

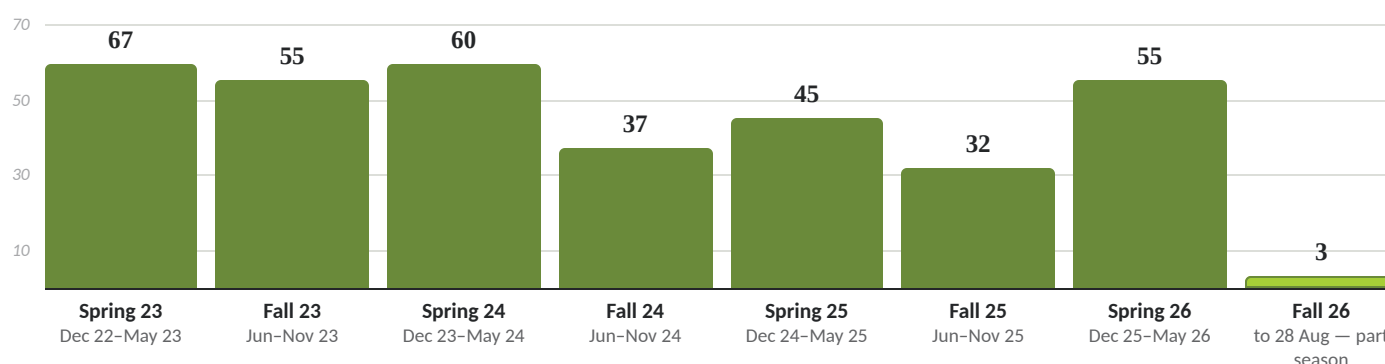
Four Years of Coach Lockouts

Every time a coach couldn't get into the Coach Portal — and I had to fix it. Dec 2022 – Aug 2026.

354 email threads about a coach who could not get in, across 7 full seasons	~330 different people — it is almost never the same coach twice	50 threads in an average season; the quietest full season was 32	3 so far this Jul–Aug, against 7–10 in each of the last three years
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The load never fell below 32 in a full season

Threads per season window. Spring (Dec–May) runs consistently heavier than fall (Jun–Nov) because spring is the bigger season and the ramp is compressed into February–April.



The July–August window, year over year

1 July – 28 August, matched dates every year — the four weeks before the fall season opens, when coaches first try to log in.

2023	7
2024	10
2025	10
2026	3

Down about two thirds against a three-year average of 9. Of the three in 2026, one was on the old portal (30 July) and two were on the new Coach Hub (4 and 18 August). The portal was retired 11 August and now redirects to coaches.letmerun.org.

What to watch. The fall ramp runs through mid-October, so this window is an early read, not a verdict. The last two falls came in at 37 and 32 for the whole six-month season — most of it landing between mid-August and mid-October.

What was actually breaking

Almost none of it was “the portal is down.” In rough order of volume:

- Registered but not yet approved and assigned.** The portal had no team to show, so it refused entry. Largest single bucket.
- No Pinwheel Volunteer Login created.** An unadvertised step sits between registering and getting in.
- Duplicate or split accounts** — usually a Girls on the Run account and an LMR account, needing a vendor-side merge.
- Wrong email on file** — Pinwheel held an old address; the coach tried a new one.
- One login cannot show two curricula** — the reason for the alternate 3G / ES / MS logins.
- Genuine outages** — rare. The clearest was 14 Oct 2024, when a Pinwheel incident locked coaches out org-wide.

Method. Full-mailbox search of jasonb@letmerun.org across all folders — Inbox, Sent, Archive, Deleted and region folders. Query: *(login OR “log in” OR “logging in” OR password OR credentials OR authenticate) AND (coach OR coaches)*, run in four date slices to work around a ~300-result cap. 595 conversation threads captured and classified by hand from sender, subject, date and preview.

Read these before quoting the numbers. These are counts of email threads, not support tickets; classification came from the subject plus the opening of each thread, not from opening all 595 messages — treat season figures as ±10%. Recall is good but not perfect: a thread that never used the words login, password, credentials or authenticate would be missed. Pinwheel volunteer-login problems are counted as portal access, because it is the same credential and the portal is unreachable without it. **Fall 2022 is excluded** — that season was owned by a previous employee who resigned partway through, so it is not a comparable baseline; this record starts when I picked the work up in Spring 2023.