

Team Official User Guide (TeamHub on the Web)

PowerUp provides coaches and team managers with tools and features to support and manage their teams. This guide reviews the below topics – click on a section to jump directly there.

NOTE:

This guide provides information on the tools available for use by Team Officials **on the web** (i.e. through your club's PowerUp). The Team Official User Guide for the **PowerUp Connect** mobile app is available separately.

[Sign-Up & Access](#)

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Sign-Up & Access

Access to Team Official features is only available to approved users at the club. A unique email address is required for your account. You cannot use your spouse's email address if they have an account with PowerUp (at any club or association).

Minor (Youth) Volunteer attached to Guardian Account

If you are a player in the club and would like to volunteer as a team official, a unique email address must be added to your player profile. There are two ways to accomplish this:

By the Parent/Guardian:

Your parent/guardian, with whom your profile is already associated, needs to add a unique email address to your player profile. Once the email is saved, the system will send a welcome email to that email address and will include directions on setting a password. To add the email:

1. Have the parent/guardian log into their Member Zone account
2. Go to **Profile >> Edit a Player**
3. Click on the name of the desired player
4. Enter the new, unique email address for the player
5. Save

NOTE: If the email address is not unique, the system will provide a warning. If you require a new email address, we recommend Gmail or Outlook.

By the Club:

Your club administrator can also enter your email address against your profile and set a temporary password.

Once logged in successfully, refer to the [Existing User/Team Official](#) section.

Adult Volunteer attached to Guardian Account

It is common for one spouse to register the player(s), and another to volunteer. If you are an adult (18 years of age or over) and listed as a family member under a guardian account, you will need to establish your own member account within PowerUp. Every user requires a unique email address to become a coach, team manager, or convenor (age group coordinator). You cannot use your spouse's email address. There are two ways to accomplish this:

By the Spouse/Guardian:

The spouse/guardian needs to add a unique email address to your profile within the family account. Once the email is saved, the system will send a welcome email to that email address including directions on setting a password. To add the email:

1. Have the spouse/guardian log into their Member Zone account
2. Go to **Profile >> Edit a Player**
3. Click on the name of the desired player
4. Enter the new, unique email address for the player

5. Save

NOTE: If the email address is not unique, the system will provide a warning. If you require a new email address, we recommend Gmail or Outlook.

By the Club:

Your club administrator can also enter your email address against your profile.

Once logged in successfully, refer to the [Existing User/Team Official](#) section below for instructions on submitting a volunteer application.

Team Official in a club, joining another PowerUp club

If you are a team official (or user) with a PowerUp club and you are joining another club that is also using PowerUp, **you do not need to create a new profile**. You use the same email and password for access to all clubs for which you are a member.

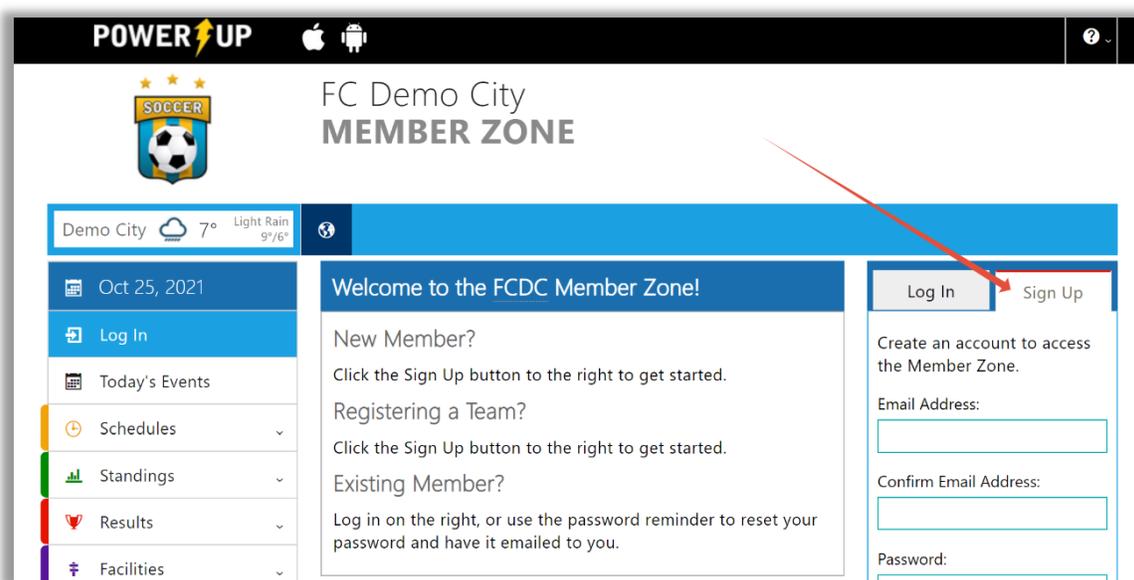
For the new club:

1. Login with your same credentials (email & password).
2. The system will ask you to review your profile information and confirm your desire to join the club.
3. Save.

Once completed, your profile details will be shared with the new club, and you can proceed with submitting an application. (Refer to the [Existing User/Team Official](#) section below for instructions on submitting a volunteer application.)

New Team Official (New to PowerUp)

Team Officials sign up within the PowerUp Member Zone for their club. If you are new to PowerUp, use the 'Sign Up' tab to create a profile. Once you've created your profile, refer to the [Existing User/Team Official](#) section below for instructions on submitting a volunteer application.

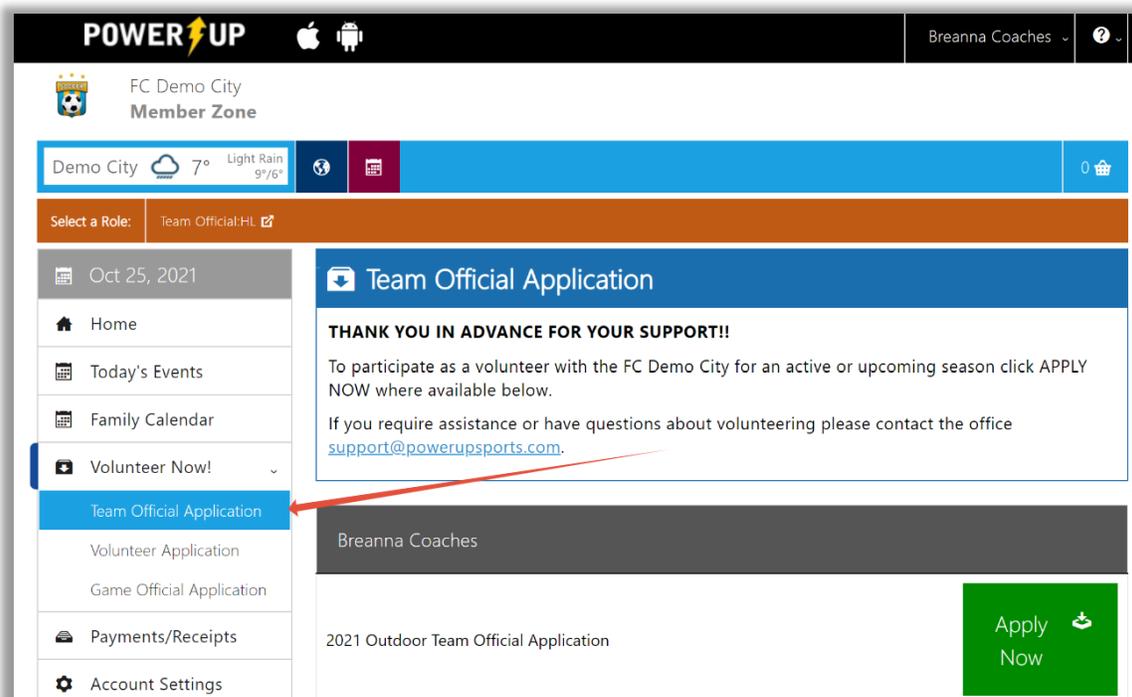


Existing User/Team Official

You may already be a coach, team manager, or convenor (age group coordinator) with your club, but you still must “raise your hand” every season to let the club know you’re interested and available.

