



Frequently Asked Questions (FAQ)

Click the hyperlinked section titles to be redirected to answers.

REMEMBER: Use your full legal first and last name and the same email address for all soccer related registration & training accounts.

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ADULT REGISTRATION/SPORTS CONNECT

1. Who has to complete the registration & risk management requirements?

Click [here](#) for a comprehensive overview.

2. How do I know if I am a returning user or a new user in Sports Connect?

- *New User* - an adult who has never completed an adult registration with MYSA and does not have player, or parent information in the Sports Connect registration system.
- *Returning User* - an adult who has completed an adult registration at any point with MYSA; an adult who has player, or parent information in Sports Connect.

Not sure? Call the Sports Connect Support Team at 855-703-2558.

3. How often do I need to complete an adult registration?

This is a yearly requirement.

4. Who do I contact for issues with registering (duplicate account, issues with password retrieval, issues with single sign-on)?

Contact Sports Connect Support. Click the link below to submit a first priority support ticket to Sports Connect (scroll down to the bottom of page, click on SUBMIT button). Or, call their help line: 855-703-2558. <https://stacksports.my.site.com/helpcenter/s/?b=0011T00002R7RftQAN>

5. I made a mistake on my date of birth or my legal name and cannot change it.

What should I do?

Contact your local organization's Registrar or Risk Manager. You can also reach out to the Mass Youth Soccer Risk Management team (Mary: mrelic@mayouthsoccer.org Kayla: kmcclellan@mayouthsoccer.org Greg: ggarofolo@mayouthsoccer.org Jessica: jaldred@mayouthsoccer.org).

6. I registered with my organization in the Sports Connect Club registration platform. Do I still need to register directly with Mass Youth Soccer?

Yes, the Sports Connect Club registration platform is linked to the Sports Connect Association platform but you must still register annually directly with Mass Youth Soccer. Because the platforms are connected, if you have registration data in either platform, you must connect to that account by using the same first name, last name, date of birth, and email address.

- Using a different version of your name on one registration platform will create a duplicate account (i.e., Dan vs Daniel). All soccer related registrations should be completed using your legal first and last name, and email address to allow for auto approval of training requirements when possible and synchronization of registration accounts (Sports Connect Club and Association).

Your Mass Youth Soccer Adult Registration is where your background checks are processed, adult risk management requirements are monitored, and your adult credential is printed from.

7. How do I add an organization to an existing registration account?

- a. Click the [Mass Youth Registration link](#) and register as a Returning User.
- b. Click on the dropdown box that provides the organization choice, and add the organization.
- c. Make sure to accept the ELAs again.
- d. Click Agree and Continue.

***If your background checks are valid for the registration year you are adding this organization to, new background checks will not be processed. In most cases background check approval is good for three years (even though you need to register with Mass Youth Soccer annually).*

8. How do I find my CORI Acknowledgement form in my adult registration and what do I do with it?

- a. Log into [Sports Connect](#). Click on the "Print Documents" hyperlink.
- b. Follow the Adult/CORI Registration line to Receipt & Forms, click on it and print your CORI Acknowledgement Form. Then, contact your local organization's Risk Manager for guidance on the verification process.

Print Documents for

Season	Organization	App. Type	Print
Fall 2017- Spring 2018	Massachusetts Youth Soccer Association (DSP)	Admin	 Legal Agreement
Fall 2017- Spring 2018	ADULT/CORI Registration	Admin	 Receipt & Forms  Legal Agreement

IMPORTANT: Do not upload your CORI Acknowledgement form into your adult registration account. Your organization's Risk Manager will upload a "CORI Proof of Verification" document for you. If an adult **belongs to more than one organization**, it is the responsibility of those organizations to ensure that the adult has given the **CORI Acknowledgement Form to one of them** and that the **receiving organization** checks the CORI verified box in Sports Connect.

SAFESPORT ABUSE PREVENTION TRAINING

9. What is SafeSport?

[SafeSport Abuse Prevention](#) training is training on how to prevent, notice, and report Child Abuse and is a yearly requirement.

10. How do I find the SafeSport Abuse Prevention training link?

Log into your Sports Connect account and click on the "Certificate" tab: this will bring up training and certificate of completion uploading information. A help guide is available on the [Mass Youth Soccer Adult Registration Process webpage](#). Initially, you must use the enrollment key and link provided in your registration account to connect you to U.S. Soccer which allows you to take the training for free.

11. How often do I have to do the SafeSport Abuse Prevention training?

Every year that you participate with/under Mass Youth Soccer as an adult volunteer/coach/Board Member.

CONCUSSION TRAINING

12. How often do I have to do Concussion Training?

Mass Youth Soccer has a two year approval policy. Your club/league may have a one year policy, and it is your responsibility to verify those requirements.

