

## Quickbase Guide for Coaches

---

### Background

Quickbase is a software platform used by many DCPS teams. The DCIAA has an application on this platform called “DCPS Schools Athletic Tracking”. If you are a DCPS or DC government employee, you may also have other applications on Quickbase.

The “DCPS Schools Athletic Tracking” app is used by coaches, Athletic Directors, Athletic Trainers, and DCIAA staff to manage many aspects of our athletics programming. This includes team rosters, schedules, scores, participation data, coaching certification, coaching payments, student injuries, and more. As a coach, there are 5 things you can do in Quickbase:

- Submit scores
- Submit participation sheets
- Check your student’s eligibility
- Check your coaching certifications
- Check your payment details

### Logging-In

Log-in to Quickbase by navigating to [octo.quickbase.com](https://octo.quickbase.com). You should be prompted with a log-in screen. If you are already logged, you will see a list of applications.

If you are a **DCPS employee**, you should use your @dc.gov or @k12.dc.gov email address. You will use your standard LDAP password to log-in (the same one that is used to access Outlook, Aspen, Canvas etc.). If you cannot log-in with these credentials or forgot your password, contact DCPS IT at [dcps.tech@dc.gov](mailto:dcps.tech@dc.gov) or 202-442-5715.

If you are **not a DCPS employee**, you will use a personal email account (@gmail.com, @yahoo.com, @hotmail.com, etc.) to access the app. If it’s your first time accessing the app, select “I forgot my password”. This will email you a link to create a password.

Once you log-in, you will need to select the app DCPS Schools Athletic Tracking from the list of apps that appear.

If you still cannot log-in, it’s possible that we have the wrong email address on file for you. Ask your Athletic Director to check the email address that is showing for you in Quickbase. If this is inaccurate, your Athletic Director will need to email [dciaa.certs@dc.gov](mailto:dciaa.certs@dc.gov) to have it corrected. We should have your account corrected in 1-3 business days.

### Quickbase app from GooglePlay or Apple App Store


Quickbase has a mobile-native app for Android and iPhone available in the GooglePlay Store and Apple App Store. **We do not recommend using the mobile-native app** to access Quickbase because it has a limited feature set. Most notably, you cannot submit scores or participation sheets.

Instead, we recommend that users access Quickbase through a browser (Chrome, Safari) on desktop or mobile.


### Bookmarking on mobile

Mobile users should access Quickbase through their browser (Chrome or Safari). For faster access, you can bookmark the website and save this bookmark as an icon to your phone's home screen. This will save you time and prevent you from needing to remember the web address.

#### Android

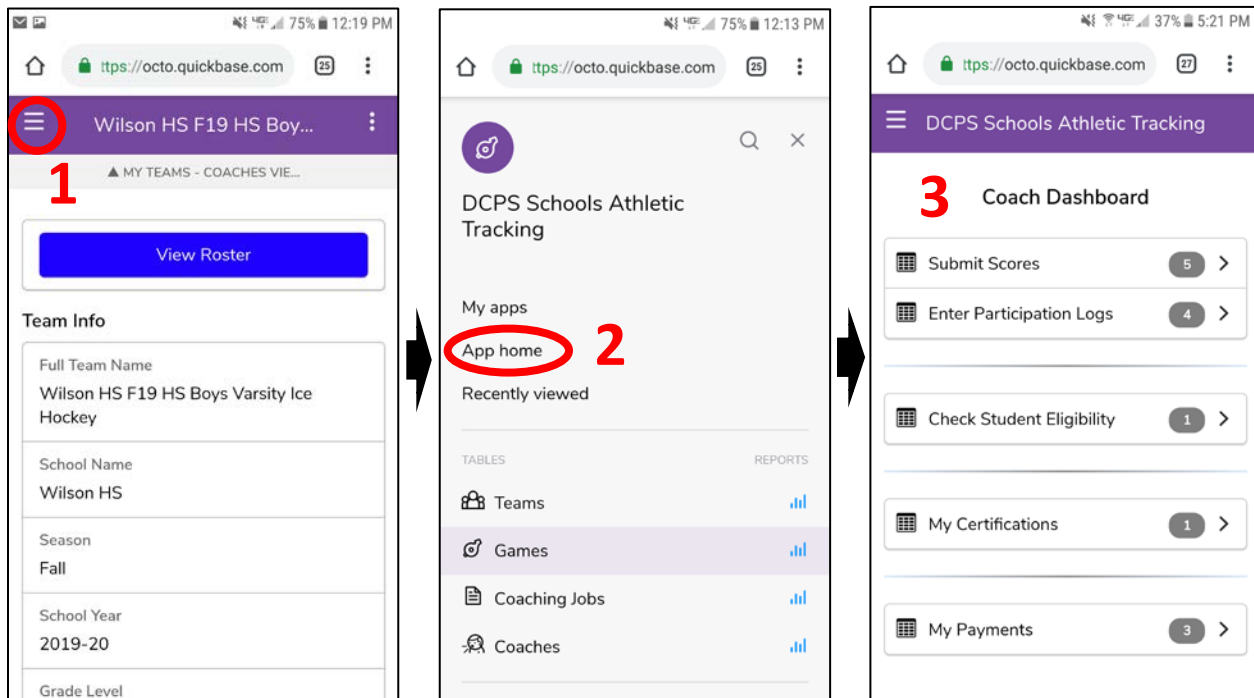
1. In Chrome, navigate to [octo.quickbase.com](https://octo.quickbase.com).
2. Tap the menu button , and select "Add to Homescreen". An icon will be added your homescreen that links directly to Quickbase.
3. Click this icon to access your Quickbase account

