# HOW TO USE THE CROSSBAR APP

All registered 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 our website. Once logged in, you'll be able to see your player's Team(s) and schedule once they have been added by our organization.
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.

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 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.

## NOT RECEIVING APP NOTIFICATIONS?

Follow the device-specific instructions below to ensure that notification settings are correct. Once completed, log out and back into the Crossbar application even if you did not change. Contact Crossbar support if you still do not receive notifications.

| iPhone | Android |
|---|---|
| 1. Open your phone's Settings application.<br>   a. Select Notifications<br>   b. Select Crossbar<br>   c. Select Notifications<br>   d. Toggle 'Allow Notifications' to On.<br>2. Open the Crossbar mobile application.<br>   a. Click the Menu Icon<br>   b. Log out<br>   c. Log back in. | 1. Open your phone's Settings application.<br>   a. Select Apps & Notifications<br>   b. Select Notifications<br>   c. Select See All<br>   d. Select Crossbar<br>   e. Make sure notifications are enabled.<br>2. Open the Crossbar mobile application.<br>   a. Click the Menu Icon<br>   b. Log out<br>   c. Log back in. |

**To update mobile notification settings from LYBSA:**

1. Log into your account on our website.
2. Click on Account in the top left.
3. On the left hand side you'll see "Notifications"
4. Under "Mobile Notifications" you can change your preferences.

**Off** - No notifications about changes to games or other events
**All** - All notifications about changes to games or other events
**All Games. Other events in the next 14 days** - Notifications about changes to all games. Only notifications about changes to practices and other events in the next 14 days.
**All events in the next 14 days** - Notifications about changes to games, practices, and other events in the next 14 days.
<span style="color:red">**WE HIGHLY SUGGEST YOU HAVE ALL NOTIFICATIONS TURNED ON AND HAVE YOUR MOBILE NOTIFICATION PREFERENCES SET TO ALL!!**</span>

# NOTIFICATION SETTINGS

## EMAIL NOTIFICATIONS

- ☑ **Volunteer Reminders**
- ☑ **Club Marketing Emails** - Registration Announcements, Events, etc.
- ☑ **Crossbar Emails** - Product feature announcements

**UPDATE EMAIL NOTIFICATION SETTINGS**

## MOBILE NOTIFICATIONS

**Event Change Notifications***

All events ⌄

**UPDATE MOBILE NOTIFICATION SETTINGS**