



Athletics



Welcome to AKTIVATE the New Sports Management Platform selected by Dallas ISD Athletics for the upcoming 2023-2024 school year.

The decision to use Aktivate was made after careful consideration of the district's needs and the desire to provide the best possible experience for parents, athletes, coaches, and staff. This comprehensive sports management platform will manage athlete registration, schedules, team fundraising, injury & treatments, team communication, and related administrative tasks.

**Aktivate Registration** is compatible with most browsers and devices including tablets and other mobile devices with more limited usability.

**Please ensure you are using Google Chrome or Mozilla Firefox to access Aktivate regardless of what device you are using.** Internet Explorer and Safari are not supported, and you will likely experience formatting issues.

The following steps will assist you in the transition for the new system.

## **Create Account & Start a Registration for your student athlete.**

**If you do not already have an account.**

1. Go to [aktiviate.com](https://aktiviate.com).
2. Click **Login**.
3. Then click **Create Account**.
4. Fill out all of the information.
5. Click **Submit** when finished.
6. You will be sent an email to the provided email address that you will need to access for email verification.
7. Once email verification is completed, proceed to step 4 of the following section to begin registering your athlete(s).

Your account is now created, you will need to complete a registration for your athlete or athletes next. After you have completed this step, move on to the next section.

**If you already have an account.**

1. Go to [aktiviate.com](https://aktiviate.com).
2. Click **Login**.
3. Log in with your email/username and password.
4. Open on the Parent Portal by clicking **Click here to start/complete athlete registrations**.
5. Click on **Start/Complete Registrations**. This is on the left-hand side of the screen under the section "What would you like to do?".
6. Select **Click Here to Start New Registration**.
7. Click **Select School**.
8. Select your school from the list of previously registered schools OR search for your school at the bottom using the state filter and the search bar.
9. Click **Select Athlete**.
10. Select an existing athlete and then **Use the selected Athlete OR Select Add New Athlete**.

11. Click **Select Year/Sport**.
12. Select the current academic year for participation
13. Select **ALL** sports that your athlete might be interested in participating during the upcoming school year and click **Submit**
14. **Enter the correct Dallas ISD student ID number.**
15. Please review the information carefully before submitting it. Once you have reviewed the information, click **I have selected the correct information**

You have now created a registration! Continue to click and complete the red or yellow bars as they appear on the page until you reach the Registration Checklist.

### **Registration Checklist**

This is where documents will be read and agreed to, legally binding Electronic-Signatures will be completed. You **must** read and **sign off** on each required form for Dallas ISD and the UIL. You have the option to upload the completed physical done by a physician or the campus athletic trainer can upload the completed physical once received.

Once this section is complete, the registration is complete. Any additional requirements that require the parent to upload a document will also require approval by that the school's athletic administration approval. Please do not be alarmed if the status is **Pending School Approval**. Your registration is complete once all items on the checklist have been completed.

Additional Athletes: If you have additional student-athletes to register, login again and start a new registration and add them as an athlete. **You do not need to create another login for additional athletes.** Once you have added your child as an athlete, they will be available to select next time.

### **Uploading a Pre-Participation Physical Documents.**

- Health history completed by parent and student athlete
- Medical section completed by the physician

Any time you need to upload a document you can only use the following four file types: PDF, JPG, JPEG, or PNG. The max file size is 64 MB.

Click on the "Physical Requirement" section of the registration checklist. If you need to return to a previously started registration:

1. Log in to your [Aktivate account](#).
2. Click the **Parents** button.
3. Click **Start/Complete Registrations**.
4. Click on the registration you started previously.
5. Get to the **Registration Checklist**.
6. Find the **Physical Documents** section and click into the section you wish to complete.
7. Click on the arrow to the left of the requirement to open it.
8. Click **Upload** and upload your physical (you need to either have scanned and saved a copy of the physical or taken a picture of it and find those images and upload).

