

Two of the most common issues we are running across with the new system launch are:

1. Parents purchasing the membership for themselves instead of for their athlete
2. The Sports Engine account being setup for the athlete instead of the parent (which prevents membership purchase because the person purchasing the membership

When a parent purchases a membership for themselves instead of their athlete, the membership needs to be cancelled and refunded by both the Region and USAV. This is because if they change the name on the Sports Engine profile and the Region changes the verified data, the account will be “owned” by the athlete. The athlete owning the account does not allow us to ensure that any communications through the system are sent to the parent as well as the athlete, it will also prevent the athlete from purchasing a membership in the system the next season if they are still under 18 years old. Instructions for parents to purchase their membership after the cancel/refund have been attached to this email.

If the Sports Engine account is setup for the athlete instead of the parent, it prevents the account from being able to purchase a membership (due to the USAV requirement of needing to be 18 to purchase the membership/agree to waivers)

- This Sports Engine article explains the difference between an account owner and a child profile: <https://help.sportsengine.com/en/articles/889>.
- If you suspect that a family account for an athlete in your Region has been setup incorrectly, these instructions can help them correct their profile data: <https://help.sportsengine.com/en/articles/209-how-to-update-profile-information>.

If the parent is still confused, please refer the person to [usavhelp@sportsengine.com](mailto:usavhelp@sportsengine.com) for assistance with editing their account.

## **Supplemental Resources**

[Membership Purchase Process- Membership Link](#)

[Membership Purchased for Parent Instead of Athlete- Membership Link](#)

[Membership Purchase Process- Club Assignment Request](#)

[Membership Purchased for Parent Instead of Athlete- Club Assignment Request](#)