1TeamWeb
Administrative Guide

1TEAMWEB.COM FOCUS ON THE TEAM™

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Version 3.0, August 22, 2010

Who Should Use This Guide

This guide help business owners and administrative personnel understand the features and capabilities of 1TeamWeb. Understanding the concepts, features, and customization capabilities of 1TeamWeb will help you better manage the success of your team and the services you offer them.

Overview

1TeamWeb is a service-oriented web site that allows you to manage a team.

Major features described in this guide, include:

Secure, web-based access

- For administrators that offer full team management capabilities
- For team leaders (coaches) that offer limited management capabilities (for example, tracking member attendance)
- For members to check personal attendance, payment schedule, progress through levels, and personal settings
- Extra secure 2-factor authentication and strong encryption (SSL) technology employed for privacy and protection.

Team Management

- Manage your team settings, membership, income, and performance

Student Management

- Build your roster and track information about your students and their information including identification pictures and security settings
- Measure member commitment by individually tracking payments, attendance, and progress

Order, Invoice, SKU, and Payment management

- Full product and payment management: create SKUs, orders and generate invoices
- Track incoming electronic payments and automatically reconcile them to member accounts
- Check the performance of your business by reporting on income and fees across the team, per program, per time period, or per student
- Member participation on the team can be automatically controlled based on payment

Enrollment Tracking

- Watch the growth of your team with visual reports and graphs

Attendance tracking

- Visual attendance reporting and graphs
- Full attendance and enrollment tracking per program, per time period, or per student
- Automated attendance scanning with personalized attendance cards and barcode scanner
- Roll-call style attendance tracking
- Tracking of guests attending with guest passes

Programs Add Dimension

- Manage different programs for your team, such as a kids or women's program

Track Member Progress

- If your team, sport, or league recognizes levels of achievement (promotions), create custom levels to follow and celebrate the achievements of your team. Link pictures of your promotions to these special events.

Fully customizable

- Customize the system to set up your own terminology, payment methods, programs, attendance events, custom fields, product and service price lists

Delegate access

- Designate team leaders that can manage non-business related aspects of your team

Roles

A role represents the responsibilities and access rights you have in 1TeamWeb. Depending on your role, you will have access to different features of 1TeamWeb.

Team Administrators have full access to the features of 1TeamWeb. They can create and change settings of any member. They can also customize the team by adding programs, promotion levels, product SKUs. They can manage member attendance, payments, report on all activities of the team. All business aspects of the team are run by the team administrator within 1TeamWeb.

Team Leaders can see the team roster and can run the member attendance console. A team leader is expected to be at any team event where attendance logging is required.

Members can see and can change some of their own settings. They can see who the team leader is and get information about their team.

Getting Started

Our Address

Our address is http://1teamweb.com. By browsing to this address, you will be automatically directed to a secure web page https://www.1teamweb.com. This guarantees an encrypted connection regardless of how you bookmark your access to 1TeamWeb.

Registering

If you do not have a login, you must first register your team by clicking **Sign Up**. Enter the requested information and we'll contact you to get started. When you receive a sign on name and password, you can sign in.

Signing In

Click **Sign In** to access your home page on 1TeamWeb. Enter your sign on name and password. The first time you sign on, you are required to accept the license agreement from 1TeamWeb. This is only required for Team Administrators. No team members can access the site until this step is taken.

Security for Team Administrators

As a Team Administrator, you have additional responsibilities, so the security of your account is more rigorous. Each time you sign on, 1TeamWeb will make note of the location of the system you sign in from. If you sign in from a different system next time, you will be sent a 4 digit text message code to verify your identity. You have 3 opportunities to enter a code correctly. If the correct code is not entered, 1TeamWeb interprets this as a hacking attempt and will lock your account for the protection of your team information and 1TeamWeb. The lockout will only last a short time (approximately 5 minutes), after which you may reattempt entry of the code. Due to this security requirement, Team

Administrators are required to have a phone number in their account information that is capable of receiving SMS text messages.

If you always sign on from the same system, you will not have to enter in this code.

Session Details

Once you sign in to 1TeamWeb, you begin a session. This session will eventually expire. This expiration timeout differs depending on your role. While you are signed in, you can view your session details on each page in the top right corner. Session details include your sign on name, role, and your session expiration countdown.

