

## **“TEAM COWBOY”/”TEAM HERO”**

We thought it might be helpful to go over some tips and reminders about the systems we use for signing up for practices and team communications. As most of you know, Team Cowboy (TC) is the website and Team Hero (TH) is the app. They integrate with each other. If you make a change on one it will transfer over to the other.

TC/TH is a free service and it's been working great for a number of years now. At times there are a few hiccups such as delays in updates to the TH app. For example, you might see that there are five signed up but once you see the actual roster of names there are six. Also, you might get an error on the TH app that says “Oops”. Just be patient. It will usually be up and going shortly.

### **YOUR PROFILE ON TEAM COWBOY**

Please take a moment to update your profile to include your birthdate, email, cell phone and shirt size. There is an option to add a profile picture as well. To make any updates, just sign in to TC with your username and password and:

- Click on the “Roster” tab
- Scroll to your name
- Click “Edit”
- Complete the fields
- Click “Save”

### **TEAM COWBOY AND EMAIL**

To send a team email to those on the POCC roster sign in to TC with your username and password. At the top-right of the screen tap “Send a team email”. Under “Recipients” tap “By Group” and “All team members”, “Men and Women”.

If you send a “team” email via TC please remember that recipients can't respond using “reply all”. Also, it's not possible to send any attachments with your team email.

If you reply to a “team” email just remember that your reply will only go to the sender of the email.

To send a group email where recipients can use “reply all” or you want to include an attachment you will need to do this outside of TC using your regular email system.

### **SIGNING UP FOR PRACTICES ON TEAM COWBOY/TEAM HERO**

Because we're having more paddlers sign up for practices it's even more important to remember to add in “Comments” that you are #7, #8, #9, etc signing up. That way, if we have to reduce or modify crew sizes we have the original order to help with that. This can reduce last minute confusions, phone calls, texts about who's paddling, etc.

Note though, that if you see you will make the sixth paddler but there's no steersperson yet then put yourself as "#7". That way the sixth seat can remain open for a steersperson.

Please try to only use the "Going" and "Not going" status buttons (the green and red). Doing so makes your status clear to all. In particular, it's really helpful to know when someone won't be paddling. That way the potential for a crew(s) can be more easily sized up knowing both who can and who can't paddle for a given practice. Please also try to keep the schedule updated with "Going" or "Not going" for about two weeks out if you can. Of course, plans can change. When you know of a change in your schedule just update TH as soon as possible.

The "Maybe" status button should be infrequently used, if at all. It's not really actionable information and in fact may discourage other paddlers from signing up. Even if you're #7 or #13 use the green "Going" button and your respective #. That way, other paddlers know that you're definitely available and your order of signup in case seats open up.

If you are paddler #6 or #12 and cannot make it to practice please update TC/TH as soon as possible. Use the comments section to let #7 or #13 know they can take your place. Texting that person would be a nice courtesy as well.

Make sure to check TC/TH right up to a scheduled practice. You may be a #7 or #13 and there's a cancellation. You now have a seat and the rest of the crew for that practice will be expecting you to fill the cancellation (unless you've alerted others via changing your status to "Not going").

## **NEW POTENTIAL MEMBERS**

Periodically, we receive inquiries from interested paddlers through our website. Their first paddle will be scheduled by a POCC member on TH noting the person's name and interest in POCC. While it would be rare, we may have to ask for a volunteer to give up their seat in order to accommodate the potential member's first practice. For the growth of the club it's important to give a certain priority to potential members.

## **OTHER IMPORTANT REMINDERS**

Please take a few minutes and go to our website [www.pacificoutrigger.com](http://www.pacificoutrigger.com). As we transition into fall and winter it's a great time to review our "Safety Plan" and "Practice Cancellation" policies.