Log into your club, complete and submit the **Team Official** volunteer application form for the desired season by:

1. Volunteer for the Season by clicking **Volunteer Now** in the main menu.
2. Complete and submit the **Team Official** application form for the desired season.
3. A club administrator will approve your application and assign you to a team.

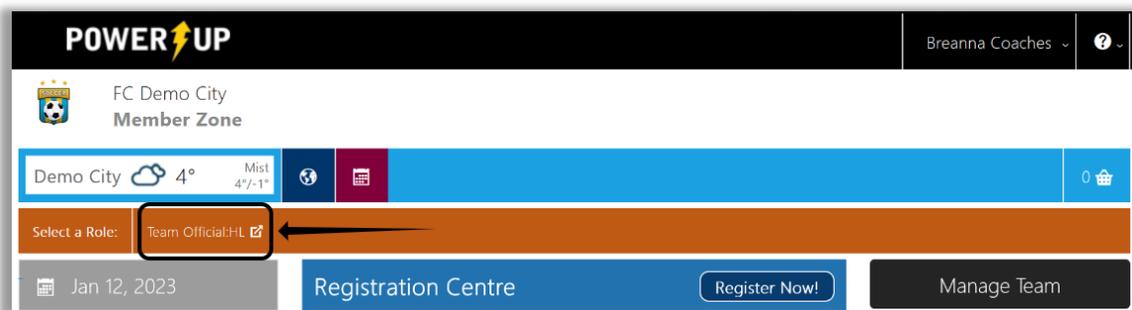


NOTE: The Volunteer Now menu item is made available by the club. If you don’t see it – check with your club that they are accepting applications.

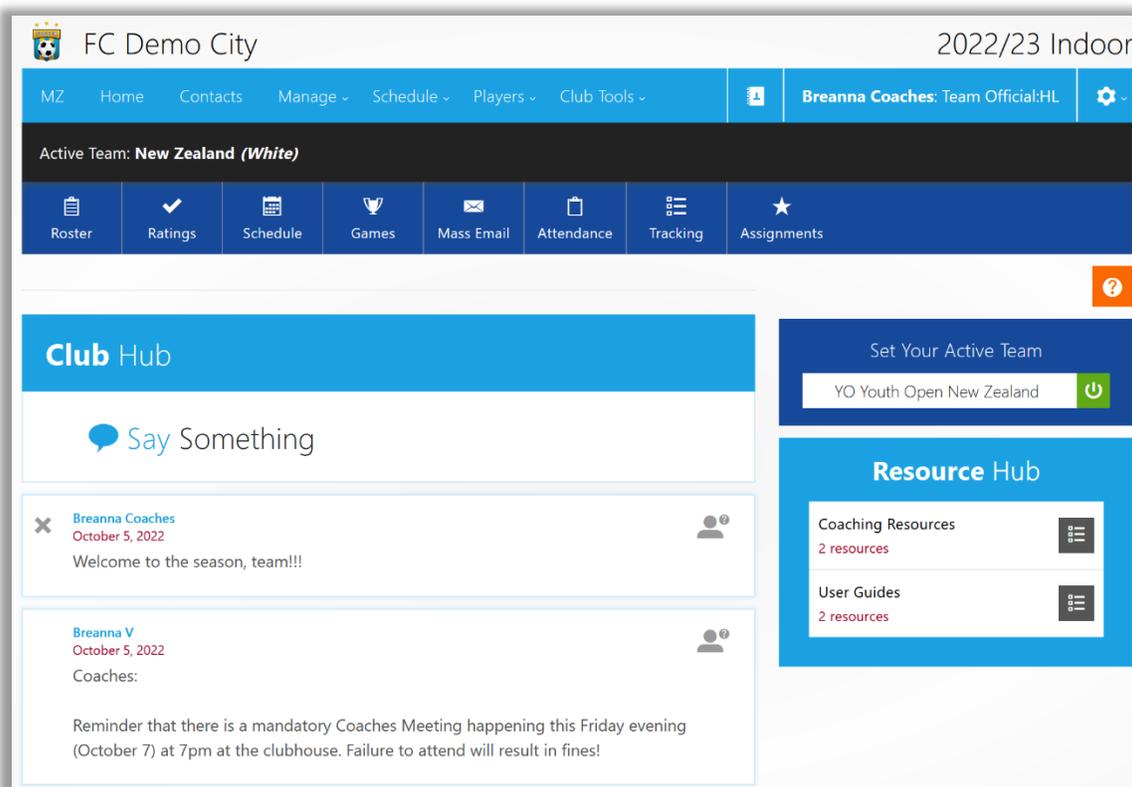
Accessing Your Team Official Profile

Once the Club has notified you that your access has been approved and that the site is open, use your preferred web browser to navigate to your club's PowerUp Member Zone (registration portal).

When you log in, you will land on the Member Zone home page. Access to your Team Official profile and tools is via the **Select a Role** menu towards the top of the screen.



Click the **Team Official** (or other links) in the menu to access your profile:



Browsers & Devices

PowerUp is available on many devices and works with all current browsers.

Devices: Desktop and laptop computers, tablets, iPads, and mobile phones.

Browsers: PowerUp works with all current browsers, including:

1. Current versions of Chrome, Firefox, Opera, Edge, and other modern browsers
2. Works on PCs, Macs, and Linux based devices

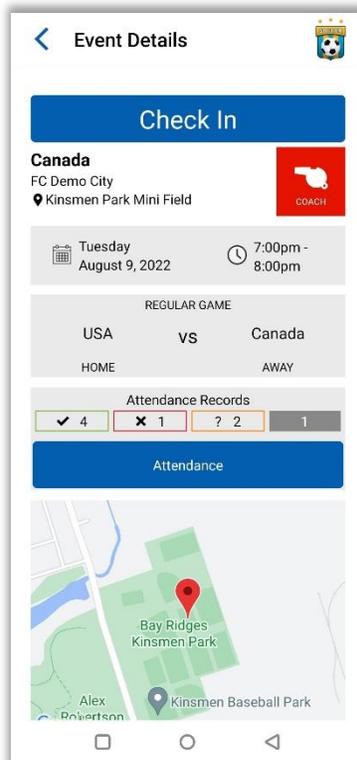
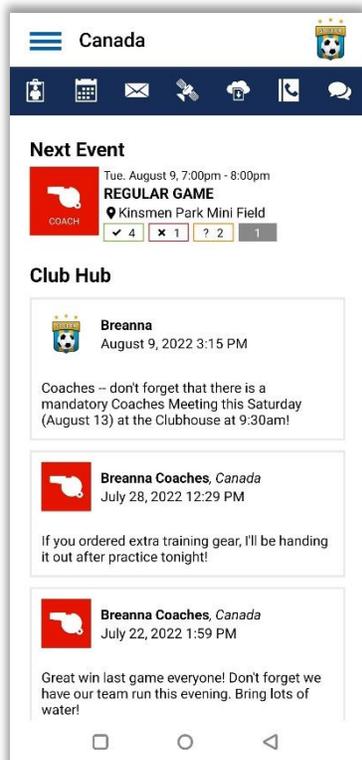
PowerUp relies on the use of Cookies and Javascript. These should be enabled in your browser settings in order to make full use of the system.

