



*Let's Build Canadian Football, Together.*

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## A Player's Guide

Welcome to ALL24. This is a quick guide to what the app is, what's expected of you, and what you should know about how it works. Read it once and you'll have what you need.

### What ALL24 is for

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ALL24 is a coaching tool. Your coach uses it for film, playbooks, and team communication. It is **not** a social media app — there are no public profiles, no followers, no algorithm trying to show you stuff, and no ads.

The people who can see you on ALL24 are: your coaches, your teammates, and that's it. People outside your team cannot find you, message you, or see anything you do on the platform.

### Getting on the team

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- You'll get a join code or a link from your coach
- You'll register with your name and email and set a password
- You'll confirm you're 13 or older. If you're under 18, you'll confirm you have parent or guardian permission
- Your registration goes to your coach for approval. Once they approve you, you have access to the team's content

Don't share your join code outside the team. It's how the team controls who gets in.

### How messaging works

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There are two kinds of messages on ALL24:

**Team chat.** Everyone on the team can read it — coaches and players. Treat it like the bench or the locker room: anything you'd say in front of the whole team is fine; anything you wouldn't say in front of the whole team, don't post here.

**Direct messages (DMs).** Private messages between you and one other person on the team. Coaches can't read DMs they're not part of. DMs are text only — no image sharing.

### Be a good teammate on the platform

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ALL24 is a place where your team works. The same standards apply here as in the locker room, on the field, and on the bus.

#### Five things that matter

1. Don't post or send anything you wouldn't want your coach, your parents, or the school to see. Even in DMs.
2. No bullying, no harassment, no abusive content. Ever. About anyone — teammates, opponents, officials, coaches, anyone.
3. Don't share your password or let anyone else use your account.
4. Don't share team film, playbooks, or other team content outside the team. That stuff belongs to your team.
5. If something happens that doesn't feel right, tell your coach or use the report function. Reports are taken seriously.

### Reporting and consequences

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If someone is being inappropriate to you in team chat or in a DM, you can report it. Reporting goes to your coach first. If a problem keeps happening or it's serious, it can be escalated to ALL24's administrators, who can review the messages and take action — including suspending accounts.

This is the deal: DMs are private, but they're not unaccountable. Don't say something in a DM you'd be embarrassed to have your coach read.

If you're the one being inappropriate — and you keep doing it after being warned — your account can be suspended. The team can also be affected if conduct issues are serious or repeated. Don't be the reason your team loses access.

## What your coach can see

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- Your name, email, position, jersey number
- Which film clips and playbooks you've watched, and when
- When you're active in the film room
- Anything you post in team chat
- DMs you send to or receive from a coach

## What your coach CAN'T see

- DMs between you and other players that the coach is not part of
- Your password or login history
- Anything you do outside the ALL24 app

The watch-history thing is on purpose — coaches use it to see whether players are reviewing the assigned film. It's not surveillance. If your coach gives you film to watch, watch it. If you didn't, they'll know.

## Your data and your rights

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Some things to know about your account:

- ALL24 doesn't collect your date of birth, address, phone number, school grades, or anything medical
- ALL24 doesn't sell your data, run ads, or share your information with anyone outside the platform
- You can download a complete archive of your account from your settings (**Settings → Privacy → Download my data**) — every message you've sent, every film you've watched, every agreement you accepted, with timestamps. The archive is a ZIP file you can save anywhere.
- You can leave any team at any time from your settings — no need to give a reason
- You can delete your account at any time. There's a 30-day grace period in case you change your mind

## Practical account tips

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**Use a real password.** Not your name. Not "password123". Not your jersey number. Pick something only you know.

**Don't share your account.** Even with your best friend on the team. Their account is theirs; yours is yours.

**If you forget your password,** there's a reset option on the login screen. Use that — don't ask your coach to look up your password (they can't, and they shouldn't try).

**If you're switching teams or programs,** you can leave the old team and join the new one with a new join code. Your account stays. You don't need to register again.

**If your team stops using ALL24,** your account stays active for a while in case you join another team. After a long stretch of inactivity, accounts are deleted automatically. You'll get warning emails before that happens.

## One last thing

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Football is a team sport. ALL24 is a team tool. The platform is only as good as the way the team uses it. If everyone takes it seriously — watches the film, communicates respectfully, treats the platform like part of the program — it

makes the whole team better.

If you have questions about your account or the app, ask your coach first. For anything privacy-related, you can also email [privacy@all24.ca](mailto:privacy@all24.ca) directly.

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