

Club Communication Guidelines:

The Phoenix Lacrosse Club has adopted the sports management application Spond to organise all of its training, events and activities. The following are a set of guidelines to hopefully keep communications clear and make organisations easier for everyone.

Join Spond:

- Once you have committed an admin will send you a link to download the app that will have a club invitation. If you already use Spond an admin can provide you an invite code and you can simply add the club.
- If you do not have an iPhone or Android phone, you can request an administrator to add you manually with your email. Then you will not get events and notifications to your phone **(make sure notifications are enabled)**.
- Once you download and apply an admin will add you to the general Phoenix LAX Club section for all members and any specific age group for you/player.

Posting:

- The most used areas in each group/subgroup will be Events, Posts, Polls
- Events – Games, Training and Meetings
- Posts – Game reports, Updates, Pictures
- Polls – Typically requesting availability or interest

FAQ:

Q – “What if I need help with rides to training or a game?”

A – Post a comment within the specific Event you need and everyone in that group should get an alert . Allow for comments and all replies will be visible. If there is no reply ideally the group helper will then take action and escalate.

Q - “Can I use my lap/desktop to access Spond as well as my phone?”

A – Yes. You can go to the Spond website, sign up, and use the same code you received from the admin to view the application and it will be in sync with your phone.

Q – “I can’t reply or accept the event?”

A – The invitation has not been sent out yet. If you have a specific question please ask within the Event, Post or Poll.

Q- “Where are the after-game reports?”

A – After game reports will be a Post in the Phoenix LAX Club section for everyone to see and any pictures from that specific match can be added as a comment in the associated Post.

Q – “Can I send/receive Direct Messages?”

A – Yes. You can send/receive Direct Messages to a person or group of people from the Phoenix LAX Club subgroup. Direct Messages are currently disabled for anyone under 18.