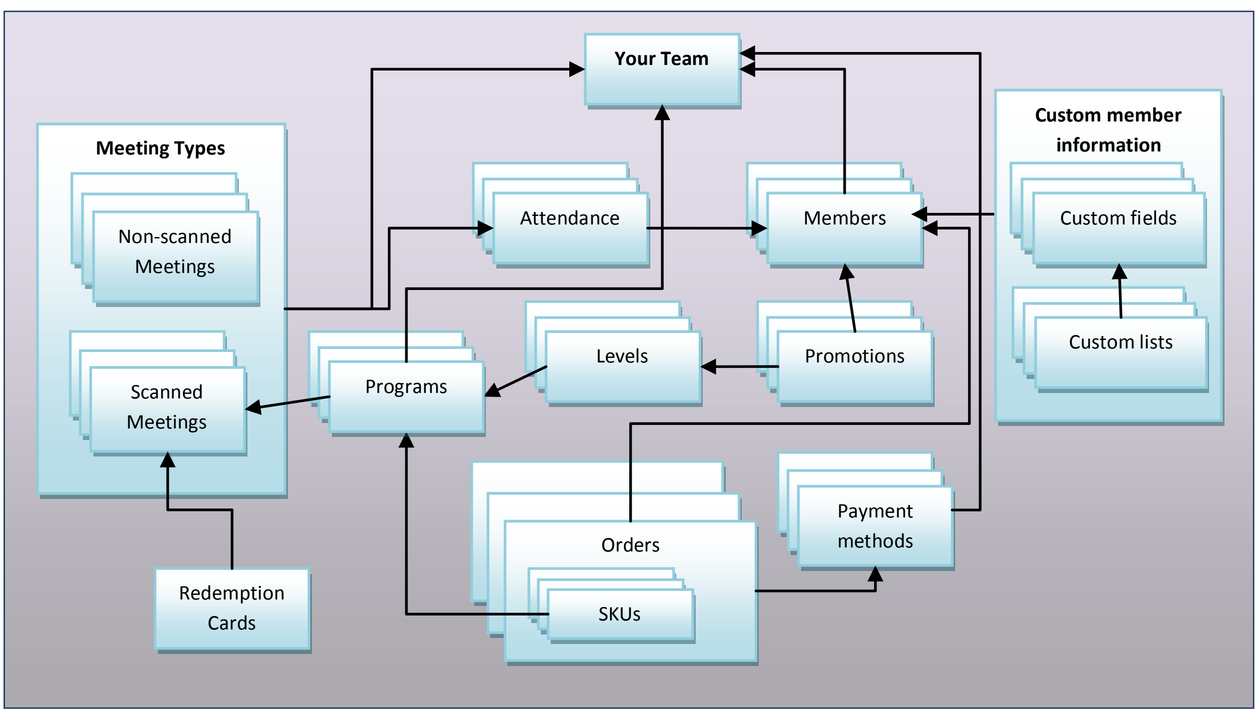
Signing Out

You can sign out at any time by clicking the **Sign Out** link in the session details at the top right corner of the page. If this link is not present, you are not signed in. You will be signed out automatically once your session expires.

Home Page

Once you sign in, you will see your home page. This page includes a menu of options and your personal settings. You can change these settings directly on this page. Some settings can only be changed by a team administrator.

Concept Relationships in 1TeamWeb



Relationships in 1TeamWeb

First-time Setup: Customizing Your Team

There are a number of steps a team administrator must take before adding members to the team. Many of these are optional steps, but are important to take advantage of the capabilities of 1TeamWeb.

Your Team

By selecting **Team->Properties** you can change settings for your team. Every member can view the basic details of the team, so enter the settings and click **Update**.

Team Picture

The team picture is displayed at the bottom right corner of any page when any member of your team is signed in. To help promote the brand of your team, enter the web address (URL) of your team logo, or upload an image file on this screen and click the **Save Team Picture button**.

Introductory Email Body

You can optionally enter an introductory message that each new member will get in an email when you create new members. This text is included at the top of the email that provides a password to the new member.

Team Account Information

You can view your team's account settings with 1TeamWeb. These settings show if your team account is active with us, how many members you are allowed to have in your roster, and how long your 1TeamWeb account lasts.

