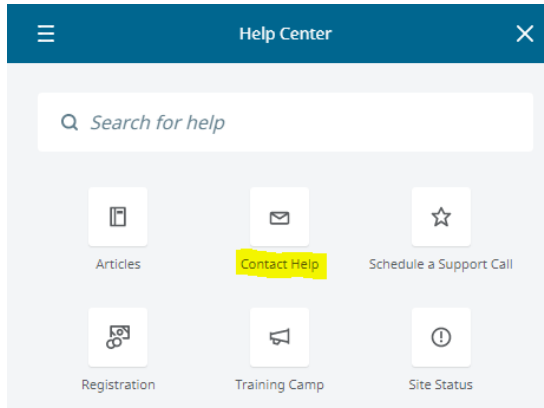


## HelpDesk Functionality – Moving Memberships

The HelpDesk Team at Sports Engine has recently added functionality that allows them to move a membership from one profile to another profile (in the same account or a different account).



This should help drastically reduce the memberships that need to be cancelled/refunded due to being purchased on the incorrect profile. However, there are several important limitations to this functionality. ***Please make sure you are aware of the limitations before making this request of the Help Desk Team.***

Important limitations:

1. There is currently no way to REMOVE credentials from a profile a membership was removed from.
2. Credentials cannot be moved from one profile to another.
3. Club admins would need to remove the original profile with the membership from their Governing Season/Sports Engine rosters and add the profile that membership was moved to on the roster before for the member would show as approved on that team roster.

Important notes:

1. Credential lookup using a previous season membership can be used to add credentials to a profile that a membership is moved to (the credentials cannot be removed from the old profile).
2. Credentials earned in the USAV Academy would need to be awarded to the new profile (the credentials cannot be removed from the old profile).
3. SafeSport credentials earned would need to be imported to the new profile (the credentials cannot be removed from the old profile).
4. A background screening credential can be moved if it was completed this season in the system (previous season BGS could be imported using the credential lookup).
5. The Help Desk Team can create a new profile to an account and add a membership that profile if the appropriate profile does not already exist.
6. It is critical to be very specific about what profile (account email and profile link) and membership (membership name and date of purchase) should be moved when making this request.