

# Kelowna Sport Leagues TeamLinkt - FAQ



**Q: What is TeamLinkt?**

A: A mobile app, for both android and iOS, that provides sports league management services to teams and league organizers.

**Q: What are the benefits of the Teamlinkt app?**

A: 24/7 mobile schedule access, score reporting, standings, captain to captain messaging, rostering, team chats, polls, picture sharing, league notifications/emails, attendance tracking and more.

Additionally, Captains' no longer need to provide a separate 'paper' roster (online SPN rostering is still required for slo-pitch), complete the Team Contact Waiver Form or navigate the City of Kelowna website for their specific game times and schedules.

**Q: Should I allow push notifications from TeamLinkt?**

A: Yes, especially if you are a team captain. These are specifically related to your City of Kelowna league, ie. schedule updates, captain to captain/player to captain contact, field closures. *If you didn't accept push notification during your original download you can update your personal settings within the app to allow push notifications.*

**Q: Will schedules still be found online at kelowna.ca/sports?**

A: Interim schedules will be available on the City of Kelowna website to assist teams as they navigate the change to TeamLinkt. Eventually all schedules will be hosted exclusively on the app.

**Q: Something isn't working or doesn't seem right on the TeamLinkt app, what should I do?**

A: *Captains* - please contact the Sports Leagues coordinator (250-469-8461; [sportsleagues@kelowna.ca](mailto:sportsleagues@kelowna.ca)) so we can be notified as soon as possible to try and fix the problem or help you with the issue.

**Q: Our team already has a group chat or Facebook group why do we need this?**

A: The TeamLinkt app keeps everything related to your team in one place. Everyone can see their specific schedule without having to bug the team captain, receive updates and reminders about games, message the group, share photos and more. Outside events (practice, team get together, fundraiser, tournament, etc.) can also be added by team captains.

**Q: I can't submit a score, how come? Where did the game I needed to submit a score for go?**

A: You must wait until your scheduled game time has expired (ie. 6:00-7:00pm). Completed games move to PAST in the score section of the app, make sure you move from Upcoming to Past to see them.

Should you have any other questions, please send them to [sportsleagues@kelowna.ca](mailto:sportsleagues@kelowna.ca) so they can be added to the **TeamLinkt FAQ**.