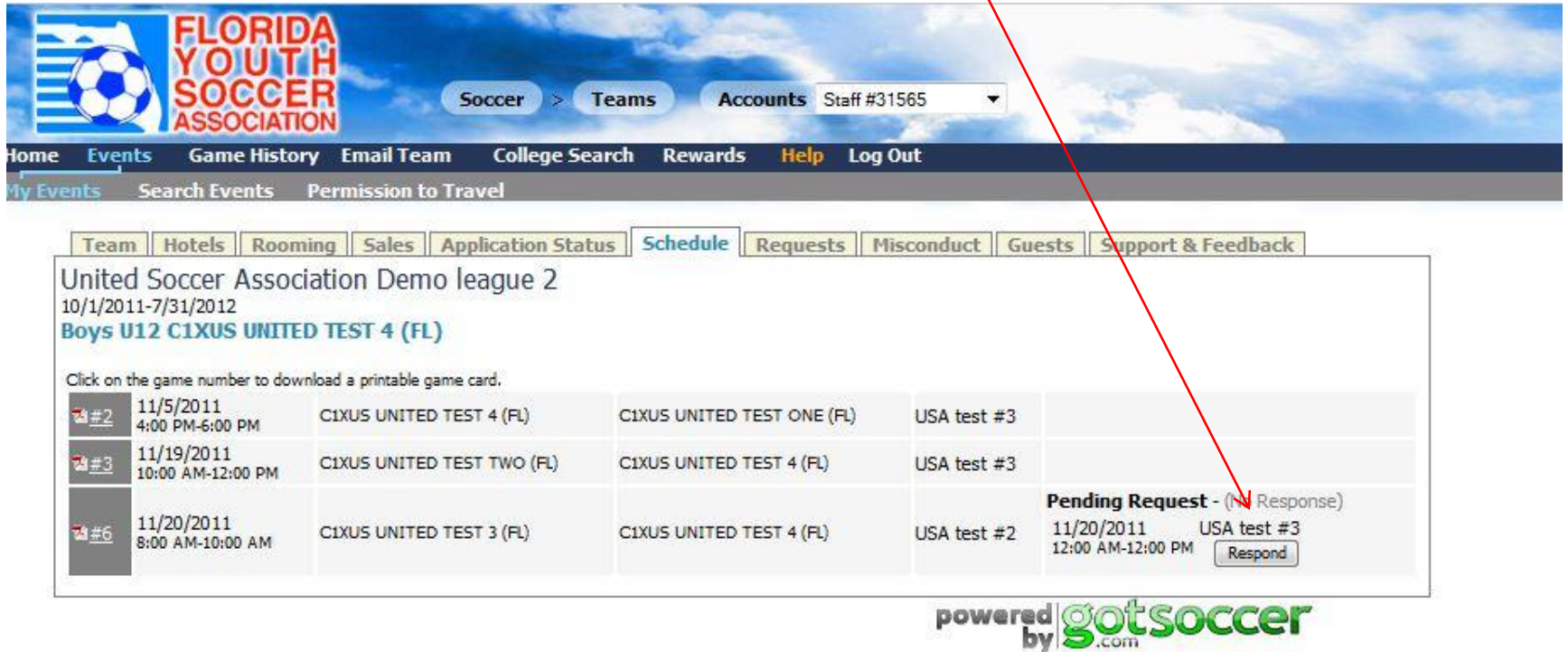
Update Delete

Away Team Response (No response)

Click on the game number to download a printable game card.

| | | | | | |
|----|--------------------------------|----------------------------|----------------------------|-------------|--|
| #1 | 11/5/2011 2:00 PM-4:00 PM | C1XUS UNITED TEST TWO (FL) | C1XUS UNITED TEST 3 (FL) | USA test #3 | |
| #4 | 11/19/2011 8:00 AM-10:00 AM | C1XUS UNITED TEST 3 (FL) | C1XUS UNITED TEST ONE (FL) | USA test #3 | Make Request |
| #6 | 11/20/2011 8:00 AM-10:00 AM | C1XUS UNITED TEST 3 (FL) | C1XUS UNITED TEST 4 (FL) | USA test #2 | Pending Request - (No Response) 11/20/2011 USA test #3 12:00 AM-12:00 PM Edit |

The other team sees the request, and can approve.