App & Mobile Phone Access

PowerUp Connect

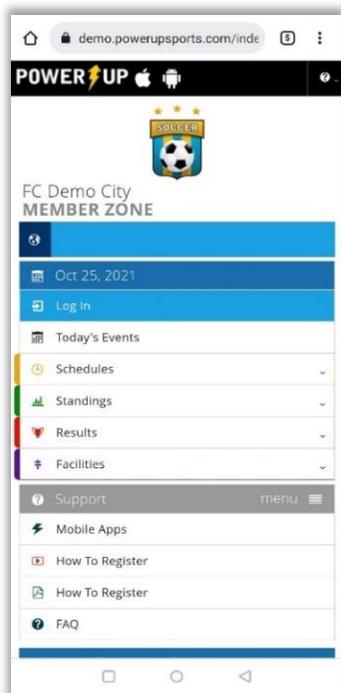
Many coach tools are available in PowerUp Connect, our iOS and Android app. Through the app, coaches can view their team roster(s), message their team through the mass emailer, see and log team members' attendance for events/games, create custom team events, and complete/review Check In for events.

To download the app: [Android](#) [iOS \(Apple\)](#)



Non-App Mobile Phone Access

If you prefer not to use the app, PowerUp is optimized to access the system on your mobile phone. To do so on your mobile phone:

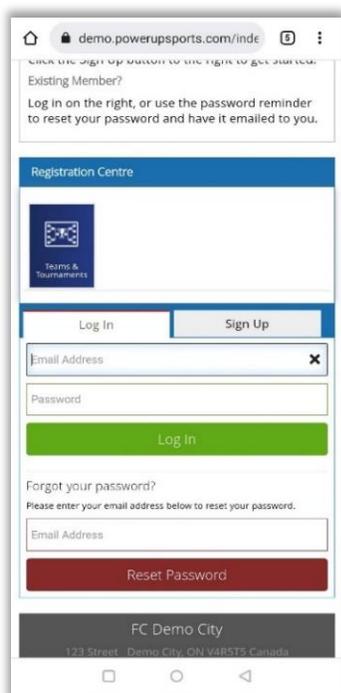


Navigate to your club's PowerUp Member Zone and click Login.

NOTE:

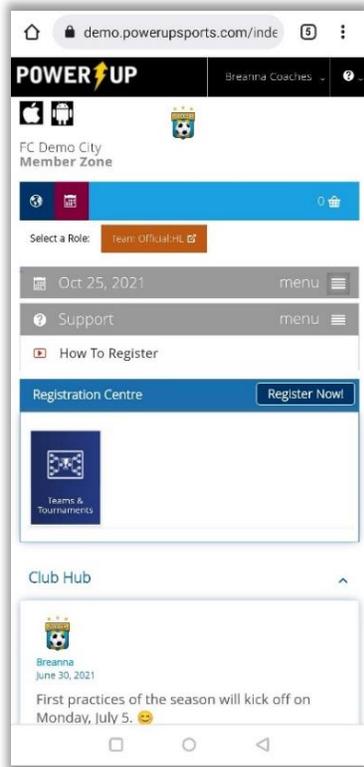
On some devices you may have to scroll down to the Login section.

While you're there, use the **Add to Home Screen** feature on your phone for added simplicity and an app-like working environment.



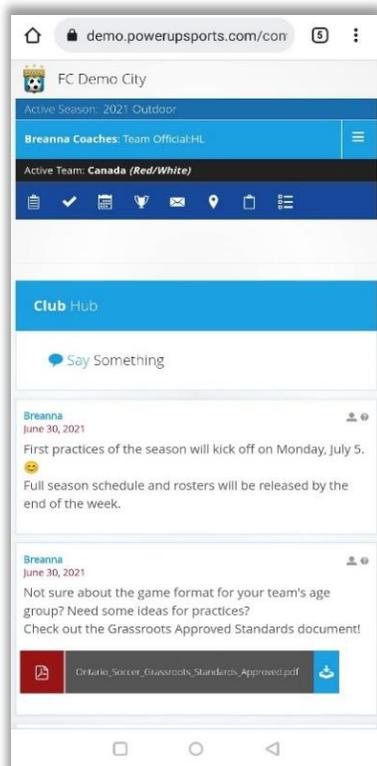
Login using the same email and password as you would on your computer or tablet.

If you cannot recall your password, use the **Forgot your password?** feature, which will send an email with a link to reset your password.



Click **Team Official: (HL or REP)** in the Select a Role menu.

Note that a user can have more than one role with the club.



You're in and have access to all your team official tools.

Login Troubleshooting

To log into your account, enter the email address you used to sign up and your password. We recommend that you type the password rather than copying and pasting.

I forgot my password!

If at any point you forget your password use the **Forgot your password?** feature on the home page of the club's PowerUp Member Zone. When used, the system will email you an encrypted link to reset your password.

If you have not received the password reset email, first check your SPAM and/or JUNK folders in your email program before contacting your club or volunteer administrator.

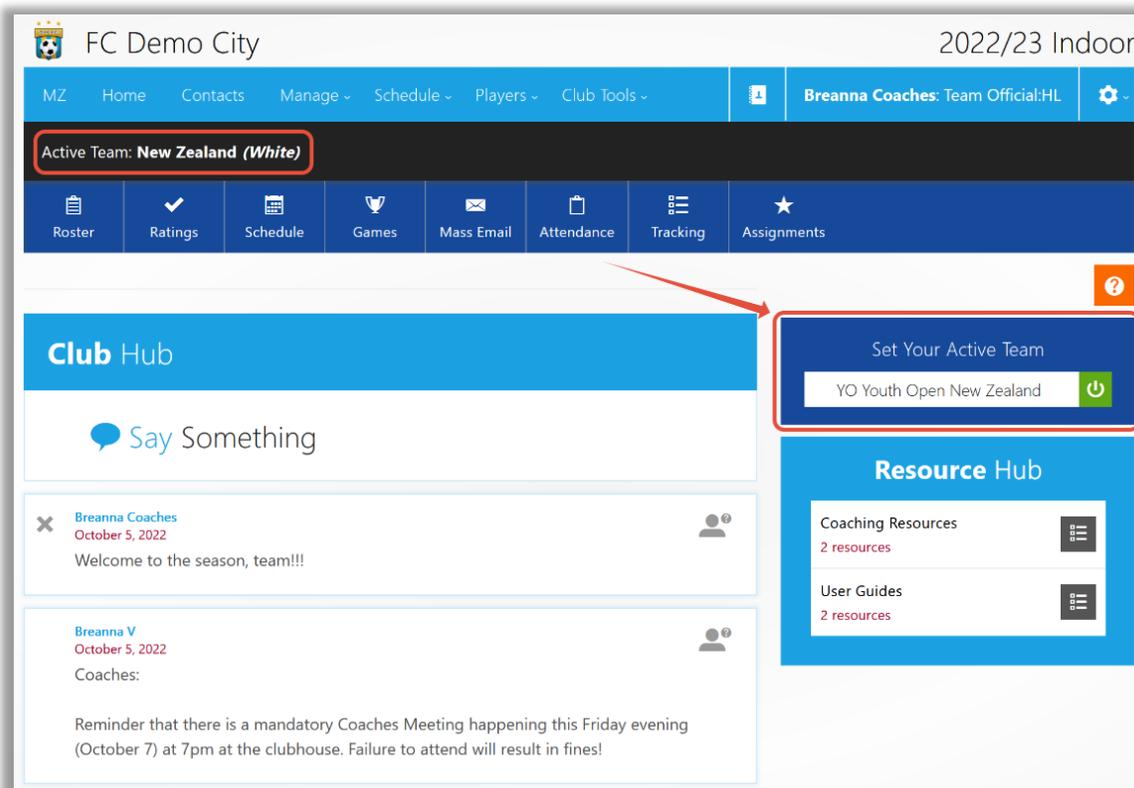
Your Team Official Profile & Tools

Teams

You may be working with teams that span multiple active seasons at the club. It is not uncommon for clubs to have separate, concurrent house league and competitive seasons.

It is **VERY** important to ensure you are working within the correct team to retrieve or work with relevant information by setting your active team for the desired assignment(s). Your **Current Active Season** is always displayed onscreen in the upper right-hand corner above your name, and your **Current Active Team** is indicated by the green icon to the right of the team's name, and in the black bar under the main menu.

