



ICU WORLD CHEERLEADING CHAMPIONSHIPS

COMMON FAQ'S

1. Does the app run on all devices?

The app is compatible with Apple / Android devices only. We do recommend using a newer device with up-to-date software. Newer devices may also enable you to use a built-in wide angle lens for your recording session.

2. What happens if there is an issue/error with the Routine Capture?

If you encounter an issue with your Routine Capture session, please contact CheerMatch™ support at +1.720.677.1217 so that they can help you quickly resolve the issue.

3. What happens if I do not see my event?

If you login to your app and do not see your registration, please contact our support team at +1.720.677.1217 to resolve the issue. Please be sure you have completed your registration and have paid your account in full with ICU.

4. What happens if I do not have my username and password for the CheerMatch™ Compete App?

Please be sure you have completed your registration and have paid your account in full with ICU. If you have any questions, please email ICU at portal@cheerunion.org.

5. Can I record my routine without using the CheerMatch™ App and "upload" it into the App later?

No, routines must be captured directly through the app. No pre-recorded videos can be uploaded to the app and will not be accepted by the event as an approved competition submission.

6. How will my team be scored?

Teams will be scored utilizing the cloud-based CheerMatch™ scoring platform in which judges can login from anywhere in the world to input their scores. The system is secure and protects the privacy of each team's performance, as well as the integrity of the scores. All teams competing at the ICU World Cheerleading Championships will be scored on the ICU Scoring System.

7. Who can I contact if I have more questions about my team's registration?

You can email portal@cheerunion.org.

8. How many days do I have access to my account to capture and submit my routine?

You will have access to your account upon completion of registration and payment to view the training video available 1 of August. Additionally, each team will designate a 3 consecutive day filming window, at the time of registration, in which they will have access to record their routine attempts using the CheerMatch™ Compete App during that period. After this period, you will not be permitted to film additional captures.

9. Can I rewatch my routine capture before submitting?

Yes, all routines recorded in the app are also saved in the camera roll on your device.

10. Will I need to prepare to record a Prelims & Final Performance?

No, you will have 3 attempts to record your routine and you will select ONLY 1 to submit as your Routine Video Entry for the ICU World Cheerleading Championships.

11. Can I record my team at a local competition to use as my video entry?

No. We would like all teams to record their performance in a controlled environment; free of additional noise, extravagant backdrops/backgrounds, free of obstructions for the judge's viewing, etc.

12. Can I perform my routine on a spring floor?

No, only ICU approved surfaces will be allowed. Please refer to the ICU Rules & Regulations for more details.

13. I do not have access to a marley floor, can my Performance Cheer Team use a gym floor?

Yes. Please refer to the ICU Rules & Regulations for detailed information on dimensions, etc.

If you have any questions, please email: portal@cheerunion.org