



Parent Guide

Your athlete's team schedule, and what FieldSync does with their information

Your athlete's coach runs the team on FieldSync Pro. As a parent you see the team's practices and meets, hear about every change, and get the coach's announcements. You never see anyone's results unless your athlete shares their own with you.



iPhone

App Store, search FieldSync Pro
apps.apple.com/app/id6812147578



Android

Google Play, search
FieldSync Pro
play.google.com, FieldSync Pro



Web browser

Any computer or
Chromebook
pro.fieldsync.live

Getting set up

- 1 Download the app and tap **Sign up with email**. On iPhone you can tap **Continue with Apple**, and on Android **Continue with Google**.
- 2 Enter your name and choose **Parent**. Parent accounts are for adults only.
- 3 We email you a 6 digit code. Type it in and tap **Verify and Sign In**.
- 4 On **Schedule**, type the team code from your athlete's coach and tap **Follow**. You see **Waiting for a coach to approve you** until a coach lets you in.

If the coach added your email on their Team page, use that same email to sign up and you are in right away, with no code and no waiting.

Following more than one team, like a school team and a club? Type each team's code. You can stop following a team any time with **Stop following**.

What you see, and what you don't

You see

- Every practice and meet for the teams you follow, with the time, how long it runs and where.
- Changes as they happen. Moved and cancelled practices are marked, with the coach's reason.
- Weather calls and lightning holds.
- The coach's team announcements, by email.

You don't see

- The roster, other athletes, or anyone's results.
- Your own athlete's marks, unless they share them with you in a Circle. See the next page.

Coaches can see the list of parents who follow their team. Nobody else can.

Your schedule

The **Schedule** tab lists every practice and meet for the teams you follow, by day. Each one shows the start time, how long it runs, the team and where to go. A cancelled practice is crossed out with the reason the coach gave.

Notifications

You get a notification when a practice is added, moved or cancelled, or the weather turns, and a reminder before each one. Lightning holds always come through. Choose which other notifications you want in **Settings**.

On iPhone **iPhone app 1.0.4 or later**

- Add the FieldSync widget for the next practice on your Home Screen or Lock Screen. Touch and hold an empty spot on your Home Screen, tap **Edit** then **Add Widget** (on iOS 17, tap the plus button), and search FieldSync.
- Touch and hold the FieldSync icon for shortcuts to **Schedule** and **Messages**.

Following your athlete's progress

Your athlete's results belong to them. If they want to share them with you, they start a **Circle**, a small private group, and give you its code.

- 1 Open the **Circles** tab and tap **Join with a code**.
- 2 Type the code your athlete gave you. They approve you.
- 3 You now see their marks and goals, and their videos if they share them with their Circles. You can look, not change anything.

Their notes, their training and their coach's feedback are never shared in a Circle. Your athlete can remove you from their Circle at any time.

Chats with the coach

Every chat with an athlete under 18 includes a second adult. Once you are linked as your athlete's parent, a coach can add you as that adult. The team chat is for athletes and coaches, so parents are not in it. Open **Messages** to read and reply. On the website it is in the menu. In the app it is at the top of Schedule from version 1.0.5, and on iPhone 1.0.4 you can touch and hold the FieldSync icon and tap Messages.

Emails you may get

Your athlete joined	If your athlete is 13 to 17 and gave your email when they signed up, we tell you. You can tap Yes, I'm their parent or This isn't my child . Their account works either way.
Announcements	The coach's team announcements, sent to parents by email.
Apple Health	If your athlete connects Apple Health on their iPhone, we tell you once what the app reads and how to turn it off. We write again only if that changes.

Common questions

Is it free for parents?	Yes. A Parent account costs nothing.
Still waiting for approval?	Ask the coach to approve you on their Team page, or to add your email there.
What does the coach see about me?	Your name and email, in their list of parents. Nothing else.

Your athlete's information

- An athlete's marks, splits and the work their coach sets are seen by them and their coaches. Never public, never sold, never used for advertising.
- A coach can never message an athlete under 18 one to one. Every such chat includes another adult, and the app enforces it.
- Apple Health is optional and read only. The app reads your athlete's workouts and what their watch measured during them, like heart rate and pace. Your athlete sees that detail in the app. Their coach sees their runs, not the rest. It never reads location. To stop it, open the Health app on their iPhone, tap their picture, then Apps, then FieldSync Pro, and turn it off.
- Coaches can make graphics of results and meet recaps to post. In Settings you can turn on **Leave your athlete out of team graphics**, and they cannot turn it back on. A photo added to a graphic stays on the phone that made it. [app 1.0.7 or later](#)
- A video your athlete adds to a mark is kept without its sound or the place it was filmed, and they choose who can watch it.
- Under 13s can't have an account.
- As a parent you can ask to see or delete anything we hold about your child. Email support@fieldsync.live from the address your athlete gave us.

The full privacy policy is at pro.fieldsync.live/privacy.

Questions or ideas

Something not working, or a question about your athlete's account? Open Messages and tap **FieldSync Support** at the top, or email support@fieldsync.live. Ideas are welcome too. We read every message.

Follow us on Instagram at [@fieldsyncpro](https://www.instagram.com/fieldsyncpro). If your athlete would like to be in a post or a video, message us there or email the same address. We never film or post anyone under 18 without a parent's written OK.

Do I need the app?	No. Sign in at pro.fieldsync.live in any browser with the same account.
Two children on different teams?	Follow each team with its own code. Every practice shows on one schedule.
Practice moved or cancelled?	You get a notification, and the schedule shows the change with the reason.