To access the desired team, click the required team in the **Set Your Active Team** list on the right-hand side.



NOTE:

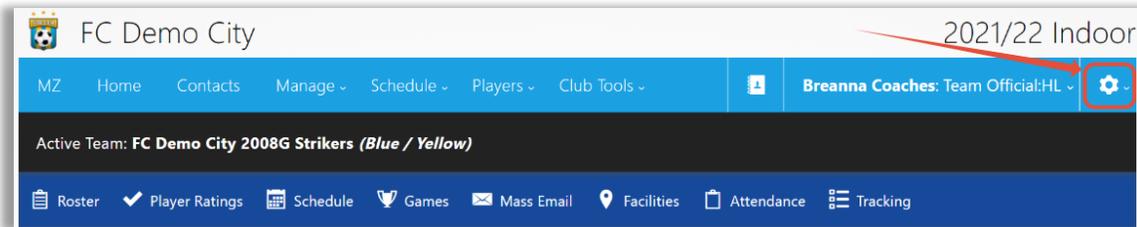
If there are no teams available to you:

1. The club may not have opened the season for general access
2. You have not applied and/or been approved for access to a particular season

Contact your administrator to verify your access.

Account Settings

Your account and profile information are managed under **Account Settings**, the ‘gear/cog’ at the right end of the menu.



Here you can:

1. Manage your profile information
2. Reset your password
3. Apply for access to future seasons
4. Sign out of the system

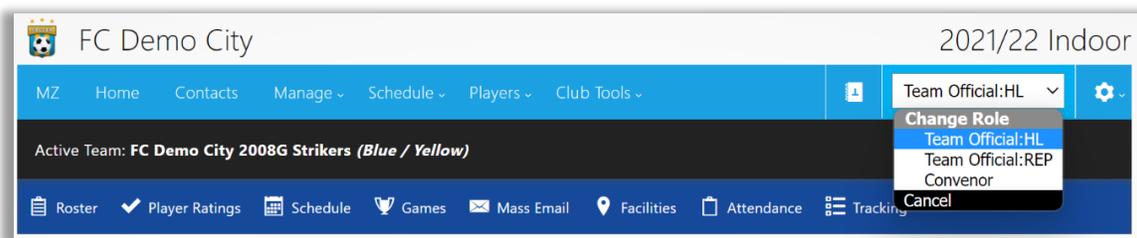
If available to you (per club policies), the **Contact List** icon (to the left of your name) will display your peer contacts within the group assigned, providing contact information for coaches within your division, playing category, or the entire club.

The **MZ** button at the far left will return you to your Member Zone page.

Multiple Roles

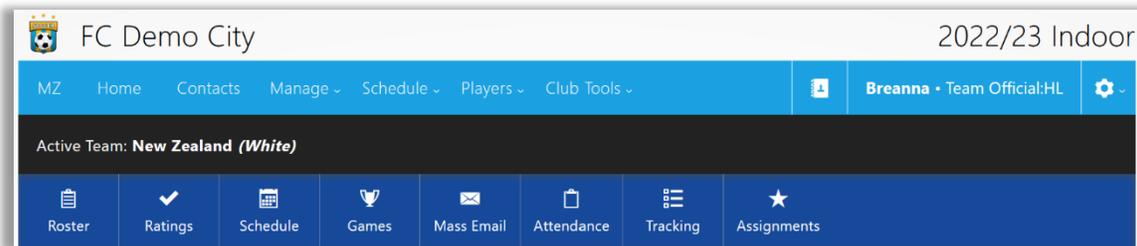
You may have more than one volunteer role with the club. You may even be an administrator as well as a team official.

Once in the system, you can toggle between your roles by clicking on your name/role in the header. This will open a dropdown allow you to switch roles.



Features for Team Officials

The various features available to you are all accessible via the button bar and the menu. Note that your club may not use and/or release all the features listed here. Features available are at the discretion of the club.



Some of the most frequently used are:

Home

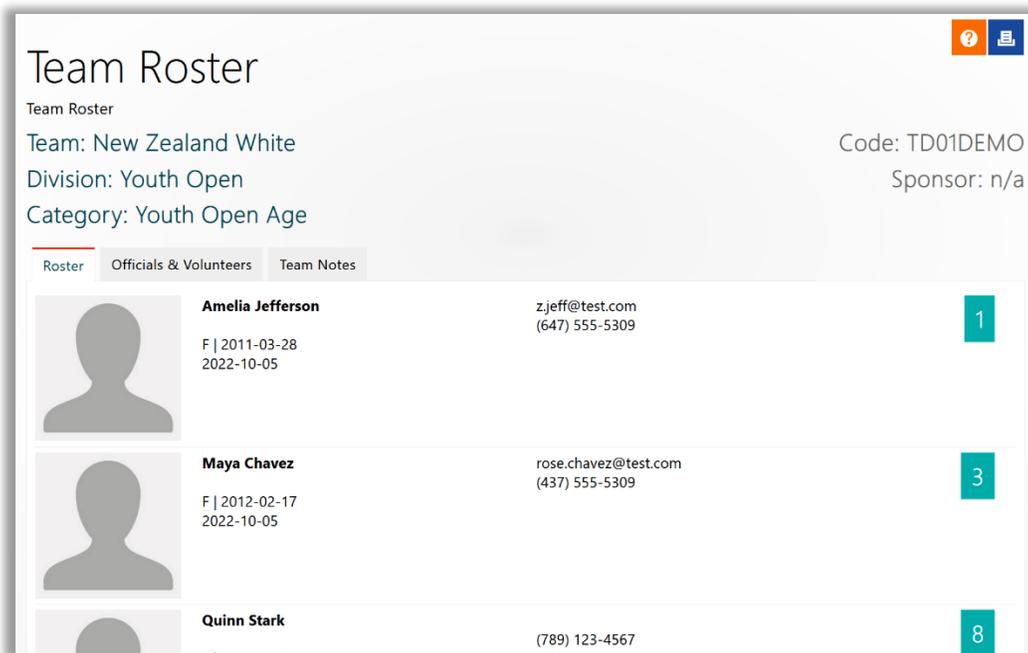
Returns you to the home page, which includes the following features:

1. Team Selection
2. Club Hub (notifications for the Team Official role from the club which are season-specific, including the publishing of resources)
3. Resource Hub: a resource library for team officials, as published by the club

Roster

You can view your roster, fellow team officials, and any club notes related to your team. You can also print the official roster using the printer icon in the upper right.

NOTE: Player photos are not yet available on the printed roster.



Player Ratings & Jersey Numbers

Where applicable per club policy, you may be asked to provide player ratings toward the end of the season. This is typically a house league (recreational) feature. Ratings will be used by the club in future seasons to assist in creating more balanced teams.

This is also where you record jersey numbers for your team, which, when provided, will display on game sheets.

NOTE: Columns available and rating system vary from club to club.

