**TWO VERY IMPORTANT SIGNUP GENIUS CONTACTS TO ADD TO YOUR EMAIL CONTACTS LIST**

We use SignUp Genius to control the process for signing up to play in each of the Round Robins sponsored by the PPPA. We also use it for Beginning Lessons and Guided Play. If you are unfamiliar with the product, here is a link which takes you to a helpful page created by the SignUp Genius support staff:

<https://www.signupgenius.com/pdfs/how-to-sign-up-print-update.pdf>

To receive the invitations to the round robins **you must add the email ids for Signup Genius to your contact list of approved senders**.

**Please create contacts in your contact list** for the following email ids so that your email server realizes they are not spam when you get emails from them.

* **The first contact name to create in your Contacts should be Signup Genius and the email ID is**[**info@signupgenius.com**](mailto:info@signupgenius.com)
* **The second contact name should be Signup Support with the email ID of**[**support@signupgenius.com**](mailto:support@signupgenius.com)

If you do not whitelist these two contacts your email provider may reject the SUG emails as fraud or spam. Signup Genius will know this and will flag your account as invalid. Signup Genius will also flag your account as invalid if they encounter a timeout sending you an email or if your email provider has marked their site as spam for any other reason. It will not attempt to send you any other emails if this happens.

**Once your account has been disabled you have two options:**

1. Click on the Contact us link at the bottom right portion of the Signup Genius main screen or click here: [Contact our Genius Support Team (signupgenius.com)](https://www.signupgenius.com/help) Send their Tech Support team a message. In the subject put “Please reactivate my disabled email id.” In the body of the message give them your email id and name. They will send you a canned response saying they got the message and will respond in a day or two. They will follow up with a message saying they have reactivated the account.
2. Try to log into your account on Signup Genius. If your account has been disabled, they will respond with instructions to re-activate the account. Follow the instructions provided.

Welcome to the PPPA Round Robin, Beginning Lessons, and Guided Play programs.