

Club Directors

Q. I am having trouble logging in

Click Sign In from the AES homepage, then enter the email address associated with your account and click Next. On the password screen, click Forgot and follow the password reset instructions.

Q. I have a new club and would like to use AES. Where do I start?

Click [here](#) to download easy instructions that will have you up and running in no time.

Q. My 5-letter club code is already being used. Do I need to create a new one with each new account?

No. If your club is already setup in AES there is no need to create a new account. The system only allows one unique club code per region. If you'd like, AES can reset the login and password assuming the same club director or, if we have written (email) permission, reset completely if the director is no longer associated with the club.

Q. I am logged into my club but my players and staff are not on their respective lists

- **USA Volleyball-Affiliated Clubs** – the easiest way to pull member data into AES is by clicking USAV Data Import and entering your Webpoint username and password. ALL active players and staff in Webpoint will pull directly into AES. If a player or staff does not appear, check with Webpoint to ensure they are active as sometimes players or staff are still in process. We recommend following up with USAV directly for most USAV Data Import questions.
- **USAV Volleyball Adult Clubs** – AES is working toward a solution that will soon integrate with Webpoint. Until then, add players and/or staff manually to AES, or use the import feature. Follow the instructions and view a sample import file under each user type (i.e., staff / player).

Q. What does 'Rank' mean when creating a team in AES?

If you have more than one team in a given age division, rank equals the strength of the team within that division. For example, if you have two 16 and Under teams, Rank 1 would be the better team within that age division. If you only have one team in a given age division the rank is ALWAYS 1.

Q. How can I change my username and/or password?

Log in, select your username on the top right, click My Info, change your login. For security purposes your password must be 8 characters. Username is NOT case sensitive, but password is.

Q. Why are some results pre-loaded to AES and others not?

If a tournament in which you've played uses AES scheduling software, results are automatically imported into AES for each team. If the event does not use AES for scheduling, a club director or coach can add the results manually or import them using the sample CSV file. If an event uses AES for scheduling but not registration, results are not automatically imported and will need to be added manually or imported. In some situations, events using AES registration may upload results on your behalf.

Q. I do not know the team code for the team(s) I played

Contact the tournament director, the club or use AES' add results search function to lookup a team code.

Q. How do I enter an event?

Click [here](#) and follow the instructions in the document.

Q. How do I unregister from an event?

You will need to contact the event staff for the event which you registered. Contact information for the event staff can be found on the registration confirmation email or by viewing the event details page on AES. AES staff cannot remove a team from an event.