Player Ratings

Youth Open (Non-Tier)

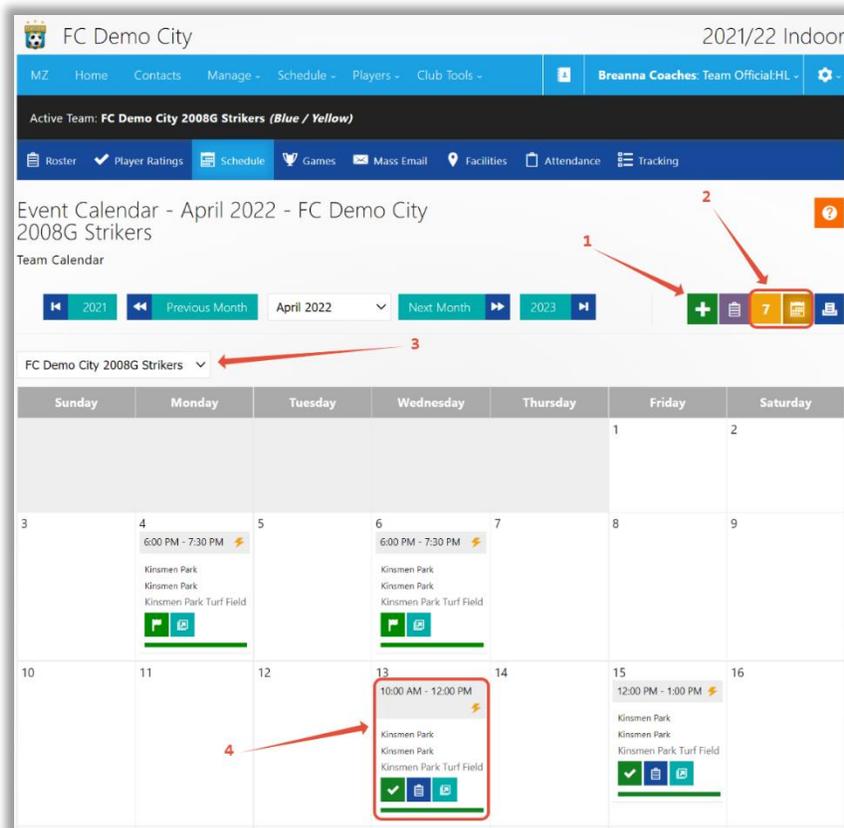
Re-Submitting jersey numbers here will update all future game day rosters for all players. ⚠

Name	DOB	OSA#	Jersey No.	Preferred Position	Goalkeeper	Category Rating	Note	Rating within Team	Recommend for Tier Group
Julie Ackerston	2012/07/20		<input type="text" value="10"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾
Sarah Ackerston	2012/07/20		<input type="text" value="9"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾
Maya Chavez	2012/02/17		<input type="text" value="3"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾
Quinten Coaches	2009/07/01		<input type="text" value="13"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾
Steven Hill	2003/07/01		<input type="text" value="18"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾
Amelia Jefferson	2011/03/28		<input type="text" value="1"/>	----- ▾	Yes ▾	----- ▾		----- ▾	No ▾
Rhiannon Nash	2011/06/30		<input type="text" value="19"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾
Quinn Stark	2010/08/12		<input type="text" value="8"/>	----- ▾	No ▾	----- ▾		----- ▾	No ▾

Save

Schedule

This is a multi-function page that not only provided by the club, but also allows you to add your own custom events like team meetings, additional practices, and social gatherings.



Schedule Tools

1. Custom Events: Click the green + icon to add your own events to the schedule.
2. Use the orange icons to choose your favourite view of the schedule
3. When you have more than one team, you will need to use the dropdown selectors to indicate the desired schedule.
4. Scheduled events will display with their details (time, location, etc.).
 - a. Use arrow icon (right) to display more information on the event.
 - b. Depending on your club’s policies, you may be required to enter game results. You can use the blue clipboard icon (middle) to enter them.
 - c. For custom events which you have added, a blue arrow icon will display, allowing you to make modifications to the event, including setting events to **Inactive** (they will then disappear from view on the team schedule) or **Cancelled** (they will appear with a CANCELLED notice on the team schedule).

NOTES:

When a team official creates a new event for their team, a push notification will be triggered for team members who are using the PowerUp Connect mobile app.
Once an event has been created, Team Officials can set it to be Inactive, but cannot delete it.

Games

Team Officials have access to game sheets for games for their team(s). These sheets automatically include the following details (as made available):

1. Team Officials assigned to each team
2. Game details (location, time, and date)
3. Roster details for both teams
4. Space for notes, signatures, and discipline
5. Assigned referee(s)

Depending on your club’s policies, this is for your review, or the sheet(s) can be printed for game days and submission to the club on completion.

You can also print blank game sheets, or sheets with only your team’s information.

Date/Time	Location	Game	Category	Home	Away	print	results	photo	roster
2023/02/26 9:30 am	Mississauga Stadium Field B	YO-YOUTH-OPEN-042	YO	New Zealand White	France Blue/White	print	results	photo	roster
2023/03/05 8:30 am	Mississauga Stadium Field A	YO-YOUTH-OPEN-043	YO	Germany White/Black	New Zealand White	print	results	photo	roster
2023/03/12 9:30 am	Mississauga Stadium Field B	YO-YOUTH-OPEN-046	YO	New Zealand White	Mexico Green/Red	print	results	photo	roster
2023/03/19 8:30 am	Mississauga Stadium Field A	YO-YOUTH-OPEN-047	YO	France Blue/White	New Zealand White	print	results	photo	roster

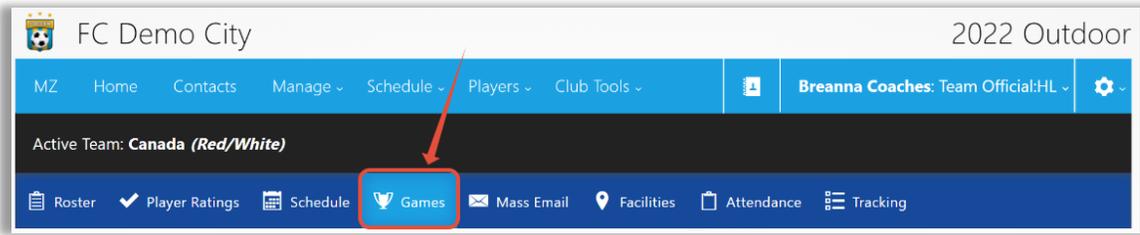
Game Day Rosters

Leagues often have rules or procedures regarding the roster size limit and which specific players are permitted to participate in games. In PowerUp, Game Day Rostering allows team officials (coaches, managers) to roster from a pool of players that have been assigned to their team by an administrator.

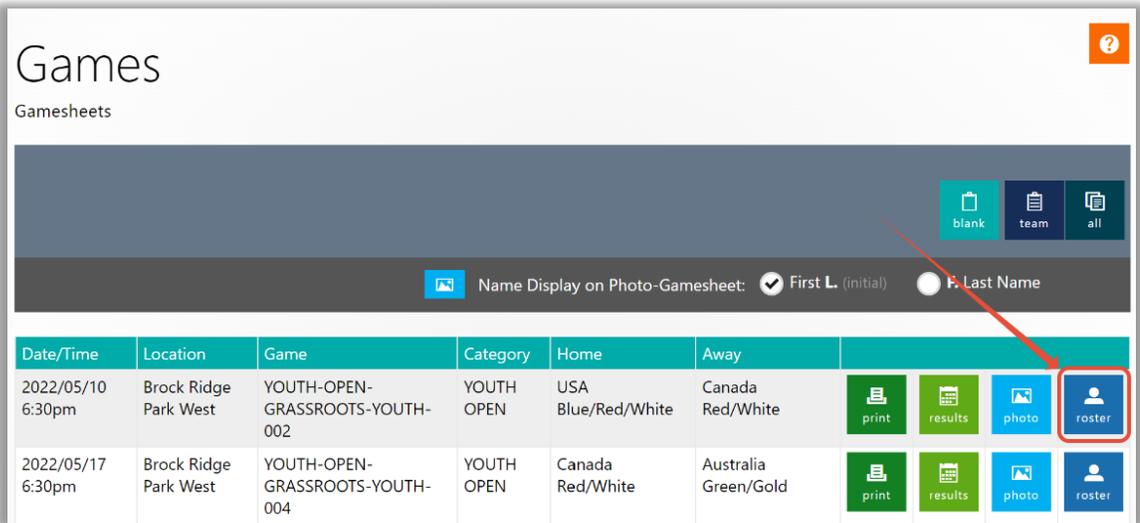
Managing Game Day Rosters (by Team Officials)

Once enabled by the club, team officials can select those players who should appear on the game sheet. After logging in and accessing Team Hub for the correct team:

