

School Games website FAQs

Please see below for a list of Frequently Asked Questions (FAQs) related to the use of the School Games website. For additional guidance please consult the specific user guides available via your dashboard in the resources library. This document is intended for teachers but is also available to School Games Organisers and Local Organising Committees to assist them in their work.

- **How do I register for an account on the new School Games website?**

Simply go to www.yourschoolgames.com/register and complete the short form. Alternatively, you can search your school using the feature available on every public page of our website and use the 'sign up' option available.

- **If I have registered on the old School Games website (pre-September 2017) do I need to register again?**

Yes – it was noted that many of the contacts on the old website were incorrect or out of date and this, coupled with a desire to move from a username/password system to an email/password system meant that all active users are required to complete the registration process again.

- **Why can't I access my dashboard immediately after registering?**

To help ensure that our database of school contacts stays correct – and to try and prevent users incorrectly registering for the wrong school – we require all registering users to have their account approved by their School Games Organiser (SGO). If you do not know your SGO or know that there is not currently one in place in your area then you should contact info@yourschoolgames.com to request further support in setting up your account.

- **It says my email address is already in use – what do I do now?**

If you already hold an account with us or, if you have already requested an account using your email address, then you will not be able to register for another school account and you must wait until your registration request has been approved by your SGO before proceeding.

- **Can I be registered at multiple schools?**

Yes, we are aware that some PE specialists will work at multiple schools, but you must use a separate email address for each account you wish to register – just as on the old website you would have had separate usernames. This is because your email address will be directly associated with the school you register for and will directly influence the content you receive regarding School Games Mark applications and other automatically generated emails.

- **My registration link has expired – what do I do now?**



Once your SGO has approved your registration you will have a set period of time – five days – to set your password, activate your account, and complete the registration process – this is a compulsory security feature which we were required to include. If you fail to action your email in time then please contact us via info@yourschoolgames.com and we can complete your sign-up process.

- **Can I register more than one teacher per school?**

Yes – multiple teachers can follow the same sign-up process to request access provided they are also approved by the SGO. If one teacher on the account is comfortable with those wishing to sign-up and is happy to bypass the SGO approval step then they can manually add their colleagues via their school dashboard in the ‘Your School’ section.

- **This is too confusing for me – can someone else register on my behalf?**

Yes – as per the above if there is another teacher at your school who is already registered then they can manually add you to the school’s account. Your SGO can also add teachers to any schools from their area and change passwords for those who have forgotten their details.

- **What is my contact information used for?**

The contact information you provide is primarily used to verify your identity and allow you access to your account. However, it is also added to our database, and as per the terms and conditions of your registration allows us to contact you. Your information is also accessible to your SGO and Local Organising Committee (LOC) and may be used to help organise inter-school and county level events. We may also share your information with our approved partners if this is deemed beneficial. A full list of our partners can be seen [here](#). For more information please consult our Terms and Conditions and Privacy Policy documents which are available via our Home Page.

- **How can I edit my contact information?**

Click on your name in the top right-hand corner of your dashboard and then select the ‘my account’ option which appears – you will also see the option to change your password should you wish. Changing your email address will change the credentials you use to log in the next time you come to access your account.

- **I have forgotten my password – how do I get on to my account?**

Click on the ‘forgot password’ option and follow the instructions on screen. If you are having problems then please contact either info@yourschoolgames.com or your SGO who can both reset your password for you.

- **How can I add pupils to my account?**



If you go to the 'Your School' section of your dashboard then you will see the option to add pupil users as well as additional teachers. Only a teacher associated to this account can do this and pupils cannot add other pupils.

- **What are pupil accounts for?**

We are encouraging pupils to take more control over their input into School Games activities and, as such, we have created their own space where they can view events and selected resources. They can also write blogs for publishing on your school page – although these must be approved by a teacher before they can be published. These accounts are not compulsory and you can continue to blog using your single teacher account if you prefer.

- **Is pupil contact information used?**

No this information is not used or shared in any way and is simply to allow these young people access to their own personal accounts.

- **A teacher or pupil has left – how can I remove them from the account?**

Simply go to the 'Your School' section of your dashboard, click on the person in question under your list of users, and then remove the tick next to the word 'active' at the bottom of the page. Once you have done this press save and they will no longer have access to their account.

- **I have registered but when I search my school is still says there is 'no profile' – what does this mean?**

You will note on the 'Your School' page of your dashboard that there is the option to create a school profile. Your profile is your public space which you can use as your own to promote your School Games activity. You don't have to utilise this option but if you don't then this message will appear when someone searches your school on the public website.

- **When will I be able to next apply for the School Games Mark?**

The School Games Mark application window is open each year between May and July. The exact dates will be announced in the run up to the application window via your dashboard, the School Games newsletters, and through our social media channels.

- **Where can I find my School Games Mark collateral?**

You can access digital collateral for the most recent application window through the 'School Games Mark' section of your dashboard. This is available until the next application window opens. If you would like to request older collateral from past Digital Celebration Packs then please contact info@yourschoolgames.com to see if we can help. Physical collateral, such as plaques, are sent to your School Games Organisers for wider distribution to their schools. We cannot reproduce collateral from previous years.

- **What else is available on the website to help me in my day-to-day role?**

A great deal; make sure to utilise your events calendar to see what's planned in your local area and to schedule your own events; you can blog and share content via your school profile page. There are also loads of great resources to be found in your resource library – including guidance documents, certificate templates and much more!

- **Does my School Games login give me access to the Active School Planner?**

One of the newest sections of your resource library is your Active School Planner. Please be aware that this is a separate website operated by our partners at the Youth Sport Trust and requires a separate log in. However, signing up is free and easy, and you can always find a link to your planner on the School Games website.

- **How does my School Games calendar work?**

Please consult the Event Management guidance document located [here](#).

- **Why can I only add intra-school events?**

SGOs are responsible for managing your inter-school calendar and LOCs manage your county calendar. If you are running an inter-school event which has not been organised by your SGO, such as a friendly competition between local schools, please contact your SGO to request they add this as a development or festival event to their calendar.

- **How do I add my School Games Day?**

You add your School Games Day the same way as you would any other event – just note the tick box which tells the system that this particular event will be your School Games Day.

- **How do I add blogs?**

Please consult the Blogging guidance document located [here](#).

- **What else can I do if I need support?**

Consult the wide variety of guidance documents found in your [resource library](#). You can also speak to your SGO or contact us directly via info@yourschoolgames.com.

