

# IMPORTANT NOTICE

## REGARDING AJAA

### COMMUNICATIONS

All,

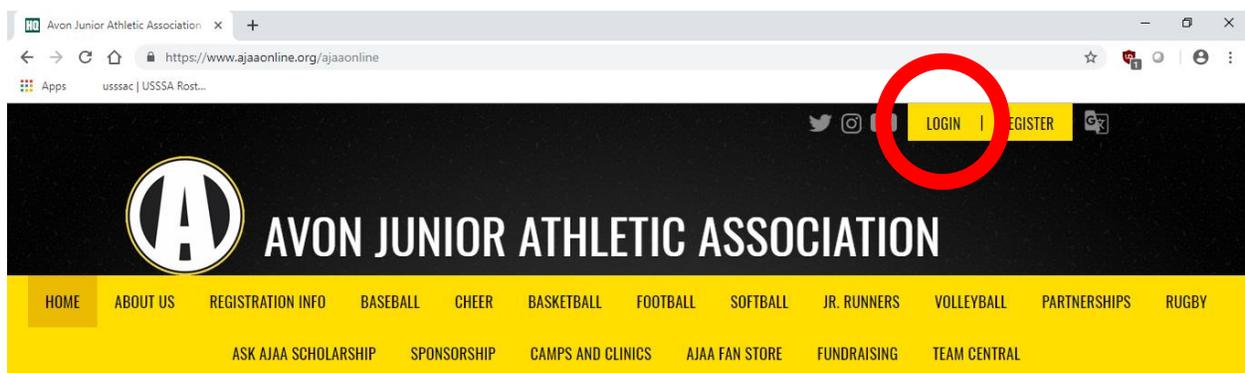
When AJAA needs to send out communications to families who have registered their child for softball, it is done so via email. These emails typically contain important information regarding upcoming events, schedule changes, cancellations, etc. We've had several of you reach out to the AJAA office or the Softball Commissioner lately saying you are **not** receiving these emails.

Please make sure you are checking the email account of the email address you used when registering for your AJAA Blue Sombrero account. This is the account that you would have had to create to register your child for AJAA sports on the website. If you do not use this email any longer or you don't check it regularly, this could be why you are not receiving the AJAA communications.

Please check your spam folder to make sure AJAA emails are not being marked as spam.

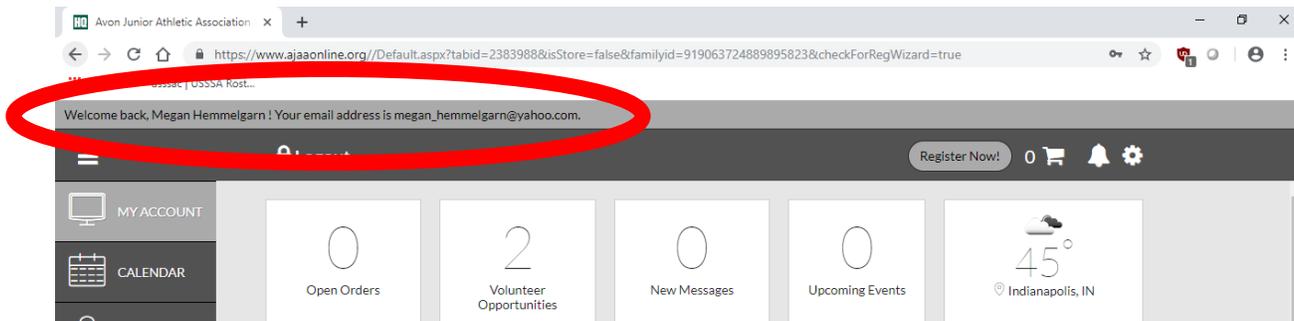
If you are unsure of what email address your AJAA account is linked to, please follow the below instructions to check:

1) Go to the AJAA website and click on "**Login**" : [www.ajaaonline.org](https://www.ajaaonline.org)