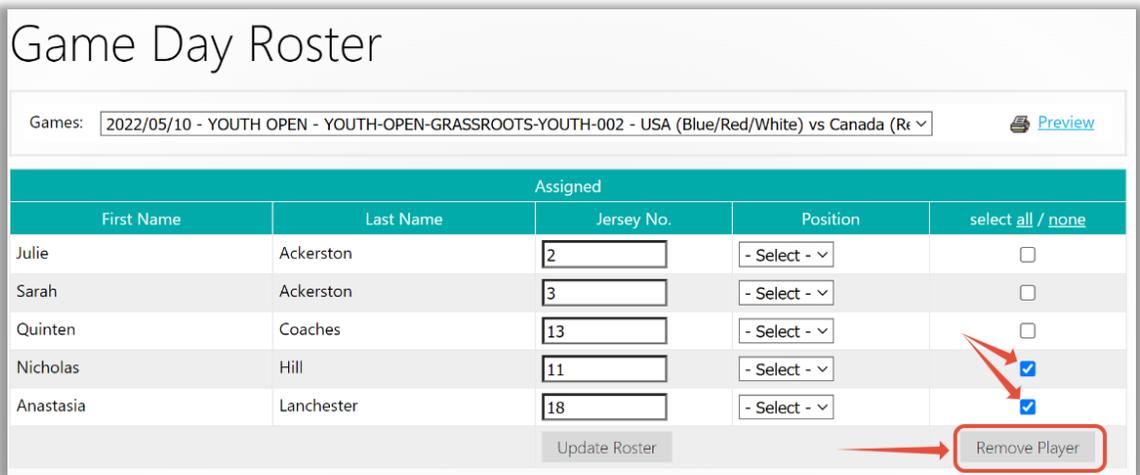
- Go to the Games link in the menu



- Click the 'Roster' icon next to the desired game



- Under the "Assigned" section, use the column on the right to check the boxes of those players who should not be a part of the roster (i.e. listed on the game sheet) for that game and select "Remove Player"



- If you had previously removed players but need to re-add them, simply use the "Unassigned" section at the bottom to check the boxes of the players who should be included on the game's roster and click "Add Player"

Game Day Roster

Games: [Preview](#)

Assigned				
First Name	Last Name	Jersey No.	Position	select all / none
Julie	Ackerston	<input type="text" value="2"/>	- Select - v	<input type="checkbox"/>
Sarah	Ackerston	<input type="text" value="3"/>	- Select - v	<input type="checkbox"/>
Quinten	Coaches	<input type="text" value="13"/>	- Select - v	<input type="checkbox"/>
Update Roster			Remove Player	

Unassigned				
First Name	Last Name	Jersey No.	Position	select all / none
Nicholas	Hill			<input checked="" type="checkbox"/>
Anastasia	Lanchester			<input checked="" type="checkbox"/>
Add Player				

- Make any updates to the position or Jersey # as required and select 'Update Roster'

Game Day Roster

Games: [Preview](#)

Assigned				
First Name	Last Name	Jersey No.	Position	select all / none
Julie	Ackerston	<input type="text" value="2"/>	- Select - v	<input type="checkbox"/>
Sarah	Ackerston	<input type="text" value="3"/>	- Select - v	<input type="checkbox"/>
Quinten	Coaches	<input type="text" value="13"/>	- Select - v	<input type="checkbox"/>
Nicholas	Hill	<input type="text" value="11"/>	- Select - v	<input type="checkbox"/>
Anastasia	Lanchester	<input type="text" value="18"/>	- Select - v	<input type="checkbox"/>
Update Roster			Remove Player	

Mass Email

Team Officials have access to email their team(s) and/or fellow Team Officials.

Prepare Your Mailing List

1. Select the applicable team(s) to be emailed.
2. Select who gets the email. (You can mix and match based on the nature of your communication.)
3. Click **Add Email Addresses**.
4. Click Compose Message.

FC Demo City 2021/22 Indoor

MZ Home Contacts Manage Schedule Players Club Tools Breanna Coaches: Team Official:HL

Active Team: **FC Demo City 2008G Strikers (Blue / Yellow)**

Roster Player Ratings Schedule Games **Mass Email** Facilities Attendance Tracking

Open a draft Open incomplete email See Your Email History

Send Mass Email

Select Recipients Compose Email Review & Send Email

* This communication tool is solely for the purpose of contacting active participants in THIS season. ALL selected recipients WILL be emailed, regardless of their communication preferences (CASL). Please use the [Registration Mass Emailer](#) for any communication not related to this season.

Teams Other Recipients

Choose desired team(s) [all / none](#) Team Based Recipient List [Reset](#)

U14G DSL U14 Girls FC Demo City 2008G Strikers ()
U14G DSL U14 Girls Team C ()

U14G DSL U14 Girls FC Demo City 2008G Strikers () **** 1 email a

Send Email to: Check at least one box below ★

Parents/Players Coaches
 Asst. Coaches Managers
 Team Official:HL Team Official:REP
 Custom Roles Custom Roles
 Convenors Volunteers

[Add Email Addresses](#) [Reset Selections](#) [Compose Message](#)

*Recipients will be **automatically selected** when building the email. **Duplicates** will be automatically removed.

Compose Your Message

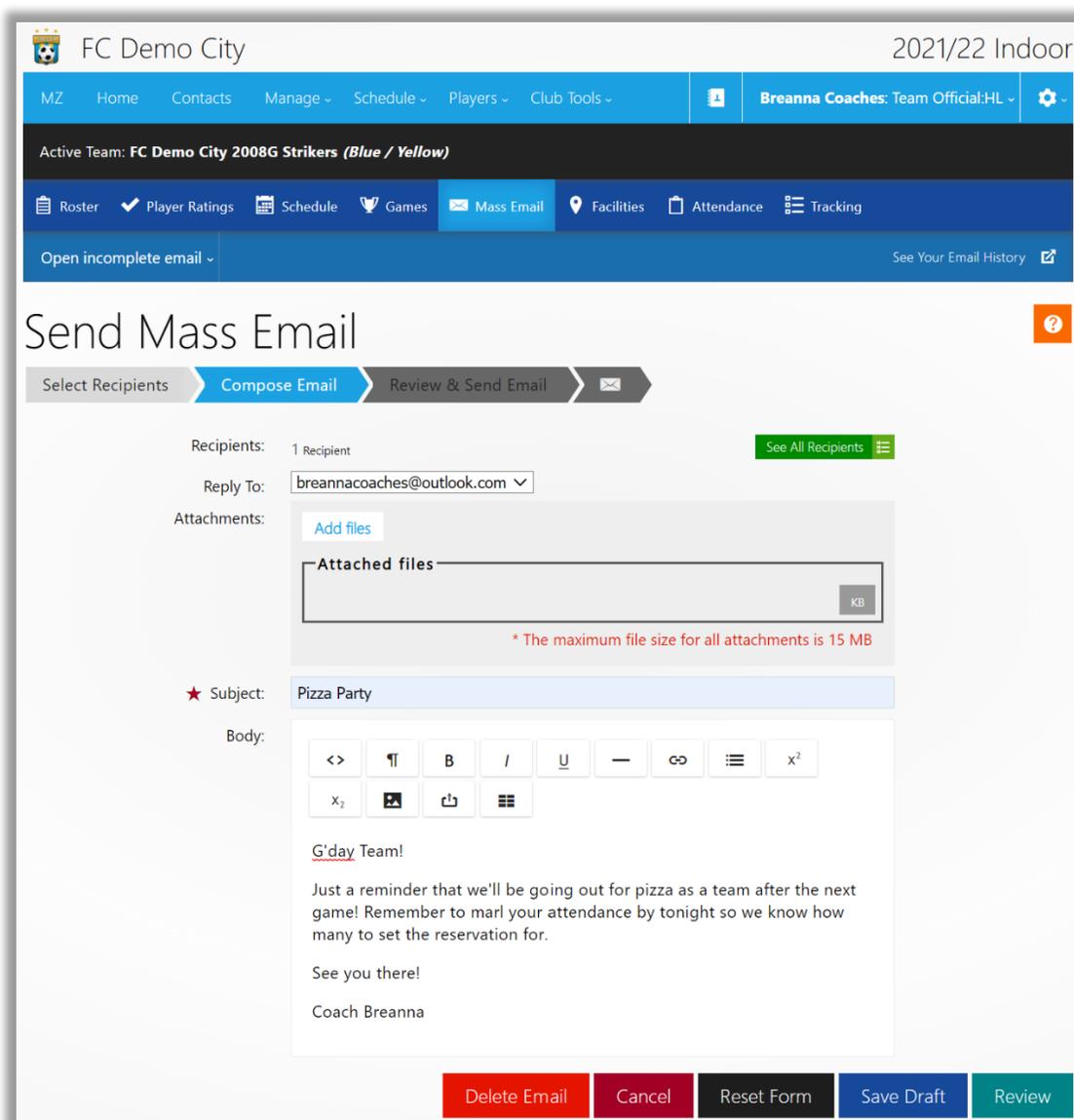
You can now compose your message:

1. The sender will be your email, as will the reply-to. This is automatic and cannot be changed.
2. You can add attachments.
3. Enter a subject.
4. Compose the body.

If complete, you can click **Review** (then send), or you can save as a draft to review and send later.

NOTE:

The system does not auto-save as you work on your email. If your email is lengthy, it should be composed offline in a document editor like MS Word and cut/paste into the email when prepared.



Attendance

Attendance is a Team Hub feature, allowing parents/players to indicate intended attendance before an event, and for the Team Official to record their players' actual attendance.

Before an event: only the parent/guardian or player has access to indicate their intended attendance

Once an event begins: only the Team Official has access to record the actual attendance (e.g. many team officials take *actual* attendance of their players at the start of the event)

You can use the Excel icon in the upper right to generate and download attendance details for your team in a spreadsheet.

You can use the dropdown at the top right to select the date.

Attendance

Australia
Date: April 29 

Regular Game vs. USA
Apr 29, 2022 @ 7:00pm

Anastasia Lanchester	Yes	Yes	No
Sally Softball	Unset	Yes	No

Attendance for an upcoming game

Attendance

Australia
Date: April 15 

Regular Game vs. Canada
Apr 15, 2022 @ 5:00pm

Anastasia Lanchester	Unset	Yes	No
Sally Softball	Unset	Yes	No

Attendance for a past event

Tracking

Tracking is a Team Hub feature, allowing Team Officials to create checklists to be used privately for managing the team, or to share with the guardians where submissions or action is required.

As players or parents complete the item, you can check the item off. The buttons in the columns are a three-way button:

1. NR: Not Required
2. Green Check: Completed
3. Red X: Not Yet Completed

Parents/guardians do not have access to change the setting.

The screenshot shows the 'Tracking' page for 'FC Demo City' in the '2021/22 Indoor' season. The active team is 'FC Demo City 2008G Strikers (Blue / Yellow)'. The interface includes a navigation bar with options like Home, Contacts, Manage, Schedule, Players, and Club Tools. The main content area displays a table for tracking items across three categories: Jersey Return, Tournament Fees, and Club Waivers. Each row represents a player, and each column shows the status of that item for the player. A summary row at the bottom shows the total number of items completed (7/9 for Jersey Return, 5/9 for Tournament Fees, 5/9 for Club Waivers) and the due dates for each category.

Players	Jersey Return	Tournament Fees	Club Waivers
Olivia Frank	✓	✓	✓
Laura Gregor	✓	✓	✓
Kylie Harrowsmith	✓	✗	✓
Lily Jenkins	✓	✗	✗
Taylor Kellen	✓	✓	✗
Natalie Rogers	✓	✓	✗
Nadia Singh	✓	✗	✓
Tegan Sommers	✗	✗	✗
Janelle Wright	✗	NR	✓
Player Status	7/9	5/9	5/9
Due Date	Apr. 24, 2022	Apr. 30, 2022	Jun. 1, 2022
Published to MZ	✓	✓	✓

Parent View

When made public, parents/players have the following views of tracking items as may apply to them.

A red notification card with a white warning icon. The text reads: 'Tracking', 'Click links below for outstanding items required by coach', 'Quinten Coaches Australia', and '3 items required'.

A screenshot of the parent view interface showing a table of requested items. The table has columns for 'Requested Item', 'Status', and 'Due Date'. The items listed are Club Waivers, Tournament Fees, and Jersey Return, all with a red warning icon in the status column.

Requested Item	Status	Due Date
Club Waivers	⚠	Nov 13, 2021
Tournament Fees	⚠	Nov 9, 2021
Jersey Return	⚠	Nov 6, 2021

Game Results

Depending on your club's policies, the coach of the home team for a game may be required to enter game results and/or player discipline. To do so:

1. Navigate to the Game Results page by one of the two below ways
 - a. On the Schedule page, find the date of the game and click the blue clipboard icon 
 - b. Go to **Club Tools >> Game Results**
2. Use the dropdowns to find the specific game you want to enter the result for.
3. Enter the details, including any Player Statistics (where applicable)
4. Save

Record or Edit Game Results

Category:

Gameset:

Game:

Making a selection above will automatically submit your request 

Thursday, July 15, 2021 @ Kinsmen Park Mini Field

New Zealand White/Black vs Australia Green/Gold

Player Statistics | **Game Results**

Home Team Score: *New Zealand White/Black*

Away Team Score: *Australia Green/Gold*

Went into Overtime? No Yes

Game Status:

Game Results Notes:

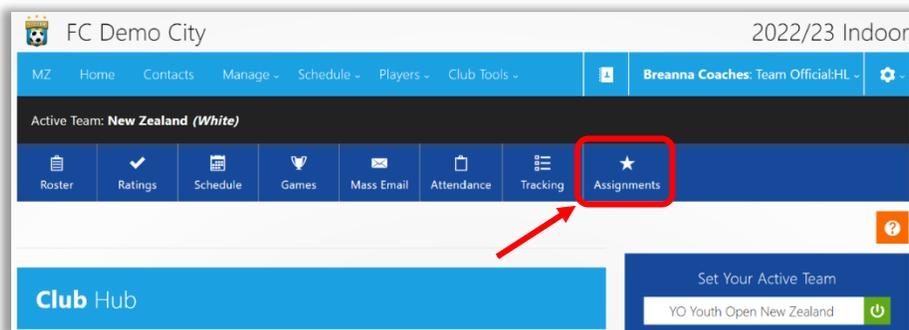
Officials

Lead Ref: Breanna Refs 

Assignments

Adding a New Assignment

1. From the Team Official menu, click on the Assignments menu item

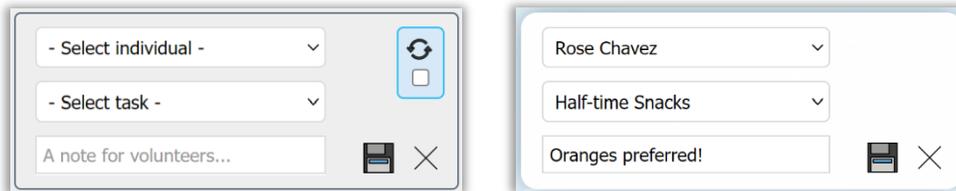


2. Scroll to the desired event and click the Assign  Assign button



3. Fill the details of the assignment (mandatory items noted with **):
 - a. ****Select Individual:** select the individual for the assignment, or set as an Open Assignment
 - *Selecting Open Assignment allows for the creation of the task and calls on team members (e.g. parents/guardians) to volunteer for it by assigning themselves through the Member Zone or in the mobile app (PowerUp Connect).*
 - *The list is comprised of the guardians and players available for the active team, including co-guardianship accounts.*
 - b. ****Select task:** choose the Assignment Task for the selected individual
 - *Please note: your club controls and maintains the list of available tasks. Contact them if there is a task missing from the list that you wish to use for your team.*
 - c. **Note:** enter a brief note (max 30 characters) for volunteers to see. E.g. If Snacks is the assignment task, "Apples"
 - d. **Recurring:** checking the recurring box in the upper right corner will set the configured assignment for all events of that type (games/practices/meetings) for the balance of the season.
 

