

PlayMetrics and GotSport Requirements for Coaches and Managers

Town & Country (T&C) uses two coach registration platforms for our youth soccer programs. The PlayMetrics (PM) registration platform is used to assign coaches and managers to their team rosters. This provides coaches and managers with administrative rights so they can communicate with their team via the PM app regarding practice and game schedules. The GotSport (GS) registration platform is used for coaches/managers to complete and maintain their certifications. GS compliance requirements are set by South Texas Youth Soccer (STYSA), the governing soccer body that T&C Soccer participates in.

Requirements for Coaches and Managers

Coaches and managers are required to register in PM and GS. If you are a new coach or manager, you will need to set up a GS account. If you are new to T&C Soccer but have coached or managed at a previous club email support@tandcsports.org and we will merge your GS account.

Important: Failure to register in both systems will delay getting rostered to your team. You will not receive your badge and/or volunteer buyout reimbursement until all requirements are fulfilled. Review Troubleshooting Tips below to ensure that your requirements are complete. If you need additional assistance, email support@tandcsports.org.

Registration Process for T&C Soccer

PlayMetrics

Coaches in the Recreational program must submit a new PlayMetrics coach application for every season (both Spring and Fall). This is done through your child's registration. If you did not sign up to coach during registration you can use the link below to register.

New coaches or team managers in the T&C Academy and Premier programs should email Soccer Director Rich Swain (below) to have a coach application link sent directly to their email.

Register in PM for the Fall 2025/Spring 2026 seasonal year for the appropriate league of play.

- [Recreational Coaches](#)
- Academy Coaches/Managers - soccerdirector@tandcsports.org
- Premier Coaches/Managers soccerdirector@tandcsports.org

GotSport

Registration in GS is only done once but several requirements expire yearly/bi yearly so you will need to review these requirements (SafeSport & background checks) annually.

- SafeSport courses expire on May 31st of each year.
- Background checks expire May 31st every other year.
- Heads Up requirement only needs to be done once.

If you are a **new coach/manager** register in GS by clicking the appropriate registration link below.

- [GotSport Coach Registration](#)
- [GotSport Manager Registration](#)

- 1) Log into [GotSport](#) using your email and if needed request a new password. When requesting a new password, the automated response could go to your junk or spam folder. If you find it in your junk/spam folder, accept the email and it will automatically move to your inbox with the reset link activated.
- 2) Click **Dashboard** to view your requirements. Click **Details** to go directly to a specific requirement as shown below. We suggest doing the background check first since it takes several days to get the results.

Requirements				
Type	Enforced By	Expiration Date	25/26	26/27
Heads Up	South Texas Youth Soccer Association Reports older than have expired	None	Fulfilled	Fulfilled
Safe Sport	South Texas Youth Soccer Association Reports older than 06/01/2025 have expired	06/01/2026	Fulfilled	Expired
Background Check	South Texas Youth Soccer Association Reports older than 03/31/2025 have expired	05/31/2027	Fulfilled	Fulfilled

Important: Requirements will not be displayed if your Date of Birth and/or a Competitive Level has not been entered. For the competitive level choose **D3** for recreational, **Academy** for Academy and **Super 2** for Select. If no requirements are displayed, click **Account** to ensure that your DOB and competitive level has been entered.

4. Once each requirement is completed a “Fulfilled” status will display, as shown above. You only need the current year to be fulfilled which is 25/26 in the example above.
5. Upload a profile picture by clicking **Account** and **Choose File**. Your profile picture is used to print your badge. **Coaches and managers cannot be rostered to a team in GS without a profile picture.**
6. Review the [Coach’s Corner](#) on our website for additional information.