Team Terminology Settings

Each team has its own words for what it calls its administrator, leaders, and members. Changing these settings will change what all of your members see in 1TeamWeb. For example, if your team leader is known by the members as a "coach" or if your members are known as "students," you can change the settings and click **Update**.

Other Customizations for Teams

Under the **Customize** menu, you can customize many aspects of your team. Each customizable area features the same capabilities. You can add, edit, delete, or reorder your custom objects. Reordering objects is important if you want to control the order of display. For example, if you want to list the order of promotion levels, you'd order them from first to last. Reordering is accomplished by dragging and dropping items into place, then clicking the **reorder** button at the bottom of the list. To add new objects, you can fill out the basic information at the bottom and press the **add button** .

Programs

Create programs by selecting **Customize->Programs**. You may offer different types of programs to your team. For example, you may have a children's program or a senior program. Programs allow you to segment your team roster into different groups. Members who participate in the same program attend the same events and often pay for the same SKUs. You may define as many programs as you wish, or create a single program if you don't need to distinguish sub-groups of your membership. You must define at least one program to associate to your events, levels, and SKUs.

Meeting Types

Create programs by selecting **Customize->Meeting Types**. A meeting type is a type of gathering for your team. You define custom meeting types for your team to allow you to track attendance at the different programs you offer. There are special types of meeting types you can define that represent meetings that can be tracked at your attendance console. These meeting types must be "scannable." If you wish to have your members scan membership cards when they arrive at an event (a class, for example), follow these steps:

1. Edit an existing event by clicking the Edit button .
2. Check the "**Is event used in attendance scanning?**" button.
3. Open the program in **Customize->Programs** and associate an attendance logging event for the program.
   For example, if you have a monthly meeting for your women's club, you could define a Women's Club program and a Monthly Meeting event. You would then edit the properties of the Women's Club program and associate the Monthly Meeting meeting type to associate attendance logging for this program. When your members arrive to the monthly meeting, you can have them scan their attendance to automatically track who came to the meeting.

Levels

Create programs by selecting **Customize->Levels**. Define levels if you offer a sequence of skill or merit-based promotional levels to members of your team. Levels are associated with programs, so team members in different programs can have separate progress tracks defined. For example, your children's martial arts program may have a different sequence of belts than your adult martial arts program. Your scout troop may track the progress scouts make toward Eagle Scout. A level can represent a sequence of progression (such as rank), but can also represent un-sequenced achievements (such as merit badges).

SKUs

A SKU represents an individual service you offer for sale to your team. Each of these services has a separate price and may have an expiration date and a number of attendance events. Create SKUs by selecting **Customize->SKUs**.

Expiration of SKUs is useful if you offer your members services over a period of time (annual, monthly, weekly, etc). Each SKU is associated with a program. This allows you to categorize groups of SKUs related to the programs you offer. For example, you could define a dozen different SKUs representing the services you provide for your junior athletics program. You could offer a different set of SKUs at different prices for your senior athletics program. Your SKU can also have no expiration date.

Number of Meetings – If you are selling a service to your team that provides opportunities to train with a group a specific number of times, you can associate a number of meetings with a SKU. This is helpful if you sell blocks of classes to students. For example a SKU may represent 12 classes expiring in 3 months. If a member purchases this SKU, each time they attend a class, you can have a class automatically deducted from the remaining classes. When they use all 12 classes, or the 3 months expires (whichever comes first), the student will no longer be able to attend classes until a new payment is entered for this (or another) SKU. You may also allow a SKU to represent an unlimited number of attended meetings.

Buying Multiple SKUs – If you sell multiple different services to your team members, members can purchase different SKUs, each of which is tracked separately. For example, a martial arts school may offer kickboxing and grappling classes separately for sale. Some students may opt for one or the other, while other students may purchase both separately. If you choose to sell independent SKUs for each, you could create a SKU for a series of 24 kickboxing classes, expiring in 3 months and a separate SKU for a series of 36 grappling classes, expiring in 3 months. Members who buy both SKUs can have attendance tracked separately. 1TeamWeb will deduct one class of the appropriate type each time they attend a session of each class. For more information, see Attendance Tracking and Scanning.

Payment Methods

Create programs by selecting **Customize->Payment Methods**. Define payment methods to offer ways for your customers to pay you (cash, check, PayPal, barter, etc.). This is for your record keeping purposes only. 1TeamWeb helps you relate these payment methods to your payments if you are interested in tracking how your customers pay you.

