

Team Snap registration FAQ's

1. Why is the TDC using TeamSnap instead of our old system? Old is the correct word to use here. The system that the TDC has been using is old and very difficult to use. TeamSnap offers us the ability to capture information and track items with ease! It will also be easy to pass along from year to year.

2. Why is there a processing fee when I go to check out? Since the Touchdown Club is a 501c3 non-profit, we have made the decision that in order to continue to offer an electronic payment option, we will need the team members to pay the fee. We spent a lot of money on credit card processing fees last year that could have been spent directly on the team.

3. What if I can't afford to join the TDC or pay for meals? This year we have the ability to let members set up a payment plan to pay for fees. If this is not in the budget, we understand and would like to offer you the opportunity to apply for hardship. When you are checking out after filling in the registration form, click on hardship instead of the meal fee and member fee. We will then send you the link for the hardship application.

4. Can I donate extra money to the TDC to help cover costs for those who cannot pay? We have added a line item at check out that will allow you to add on an amount that you designate. This donation will go toward budgeted items where we might see a shortfall such as meals and membership for example.

5. I completed the registration, why cant I see any of the team information? Once the registration is completed, we will receive notification. At that point, we will have to go in and place your player on a team. Once this is completed, you will have access to that team information.

6. What if I already have a team snap account? You will need to register through the link for the Frisco High School TDC in order to complete the process for our team. If you have questions please feel free to contact Crystal Brooks @ crystal.brooks92@gmail.com