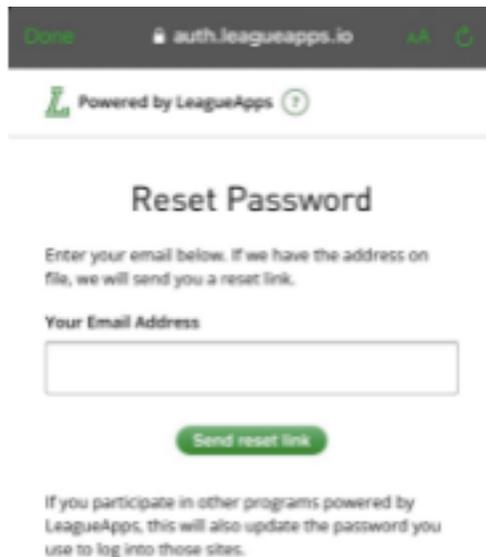# FAQs

1. I don't have an account, what do I do?
Visit your Age group/ team's website and register for the team; then use those credentials to log in to the app.

2. I forgot my username and/or password, what do I do?
You can use your email instead of your username. Click [**Forgot your password?**] and then enter your email address. You will receive an email shortly to reset your password.

3. I'm not on a team/Age Group, how do I use the app?
You need to be registered with a team to use the app. Visit your team's LeagueApps website and register for the team; then use those credentials to log in to the app.

4. I don't see my Age group/team, what do I do?
Contact your coach or team administrator to confirm you are registered with the correct team.

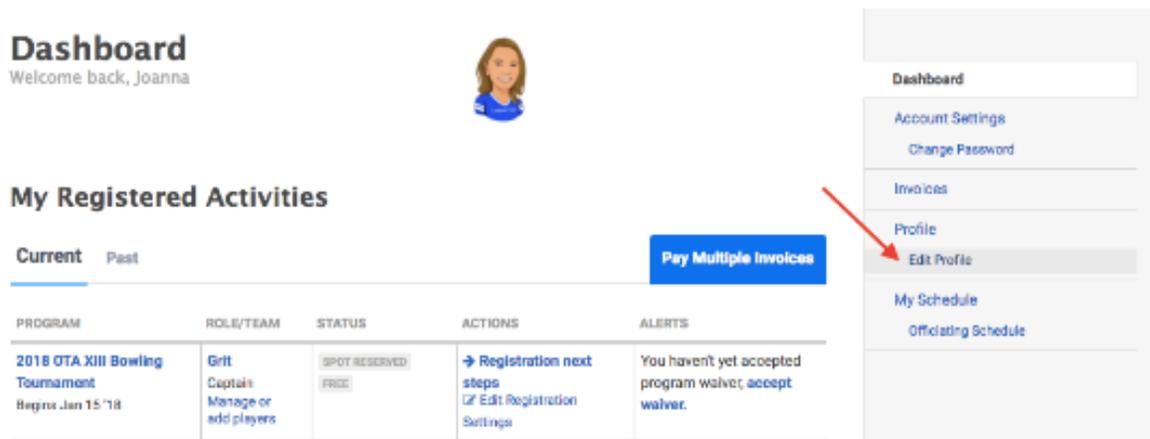**5. Why am I not receiving an email notification when I am sent a chat message in the app?**

Chat recipients receive push notifications on their phone when they receive a new chat message. An email notification will not be sent.

6. Why am I unable to chat with a select parents on my team?

Chat recipients must have also downloaded the LeagueApps Play app in order to see the chat messages sent to them.

7. How do I edit a player's information or picture?
Login to your age groups/team's LeagueApps website. On your member dashboard, click [**Edit Profile**] make the desired changes and then click [**Save Changes**].

8. How do I contact a player or coach?
You can contact a player or coach by sending them a chat message in the Chat tab; or on the app's age group/roster page, click on the person's name and choose [Call] [Message] or [Email].

9. What are my login credentials for the LeagueApps Play app?

To login, you should use the same email and password as the account used when registering to the team. If you forget your password, your program administrator will no longer be able to change it on your behalf. You will be required to change it yourself by clicking the **Forgot password?** on the login screen. For more details on password resets, click here.

10. My schedule seems to be showing up in Eastern Time, but I'm not in that time zone - how can I fix this?

Please ensure you have updated the Play app in the App Store or Google Play Store recently to fix this setting.

11. Why can't I delete chat messages or conversations?
Please ensure you have updated the Play app in the App Store or Google Play Store recently to fix this setting.