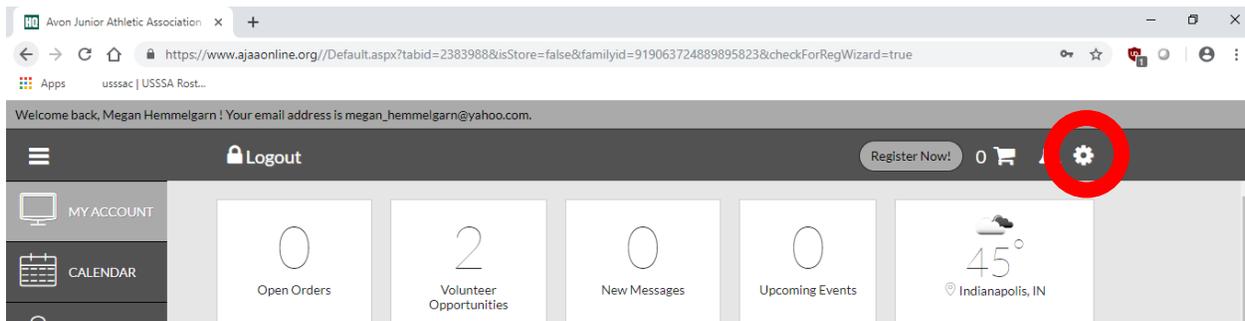


2) Login to your AJAA account using the username and password you created.

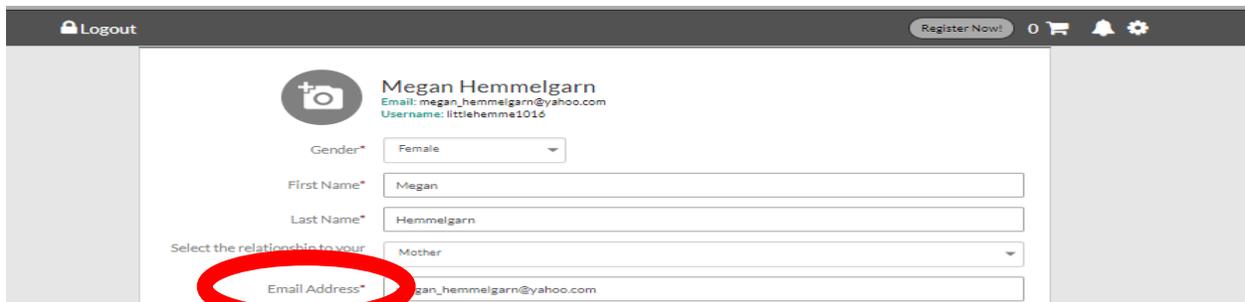
3) Once logged in, you should see the below screen. The upper left-hand corner will show you the email address that you have registered with this account. This is the email that AJAA is currently sending all communications to. If this is not the correct email or an email address you no longer use, you need to update your account to the correct one.



4) To update the email address you have on file, click on the “**Settings**” icon in the upper right-hand corner:



5) On the next screen, you can enter the correct email address you want to use:

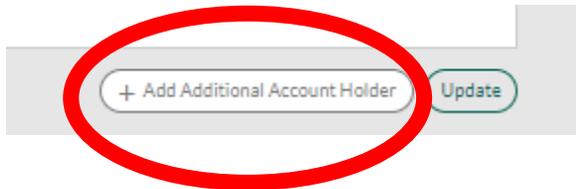


6) Next, you would scroll down and select **“UPDATE”** at the bottom of the page.

**Your account is now updated** 😊

7) We often get the question “Well, my husband registered our daughter with his email address, how do I make it where I can receive the AJAA communications as well to my email address?” To do this, all you need to do is add an additional account holder to your account.

On the same screen as you changed your email address, you can scroll down and are given the option to click on “Add Additional Account Holder”:

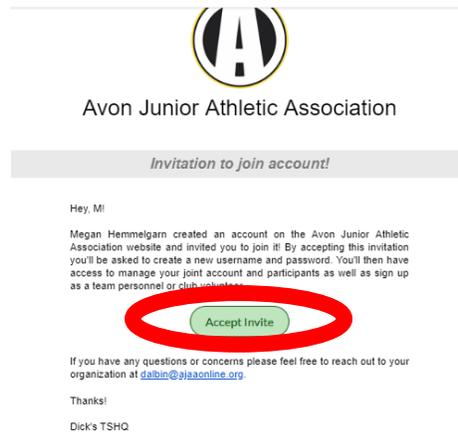


8) Once clicked, you will be re-directed to a new screen to enter the information of the additional account holder you’d like to add. This can be anyone that you want to put on your account (mom, dad, grandparents, aunts, uncles, etc.) I would suggest if you have help from family members to get your child to/from AJAA practices, games, etc. that you add them to your account. Once they are added, they too will receive any AJAA communications that are sent out.