The physical will have a Pending Verification status until the athletic trainer at your school approves the physical. For all approval of documents, you will want to follow up with your school athletic department. Your school administrators are responsible for approving and rejecting the documents that have been uploaded.

**Tips and Tricks for successful uploads:**

**1** - Take a photo of your document(s) with your smartphone. Using the free google chrome app on your smartphone, follow the instructions above to upload the file(s). You will be able to click on as many images as needed and submit them at once.

**2** - Take a photo of your document(s) with your smartphone. Email those photos to yourself and save them to your desktop on your computer. Then log in to your Aktivate account and use the instructions below to upload the file(s).

**3** - Try merging the files you are uploading into a single PDF and then upload as one file. A good site to use is <https://www.ilovepdf.com/>. If it is a single file you are trying to upload, try using the same site to just compress the file, which may help for the file size.

**4** - Scan the documents using a scanner; save all pages to one document (not individual pages) to your desktop. Use the instructions below to upload the file(s).

**5** - If you are having difficulty uploading a PDF from your desktop try this:

- Open the PDF on your desktop and click File, Print and then Print to PDF. This will usually solve any issues you have when uploading the document.

## My athlete's information has changed or appears incorrect, how can I update it?

To correct your athlete's information:

1. Log in to your [Aktivate account](#) (use the Google Chrome or Firefox browsers).
2. Click the **Parents** button.
3. Click the **Navigation** button to the far left of the screen or under "What Would You Like to Do?" and click **Athlete Information**.
4. Under My Athletes, **click your athlete's name**.
5. Select the school name, if applicable.
6. In the middle of that page, click the **Athlete Summary** bar.
7. Click the **Edit** button on the right-hand side.
8. Update any information that is outdated on that page.
9. Check the small box that asks you "**to keep this information current**".
10. Click **Submit**.

## How do I add another sport to My Athlete's registration?

To add another sport, you will do the same process you did for starting the registration. This time, you will simply select the new sport.

To add another sport to your athlete's registration, you will need to:

1. Log into your [Aktivate Account](#).
2. Click **start/complete registrations**.
3. Click **new registration +**.
4. Select the new sport.
5. Follow the prompts to complete the registration.

