Apple Device Instruction Guide- High School Game Center (HSGC) Football Statware

Getting Started

- 1. Download the app on your Apple device
 - a. Open the app store
 - b. Search for Digital Scout, Inc.
 - c. Locate the HSGC Football app.
 - d. Tap on the button marked 'FREE' and tap again the 'INSTALL APP' button
 - e. Enter your Apple ID and password to begin installation. If you have not yet set up an ID and password, select to create a new one and continue through that process. Once finished, repeat the previous step.
 - f. Once installed, the app will appear on your device
- 2. Account Creation
 - a. From the device, open the app by selecting the HSGC Football icon. From this main page, previous Game Center users may log in using the same email address and password you used in the past
 - b. First time Game Center users should click on the 'Sign Up' text in the top right corner of the screen. This will take you to the sign up page at <u>www.hsgamecenter.com</u>
 - a. Fill out the required fields and click create.
 - b. Once you have created your account, you will need to select your proper team from hsgamecenter.com. Click on the 'Add My High School Team' if you work with a high school team. All other users will use the 'New General Team' option.
 - c. Once the account has been created, you are ready to continue with the next step of signing into the app
 - c. Within the app, enter your email address
 - d. Enter your password
 - e. Click on Login
- 3. Getting familiar with the home page
 - a. Please note the version number located in the bottom right corner of the screen. You may be asked for this information if requesting technical support.
 - b. My Teams
 - a. This section displays your managed Football team(s).
 - b. By selecting a team from this list, you may edit the team's roster. You can input your team's roster either from this page, or from hsgamecenter.com.
 - 1. To add a player, touch the plus sign (+) in the upper right corner of the screen.
 - 2. To edit a player, touch the name of the player and change the necessary fields. Make sure to save your changes
 - c. By clicking on the sync button located near the top right corner, the app will pull down any new teams and games from hsgamecenter.com.

- d. Unlike previous Digital Scout versions, you do not need to create new teams on the device. Please review the Game Center manual for instructions on how to do this.
- c. Games
 - a. The Games button contains your schedule for the season. Games will appear on this list one of three ways:
 - 1. You've created the game on hsgamecenter.com and completed a sync
 - Your opponent has created a game on their device against your team. If this has happened, you do not need to create a second duplicate game, please use the one listed.
 - 3. You created a game using the + button in the top right corner
 - b. From the Games page, click on the sync button to pull down your schedule from hsgamecenter.com. Please do this after any editing is done from the web, or anytime you download the app on a new device.
 - c. Use the + button when you do not see your game listed on the schedule.
 - *Creating a game must be done while the user has Wi-Fi access on the device*
 - 1. Choose the game time
 - 2. Choose your team
 - 3. Choose your opponent team
 - a. Search for your opponent by State. All High School teams in the U.S. should be listed.
 - b. If you do not have Wi-Fi access and/or cannot locate your opponent, click on the 'I don't see my opponent' option. From this screen you may choose a previous opponent, or create one using the + button. Keep in mind if you choose this option, stats and scores will not be sent to Game Center until a Game Center Administrator approves this new team. You can still view a box score on the device.
 - 4. Select the Game Location whether it's Home or Away. Neutral Site games should be listed as Away games.
 - 5. Select the Game Type:
 - a. Scrimmage
 - b. Regular Season
 - c. Postseason
 - 6. Click Save
 - d. To edit a game on your Games List, click on the green arrow on the right side of the screen. From here you can modify the date, time, teams involved, game type, and location.
 - e. You may also add new players to the game by clicking on the Roster button and then the + sign.
- d. Settings
 - a. There are two sections in the Settings Tab, Account Settings and Game Settings

- 1. Account Settings (darkened at the bottom of the screen)
 - a. From here you can login as a different user
 - b. View your season
 - c. View your log files. You may have to do this at the request of a technical support agent.
 - d. Email logs to Digital Scout this is only done when a technical support agent asks you for them. You will need a code from them in order to send these.
 - e. Reset Database Please use with extreme caution as this will remove all information from the device that has not synced up to hsgamecenter.com. Use this option only when a technical support agent asks you to do so.
 - f. Endpoint- Changing your endpoint again needs a code in order to change. You should not need to touch this unless asked to.
- 2. Games Settings (appears next to the Account option at the bottom of the screen)
 - a. Choose the number of downs-to-go until a first down is reached
 - b. Set the number of yards required to earn a first down
 - c. Enter the length of the field
 - d. Select the Quarter length in minutes
 - e. Set a default Kickoff yard line
 - f. Enter a yard line where the ball is placed after a Touchback
 - g. Select the number of points awarded for a PAT Kick
 - h. Select the number of points awarded for a PAT Run/Pass
 - i. Turn defensive stat tracking on and off
 - *Be sure to select Done when you've entered all Game Settings*