Attendance Consoles

Select **Customize->Attendance Consoles** to add authorized attendance consoles to your team. An attendance console is any computer or mobile device with an internet connection where you wish to register team attendance from. A number of key features of 1TeamWeb are only available from an attendance console. You can create as many attendance consoles as you like. Typically, this will be an internet-connected laptop computer located where your team meets, but can also be any mobile device. Enter the name and IP address of your attendance consoles under **Customize->Attendance Consoles**. If you can reach 1TeamWeb from this computer, you have internet access. 1TeamWeb will automatically fill in the IP address of the computer or wireless device you are connecting from as a convenience. It is not recommended to use a computer where the IP address changes frequently or a public computer where you cannot control access.

Attendance console IP address restriction is a security precaution to protect you from having unauthorized attendance logging by individuals if they are not at an approved team event running with the attendance console present.

Custom Fields

Create programs by selecting **Customize->Custom Fields**. While 1TeamWeb offers a rich set of built-in settings for your team, you may wish to add special customized information to track for your members. For example, you may wish to keep track of what shirt sizes each of your basketball players wear so you can order shirts for the annual picnic. Custom fields can be of any data type (date, string, number, true/false, or you can create a customized list of options for your data type by creating a list for a custom field. In our example for shirt sizes, you could create a list of size options such as XXS, XS, S, M, L, XL, XXL, XXXL, …

Custom fields are quite flexible. You can choose to display custom fields based on the settings of a variety of member settings. For example, if the gender of your member is female, you can choose to offer a custom field that your female members require.

Lists for Custom Fields

Create programs by selecting **Customize->Lists for Custom Fields**. Define lists for custom fields if you want special selectable options for values of a custom field. If you have a wrestling club, you may want to define a custom field for weight class. You could create a list for this custom field that offers an ordered sequence of weight divisions [51-60, 61-70, 71-80, …] or [Featherweight, Middleweight, Welterweight, Cruiserweight, …].

Team Roster

View your current team roster by selecting **Team->Active Roster.** By selecting **Team->Full Roster**, you can also view past team members. By selecting any team member's name, you can view the settings for that member. Alternatively, you can select the **edit icon** on the row for the member you want to change. While deleting members is not recommended, you can select the **delete icon** to delete any member permanently. Deleted members cannot be recovered.

Adding Members

As a team administrator, you are a member of your team with special rights. One of the most important tasks you can perform is adding new members to your team. Your team can add a maximum number of members based on how your account with 1TeamWeb is limited. Only active members count against your account. If you have members that no longer participate with your team, you can deactivate them (and still maintain much of their settings). Deleting members is possible, but not recommended.

To add a single member, select **Member->New Member…** See Importing Your Team Roster for details on bulk loading members.

Most fields are optional for your team members. The only required fields are first name, last name, email and login (sign on identifier).

Member Settings

Notable settings other than the typical personal information settings include:

Account Status allows you to designate if a member is active or inactive. Active members can sign in to 1TeamWeb, attend events, get promoted, and make payments. While you can view the settings of an inactive member, they can no longer sign in or participate in any features of 1TeamWeb.

Paying for Membership – While many of the benefits of 1TeamWeb revolve around tracking and managing payments, you can track members of your team that don't pay you for membership also. For example, if you offer pro bono memberships to disadvantaged kids, you can still track them as full-fledged members of your team without having the payment requirements on their account. Billable members, who pay you for their membership on your team, are required to have payments recorded in 1TeamWeb for them to continue to attend events. Non-billable members can attend events without having made payments.

Member Password – When creating a new member, you must check the box to **Email new password** to have an automatically generated, secure password emailed to the new member. The member will get an email informing them of the new password and can change this password after logging in by selecting **Member->Change your password…** You can choose to not generate a password and wait until later to enable the account by selecting **Member->Reset Member Password…**

Importing Your Team Roster

If you have a group of team members stored in another file or database, you can create a comma separated value (CSV) file for import into 1TeamWeb. Select Team->Import Roster to upload a CSV file of members. 1TeamWeb will attempt to create a member for each row in this file. If you select to **Email new password**, an email will be sent to each new member created (with optional custom introductory text).

File Format

A header row is required by to determine what each column (field) contains. Each field must have the same name as given below to be recognized by 1TeamWeb. Certain fields have specific valid values and are noted below within [square brackets].

