



#### **FOR TEAM MANAGERS/COACHES: HOW TO SUBMIT A SUPPORT TICKET (as of July 22, 2021)**

- Log in to GOTSPORT.
- Go to the DASHBOARD for your account.
- Click on FORMS on the top menu bar.
- To the left of the white box, click on AVAILABLE FORMS.
- Click on the words INDIANA TEAM SUPPORT TICKET
- Click on REGISTER for yourself, you are the person submitting the form.
- Confirm your profile information is correct and SAVE (this is a standard procedure for Gotsport every time anyone registers for anything.)
- Select your CLUB and TEAM then CONTINUE
- Fill in the box with your question, request, or comments.
- Click SAVE
- To see your support ticket and check for a reply go to FORMS
- You will see a list of submitted Support tickets.
- Click on the three dots (...) to the right of the ticket you want to follow up on.
- You can view comments and place a new comment from this screen.
- NOTE: CREATE SEPARATE TICKETS for separate requests/conversations (i.e. different games should be in different tickets)
- Same as before, Indiana Soccer will close the ticket once it is complete.

#### **FOR CLUB ADMINISTRATORS: HOW TO SUBMIT A SUPPORT TICKET (as of July 22, 2021)**

- Log in to GOTSPORT.
- Go to the DASHBOARD for your club account.
- Click on AFFILIATION on the top menu bar.
- To the far right of the screen, click on AVAILABLE FORMS for Indiana Soccer.
- To the far right of the screen, click on SELECT for INDIANA CLUB SUPPORT TICKET.
- Click on REGISTER for yourself, you are the person submitting the form.
- Confirm your profile information is correct and SAVE (this is a standard procedure for Gotsport every time anyone registers for anything.)
- Select your CLUB then CONTINUE
- Fill in the box with your question, request, or comments.
- Click SAVE
- To see your support ticket and check for a reply go to CLUB MANAGEMENT
- Click on FORMS AND REQUESTS
- Click on the form ID NUMBER then REGISTRATION
- You can view comments and place a new comment from this screen.
- NOTE: CREATE SEPARATE TICKETS for separate requests/conversations.
- Same as before, Indiana Soccer will close the ticket once it is complete.