Tracking Game Statistics

- 4. Pre-Game
 - a. From the home screen, select "Settings"
 - a. Downs
 - 1. Touch a number (1, 2, 3 or 4) to select the number of downs each team has to gain a First Down in each possession
 - b. Distance to First Down
 - 1. Touch this field to change the number of yards required to gain a First Down during each possession (default, not including penalties)
 - 2. Select "Done" in the lower right corner to save your changes
 - c. Field Length
 - 1. Touch this field to change the number of yards in the playing field
 - 2. Select "Done" in the lower right corner to save your changes

- d. Quarter Length
 - 1. Touch this field to change the amount of time on the game clock for each Quarter of the game (default is 12 minutes)
 - 2. Select "Done" in the lower right corner to save your changes
- e. Kickoff Yard Line
 - 1. Touch this field to change the default kickoff yard line for your game
 - 2. Select "Done" in the lower right corner to save your changes
- f. Touchback Yard Line
 - 1. Touch this field to change the default yard line after a Touchback
 - 2. Select "Done" in the lower right corner to save your changes
- g. PAT Kick Points
 - 1. Toggle between 1 or 2 points for a Made Extra Point (kick)
- h. PAT Run/Pass Points
 - 1. Toggle between 1 or 2 points for a Made Extra Point (run/pass)
- i. Track Tackles
 - 1. Turn Defensive Tackle tracking Off or On
- j. Select the Done option near the upper right corner of the screen when you are ready to save your Game Settings within the app. This will return you to the app home screen.
- b. From the home screen select "Games"
- c. Select the game you wish to score
- d. Activate players on the team rosters
 - a. Select the "Game Rosters" option near the bottom of the Game Detail screen
 - b. Make sure each player who is dressed and active for the game has a check mark next to his/her name
 - c. In the upper right corner, choose the Switch option to toggle between teams
 - d. When finished activating players, select the Game Detail option in the upper left corner of the screen

5. Adding a player

- a. If a player is not on your roster, you can add him during the course of the game
 - a. Select "Lineup" in the lower left corner of the screen
 - b. Select "Add player" in the lower left corner of the screen
 - c. Enter the jersey number for the new player and select "OK"
 - d. The player will now appear on the team bench
 - e. When the game is finished and you sync your statistics to the web you can edit the name of the player you entered during the game
 - 1. Log in to your Digital Scout account at www.my.digitalscout.com
 - 2. Select your team
 - 3. Select the game in which you added a player

- 4. Hover over the "Rosters" drop down tab along the top of the page and select the team with the roster addition
- 5. Find the player you wish to change and select "Edit" option on the right side of the screen.
- 6. Enter new player information and select "Save"

6. Statistics Screen

- a. From the Game Detail screen, select Statistics
 - a. The upper portion of this screen shows a side-by-side comparison of stats broken down into different categories
 - b. The lower portion of the screen shows a team breakdown of statistics, highlighting leaders in each statistical category
 - c. Exit the Statistics screen by selecting Game Detail in the upper left corner

7. Event Entry Screen

- a. Select the Enter new events option. This takes you to your Event entry page
 - a. Layout
 - Game detail option in the upper left corner- this will return you to your Box Score and Event List page
 - 2. Teams
 - a. Displays the home and away team for the game; Also indicates which team has possession for the current series
 - a. You can change the team of possession by hitting the arrow to the right of the score
 - 3. Quarter/Time Remaining
 - a. Touch this field to edit the Quarter and Time remaining
 - a. Touch the quarter number (1, 2, 3, 4 or OT) to advance the quarter
 - b. Use the up and down arrows to adjust the time remaining in the quarter
 - c. Select OK in the lower right corner to save your changes or Cancel to delete the changes
 - 4. Down and Distance
 - a. Touch this field to edit the down, distance and current yard line for the drive
 - b. Select OK in the lower right corner to save your changes or Cancel to delete the changes
 - 5. Starting Yard Line
 - a. Touch this field to edit the down, distance and current yard line for the drive
 - b. Select OK in the lower right corner to save your changes or Cancel to delete the changes