Required fields:

firstname
lastname
email [must be a valid email address]
login [8 characters minimum, required to be unique even across different teams]

Optional fields:

address
address2
city
state
postalcode
smsphone – mobile phone number
smscarrier – mobile phone carrier, required for sending SMS text messages
birthdate [mm/dd/yyyy]
startdate [mm/dd/yyyy]
referredby
notes
emergencycontact
ecphone1
ecphone2
gender [f, m]
isbillable [0, 1]
level - The name of the current promotion level of the member. Levels must be defined first.
promotiondate - The date the current level was attained [mm/dd/yyyy].

All other fields are ignored. Any improperly formatted rows will be ignored. If you reach your team plan member maximum, no new members can be added.

Communicating with Your Team

One of the most important jobs of a team leader is keeping your team plugged-in with timely email and SMS (text) messages. There are a number of ways you can control who receives email and texts.

Go to **Connect->Email Team** or **Connect->Text team** to create messages, customize your email recipient list, and send messages.

Recipient List Management

You can customize your email recipient lists in the following ways:

1. All active members of your team
2. A specific group of active members from a selection list
3. Recently joined (new) members
4. Members who have not purchased any services related to a given program. For example, send an email to anyone who has *not* purchased any one of the SKUs related to your Cross Country Running program.
5. Members who have purchased a service related to a given program. These are members actively participating in a given program.
6. Members who have had a previously purchased service recently expire. For example, target an email to all of your members who should consider signing up for another month-long Masters Swimming program.
7. Email all members who are no longer active in your team.

How 1TeamWeb Handles Messages

Email

To reduce the amount of typing you do, 1TeamWeb will handle prefixing your messages with a salutation, complimentary closing, and signature. For example, if a coach of a team called Kapow Kickboxing named Burt sends an email to a member named Bernie, the message will automatically get the following text added:

> Bernie,
>
> <your message goes here>
>
> Thank you,
> Burt
> Coach, Kapow Kickboxing

The return address of the email will be the email address of the administrator or coach who initiated the message.

Text

For an SMS text, the message would be substantially shorter and read:

Bernie- <your message goes here> - Kapow Kickboxing

The sender number of the message will be the SMS phone number of the administrator or coach who initiated the message.

Privacy notice: 1TeamWeb does not collect any email addresses, phone numbers, or other contact details and will never contact a customer of yours for marketing purposes. See our full privacy policy online.

Attendance Tracking and Scanning

One of the most useful features of 1TeamWeb is tracking your members' attendance. You can track attendance of each member or your whole team via tabular reports, calendar views, or visual graphs. Attendance can be recorded using several methods.

The Relationship of Programs, Events and Attendance

Before you get started logging member attendance at events, you should understand how 1TeamWeb relates programs, events, and attendance.

If you create new programs by selecting **Customize->Programs**, you will notice that every program can have an event associated with it for the purposes of attendance logging. Let's look at an example. If you run a yoga school and have several different programs you offer your members, such as "Stretching," "Yoga for Kids," and "Senior Yoga." Each of these programs may have different events associated with them, such as "Stretching class," "Kids weekend yoga camp," and "Advanced yoga for seniors." When a kids' class attendee comes to class, you will want them to be able to log their attendance at a "Kids weekend yoga camp" event and have 1TeamWeb automatically deduct a class from their last paid SKU. But what if you also have an event that is for all of your members, such as a free summer picnic event? You may wish to track who came to the picnic, but not associate this with any required payment.

Setup of the Yoga Example:

1. Create the event types described above (stretching, yoga camp, seniors, picnic)
2. Create the 3 programs described above (stretching, kids, senior yoga), then associate the first three programs to their corresponding events as attendance logging events.
3. Create 3 SKUs to cover each of your class types (more can be created, but a minimum of 1 SKU per program type). Decide how many classes and what the expiration date is.
4. Associate each of these SKUs with their corresponding program

Attendance Tracking for the Yoga Example:

1. Optional: print our ID cards using **Attendance->Generate ID Cards…**
2. Have your students purchase the appropriate SKU. You can do this manually with **Payment->Make a Payment** or automatically via ePayment reconciliation.

