



01 / GETTING STARTED

Create your Elite profile

A step-by-step guide for players, families, coaches, staff and visitors.

1. Open the sign-up page

Visit elitevball.com/auth?mode=signup. Or select **Sign In** on the website, then **Need an account? Sign up**.

2. Enter your account details

Enter your **Full name**, **Email** and **Password**. Use your own name and an email address you can access. When possible, use the email already on file with Elite for you as a player or guardian.

Choose a unique password. The sign-up form allows **8–72 characters**; a longer password is recommended. Letters, numbers and symbols help, but a known weak or compromised password may still be rejected.

3. Choose “I am a...”

PROFILE TYPE	CHOOSE THIS IF...
Parent/Guardian	You are the player's parent or legal guardian.
Other Family	You are another family member connected to a player.
Player	You are creating your own athlete profile.
Staff Member	You coach or work for Elite.
Other	You are a visiting coach, industry contact or general user.

4. Confirm your email, then finish setup

Select the options that describe you, then **Create account**. If prompted, open the confirmation email and click its link; then sign in. Complete **Set up your profile** and select **Save profile**. A confirmation email alone does not complete your profile.

Google option: Choose your profile type and its options, then select **Sign up with Google**. After signing in, complete profile setup. Choosing a profile type never automatically grants staff access or access to a player's records.



02 / FAMILY ACCOUNTS

Parent & family profiles

Choose the profile type for the person who owns the account—not the player you are following.

Parent/Guardian

Choose **Parent/Guardian**, then select one or more involvement options:

- Parent of an active club travel team player.
- Parent or guardian of a skills class player.
- Parent or guardian signing up for a one-time clinic or camp.
- Parent or guardian learning about Elite with no player in an Elite program.

Complete the parent setup

1. Enter **Your name** and select **Guardian type**: Mother, Father, Stepmother, Stepfather or Other.
2. If you selected active club travel team player(s), enter your **Phone** and add at least one player from the roster. Choose a **Team** or **All teams**, search by player name, then select **Add**.
3. If you selected skills, clinic or camp involvement, add at least one player under **Your skills class, clinic or camp player(s)**. Enter the player's name; age and position preference are optional. Complete any other relevant contact details.
4. Select **Save profile**. Player links must be reviewed by the club before they appear on your profile.

Other Family

Choose **Other Family** if you are a family member other than a parent/guardian. Select one or more involvement options: active club travel team, skills classes, one-time clinic/camp, or learning about Elite.

1. Enter **Your name** and confirm your involvement choices.
2. For club involvement, add at least one roster player using the team selector and name search.
3. For skills/clinic involvement, a player-entry section is available; adding a player is optional for this profile type. Phone and address are optional.
4. Select **Save profile**. Any roster links remain subject to club review.

Keep family and player details separate. Your parent/family profile describes you. Graduation year, player position and college preferences belong to the athlete's record, not your personal profile. Approved parents may update permitted player information when the form offers it.



03 / PLAYERS, STAFF & VISITORS

Choose your profile path

Complete the steps for the type you selected, then save your profile.

Player

Choose **Player**, then select: **active club team player**, **skills player**, or **another player looking to learn more about Elite**.

1. Enter **Player name** and choose **Position preference**. If unsure, choose **Unknown/General**.
2. Non-club players must enter **Age**; age is optional for club players. Preferred email and contact details are optional.
3. Active club players must find themselves on a team roster: select a team or All teams, search your name, then choose **This is me**.
4. Select **Save profile**. The club reviews roster links.

Staff Member — Coach

Choose **Staff Member**, then **I am a coach**.

1. Enter **Your name** and your full address: street address, city, state and ZIP. Phone is optional.
2. Under **Teams you coach**, add at least one team and select **Head coach** or **Assistant coach** for each.
3. Select **Save profile**. The club office confirms coaching assignments; selecting a team does not grant immediate coach permissions.

Staff Member — Non-coach staff/administrator

Choose **Staff Member**, then **I am not a coach, but Elite staff/administrator**. Enter your name and full address; phone is optional. No team claim is required. Select **Save profile**. Staff or administrator access is assigned separately by Elite.

Other

Choose **Other**, then select **coach of another program**, **volleyball industry**, or **general user**. Enter your name, confirm the option that describes you, add any optional contact details and select **Save profile**.

Recruiters and administrators: There is no separate Recruiter or Administrator option in the main profile-type list. Elite assigns those permissions separately. Do not select a profile type expecting it to unlock restricted tools.



04 / FREQUENTLY ASKED QUESTIONS

Signup help & FAQ

Common questions about passwords, confirmation, roster links and access.

Why was my password rejected even with a number and symbol?

Character variety is not the only check. A password known to be weak or compromised may be rejected even when it includes uppercase and lowercase letters, a number and a symbol. Choose a longer, unique password—ideally generated by a password manager. Do not reuse a password shared in a message or used for another account.

I created an account. Why do I still need to sign in?

Email signup can require confirmation. Follow the link in the confirmation email, then sign in if prompted. Finish the profile setup form and select **Save profile**.

I did not receive the confirmation email. What should I do?

Check spam/junk folders and confirm that you entered your email correctly. If the message still does not arrive, contact the Elite office through the website. The office can help with an unfinished account and send an appropriate confirmation reminder.

Should I use my email or my child's email?

Use an email you control for your own account. A parent/guardian should create their own parent account; a player should create their own player account. Using the email already recorded by Elite helps the office match your account to the roster.

Why is my player or team link not showing yet?

Roster links are reviewed by the club. A submitted link is not automatic access. If you cannot find a player or selected the wrong person, contact the office rather than creating another account or claiming a different player.

Does choosing Staff Member unlock coach or admin tools?

No. Profile choices describe you; authorized access is handled separately. Coaching assignments are confirmed by the office. Recruiter and administrator permissions must also be assigned by Elite.

Does creating a profile enroll me in training or recruiting?

No. Account creation is separate from enrollment and payment. Visit elitevball.com/training for classes, or elitevball.com/recruiting for recruiting options.

How do I know my profile was saved?

Select **Save profile**, wait for **Profile saved**, and return to **My Account**. **Back to profile** leaves the setup form without saving your changes.