- 6. Add Running Play
 - a. Touch this field to enter the current running play (see section 12 for details on entering running plays)
- 7. Add Passing Play
 - a. Touch this field to enter the current passing play (see section 13 for details on entering passing plays)
- 8. Add Special Teams Play
 - a. Touch this field to enter the current special teams play (see section 14 for details on entering special teams plays)
- 9. Add Penalty Before Play
 - a. Touch this field to enter in a penalty that happens before the play takes place (see section 15 for details on penalties)

8. Beginning a Game

- a. No Kickoff/Special Teams
 - a. If you do not have a Kickoff to start the game, you can select the team who will have the first possession using the arrows next to your teams
 - 1. Confirm the change of possession by selecting Yes to switch teams, or cancel by selecting No
 - b. Touch the Down and Distance field to set the down to first, then select the appropriate starting yard line.
 - 1. Without a valid Down and Distance, you will not be able to enter a new play for your game

b. Kickoff

- a. Select the Add Special Teams Play option
 - Choose the type of special team event that you will record (Kickoff, Punt, PAT attempt or FG attempt)
 - 2. The Quarter and Time Remaining option will automatically appear every time you enter a new special teams play and touch OK to advance to the event entry screen
 - 3. The kicking team is automatically populated based on your selection on the New Play screen
 - 4. Touch the Kicker option to advance to the Player select screen- select the person who will be kicking off
 - a. Type in the jersey number of the kicker
 - b. **OR** select the player from the list near the bottom of the screen
 - c. Select OK to choose this player and advance to the Kickoff screen
 - 5. Touch the YL Start (yard line start) field to enter the results of the kick
 - a. Starting Yard Line

- a. The kicking team abbreviation will be highlighted here, and the yard line is automatically populated from the preferences entered in the Pre-Game section
- b. Ending Yard Line
 - Select the receiving teams abbreviation (if the ball crossed midfield) and the yard line where the ball was caught or went out of bounds
- c. The Yards Gained field will automatically populate based on entries for Starting and Ending Yard Lines
 - You can bypass the Ending Yard line entry by entering a total number of yards the ball was kicked in the Yards Gained field
- d. Select OK to save your entries
- 6. Touch the Penalty option if a penalty occurred during the Kickoff, or select Next in the lower right corner to save your event.
- 7. Kickoff Return screen- The receiving team is automatically populated based on your kickoff selection
- 8. Touch the Player option to advance to the Player select screen- select the person who received the kick
 - a. Type in the jersey number of the receiver
 - b. **OR** select the player from the list near the bottom of the screen
 - c. Select OK to choose this player and advance to the Kickoff return screen
- 9. No Return
 - a. Select the No Return option in the lower left corner to signal a kick into the end zone for a touchback
 - b. Also select No Return in the event that a player signaled a fair catch on the kickoff
- 10. Return- Touch the YL Start (yard line start) field to enter the return yardage
 - a. Starting Yard Line
 - a. This field is automatically populated based on your entry in the Kickoff page
 - b. Ending Yard Line
 - a. Enter the yard line where the tackle was made. If the runner crossed midfield, use the abbreviation to advance the ball into opponent territory
 - c. The Yards Gained field will automatically populate based on entries for Starting and Ending Yard Lines
 - You can bypass the Ending Yard line entry by entering a total number of yards the ball was returned in the Yards Gained field

- d. Select a special event for the play
 - a. First down populates automatically after a kickoff return
 - b. Touchdown, for use in a kickoff return TD
 - c. Fumble, for use if the return man fumbled the ball
 - d. Penalty, for use if there was a penalty during the Return
 - e. Lateral, for use if the returner passes the ball off to another member of their own team
- e. Select Next to save the event
- 11. On the new screen, touch the Tackler option to advance to the Player select screen- select the person who made the tackle
 - a. You can also choose a second player who assisted on the tackle using the Assist option
 - b. Touch the Penalty option to include a penalty during the tackle
 - c. Touch the Safety option if the tackle took place in the end zone, resulting in 2 points for the kicking team
 - d. Select Next to save the event, or select Cancel to skip recording the defensive stat
 - e. Once you've completed this, your total event will be added to the Event List on the Game Detail page
- 9. Rushing Attempts (Add Running Play)
 - a. Touch the Player option to advance to the Player select screen- select the Running Back or person running with the ball
 - a. Type in the jersey number of the Running Back
 - b. **OR** select the player from the list near the bottom of the screen
 - 1. After the Running Back has carried the ball once, they will appear in a Recent Runners section on the Player select screen
 - c. Select OK to choose this player
 - b. Touch the YL Start (yard line start) field to enter the results of the running attempt
 - a. Starting Yard Line
 - 1. The Offensive team abbreviation will be highlighted here, and the yard line is automatically populated from the result of the previous play
 - b. Ending Yard Line
 - Select the Defensive team abbreviation (if the ball crossed midfield) and the yard line where the tackle was made or the runner went out of bounds
 - c. The Yards Gained field will automatically populate based on entries for Starting and Ending Yard Lines
 - 1. You can bypass the Ending Yard line entry by entering a total number of yards gained during the run into the Yards Gained field
 - d. Select OK to save your entries

