PLAYERSPACE: PARENT FAQ:

HOW DO I LOG IN:

Visit PlayerSpace and log in using the email address connected to your YMCA membership.

WHAT IS MY USERNAME:

Your username is your email address on file. If you are not the primary account holder, ask the primary member or your child's coach to add you as a Fan.

I FORGOT MY PASSWORD. WHAT DO I DO:

Enter your email address, then select Forgot Password? Follow the reset instructions sent to your email.

IS THERE A MOBILE APP:

Yes. Download PlayerSpace Mobile 2.0 from the Apple App Store or Google Play Store.

DO I NEED TO LOG IN TO MY CHILD'S ACCOUNT:

No. Your child's information is connected to your parent account. Log in to your own PlayerSpace account to view team details, schedules, and messages.

HOW DO I VIEW MY CHILD'S SCHEDULE OR ROSTER:

1. Open the PlayerSpace Mobile App
2. Select Schedule.
3. Choose a date with an event.
4. Select the event for details.
5. Select your child's team name.
6. Choose Roster or Schedule.

HOW DO I MESSAGE MY CHILD'S COACH:

1. Open the PlayerSpace Mobile App
2. Select the Inbox icon.
3. Select Compose.
4. Search for and select your coach's name.
5. Write your message and select Send.

HOW DO I ADD ANOTHER PARENT, GRANDPARENT, OR FAMILY MEMBER:

1. Open the PlayerSpace Mobile App
2. Select Participants.
3. Select the three dots.
4. Choose Add Fan.
5. Select your child's name.
6. Enter the Fan's name and email address.
7. Select Add Fan. They will receive an email with instructions to access PlayerSpace.

HOW DO I UPDATE MY EMAIL ADDRESS:

1. Log in to PlayerSpace.
2. Hover over your name and select Account Management.
3. On the General tab, update your email address.
4. Enter your new email address again in the Confirm Email field.
5. Select Update Account Settings.

Important: Also contact the YMCA to update your email address in our membership system.

WHO DO I CONTACT ABOUT REGISTRATION, PAYMENTS, REFUNDS, JERSEYS, OR TEAM CHANGES:

Please contact the YMCA directly for help with program registration, payments, refunds, jerseys, team placement, or coach questions.