

FAQ: Express Enrollment

- I've created a QR code/link, what do I do now? How do I send a QR code or invitation link to parents/guardians?
 - Lead coaches/mentors can copy the QR code and/or invitation link and add it to an email, flyer, or slide presentation. There is currently no automated email generated from the Dashboard.
- Am I automatically accepted to the team after I apply?
 - No, the lead coach/mentor needs to accept or decline youth applications to the team.
- I'm a coach, why is the QR code/link grayed out?
 - Please check the outstanding tasks. There is an outstanding item that needs to be completed before the QR code/link button is enabled (e.g., not grayed out).
- I'm in Spain. Why don't I see the QR code/link?
 - The Express Enrollment application is limited to the **United States and Canada** only. We are looking to expand it to other countries in the future.
- My child is over 13 but under 18. Do I need to provide an email address for them?
 - Yes, but it needs to be a unique email address for your child, meaning it cannot already exist within the registration system. If an error message is received, contact [Team Support](#) to request they apply the youth's account to your parent/guardian account.
- I'm a youth over 18 but a senior in high school. Do my parents need to apply me to a team?
 - No. You can register yourself or login if you already have an account and apply yourself to a team.
- How many people can use an invitation link?
 - An active invitation link can be used up to 500 times.
- What if I have more than one (1) youth participating with the same team?
 - Once you complete the registration process for the first youth, at the end of the process you can click the "Apply additional youth to this team" button.

- How do I create a QR code/link?
 - Once the lead coach/mentor has clicked the QR code/link button on the Dashboard Team Contacts page, on the next page – Express Enrollment Invitations, they click the “Create New Invitation” button.

- How can I disable the QR code/link from accepting new youth?
 - The lead coach/mentor can disable the invitation by clicking the pencil icon to access it, then clicking the red “Stop Accepting Applications” button. To enable it again, click the green “Start Accepting Applications” button.

- Why is there an expiration date? How can I change it?
 - The expiration date is automatically set to 7 calendar days from the date the QR code/link is created. You can change the expiration date by selecting the calendar icon or enter a new date in the field. But the expiration date CANNOT go past the end of the current season. For example, a coach/mentor could set the expiration date to 4/30/2025 but CANNOT set the expiration date to 6/30/2025.

- How many QR codes/links can I create?
 - Lead coaches/mentors can create up to 500 active QR codes/links for the season.

- Do I need to create QR codes for each of my teams, or can I use a single QR code for all teams?
 - You can create multiple QR codes for the same team; however, a QR code is specific to a team. You will need to generate a QR code for each of your teams. For a step-by-step guide, please review the [Express Enrollment Coach/Mentor Instructions](#) located on the [Youth Registration System Overview](#) page.

- I am a parent/guardian, and I received a QR code from the lead coach. How do I complete youth registration?
 - Click the QR code and follow the step-by-step instructions on the [Parent/Guardian Instructions](#) page on the [Youth Registration System Overview](#) page.

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- I am a lead coach/mentor and am receiving reports from parents/guardians stating that when they click the QR code, nothing happens.
 - More than likely, the QR code has expired or is about to expire. Please log into your dashboard, navigate to the Team Contacts/Roster page, and click the blue "QR Code" button to revise the expiration date.