- c. Select a special event for the play
 - a. First down populates automatically if the yards gained are more than the amounts necessary to gain a first down
 - b. Touchdown, for use in a rushing TD
 - c. Fumble, for use if the Running Back fumbled on the play
 - d. Penalty, for use if there was a penalty during the play
 - e. Lateral, for use if the Running Back passes the ball off to another member of their own team
 - f. Select Next to save this portion of the event
- d. On the new screen, touch the Tackler option to advance to the Player select screenselect the person who made the tackle
 - a. You can also choose a second player who assisted on the tackle using the Assist option
 - b. Touch the Penalty option to include a penalty during the tackle
 - c. Touch the Safety option if the tackle took place in the end zone, resulting in 2 points for the defensive team
 - d. Select Next to save the event, or select Cancel to skip recording the defensive stat
 - e. Once you've completed this, your total Rushing event will be added to the Event List on the Game Detail page
- 10. Passing Attempt (Add Passing Play)
 - a. Touch the Passer option to advance to the Player select screen- select the Quarterback or player throwing the ball
 - a. Type in the jersey number of the Passer
 - b. **OR** select the player from the list near the bottom of the screen
 - 1. After the Quarterback has thrown the ball once, they will appear in a Recent Passers section on the Player select screen
 - c. Select OK to choose this player
 - b. Touch the Receiver option to advance to the Player select screen- select the Wide Receiver or player catching the ball
 - a. Type in the jersey number of the Wide Receiver
 - b. **OR** select the player from the list near the bottom of the screen
 - 1. After the Wide Receiver has been targeted for one pass, they will appear in a Recent Receivers section on the Player select screen
 - c. Select OK to choose this player
 - c. Select the result of the pass
 - a. Comp- completed pass
 - b. Inc- incomplete pass
 - c. Int- intercepted pass
 - d. Sack- Passer was sacked on the play
 - d. Touch the YL Start (yard line start) field to enter the results of the passing attempt

- a. Starting Yard Line
 - 1. The Offensive team abbreviation will be highlighted here, and the yard line is automatically populated from the result of the previous play
- b. Ending Yard Line
 - Select the Defensive team abbreviation (if the ball crossed midfield) and the yard line where the tackle was made or the runner went out of bounds
- c. The Yards Gained field will automatically populate based on entries for Starting and Ending Yard Lines
 - 1. You can bypass the Ending Yard line entry by entering a total number of yards gained during the run into the Yards Gained field
- d. Select OK to save your entries
- e. Select a special event for the play
 - a. First down populates automatically if the yards gained are more than the amount necessary to gain a first down
 - b. Touchdown, for use in a Passing TD
 - c. Fumble, for use if there was a fumble on the play
 - d. Penalty, for use if there was a penalty during the play
 - e. Lateral, for use if the Quarterback or Receiver passes the ball off to another member of their own team
 - f. Select Next to save this portion of the event
- f. On the new screen, touch the Tackler option to advance to the Player select screenselect the person who made the tackle
 - a. You can also choose a second player who assisted on the tackle using the Assist option
 - b. Touch the Penalty option to include a penalty during the tackle
 - c. Touch the Safety option if the tackle took place in the end zone, resulting in 2 points for the defensive team
 - d. Select Next to save the event, or select Cancel to skip recording the defensive stat
 - e. Once you've completed this, your total Passing event will be added to the Event List on the Game Detail page
- 11. Special Teams (Add Special Teams Play)
 - a. Select the Add Special Teams Play option (choose from the following list)
 - a. Kickoff (see section 12-b)
 - b. Punt- to indicate the offensive team is punting
 - c. PAT Attempt- point after touchdown; use for both traditional PAT kicks and two point conversions
 - d. FG Attempt- field goal kick
 - b. The Quarter and Time Remaining option will automatically appear every time you enter a new special teams play- change the time to indicate when the play takes place