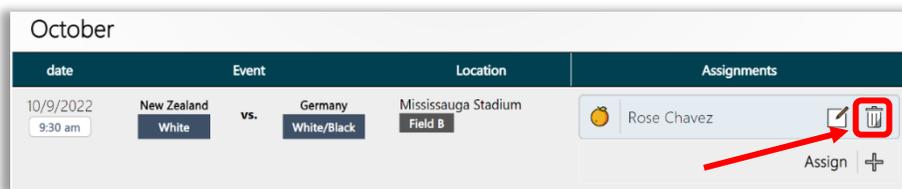
- If a mistake is made, the assignment must be removed manually and individually for each event.



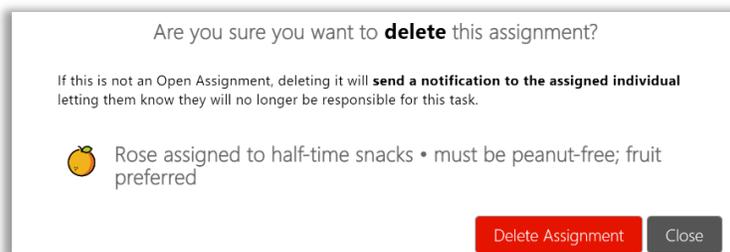
4. Click Save button 
 - a. Once saved, the user will get a notification of the assignment based on their preferences (via email or app notification)

Deleting an Assignment

1. Click the delete button  for the desired assignment

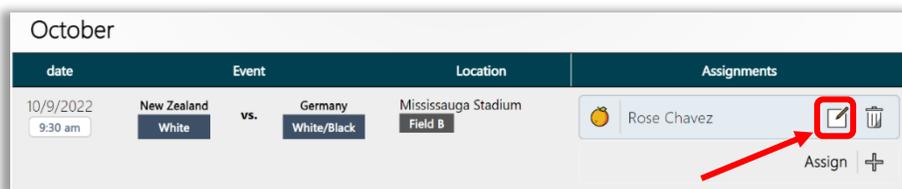


2. A confirmation window will appear, detailing the assignment to be deleted. Clicking the “Delete Assignment” button will confirm the deletion.



3. If not an Open Assignment, the member will get a notification of the assignment deletion, based on their preferences (via email or app notification).

Editing an Assignment

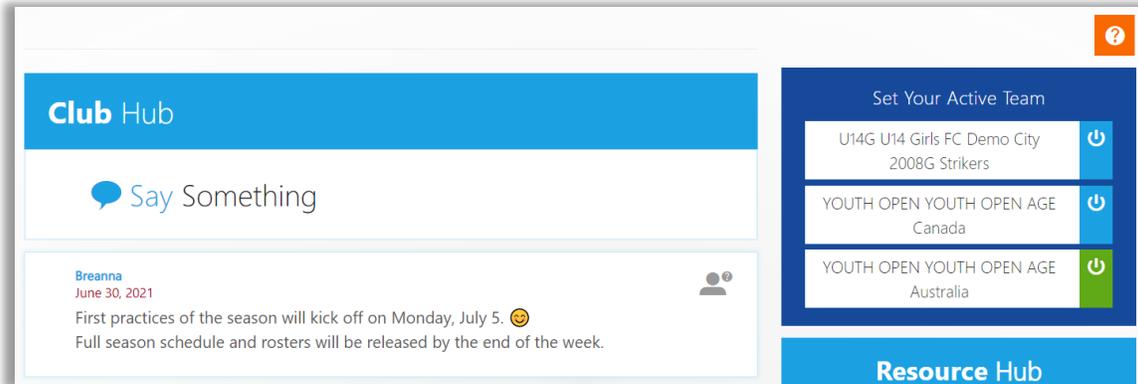


1. Click the  Edit button for the desired assignment
2. Make changes as required. Note that you cannot duplicate an existing assignment.
3. Click the  Save button
 - a. Once saved, the user will get a notification, based on their preferences (via email or app notification)

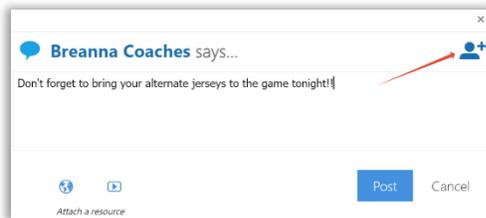
Club Hub

Club Hub postings for Team Officials are season-specific and will expire with the end of the season.

Team Officials can post entries on Club Hub which are visible to their teams. To do so:

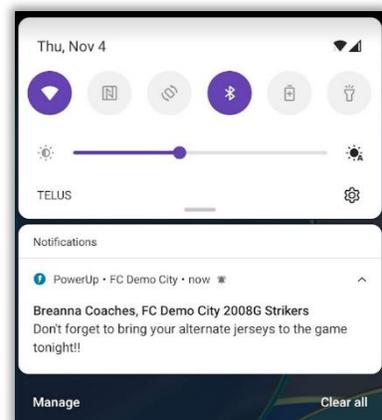
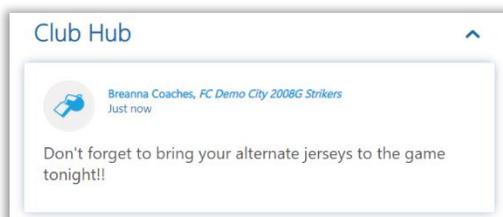


1. Click 'Say Something' on the Home page
2. Click the head/shoulders icon at the top right to select the desired audience for the post from the available list. Team Officials assigned to more than one team in a season can select multiple teams as the audience.



NOTE: The system will display all teams to which you are assigned as a Team Official in the **Current Active Season**. If you don't see the team that you're intending to post something for, close the window and double-check your Active Team.

3. Enter your desired message, and attach a resource if desired, then click Post. This message will now be visible to your team when they log into their profile in the Member Zone. It also triggers a notification for anyone on your team using the PowerUp Connect mobile app.



Resource Hub

Resource Hub is a permanent library of documents, videos, and other resources made available to you.

The screenshot shows the 'User Guides' section of the Resource Hub. It features two user posts from Breanna, each with a PDF icon and a title starting with 'pup_-_app_use_'. The first post is for 'pup_-_app_use_players&parents_v8.pdf' and the second is for 'pup_-_app_use_team_officials_v8.pdf'. To the right, a blue sidebar titled 'Resource Hub' contains two categories: 'Coaching Resources' with 2 resources and 'User Guides' with 2 resources.

Facilities

This will allow you to review facilities that are available for booking on any given day. If available to you, you must book time on available facilities per your club's procedures.

Facility Availability Report for Nov 8, 2021

Select a date: Making a selection above will automatically submit your request

Facility	From	To	Usage	Slots	Used	Available Slots
Brock Ridge Park East	8:00am	6:00pm		1	0	1
Brock Ridge Park East	8:00pm	9:00pm		1	0	1
Brock Ridge Park West	8:00am	6:00pm		1	0	1
Brock Ridge Park West	8:00pm	9:00pm		1	0	1
Centennial Park Soccer Field	8:00am	9:00pm		1	0	1
Cherry Beach EAST	8:00am	9:00pm		1	0	1
Cherry Beach WEST	8:00am	9:00pm		1	0	1
Kinsmen Park Mini Field	8:00am	9:00pm		1	0	1
Kinsmen Park Turf Field	8:00am	9:00pm		1	0	1