

## Support Resources – Team Sport Technologies

The Support section of this site is broken up into sections so that you can more easily find the information you are looking for.

If you have a question regarding any of our products, chances are you'll be able to find an answer here.

### Team Sport Technologies Support

When you purchase our products, you are also purchasing customer support that is second to none. We are committed to offering the highest quality customer service to all our clients. Technical support is available in many forms, including the resources available on this site. If you have questions about your site that are not answered here, feel free to drop us an email and we will be happy to assist you in a timely manor.

When emailing the support staff be sure to include your URL, a detailed description of the problem you are experiencing, as well as a phone number that you can be reached at.

[support@teamsporttech.com](mailto:support@teamsporttech.com)

### Frequently Asked Questions

We have compiled a collection of answers to many of the questions we have received from our clients. If you have a question regarding any of our products, chances are you'll be able to find an answer here.

### Page Elements

#### How do I add a Text Block Element?

To add a Text Block Page Element follow these steps:

1. Ensure you are on the correct page and in **Edit Mode**.
2. Use the **Add a Page Element** drop down list, select **Text Block** and click **Add Element**.
3. A new window will appear with two text fields, one for the title and one for the paragraph text. Use the inline formatting tools to add bold, underline, italics, etc. to the text.
4. Click **Save** and the Text Block Page Element will appear on the page.

## How do I add a Single Photo Page Element?

A Single Photo Page Element can be added to any page. The system will automatically resize and proportion the image down to 550 pixels wide by 300 pixels high. If you are familiar with an image editing tool we recommend resizing and cropping the image down to near this size to achieve the best results.

To add a Single Photo Page Element follow these steps:

1. Ensure you are on the correct page and in **Edit Mode**.
2. Use the **Add a Page Element** drop down list, select **Single Photo** and click **Add Element**.
3. A new window will appear with a browse button to find the image on your local computer.
4. Find the image on your computer and then click **Save**.
5. The image will be uploaded and then displayed on the page as a Single Photo Page Element.

## What is a Document Page Element?

A Document Page Element allows you to easily add a file anywhere on your website. Users of the website can then easily download this file in its exact original format. If the Document Page Element resides on a page that is enabled, the document will also be accessible from the **Document** page (if applicable to your website) found on the top horizontal menu bar.

## What file types are supported with the Document Page Element?

The Document Page Element currently supports the following file types: **DOC**, **PDF** and **XLS**.

## How do I add a Link Page Element?

To add a Link Page Element follow these steps:

1. Ensure you are on the correct page and in **Edit Mode**.
2. Use the **Add a Page Element** drop down list, select **Link** and click **Add Element**.
3. A new window will appear with text fields and a drop down menu to assist in building the link.
4. Ensure the required fields are filled in and that you select the correct URL and the full URL address does not include `http://`, `https://`, or `mailto:` as this will be automatically inserted based on the drop down selection.
5. Click **Save** and the Link Page Element will appear on the page.

## How do I add a Contact Page Element?

To add a Contact Page Element follow these steps:

1. Ensure you are on the correct page and in **Edit Mode**.
2. Use the **Add a Page Element** drop down list, select **Contact** and click **Add Element**.
3. A new window will appear with several text fields. Ensure you fill in the required fields.
4. An image is also optional. If attaching a photo the system will automatically resize the photo for you.
5. Click **Save** and the Contact Page Element will be added to your page.

## What is a Sponsor Page Element and how can I best use one on a page?

A Sponsor Page Element allows you to neatly package a sponsor's information into one page element with a title, link, text description and optional logo.

A Sponsor Page Element can be added to any page by following these steps:

1. Ensure you are on the correct page you wish to add the Sponsor Page Element to and that you are in **Edit Mode**.
2. From the **Add a Page Element** drop down list select **Sponsor** and click **Add Element**.
3. A new window will appear with the available fields that are part of a Sponsor Page Element.
4. Fill in as much information as you wish, only the Name/Company field is required.
5. If you wish to add an image/sponsor logo the system accepts file types of **JPG**, **GIF** and **PNG** with a size limit of 4 megs. The system will automatically resize the image accordingly.
6. Click **Save** and the Sponsor Page Element will then appear on the page.

## Are there limits on file sizes or file types for Photo Gallery uploads?

Accepted file formats include: JPEGs, non-animated GIFs and PNGs. As you publish photos they are compressed and re-sized in the following sizes:

- 75x75 pixels
- 100 pixels (on the longest side)
- 240 pixels (on the longest side)
- 500 pixels (on the longest side)
- Large (which will be 1024 pixels, on the longest side, if it exceeds that length)
- And the original size

**NOTE:** Upload must be less than 4MB in size. Images on the web will only display correctly if they are set to an RGB color-space (not CMYK). Most image editing applications, such as Adobe Photoshop, provide options for changing the color-space or color-mode of an image to RGB.