Troubleshooting Tips

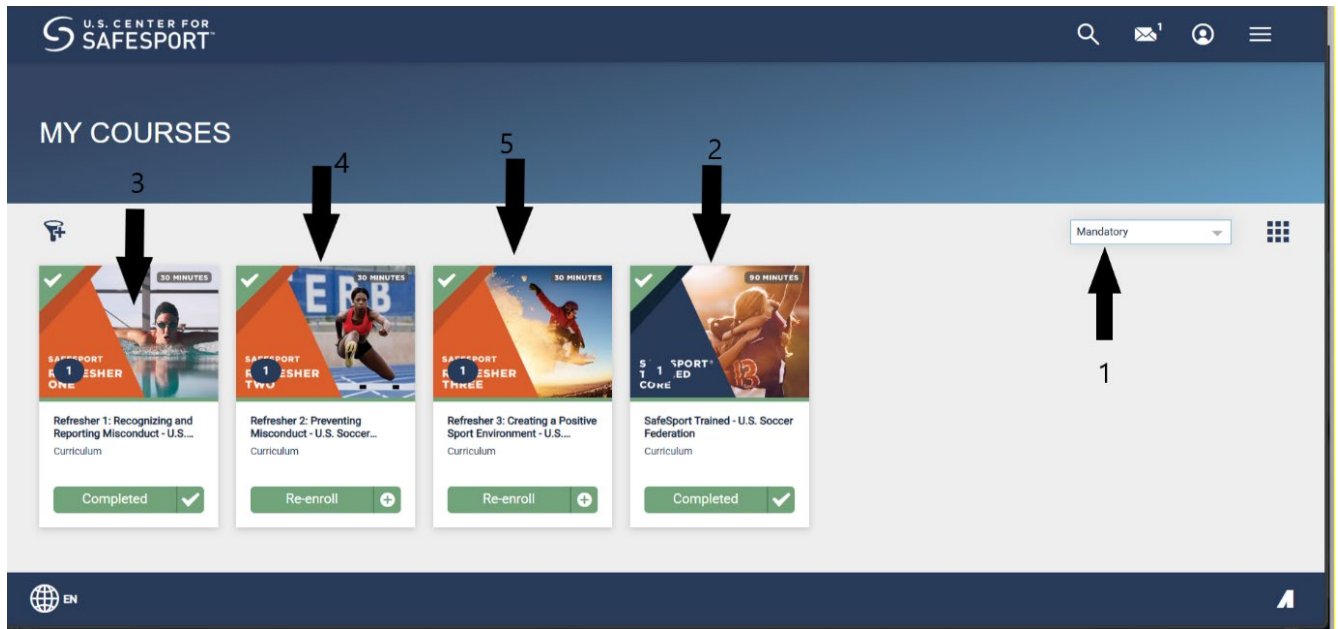
The tips below have proven helpful in the past. If you are still having issues after reviewing these tips, email support@tandcsports.org for additional assistance.

SafeSport

The coaches and managers that previously completed the SafeSport course will need to take a refresher course after May 31st of each year. When taking a refresher course ensure that you use your existing SafeSport account instead of creating a new one.

1. Go to the “**My Courses**” tab and sort your courses using the drop down on the right of the screen.
2. Choose the “**Mandatory**” option (arrow 1 Below). This will arrange the courses in the order that you need to take them with the first course needed on the left hand side.

- If you are a new coach and this is the first time taking the course, you will need to take the 90 minute “Safe Sport trained U.S. Soccer federation” course (arrow 2 below).
- If you are a returning coach, you will need to take a refresher course. There are three refresher courses which must be taken in order (i.e., Refresher 1, Refresher 2, and Refresher 3 (arrows 3,4 and 5)).



- Download and save your certificate upon completion. This information is extremely helpful if GS does not update your account.** Sometimes GS does not refresh your requirements list. If you do not see a Fulfilled status on your SafeSport requirement after 24 hours, click **Details**. Enter the completion code found at the bottom of your certificate of completion and click **Check Records**, as shown below. If you do not have the completion code, you can still click Check Records. If there is a completed course, it will be displayed on the screen. Click the **back arrow** to return to your requirements screen and click **refresh** to update your SafeSport requirement.

Safe Sport

Status 25/26: Fulfilled 26/27: Required

Completed On: 2025-07-06

[Start Course](#)

Already completed this course?
Press check records button below to search for SafeSport records.

Completed Code

[Check Records](#)

6. Players 18 years and older must complete the SafeSport requirement. If your player reaches out to you for guidance share the tips below or refer them to support@tandcsports.org.

The parents will need to:

- Verify the course before the player can begin (“Pending” status indicates that the course has not been approved by the parent yet).
- Update the **Email/Userid** with the player’s **unique** email address (the Contact Email field can continue to display the parent’s email address).

7. If you continue to have issues with SafeSport, click on the link below for further assistance.

<https://safesport.atlassian.net/servicedesk/customer/portal/4/group/9/create/40>

Heads Up

- ✓ Document your completion ID upon course completion. Sometimes GS does not refresh your requirements list. If you do not see a Fulfilled status on your Heads Up requirement, click **Details**. Enter your completion code and click **Check Records**. If you do not have the completion code, you can still click Check Records. If there is a completed course, it will be displayed on the screen. Click the **back arrow** to return to your requirements screen and click **refresh** to update your Heads Up requirement.