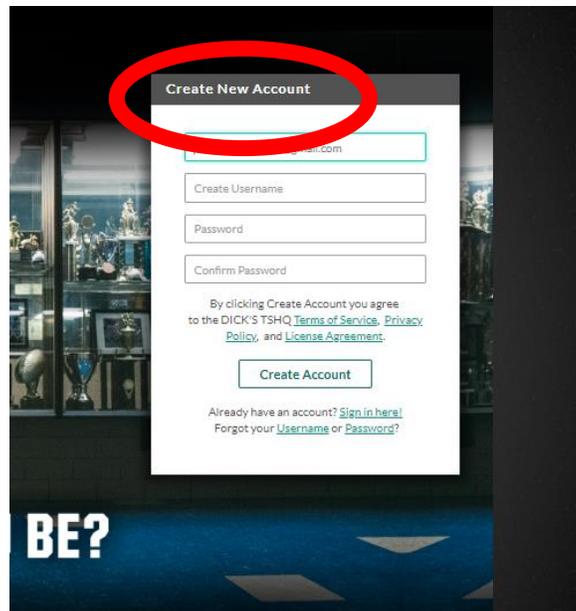
A screenshot of a mobile application form titled "Additional Account Holder". The form contains several input fields: a dropdown menu for "Gender", text boxes for "First Name", "Last Name", and "Additional Contact Email", and a dropdown menu for "Select the relationship to your participants:". Below the form are three buttons: "Back", "Change Password", and "Invite Account Holder & Continue". The entire form area is circled in red, and a red arrow points to the "Invite Account Holder & Continue" button.

9) Once you’ve entered all the applicable information, click on “Invite Account Holder & Continue”

10) AJAA will send an invite to the email address(es) of those new account holder(s) that you added to your account indicating you invited them to join the account. Those contacts will be responsible for “Accepting the invite” once they’ve received the AJAA email.



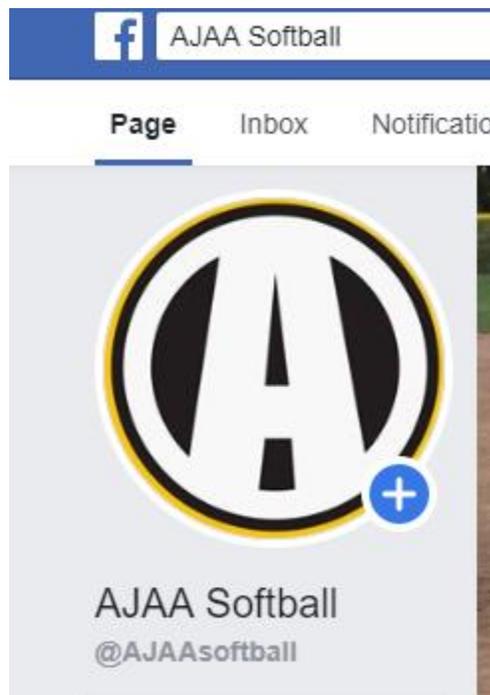
11) Once the new contact accepts the invite, he/she will be directed to the AJAA website where they will be required to create a username/password.



12) Once they've created a username and password, they now will have their own account within AJAA **BUT** will also be listed within your account as an "Additional Account Holder". If at anytime you want to remove them from your account, you just click on the **RED X** that appears next to their name.



13) AJAA Softball also posts updates to their Facebook page: **AJAA Softball**



Be sure to "Like" our page so you can see these posts which will also pertain to schedule changes, cancellations, important info, etc.

We do our best to notify families of schedule changes and important updates to our sports programs. We can't help though if you do not provide us with the correct contact information so please be sure to update your account, so you don't miss these communications!