## **What is a News Aggregator and how do I add one to a page?**

A News Aggregator Page Element allows you to show a selection of news pertaining to a particular portion of your web site (i.e. a team, association, league, etc.). A News Aggregator Page Element can be placed on any page and must have at least one **tag** selected.

To add a News Aggregator Page Element to your page follow these steps:

1. Ensure you are in **Edit Mode** and on the correct page you wish to add the News Aggregator Page Element to.
2. From the **Add a Page Element** drop down list select **News Aggregator** and click **Add Element**.
3. An additional window will open and allow you to make your selections.
4. Click on the **Show Tag Menu** and select the tags you wish to show news for.
5. Add a **Title** and **choose how many** news items you wish to show.
6. Click **Create**, the window will close and your News Aggregator will appear on the screen.
7. The News Aggregator Page Element will show the most recent news it finds based on the **tags** you selected.

## **What is a Event Aggregator Page Element and how do I add one to a page?**

An Event Aggregator Page Element allows you to show a snapshot of events for the next five days pertaining to a particular portion of your web site (i.e. a team, association events, league events, etc.). An Event Aggregator Page Element can be placed on any page and must have at least one **tag** selected.

To add a Event Aggregator Page Element to your page follow these steps:

1. Ensure you are in **Edit Mode** and on the correct page you wish to add the Event Aggregator Page Element to.
2. From the **Add a Page Element** drop down list select **Event Aggregator** and click **Add Element**.
3. An additional window will open and allow you to make your tag selections and enter a title.
4. Click on the **Show Tag Menu** and select the **tags** you wish to show Events for.
5. Add a **Title**.

6. Click **Create**, the window will close and your Event Aggregator Page Element will appear on the screen.
7. The Event Aggregator Page Element will then show events for the next five days based on the tags selected.

## **How do I add a YouTube Video Page Element?**

We support YouTube integration on any page of your website. Follow these steps to add YouTube video:

1. Insure your video has been uploaded to YouTube and that it can be accessed via YouTube. If you need assistance uploading the video to YouTube view [YouTube's Help Center](#).
2. View your uploaded video on YouTube and then make note of or copy the web address/URL of the page your video is on.
3. Return to the page you wish to add the video to and ensure you are in **Edit Mode**.
4. Click on the **Add a Page Element** drop down list, select **YouTube Video** and then click **Add Element**.
5. Paste or type in the YouTube web address in the **YouTube URL text field**.
6. Click **Save** and your YouTube Video Page Element will appear.
7. Change to **User Mode** to view the video within the page.

## **How do I add an Event to the Calendar?**

Be sure you are logged in and in “Edit Mode”.

1. Click the main CALENDAR tab in the horizontal bar below the website header.
2. Now click Add New Event.
3. Be sure that you click the drop down tag menu and select your team.
4. Then type in the Date, Location and Title and click **Save**.

You’ve now added to your calendar!

## **Why is there advertising on our site?**

One of Team Sport Technologies’ distinguishing features is each organization’s ability to sell advertising on their site. Space has been reserved for you to resell to whomever you choose. Revenue from these advertisements is often used by associations to completely offset website costs.

There are two areas for site advertising. Left panels spaces are reserved for your organization (as mentioned above). Right panel spaces are reserved for Team Sport Technologies.

Team Sport Technologies is a company dedicated to bringing technological innovation to the youth sports market. It is our belief that every youth athletic organization deserves a pro-quality website system. We also feel very strongly that these website systems should remain affordable and accessible for even those groups with limited budgets.

These advertisements allow us to keep our prices down as we continue to push the boundaries of youth sports technology. The approved advertisers are selected with great care. You should know that we only accept ads from companies that we have personally used the products or services from, and found both the companies and their offerings to be of the highest quality. By supporting these advertisers, you are supporting youth sports and the innovation of technology that improves communication for all involved.

It is also important to know that Team Sport Technologies donates 10% of gross revenues from these ads right back to your organization. Each calendar quarter your organization will receive a check for it's share of generated advertising traffic. It's our way of saying thank you for your patronage.

**Link to Team Sport Technologies Support: [Frequently Asked Questions](#)**

**The link above contains the same information as above! Check back on their site for changes in support documentation.**