

RAMP Team App: How-To Guide

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Download the App

1. Go to your device's app store and search for the free **RAMP Team** app. You can download the app directly without needing an invitation.
 2. If you received an email from **RAMP TEAM APP** (mailer@rampmx.com) letting you know that your team is using the RAMP Team App, you can also follow the link in that email to download the app from your app store.
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Create an Account

If you have not previously created a RAMP Team App account, you will need to create one.

IMPORTANT: Your RAMP Team App login is separate from your RAMP Registration login.

Which email should I use?

You must create your RAMP Team App account using an email address that was entered as a primary email during registration.

During registration, you may enter up to two email addresses for each of the following:

- Athlete
- Parent/Guardian 1
- Parent/Guardian 2

The **first email address** entered for the athlete, Parent/Guardian 1, and Parent/Guardian 2 is automatically linked to the athlete in the RAMP Team App.

The **second email address** entered in these fields is **not automatically linked** to the RAMP Team App.

For example, if your email was entered as **Parent/Guardian 1 – Email 1**, you can create your RAMP Team App account using that email and your athlete's teams should automatically appear.

Navigate the App

Once you are logged in, you will see five tabs along the bottom of the screen:

Home

View upcoming events, including practices, games, competitions, and other scheduled activities for all athletes and teams associated with your account.

Calendar

View a combined calendar of practices, games, and events for all athletes and teams associated with your account.

Teams

View and filter the teams associated with your account.

Select a team from the dropdown menu at the top of the screen to access information specific to that team, including:

- Schedule
- Players
- Chat
- Menu

If you are listed as a staff member on a team, you may also have access to additional settings that allow you to manage practices, events, and team members.

News

View news articles posted by organizations associated with your account, such as your club or Water Polo Saskatchewan (WPS).

Chats

View chats associated with your current teams.

To create a new chat with selected team members, tap the + button in the bottom-right corner.

Remove Old Teams From Your Account

Near the end of a season, you may have teams showing in your app that are no longer relevant.

To remove an old team:

1. Open **Settings** using the gear icon in the top-right corner.
2. Select **My Team Members**.
3. Select the team you would like to remove.
4. Delete/remove the team from your account.

This can help keep your Team App organized so that only your current teams are displayed.

Troubleshooting

I Can't See My Team in the App

Why this happens:

The email address you used to create your RAMP Team App account is likely not linked to the athlete's player profile for that team.

Teams are created using player information imported from the RAMP Registration database. If your email address was not included as a primary email on the athlete's registration, the app may not automatically connect you to their team.

How to Fix It

For club teams:

Contact your club and ask them to add the email address you use for the RAMP Team App to the athlete's registration/player profile.

For WPS teams:

Contact Water Polo Saskatchewan at taylor@wpsask.ca and we can update the email associated with the athlete's previous registration.

Prevent This Issue on Future Registrations

Log in to your **RAMP Registration** account at **WPSaskatchewan.rampregistrations.com** and make sure the email address you use for the RAMP Team App is entered as a **primary (Email 1)** address on the appropriate athlete or parent/guardian profile.

This will help ensure your account is automatically connected to the correct teams when future registrations are imported into the RAMP Team App.