



Phone Support

- 866-892-0777
- Press 2 for support and press 1 for Association, Club and League, or Team Connect support

Live Chat

1. Log in to your association or club/league
2. Select 'Help' in the top right menu
3. Select 'Contact Support' or 'Online Help Guide and Resources'
4. In club and league, if you select 'Resources' it brings up an option for live chat

Email Support

- Association Connect: associationconnectsupport@stacksports.com
- Club & League Connect: candlconnectsupport@stacksports.com
- Team Connect: teamconnectsupport@stacksports.com

Submitting a Case

1. Stack Sports Support Site: <https://stacksportsportal.force.com/customersupport/s/>
2. Select the menu icon and select 'Support'
3. Navigate by product to 'Connect'
4. Search the help articles for a possible solution to your issue
5. If no articles resolve your issue, select the 'Contact Support' button
6. Fill out the 'Create a Case' form and attach files/images if applicable

Case Severity

- Low is used for general questions
- Medium indicates a general workflow disruption
- High indicates an issue with multiple users requiring tedious workarounds/productivity loss
- Critical indicates a significant software issue or cash-flow impact, or prevention of participation
- Emergency indicates users unable to access the product, significant revenue impact, or prevents participation with no alternative solution available (player won't be able to play over the weekend)