

## Captain/Team Manager Page

- Navigate to our customer portal site or visit: <https://apm.activecommunities.com/TotalSportsExp>
- Log-in to your account then “My Account” to see options.

PORTAL SITE ACCESS NOTE: if you are using a mobile device to access our site, you may automatically be taken to the site's mobile version with limited navigation and options.

To get to the full site, navigate back to the homepage where you will see a yellow block with, “Didn't find what you're looking for? Try visiting the full site.” Click the full site link and hopefully the site becomes easier to navigate!

## View Payments Made

- To generate a list of payments made towards your account (by yourself or others paying towards your account/team)
  - under “Payment Details” select “View Account Payment Detail”
  - check the “other?” box and set the dates to the beginning of the session you are looking for, through today's date.
- Click a transaction in the payment list then click the receipt number to view the receipt and who made the payment.
  - At the top of the receipt, it will show the “customer” (team captain), and towards the bottom will be the “payer”, the person who made the payment towards the customer's account balance.

## Team Management

- As the contact person who registered a team, you will have access to your online team roster in the “Team Management Services” section of your online account.
- Here, you will be able to view teams you manage, view your team rosters, track who has completed waivers, see contact information, and pay bills.

If you are experiencing any issues with this process, feel free to reach out to us by phone or email. 585.458.4263 (Gates), 585.203.0367 (East Rochester) or email us at: [info@totalsports-experience.com](mailto:info@totalsports-experience.com)