

Frequently asked questions about the YDL Team Manager Portal.

This FAQ has been put together to assist clubs with any unasked, thought about, or otherwise, question that may have run through the team manager/contacts minds when they have been working on the team manager portals!

The start of the season is very near, and clubs/teams are very busy adding athletes to their YDL team manager squad lists. Some have been adding new athletes for some time, that is before the club has even registered the athletes with the relevant home country. Those athletes will have been marked as not registered, especially if they have made up URN's and fictitious DOB's.

YOU NEED TO UPDATE THE ATHLETE RECORDS, otherwise they will not be eligible to compete.

Q. Why can't I put a registered tick in the column on the athlete squad lists?

A. Only YDL management can add the tick when the registration status of the athlete has been checked.

Q. When I enter a new athlete, the DOB disappears.

A. This is due to GDPR legislation, other leagues now use the software.

Q. I know my athletes are registered with the home country, but they are still not showing a tick in the registered column.

A. Has your club paid the registration fee to the home country involved and was that after you had added the new athletes onto your squad lists? If so, the person checking the registrations for YDL does not know that payment has now been sent, it is not the responsibility of YDL to go back and check unregistered athletes, that responsibility lies with the team.

Q. How do I let YDL know that the athletes are now paid and therefore registered to compete?

A. Open the athlete information and tick the box to say this athlete is now registered, update, and it comes back to YDL to re-check. If this is not done, the athlete will show on the results as not registered, therefore NOT eligible to compete in YDL.

Q. I do not know the URN of an athlete I want to add to my squads.

A. Ask your club membership officer, or use the EA licence checker, if you have the other information, correct name, DOB, you can find the URN. That is what YDL try to do when the URN is wrong.

Q. I used a made-up URN and the athletes is still showing as not registered even though I know they have been dealt with by our membership officer.

A. Once more you need to amend the athlete information on your squads, then update and they come back to YDL to check. If the information on your squad lists is still showing no tick in the registered box, it is up to you to correct it. YDL cannot possibly deal with the huge amounts of incorrect data. Athletes not registered will show on the results, highlighted in red, the match recorder can see this in the start lists!

Q. I have athletes that are showing as not matched, what does that mean?

A. The traffic light system on the team manager portal explains that, but invariably it means that the DOB that has been entered for the athlete does not match the DOB that the club has used when they have registered the athlete with the Home Country. Ask your club membership officer, but you will have to delete the athlete and start again, see earlier answer re DOB's.

Q. The name I used for our athlete has been changed, every time I change it back it happens again.

A. To ensure that the licence check can get a matched result, of registered, YDL must amend spelling mistakes in the entered names. If you think this is incorrect, speak to your membership officer to see what names they have entered on the home country registration data base. If that is incorrect, they can amend it, or the athlete can, then open the athlete data and tick the box for this athlete is registered and it will come back to re-check.

Q. I entered a new athlete in the wrong age group, even when I amend the age group in the athletes record and update, they are still in the wrong age group.

A. You will need to delete any wrong age group athletes and start again, putting them in the correct age group. The automatic change of age groups that the league does at the end of the year, requires a little more input than just changing the age group.

Q. I have entered an athlete in the lower age group who is registered with a non-track & field registered club, it isn't showing as registered following the league checking it.

A. Unless the 'other disciplines' form has been sent to your home country, completed by both the clubs involved, only the 1st claim road, fell etc, club, will show on the licence checker. In the lower age group only 1st claim members can compete. Once the form has been sent off, the licence checker should show 1st claim other, your track and field club, and the athlete will be marked as eligible to compete.

Q. Do we need to declare all the Team Managers onto the portal?

A. If we have a specific query about one of the athletes in a particular age group, it's much easier and quicker if we can contact the correct team manager.

Q. If we are going to host a match do we need to enter the Match scorer details on the 'Host Club' tab?

A. This means we can go direct to the scorer if there is anything we need to pass on in relation to the results software.

Q. Why do we need to add the details of our officials onto the portal on the 'Declarations' tab?

A. This information goes to the host club who can then let the chief officials know if there are sufficient qualified judges to run all the events. The league also scrutinises all the officials to confirm the points scored are correct, you will need to find their URN to make sure you get the maximum points you have earned.

Q. When I go onto the print function to print my team, it doesn't show any names.

A. You need to allocate a team manager for each age group before it will allow you to open the print function. Team managers can manage more than one age group.

Q. How do we know what points we are going to get for our officials, who determines that they are qualified?

A. The league uses the UKA licence checker, which is why we ask for their URN and other information, that informs the league if the official is qualified. Please note that they need to give you their officials URN, not a coaching or home country member URN. The link below is what we use:

<https://myathletics.uka.org.uk/licencecheckofficial/>

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