The screenshot shows the Florida Youth Soccer Association website. The header includes the logo and navigation links: Soccer > Teams, Accounts, Staff #31565. A secondary navigation bar contains Home, Events, Game History, Email Team, College Search, Rewards, Help, and Log Out. Below this is a sub-navigation bar with My Events, Search Events, and Permission to Travel. The main content area has tabs for Team, Hotels, Rooming, Sales, Application Status, Schedule, Requests, Misconduct, Guests, and Support & Feedback. The selected page is 'United Soccer Association Demo league 2' for the period 10/1/2011-7/31/2012, specifically 'Boys U12 C1XUS UNITED TEST 4 (FL)'. A note says 'Click on the game number to download a printable game card.' A table lists three games. The third game, on 11/20/2011 from 8:00 AM-10:00 AM, is highlighted in grey and shows a 'Pending Request - (No Response)' with a 'Respond' button. A red arrow points from the text 'can approve.' to this 'Respond' button.

| Game # | Date & Time | Home Team | Away Team | Opponent | Status |
|--------|---------------------------------|----------------------------|----------------------------|-------------|---|
| #2 | 11/5/2011 4:00 PM-6:00 PM | C1XUS UNITED TEST 4 (FL) | C1XUS UNITED TEST ONE (FL) | USA test #3 | |
| #3 | 11/19/2011 10:00 AM-12:00 PM | C1XUS UNITED TEST TWO (FL) | C1XUS UNITED TEST 4 (FL) | USA test #3 | |
| #6 | 11/20/2011 8:00 AM-10:00 AM | C1XUS UNITED TEST 3 (FL) | C1XUS UNITED TEST 4 (FL) | USA test #2 | Pending Request - (No Response) 11/20/2011 12:00 AM-12:00 PM USA test #3 <input type="button" value="Respond"/> |

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If approved by other team, USA sees request and team approval

FLORIDA YOUTH SOCCER ASSOCIATION

GotSport.com > Directors - League Accounts Staff #31565

Home Website Club Referees Training League Tournament

Summary Fields League Events Teams Help

List Event Setup Application Divisions Schedule Officials Scoring Messaging Export

Calendar View Chart View List View Export Blackouts Coaches Requests Referees Tools

United Soccer Association Demo league 2 - 10/1/2011

Select Division All Status All List Scheduling Requests

| Game | Date/Field | Teams | Request |
|------|---|--|---|
| #6 | 11/20/2011 Chart 8:00 AM-10:00 AM USA test #2 | H C1XUS UNITED TEST 3 (FL) A C1XUS UNITED TEST 4 (FL) | Home Team Request: 11/20/2011 Chart 12:00 AM-12:00 PM USA test #3 Approve |

Away Team (No Response) - Notes:
This is fine with us

Conflicts Anticipated:

- Other 10:00 AM - 12:00 PM Reason: Field
- Other 8:00 AM - 10:00 AM Reason: Field
- Other 10:00 AM - 12:00 PM Reason: Field

USA approves, and game is changed in system.

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United Soccer Association Demo league 2 - 10/1/2011

Select Division All Status All List Scheduling Requests

| Game | Date/Field | Teams | Request |
|------|--|--|--|
| #5 | 11/20/2011 Chart 4:00 PM-6:00 PM USA test #3 | H C1XUS UNITED TEST ONE (FL) A C1XUS UNITED TEST TWO (FL) | Home Team Request: 11/20/2011 Chart 4:00 PM-6:00 PM USA test #3 Approved: 11/19/2011 7:53:54 PM Away Team Refused - Notes: We do not want to change the time |
| #6 | 11/20/2011 Chart 12:00 AM-12:00 PM USA test #3 | H C1XUS UNITED TEST 3 (FL) A C1XUS UNITED TEST 4 (FL) | Home Team Request: 11/20/2011 Chart 12:00 AM-12:00 PM USA test #3 Approved: 11/19/2011 6:16:10 PM Away Team (No Response) - Notes: This is fine with us |

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- Notify other team via email so they know there is a pending request.
- **USA suggests that when teams make the request that they also email the AGC and VP so they know to log in and look at request.**
- USA can see the team's responses, and decide appropriate action.
- Team should also submit a support ticket to notify league.