3. Log attendance can only be performed from the logging console, which must have the IP Address set up in the Team Properties page. This is a security requirement to prevent unauthorized attendance logging.
    a. For automated card scanning, select **Attendance->Start Attendance Scanning**, then select the appropriate event you intend to scan (stretching, yoga camp, seniors) before each class. As each student comes in to class, they can pass their card over a barcode scanner to log attendance.
    b. For manual attendance logging, each student will log in to 1TeamWeb at the attendance console and select the **Here** button on their home page to log their attendance.
4. After class, you can view who attended class that day with a number of handy reports, including **Attendance->Team Attendance on Date…**

Preventing Errors in Attendance Logging

1TeamWeb has a number of features to prevent unintentional or fraudulent attendance logging. For example, the attendance console only works from the IP address you specify in your **Team->Properties** page. In addition, no member can log attendance for an event they didn't pay for, although you can create free events that don't require purchase. For example, if you have a member who has purchased yoga classes and you attempt to log attendance at a different event, they will be notified that the member cannot log attendance for the class. This is only the case for events that are associated as attendance events with the program related to the event. If an event isn't associated as an attendance event, you can log attendance without any connection to the purchase of any SKU.

Manual attendance logging by the team administrator

By selecting **Attendance->Log Attendance…**, you can manually log attendance for any member. Logging of attendance is only possible if one of the following is true:

1. The member has purchased a SKU that contains events of the type you wish to log
2. The member is not billable
3. The event being recorded for attendance is associated with a SKU with unlimited events or if the event is not associated with any program requiring attendance logging.

Printing attendance scanning cards for your members

By selecting **Attendance->Generate ID Cards…**, you can print a set of scannable attendance cards for any member. Options include listing specific members, members who have joined recently, or all members of your team. The page that displays the cards is intended for printing so doesn't show any 1TeamWeb menus. To reach the menus after printing, press the back button in your browser.

If you have set up a team picture in your team properties, the ID card printout will alternate pages of barcodes and team logos. This allows you to print out in duplex to have a team logo on the rear of each card. This is the process of printing laminated member cards:

1. Open FireFox or Google Chrome browser. You must use a browser that supports the page-breaking codes for proper printout.
2. Generate the member cards you wish to print.
3. File->Print Preview in the browser window.
4. Page Setup->Margins->Left – add .2 to the left margin to shift the duplex image appropriately
5. Print the cards to a duplex capable printer
6. Laminate the printed pages
7. Cut them out on a paper cutter
8. Round corner cut the cards to remove the sharp edge and provide a wallet-friendly curved corner. A cutter like this is generally available at your neighborhood FedEx copy center.
9. Hold punch the card on the edge to allow for keychain connection.

Roll Call Attendance

Select **Attendance->Roll Call…** for a bulk-option for attendance tracking. This option provides a list of active members on your team. You can select members from this list and add them to a list of attending members for a specific event. When you submit this list of attendees, it will ask for an administrator password to prevent fraudulent attendance submissions. This page is further secured by hiding any menu options so you can set up roll call and walk away from the attendance console without concern about a member accidentally accessing administrative pages.

Attendance Tracking from Your Mobile PDA

It's easy to use your iPhone or Android PDA to track your team's attendance. By following a few simple steps, you can track attendance from your mobile device. All iPhones and Android devices have an IP address.

1. Go to the app download location for your device, such as the Android Market for Android users.
2. Search for an app that lets you discover your remote IP address. For Android, there is one called "What's my remote IP?"
3. Run the app on your device and make a note of the IP address
4. On 1TeamWeb, select **Team->Properties** and enter this IP address in the **Team Attendance Console Address** field and save.

You will now have access to all attendance features from your mobile devices as long as you have the same IP Address. Note, this address may change from time to time, requiring you to re-run steps 3 and 4 above.

Redemption Cards

A redemption card is a scannable card that you can print out that represents any number of services your members or guests may redeem for services. They are similar to membership cards, except that membership cards represent your member's identity to the attendance scanning system, while redemption cards represent a specific service that you may be offering as a gift, free trial, or for sale.

Redemption cards are used to support guest passes, gift certificates, and electronic "punch cards" in 1TeamWeb. Select **Orders->New Redemption Card…** to create a new card, or **Manage Redemption Cards** to manage existing cards.

Redemption cards can be scanned at the attendance console, just like member cards.

