Getting Started on the Crossbar Mobile App

All registered Crossbar users will have access to the Crossbar mobile application on both iOS and Android. After you've downloaded the app from the App Store or Google Play, you can log in with the same user account you use with your club's website. Once logged in, you'll be able to see your player's Team(s) and schedule.

If you do not see your teams showing, you may need to be granted access to your player's profile by the primary account who registered your player.
For more information and the steps for that user to follow, please see more here.

When you log into the mobile app, click on the menu button and then *Teams*, where you will be presented with a list of active teams that are associated with your account.
If you are missing teams from your list in the app, it is likely because your account is not associated with the team.

If you are a player or a parent:
Verify that your account is associated with the participant.

1. Log in to your organization's website using the same email address.
2. Click *Account* in the top navigation.
3. Click *Participants* on the left navigation (click the down arrow if you are accessing the website from a mobile device).
4. If you do not see the player, then you request access to the player from the user who registered the player. Click here for help.
5. If you see the player, click on *View Details*.
6. Once on the player profile, scroll down to *Teams*.
   - If the team is NOT listed, then it means one of two things:
     a. The player has not been rostered on the team.
     b. The user that registered the player has added a new instance of the player to their account. Go back to step #4 above to request access to the new player.
   - If the team is listed but is still not showing up in the application, it likely means the organization has the season configured to end prior to today's date. If that is not correct, please contact your organization and ask them to verify that the end date of your team's season is configured correctly.

If you are non-parent team staff:
If you are a non-parent member of the team staff and you do not see your team listed, the email address that you are logged in with is not listed as a staff member for that team. Please reach out to your organization to get your account added to the team staff.