



## **SAM INSTRUCTIONS AND FREQUENTLY ASKED QUESTIONS**

### **INSTRUCTIONS FOR SAM REGISTRATION AND MAKING TEAM PAYMENTS**

#### **FOR CAPTAINS**

##### **Log Into SAM**

- Enter <https://secure.sports-it.com/mysam/?cid=silverbacks> or visit <http://www.atlantasilverbacks.com/park/> and click on the SAM link.
- Enter your email address under the heading of "New Customer Registration" and click "Sign Up". If you have multiple email addresses, please use the one that the Atlanta Silverbacks Park has on file.
- Because the Atlanta Silverbacks Park Staff has already created an account for you and your team, you will be directed to a page for existing accounts.
- Click on the link for "Password Lookup Form".
- Enter the characters in the image, and click "Email Password".
- Go back to the SAM login page and insert the password that was provided. Click "Login".
- Read the waiver, enter your SAM password, initial in the appropriate space, and click "Accept".
- You will now be directed to your homepage. Please take a few moments to update your information. You will not be able to adjust your birthdate. The Atlanta Silverbacks Park Staff will make the necessary corrections if this becomes an issue.

##### **Accept Player Requests**

- You will receive an email every time a player requests to join your team.
- Log into the SAM system. You will see a link to the request at the top of your homepage. Click the link.
- Once directed to the request, indicate your decision in the scroll down menu and click "Send Response".

##### **Make Payments**

- Click on the link to your name under your team's roster, select "Make Payment," enter payment amount, and select "Add to Cart".
- You will now see your shopping cart at the top of your page. Click on the "Checkout" button at the bottom of the cart.
- Enter your credit card number and expiration date. Select the "Process Payment" button.
- You will be sent a receipt via email.

#### **FOR ALL OTHER PLAYERS**

##### **Log Into SAM**

- Enter <https://secure.sports-it.com/mysam/?cid=silverbacks> or visit <http://www.atlantasilverbacks.com/park/> and click on the SAM link.
- Enter your email address under the heading of "New Customer Registration" and click "Sign Up".
- Enter all required information. Select "Atlanta Silverbacks Park" as your Primary Facility. Click "Register".
- You will be sent a confirmation email. Once the email is received, click on the link to confirm email address.
- Once confirmed, you will be directed to a link for the SAM Login page. Enter your password and click "Login".
- Read the waiver, enter your SAM password, initial in the appropriate space, and click "Accept".

##### **Register for Team**

- Click the "Register" link on the left side of the screen, select "Join a Team", and select your name.

- Select "Atlanta Silverbacks Park" as your Location, and select "Teams / House Teams" as your Program Type
- **As of June 20, 2011, the Monday Men's and Tuesday Coed leagues are playing in the Early Summer season. The Monday Men's O-40, Wednesday Men's, Thursday Men's O-30, and Thursday Women are in the Spring Season.** Please select the correct season for your team's league. You will not be able to join your team unless the correct season is selected.
- Select the league in which your team currently participates.
- Once the page refreshes, find your team and select "Join".
- Click the "Send Request" button on the next page.
- Once your captain accepts your request to join the team, you will see a link to your team page under the "Schedules and Standings" heading on the left side of the page.

**Make Payments (League participants cannot make payments until their team's captain has accepted their request to join the team):**

- Click on the link to your name under your team's roster, select "Make Payment," enter payment amount, and select "Add to Cart".
- You will now see your shopping cart at the top of your page. Click on the "Checkout" button at the bottom of the cart.
- Enter your credit card number and expiration date. Select the "Process Payment" button.
- You will be sent a receipt via email.

## FREQUENTLY ASKED QUESTIONS

### **What is SAM?**

SAM is the leading facility and league management software in the sports and recreation industry.

### **How will SAM benefit league participants?**

All league participants will now be able to view their team's roster, balance, schedule, and standings at a single location. Each team captain will easily be able to identify which players have made payments towards the team's balance. Finally, communications from Atlanta Silverbacks Park (about weather-related cancellations, game-time changes, new league policies, etc.) can be efficiently disseminated to all league participants.

### **What is required from league participants to begin utilizing the SAM system?**

The Atlanta Silverbacks Park staff has established a SAM account for all teams. We have entered the email addresses for all team captains into the system. Once the team captains create their accounts and log into the system, they can immediately begin accepting requests from players to join their teams. Once a player's request has been accepted, that player's name will appear on the team roster and he or she can begin making payments.

**All league participants are required to join their respective teams before the start of the next season.**

### **What is the timeline for implementing SAM across all leagues at Atlanta Silverbacks Park?**

As of June 20, SAM will become the only online payment option at Atlanta Silverbacks Park. We will begin utilizing SAM to post rosters, schedules, and standings at the outset of each league's new season. For example, the new season of the Thursday Men's Over-30 League is scheduled to begin on Thursday, June 30. At this time, SAM will become the primary source for viewing rosters, schedules, and standings for this league. **Each team must have a \$0 balance from the prior season before beginning the next season.**

### **Who can I contact if I have questions about SAM or my team's balance?**

Please email [park@atlantasilverbacks.com](mailto:park@atlantasilverbacks.com) with all SAM and balance-related inquiries.

*The staff of Atlanta Silverbacks Park wants to thank all league participants for your patience and cooperation as we convert to the SAM system. We are confident that implementing the new system will allow us to fulfill your needs more efficiently and effectively, and we look forward to continuing to provide you with the highest quality adult soccer leagues and facilities in the Atlanta area.*