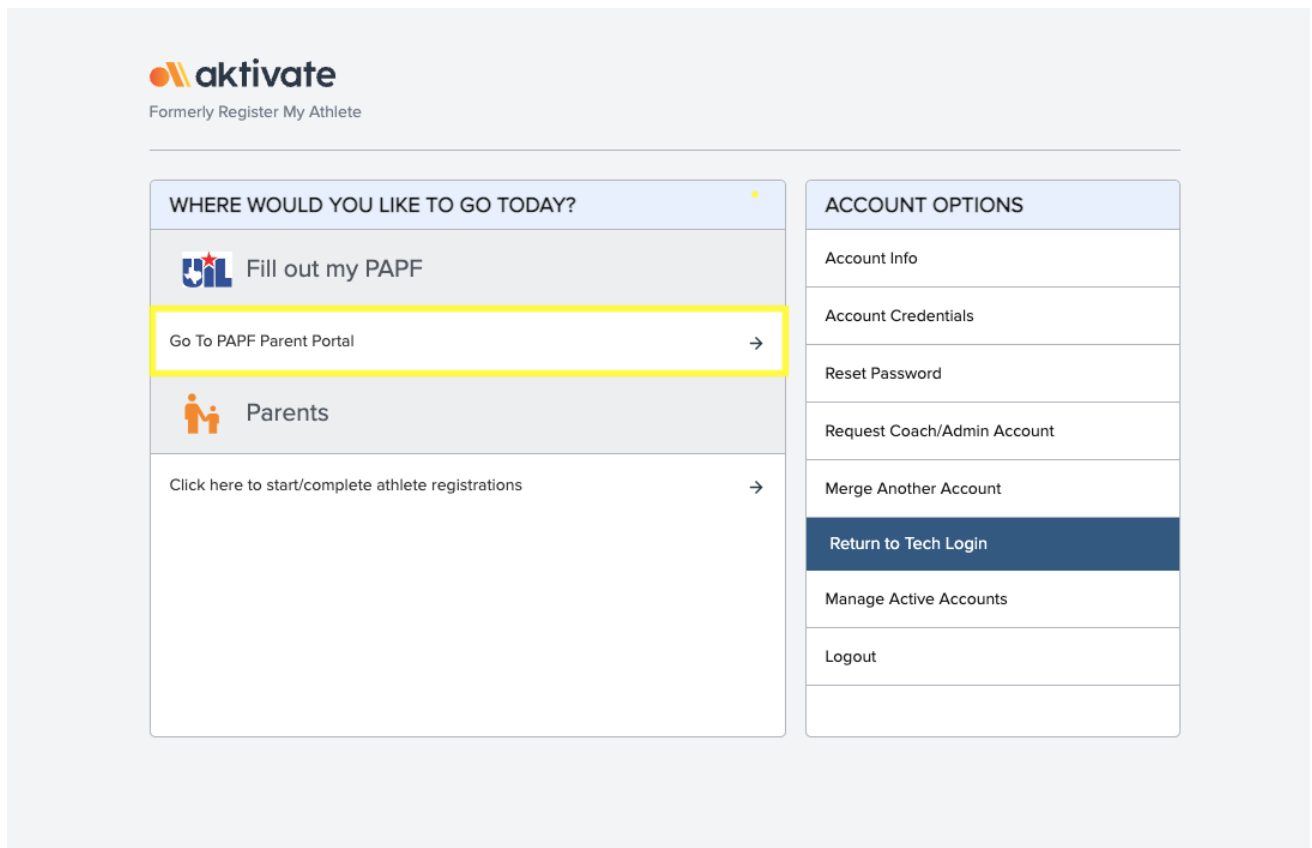
**You will need to complete the electronic signatures for each registration and sport.** These will not carry over from prior registrations.

If you have any questions about adding another sport to your athlete's registration, please contact us at [support@aktivate.com](mailto:support@aktivate.com).

## Parent: How do I fill out Previous Athletic Participation Form?

Are you trying to fill out a PAPF? If so, then please follow the steps below:

When you first log in, you should see a section that says 'Fill out my PAPF'. Click on the **yellow highlighted button** below the header to enter the correct part of the site and fill out the forms.



**aktivate**  
Formerly Register My Athlete

**WHERE WOULD YOU LIKE TO GO TODAY?**

- UIL Fill out my PAPF
- Go To PAPF Parent Portal** →
- Parents
- Click here to start/complete athlete registrations →

**ACCOUNT OPTIONS**

- Account Info
- Account Credentials
- Reset Password
- Request Coach/Admin Account
- Merge Another Account
- Return to Tech Login**
- Manage Active Accounts
- Logout

If you do not currently see that, you will need to contact the coach or a school administrator so that they can start the PAPF for you. Once they do, the section will appear within your account.



## How can I recover my account email and/or password?

If you've forgotten your email address and/or password, the first step to take is to click [here](#) and attempt account recovery.

If that does not work, please click [here](#) and send us a support ticket with the relevant information. We will be happy to help!

## How do I contact customer support?

Our **Customer Success Team** is available **Monday-Friday, 8AM-6PM Eastern Standard Time**. There are a few ways to contact us and both can be accessed directly from our website.

1. Live Chat via the **Help** beacon is available during standard business hours and located in the bottom left corner of the screen once you have logged into your account.
2. Send us an email anytime at [support@aktiviate.com](mailto:support@aktiviate.com).

Please enter information such as your school, athlete information and email address, and information regarding your issue. Attaching a screenshot or two is always appreciated and will help our team provide a quicker path to resolution.