- c. Punt
 - a. The kicking team is automatically populated based on the previous series of plays
 - b. Touch the Kicker option to advance to the Player select screen- select the person who will be punting the ball
 - 1. Type in the jersey number of the punter
 - 2. OR select the player from the kicker list near the bottom of the screen
 - 3. Select OK to choose this player and advance to the Kickoff screen
 - c. Touch the YL Start (yard line start) field to enter the results of the kick
 - 1. Starting Yard Line
 - The kicking team abbreviation will be highlighted here, and the yard line is automatically populated from the preferences entered in the Pre-Game section
 - 2. Ending Yard Line
 - Select the receiving teams abbreviation (if the ball crossed midfield) and the yard line where the ball was caught or went out of bounds
 - b. The Yards Gained field will automatically populate based on entries for Starting and Ending Yard Lines
 - You can bypass the Ending Yard line entry by entering a total number of yards the ball was kicked in the Yards Gained field
 - c. Select OK to save your entries
 - d. Special Events
 - 1. Touch the Kick blocked option if the punt was blocked
 - 2. Touch the Penalty option if a penalty occurred during the Punt.
 - 3. Select Next in the lower right corner to save your event.
 - e. Punt Return screen- The receiving team is automatically populated based on your kickoff selection
 - 1. Touch the Player option to advance to the Player select screen- select the person who received the kick
 - a. Type in the jersey number of the receiver
 - b. **OR** select the player from the list near the bottom of the screen
 - c. Select OK to choose this player and advance to the Punt return screen
 - 2. No Return
 - a. Select the No Return option in the lower left corner to signal a kick into the end zone for a touchback
 - b. Also select No Return in the event that a player signaled a fair catch on the kickoff
 - 3. Return- Touch the YL Start (yard line start) field to enter the return yardage

- a. Starting Yard Line
 - a. This field is automatically populated based on your entry on the Punt screen
- b. Ending Yard Line
 - a. Enter the yard line where the tackle was made. If the runner crossed midfield, use the abbreviation to advance the ball into opponent territory
- c. The Yards Gained field will automatically populate based on entries for Starting and Ending Yard Lines
 - a. You can bypass the Ending Yard line entry by entering a total number of yards the ball was returned in the Yards Gained field
- d. Select a special event for the play
 - a. First down populates automatically after a punt return
 - b. Touchdown, for use in a punt return TD
 - c. Fumble, for use if the return man fumbled the ball
 - d. Penalty, for use if there was a penalty during the Return
 - e. Lateral, for use if the returner passes the ball off to another member of their own team
- e. Select Next to save the event
- 4. On the new screen, touch the Tackler option to advance to the Player select screen- select the person who made the tackle
 - a. You can also choose a second player who assisted on the tackle using the Assist option
 - b. Touch the Penalty option to include a penalty during the tackle
 - c. Touch the Safety option if the tackle took place in the end zone, resulting in 2 points for the punt team
 - d. Select Next to save the event, or select Cancel to skip recording the defensive stat
 - e. Once you've completed this, your total event will be added to the Event List on the Game Detail page
- d. PAT attempt
 - a. This option is only available after a touchdown is scored
 - 1. If no touchdown was scored and you select PAT attempt, a text box will appear letting you know that there is an Invalid down and distance for this play type. To cancel the play, select no. To proceed with the play, select yes.
 - The kicking team is automatically populated based on the previous series of plays
 - c. Select the type of Point After Touchdown event
 - 1. Kick
 - 2. Run

