



## Frequently Asked Questions (FAQs) JAM ON IT TOURNAMENTS

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### **(I) Log into your Member Portal in Stack Tourney (Team Primary Contacts)**

How do I access the Member Portal after I've registered my team(s) in Stack Tourney? (ie. to view/edit past registrations, manage rosters or make payments)

- (a) Note - You must have an assigned role on a given competing team in Stack Tourney in order to be able to access your Member Portal. If you do not have an assigned role, please contact your team's primary contact who registered your team in order to be granted necessary permissions.
- (b) Navigate to the Jam On It portal ([linked here](#)) and log in via the user icon at top right. The system may prompt you to set your password and/or can reset password if need be.
- (c) Once logged in, click on the Portal icon next to Human icon top right to enter the Member Portal for access to your team(s) and actions looking to accomplish.

### **(II) Roster Management**

How do I submit my team's roster? How do I make changes to an already submitted roster? What is the deadline to submit and/or make changes?

- **(a) Roster Submission Process** - Rosters are submitted via the online Roster Registration form for each JOI tournament your team is competing in. The Roster Registration form link can found in your confirmation email after you have completed your Team Registration. If unable to locate, our JOI Tournament Administrator can reshare with you.
- **(b) Review your Roster & Make Changes** - Rosters can be reviewed and edited by Team Primary Contacts via the Stack Tourney Member Portal. To access the Member Portal and update rosters, please follow the below steps. ([how to link](#) with visuals)
  - Navigate to JOI Stack Tourney web portal: ([linked here](#))
  - Log into Stack Tourney by clicking on the user icon at top right
  - Enter the Member Portal via the Portal icon button next to Human icon top right
  - Click on a Team under the My Teams Heading,
  - Select Add Player to my Team/Roster,
  - Select Form to allow you to Add Players to your Roster/Team,
  - Complete the form accordingly for your team
  - \*Edits can be made via these steps up until the Roster Deadline

- **(c) Roster Deadline** - The roster submissions and edits for JOI tournaments are typically open up until the start of a given event. Please contact our JOI Tournament Administrator if any unique scenarios you'd like to discuss.

### **(III) Bulk Team Registration**

How do I submit registrations for multiple teams that I will be entering into a JOI Tournament?

- When you click on a given JOI Tournament's registration form link, the first screen will ask the registering primary contact how many teams they will be registering. Please select the appropriate number of teams (this can be edited later on if need be). From there, the registration form will allow you to enter in registration details for each of your teams. Lastly, once completed, the system will allow you complete bulk payment all at once (or separate) for the group of teams you have registered.

### **(IV) Bulk Payment at a Later Date after Registration has already been Completed**

How do I process payment for my team(s) that I registered previously?

- Please reference your team's previous registration confirmation email in your inbox
- Click the edit/resubmit link toward the bottom of that email
- Complete payment accordingly
- \*If the primary contact is unable to locate, then our JOI Tournament Administrator can resend the payment link

### **(RESOURCES) Stack Tourney Training & Support Center**

**Help page:** <https://stacksports.my.site.com/helpcenter/s/?b=0011T00002gwiUyQAI>

**Help Video:** <https://www.youtube.com/watch?v=Rej2OPjG4fY>