Guest Passes

If you wish to offer your members free passes to offer for visiting friends, or for prospective new members to try out your team, you can produce scannable guest passes and track attendance from the use of these passes. You can also associate a face value to these passes (even if you provide them for free) to help track your annual marketing costs for tax purposes.

You can easily generate guest passes for every member of your team, or a subset of your team. Guest passes can allow a limited number of attended events, and can have an expiration date, or they can be unlimited.

Gift Certificates

You can sell gift certificates to represent any SKU you sell to your team. A gift certificate represents a single SKU and can be used to track attendance for this gift via scanning.

Electronic Punch Cards

An electronic punch card allows you to sell your members expiring scannable cards that represent a specific service. For example, if your masters swim team pays monthly for 20 swim classes, you can generate an electronic punch card to be used 20 times for swim class attendance. After it has been used 20 times, it can be discarded. Attendance is tracked as with regular attendance scanning.

Guests

1TeamWeb allows you to track guests or visitors of your team. For example, if you have someone visiting town that wants to get a workout swimming with your Masters Swimming Team, you don't have to create a separate account for every guest. There is a built-in "Guest" member that can be used for tracking payments from guests of your team. All guest payments are tracked together under the member name "Guest." This allows you to produce a financial report for income generated from visitors.

Order Management

Before you are ready to sell products or services to your customers, you must customize your team to add SKUs. Select **Customize->SKUs** to add a product catalog.

Past orders can be viewed and managed by selecting **Orders->Manage Orders**. Once saved, SKUs can't be changed in an order, but you can access the purchased SKUs separately via **Orders->Payment**

History. A payment is a purchased SKU item from an order. From here, you can open previously purchased order items and modify them if needed.

Creating an Order

Selecting **Orders->New…** brings up a new order form. From this form, you select SKUs for purchase and add them to the order. Remember to select "Paid" for any orders that you are receiving payment for. Unpaid orders are considered invoices.

ePayment Reconciliation for PayPal Account Holders

By connecting your account to 1TeamWeb, each time a customer pays you through PayPal, a message is sent to 1TeamWeb. 1TeamWeb cannot modify, withdraw, change your PayPal account, nor can it see any personal information in your account, including balance. This connection, called Instant Payment Notification by PayPal, is only able to get notified when you get paid and gets information about the payment. By selecting **Orders->ePayment Reconciler**, you can view all payments received to your account and easily process them by connecting them to members of your team and existing SKUs. The ePayment Reconciler can do most of this work for you if:

1. Your member's 1TeamWeb email address matches their PayPal email address
2. The PayPal item_number of the purchase matches your SKU's name

If these match, all you need to do is press the **Reconcile and Accept** button to credit the member's account for the purchase of the SKU. 1TeamWeb. If the email address doesn't match, or there are multiple members with the same account email address (as is often the case if you have several family members on your team), you can match the email address with the correct member by selecting the **Modify ePayment** button. Or, if you don't have a known SKU that matches the incoming PayPal item number, you can match a SKU with the ePayment and select the **Modify ePayment** button. Once the **Reconcile and Accept** button appears, 1TeamWeb has all the information it needs to reconcile the payment. If you use your PayPal account for other purposes, you will also see those payments come into your ePayment Reconciler. You can safely delete those from this screen by selecting **Delete ePayment**. Deleting an ePayment only removes it from the ePayment Reconciler and has no affect on your PayPal account.

Setting Up Instant Payment Notifications

1. Login to your PayPal account
2. Click My Account->Profile
3. Select [Instant Payment Notification]
4. Enter this notification URL: http://1teamweb.com/1team/pp/ipn-listener.php?teamid=1
5. That's it! Any new payments you receive will show up in the ePayment reconciler.

Issues

1TeamWeb is a beta release product with a number of known issues. These should not inhibit your ability to manage your team.

If you are paying for Issue Tracking Support, you will have a login to the 1TeamWeb Jira database online at http://1TeamWeb.com/support. Any issues you enter will automatically notify us. When we comment on or work on these issues, you will be automatically notified by the email address in your Jira account.

Contacting Us

If you are paying for support, you can get email help by contacting us at 1teamweb@dcthomas.com. If this is the first time you have emailed us, you will get a confirmation email that validates that you are not a spam source. Simply click the link in the enclosed email to have your email address tagged as a valid sender so all messages come to us promptly. If you are not paying for support, you may still contact us through this email address.