While in event click on support and feedback, then open a support ticket.

The screenshot displays the Florida Youth Soccer Association website interface. At the top, the logo for the Florida Youth Soccer Association is visible, along with navigation links for Soccer, Teams, and Accounts (Staff #31565). Below the header, there is a main navigation bar with links for Home, Events, Game History, Email Team, College Search, Rewards, Help, and Log Out. A secondary navigation bar includes My Events, Search Events, and Permission to Travel. A horizontal menu contains various options: Team, Hotels, Rooming, Sales, Application Status, Schedule, Requests, Misconduct, Guests, and Support & Feedback. The 'Support & Feedback' link is highlighted with a red box. Below this menu, the event details for 'United Soccer Association Demo league 2' (10/1/2011-7/31/2012) and 'Boys U12 C1YUS UNITED TEST 3 (FL)' are shown. A red box highlights the 'Event Support Tickets' section, which includes a button labeled 'Open a Support Ticket'. Below this, a feedback form titled 'Feedback: How would you rate your experience at this event?' is displayed. The form contains several sections with radio button options: 'Event Organization' (Poor, Acceptable, Average, Good, Excellent), 'Competition' (Biased, Unbalanced, Fair, Well Balanced), 'Field Condition' (Unplayable, Messy, Average, Good, Immaculate), 'Would you return next year?' (No, Maybe, Definitely), and 'Overall Rating' (0%, 25%, 50%, 75%, 100%). There is also a text area for 'Other Thoughts' and a 'Submit' button. At the bottom right, the text 'powered by gotsoccer.com' is visible.

VP can communicate with team in support ticket if more info is needed, and team sees answer in the team account

Request Support [Handle Support](#)

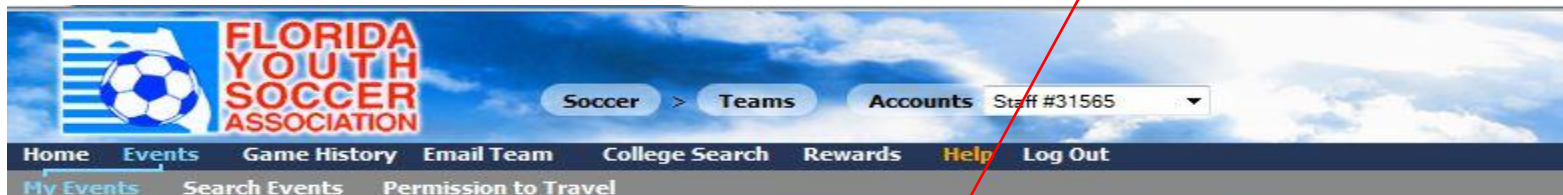
Support Tickets - Event & Club Level

Search Filters Page Size 10 Status **Open** Level All

Event (All Events) Type Search Apply Filters

Items 1 - 2 of 2

| ID# | Status | Level | Type/SubType | Contact | Comments or Question | Response to User | Internal Comments |
|--------|---|-------|--------------|---------------|---|--|--|
| 153038 | OPEN Close Escalate | | Schedule | Linda Lathrop | Team: B12 C1XUS UNITED TEST 3 (FL) Event: United Soccer Association Demo league 2 (10/1/2011) I have made a game change request | We are going to need more information. Edit | VP can see and reply here. Edit |



FLORIDA YOUTH SOCCER ASSOCIATION

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Team Hotels Rooming Sales Application Status Schedule Requests Misconduct Guests [Support & Feedback](#)

United Soccer Association Demo league 2
10/1/2011-7/31/2012
Boys U12 C1XUS UNITED TEST 3 (FL)

Event Support Tickets
Open Tickets

| Subject | Comments/Description | Response |
|---------------------------------------|--|--|
| 11/19/2011 6:24:23 PM RE: Schedule | I have made a game change request Add Comment | We are going to need more information. |

If AGC and VP approve, then VP can press the approve button and change the game.

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