MEMORANDUM

TO:	Principals, AD's, Head Baseball Coaches
FROM:	Marvin Chou, Assistant Director AHSAA
REF:	Baseball Pitch Count Recorder and APP Information

As a reminder, a C2C user **must** be clicked as the OPCR, PCR or both for the APP to work correctly. This permission can be found under School Users and Staff and then Team Permissions.

Instruct your OPCR/PCR users, who have games today, to log into the APP and see if the game is available in the "Available Games" UI. It will be of the utmost importance if the game is available, that the users do not click on the game as we are only looking to see if the games are properly populating the APP.

Ensure that the following game instances are accounted for when selecting users to log in:
- All Levels (Middle School, JV, Varsity)
- Regular Games
- Tournament Games

If games are indeed missing, please request the following information from the schools (if possible).
- Log Info of user (Username/Password)
- Level of team
- Game Info (Opponent & Start Time)

If cellular service or Wi-Fi is not available at the game site, please use this link on your computer at home to enter the pitch count. http://pitch.c2cschools.com/#login

Also, please remember that the home team is responsible for the OPCR. If the home team cannot provide the OPCR, the visiting team may allow theirs to become the OPCR. Below is the link to the updated PitchLimit Help Article. Information regarding the new logic/instruction for OPCR users can be found on this site.

http://support.c2cschools.com/topics/1643-pitch-limit-c2cs-mobile-pitch-count-application/

Reminder of Update:
- The APP will now allow any OPCR user to serve as the game's OPCR (Home or Away team affiliate).
- Upon selecting the game, the APP will ask that user if he/she is the game's OPCR user.
- If another OPCR has already been denoted as the game's OPCR user, any other users will receive an alert informing them that the OPCR role is occupied for the competition.

Thanks to the tremendous feedback from schools/users, C2C Schools has made a number of updates/improvements to the PitchLimit application over the past 24 hours. In order for those updates to be implemented on your device, you *must* clear your mobile browser's Cache.

We strongly encourage all OPCR and PCR users to thoroughly read through the PitchLimit help article which can be accessed by clicking the link here: PitchLimit Overview

Please find your device below and follow the instructions as directed.

Android

1. Start your browser.

2. **Android browser**: Go to *Menu > More > Settings* or *Menu > Settings > Privacy & Security*
   Chrome: Go to *Menu > Settings > Privacy*.

3. **Android browser**: Tap **Clear cache**, **Clear history**, and **Clear all cookie data** as appropriate.
   Chrome: Tap **CLEAR BROWSING DATA** at the bottom of the screen, leave the defaults selected (browsing history, cache, and cookies), then tap **Clear**.

iOS (Apple iPhone or iPad)

1. From the home screen, go to *Settings > Safari*.

2. Toward the bottom of Safari's settings screen, tap the buttons for **Clear History** and **Clear Cookies and Data** as appropriate.
   Tap **Clear** each time to confirm.

Kindle Fire tablets

2nd generation and newer

1. Tap **Silk Browser** to open the web browser.

2. Go to *Menu > Settings > Privacy*.

3. Tap **Clear browsing data**.

4. Make sure **Browsing history**, **Cache**, and **Cookies, Site data** are selected. Then, tap **Clear**.

1st generation

1. Tap **Web** to open the web browser.

2. Go to *Menu > Settings.*

3. Select **Clear cache** and **Clear history** as appropriate.
Tap **OK** each time to confirm.

If these steps don't work for your device, please consult the user manual for your Kindle Fire.

Blackberry 10

1. Start your browser.

2. Go to *Menu > Settings > Privacy and Security*.

3. Select **Clear History** and **Clear Cookies and Other Data**.

Blackberry Playbook

1. Start your browser.

2. Swipe down from the top of the screen and select **Settings**.

3. Under the "Privacy & Security" tab, select **Clear All**.

Windows Phone

1. From the **Start** screen, swipe the screen from right to left.

2. Scroll down and select **Settings**.

3. Swipe the screen from right to left to get to "applications."

4. Scroll down and select **Internet Explorer**.

5. At the bottom of the screen tap **Delete History**.