#### iPhone

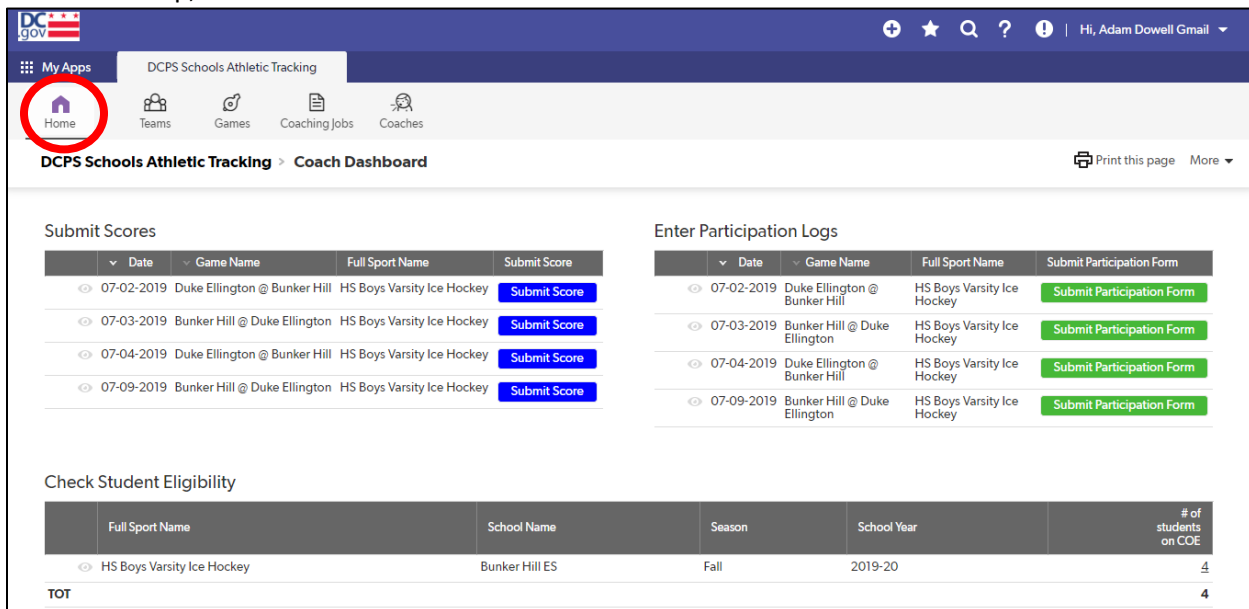
1. In Safari, navigate to [octo.quickbase.com](https://octo.quickbase.com).
2. Tap the share button , then select "Add to Homescreen" (you may need to scroll left or right to see this option). An icon will be added your homescreen that links directly to Quickbase.
3. Click this icon to open your Quickbase account

## Navigating within the app

Action flows from your dashboard. To access the dashboard from a mobile view, open the menu icon and select “App Home”



From a desktop, select the “Home” tab.



## Troubleshooting Guide for Common Errors

### **My team is not listed**

You may be able to log-in and see your certification information, but not see any teams. This is likely because your Athletic Director has not declared you as a coach for your team. Talk to your Athletic Director and ask them to complete this action. Your team should appear the next time you log-in.

### **There's no option to input game scores or participation reports**

There's two reasons this could be occurring. First, the game may not have taken place yet. Links to game scores and participation sheets only display on and after the game date. Second, someone else may have already entered the information. Each game has at least two coaches and two athletic directors – only one of these four individuals needs to submit the score to Quickbase. Once someone does it, the link disappears for all users. You can verify that the correct score was entered by viewing the schedule and standings on [thedciaa.com](http://thedciaa.com).

### **There's an error message saying "Dashboard not supported".**

Some mobile users receive an error message after logging-in stating that the dashboard is not supported in mobile and may only be viewed from a desktop. We're unsure why this happens. Try logging out and signing in again at <https://octo.quickbase.com>. Make sure the URL in your browser is going to the main Quickbase site and not a sub site – there should not be any text in the URL after the ".com". If all else fails, try accessing Quickbase from a laptop or desktop computer. We have not had any errors with users logging-in this way.

### **The "DCPS Schools Athletic Tracking" app does not appear in my list of apps**

This is common the first time users attempt to access the app. While logged in to Quickbase type the following URL into your browser <https://octo.quickbase.com/db/bmkzp3u5e>. That should direct you to the DCPS Schools Athletic Tracking app dashboard. If you see any other page, double-check the URL in your browser and ensure that your browser is not re-directing you to a different page. Once you see the dashboard, the app should appear in your list of apps the next time you log-in.

### **Other issues**

For all other issues, contact your Athletic Director for assistance. If your Athletic Director is unable to help, please contact [adam.dowell@k12.dc.gov](mailto:adam.dowell@k12.dc.gov).