- 3. Pass
- d. Touch the Player/Kicker option to advance to the Player select screen- select the person who will be attempting the PAT
 - 1. Type in the jersey number of the Player/Kicker
 - 2. **OR** select the player from the player/kicker list near the bottom of the screen
 - 3. Select OK to choose this player and return to the PAT screen
- e. If the PAT attempt is a pass, select the Receiver for the play. If not a pass attempt, skip the Receiver field
 - 1. Type in the jersey number of the Player/Kicker
 - 2. **OR** select the player from the player/kicker list near the bottom of the screen
 - 3. Select OK to choose this player and return to the PAT screen
- f. Select the result of the play
 - 1. PAT good- the point after touchdown attempt is good, and results in points for the attempting team
 - 2. PAT no good- the point after touchdown attempt is no good, and no points are awarded for the try
- g. Special Events
 - 1. Select PAT blocked if the defensive team blocked the attempt
 - 2. Select Penalty if there was a penalty during the PAT attempt
- h. Select the Next option to save your event, or cancel to delete the event
- e. FG attempt (Field Goal)
 - a. The kicking team is automatically populated based on the previous series of plays
 - b. Select the Kicker option to advance to the Player select screen- select the person who will be attempting the Field Goal
 - 1. Type in the jersey number of the Player/Kicker
 - 2. **OR** select the player from the player/kicker list near the bottom of the screen
 - 3. Select OK to choose this player and return to the FG screen
 - c. Select the result of the play
 - 1. FG good- the field goal attempt is good, and results in 3 points for the attempting team
 - 2. FG no good- the field goal attempt is no good, and no points are awarded for the try
 - d. Special Events
 - 1. Select FG blocked if the defensive team blocked the attempt
 - 2. Select Penalty if there was a penalty during the FG attempt
 - e. Select the Next option to save your event, or cancel to delete the event
- 12. Penalty Before the Snap

- a. Touch the Penalty Before Snap option to record a penalty that takes place before the particular play starts
 - a. In the Team field, select the Change option to toggle between teams in order to select the correct team committing the penalty
 - b. Touch the Penalty field to pull up a list of penalties
 - 1. Select the correct penalty called at this point of the game
 - 2. Select OK to save this penalty type, or Cancel to return to the Penalty screen
 - c. Yards
 - 1. The Yards field will automatically populate based on the type of penalty that you select.
 - 2. You can manipulate the penalty yardage by touching the Yards field
 - a. Select the yard line where the ball was at the start of the play
 - b. Select the ending yard line after the penalty is assessed
 - c. Select OK to save or Cancel to return to the penalty screen
 - d. Results
 - 1. Override- The penalty overrides the previous play (only for use with Penalties that take place during a given play)
 - 2. Added- The penalty is added to the play list and new yardages are set for the upcoming down
 - 3. Declined- The penalty was not accepted, and no changes are made in the yardages for the next play
 - 4. Offsetting- The penalties occurred on both teams, and no yards are awarded to either team
 - e. Special Events
 - 1. First down- Turn on if a first down was gained as a result of the penalty
 - 2. Loss of down- Turn on if the penalty also carries a loss of down in addition to the yards lost
 - 3. Personal Foul- Turn on if the penalty is a severe penalty (automatically populated for some penalty types)
 - 4. Dead Ball Foul- Turn on if the penalty took place either before or after the specified play
 - 5. Select Next to save the penalty or Cancel to exit out of the penalty screen

- 13.
- 14.
- 15.
- 16.
- 17.
- 18.

19. Changing Quarters

- a. Touch the Clock at the top of your device
- b. Select the current quarter
 - a. Q1- Quarter 1; Q2- Quarter 2; and so on
 - b. OT1- Overtime 1; OT2- Overtime 2; and so on
 - c. When moving to the next quarter or overtime, the clock should revert back to its original starting time
- c. Select "Done" to save the time and quarter you just entered
- d. End Game options coming soon

Syncing to the Web

- 20. If your Apple device has an internet connection, your stats will be automatically sent up to the hsgamecenter.com site. This is where you will view your extended reports and manage your account. You can also initiate the sync by clicking on your games list.
 - a. On the Games you will see a sync button represented by a half arrow in the top right portion of the screen.
 - a. Click on the sync arrow to expedite the sync process to the web
 - You can view your stats at www.hsgamecenter.com by entering the Digital Scout username and password associated with your account

Troubleshooting

- 21. Unable to Sync
 - a. Syncing errors are usually an indication of one of three problems
 - a. You don't have a Wi-Fi connection on the Apple device and are unable to connect to the internet. Try to connect to the internet using another network connection
 - b. Your username and password do not match the username and password you used to create your High School Game Center account. Carefully reenter your username and password making sure they match the account you created for Digital Scout
 - c. You are connecting to a school server and are being blocked. Contact your school IT person and ask that they enable the Digital Scout website so that you can use it on your Apple device
 - d. If you continue to have trouble and need support, please contact our help desk.
 - 1. Help Desk Contact Information:
 - a. Phone #: 1-800-249-1189
 - b. Email: <u>Tech@digitalscout.com</u> or <u>support@hsgamecenter.com</u>
 - c. Online support and FAQ available at https://hsgamecenter.uservoice.com

Abbreviations

22. Common Abbreviations

a.

HSGC Basketball Statware on the Apple device Table of Contents

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