



TOPTEKKERS FAQ

1. **Why are we using TopTekkers?** TopTekkers provides a technical training platform for players to improve their soccer skills at home. A player's technical ability is vital to their success on the field as it gives them the ability to execute decisions in games, provides confidence on the ball, and speeds up their play. Players can use TopTekkers to train their specific techniques with repetition and competition.
2. **How do I activate my TopTekkers account?** An email was sent, by TopTekkers, to the primary email that was listed in your player's Sports Engine account. This activation email could end up in a SPAM/Junk folder so be sure to check there for this email. All players who were registered for the spring and on teams U8 and older had an email sent to a parent's email account.
3. **Is it possible to get the activation email resent?** Yes, send an email to help@toptekkers.club. Please provide them with your player(s)' name, club, and team.
4. **I have multiple kids in the club, and they have been placed on the incorrect team, how do I fix this?** Coach Ryan, our Executive Director, will have to go into their accounts and remove the "connection" with your email. Please contact Coach Ryan if you have this issue at ryan@cfjns.org or ryan@teamevanston.org. Once Coach Ryan has removed the connections with all siblings, he can then re-assign the player to the correct team.
5. **Where do I find the weekly tasks that the coach has assigned for us this week?** This can only be done once a coach has assigned your player to one of their teams. Once this happens, you can find the weekly tasks assigned by the coach by going to the home page of the app. This is found at the top of the page. There you will see three skill activities. These are the weekly tasks.
6. **How often does my player input their score?** Players should input their highest score for the day. They can continue to update their scores throughout the day. They can enter a new score on a separate day to enable kids to keep track of their progress.
7. **Does my player only have to do the assigned tasks, or can they do the other skills that the platform has available?** Although we never want to discourage players from working on any soccer related skills, it is **highly encouraged** that players stick to the assigned tasks. This gives a standard path for technical development that will utilize all players' time in the most effective manner due to continued repetition of a skill. Tasks will be updated every Monday, allowing kids to attempt new challenges on a weekly basis.
8. **My player's name is incorrect, can I fix this?** Yes, go to the top right-hand corner where it says "Hi" there you will find where you can edit your player's info including their name.
9. **I am having additional issues with the TopTekkers app or on the computer, what should I do?** First, contact Coach Ryan with the issue you are having. If the issue persists and we are unable to resolve it on our end, we will refer you to the TopTekkers help desk at the email of help@toptekkers.club.