13. What concussion trainings does Mass Youth Soccer accept?

Mass Youth Soccer recommends that you take the *Introduction to Safe and Healthy Playing Environments* course through the [U.S. Soccer Learning Center](#). We also accept the CDC Head's Up training.

Help guides/instructions are available on the [Mass Youth Soccer Adult Registration Process webpage](#).

U.S. SOCCER LEARNING CENTER (USSF LC)

14. How do I connect my Learning Center account to Sports Connect?

When creating your accounts, make sure to use the same exact legal first name, last name and email address. This should create the connection between the accounts.

If your accounts do not connect, please send your full legal name and your USSF ID# (format: xxxx-xxxx-xxxx-xxxx) to CORI@mayouthsoccer.org.

15. How do I add my SafeSport training records from the U.S. Center for SafeSport into the Learning Center?

Log into the [Learning Center](#) and click on “My Profile.” Scroll down to SafeSport Certificates and click “I’ve already done SafeSport” for detailed instructions.

SAFESPORT CERTIFICATIONS

[I've already done SafeSport](#)

SafeSport Trained

SAFEGUARDING & RISK MANAGEMENT:

16. What background checks will be run and how often?

Successfully completing your annual registration initiates background checks (national & state sex offender registry search and national criminal background check through JDP; CORI through Commonwealth of Massachusetts). Background checks are processed generally every 3 years.

You will have one risk status and one risk expiration date visible in your Sports Connect account. This is the combination of the review of all required background check reports.

17. What happens if I have an offense on my background check?

All background check offenses or dispositions will be reviewed by Mass Youth Soccer.

Any offenses or dispositions on a background check report that are or have underlying implications of sexual misconduct or child abuse will be sent to the U.S. Center for SafeSport.

18. How do I report an alleged incident of abuse (child or sexual) and/or misconduct of any kind?

To report abuse or prohibited conduct, follow the steps outlined on the [Reporting Child Abuse or Misconduct webpage](#).

ADULT CREDENTIALS

19. Do I need a Mass Youth Soccer Adult Credential to coach?

Yes. All adults participating with Mass Youth Soccer or any of our member organizations in any coaching capacity are required to have an adult credential. Adult credentials signify that the adult has registered with Mass Youth Soccer, has been properly background checked, completed all required training, and is insured by Mass Youth Soccer.

20. How do I get an Adult Credential?

You must complete all Mass Youth Soccer Adult Registration requirements. We have an adult registration checklist which is available on the [Mass Youth Soccer Adult Registration Process webpage](#).

21. Who supplies my Adult Credential?

Your local organization.

22. Do I actually have to wear my Adult Credential?

Yes, credentials are to be physically worn. We expect all coaches to make every reasonable effort to wear their credentials at all times while working with the children. In order not to hamper their activities (coaching, lining fields, running, etc.) they may, if necessary, store the credential with their personal belongings.

23. How long are Adult Credentials good for?

One registration year.

24. If I'm volunteering/coaching for multiple Mass Youth Soccer affiliated organizations, do I need an adult credential from each organization that I'm participating with?

No, you only need one adult credential.

ADMIN SPECIFIC FAQ

25. Why can't I print Adult Credentials for my members? What do the different risk statuses indicate?

Refer to the "Risk Status Classifications and Adult Credential Troubleshooting" help guide located on the [Risk Manager Information webpage](#).

26. How do I affiliate my organization's adult members?

Ensure all adult members have completed their Mass Youth Soccer Adult Registration and that all adults are accounted for on the Fee Submission form along with registration payment being made online or sent USPS.

27. Where do I find information on player registration data upload?

All player registration information is listed on the Mass Youth Soccer website [Player Registration page](#). This page contains the upload template and information on Play Types & Codes.

28. Why can't I find a new adult registrant?

Sports Connect updates overnight so you will not see your adult registrant until the next day. If the adult does not show up under your organization the next day, contact Sports Connect to investigate what the issue may be; the adult may have chosen the wrong organization when registering or has simply not registered as of yet.

29. How do I provide an under 18-year old with an Adult Credential?

If the individual is not listed in Sports Connect as a player: the individual should (with support from their guardian) register using the [Adult/CORI Registration process](#) by creating a new account. We do not process CORI/National Background checks on them. Instead, they will receive a Risk Status of Under 18 Approved. The Risk Expire date is their 18th birthday.

NOTE: Under 18 coaches must always have a credentialed adult (an adult that is in fulfillment of ALL Mass Youth adult risk management requirements) on the sideline. Additionally, all under 18 must be registered and paid for as a player.

If the individual is listed in Sports Connect as a player:

- The individual's guardian or the participating organizations registrar should call the Sports Connect Support Team (855-703-2558) and request that the player be added to the registration system via a parent/guardian's account.
 - The under 18 individual must be provided with a username & password to ensure an easy registration experience.
 - Using that username and password, the parent of the under 18 participant should register by going through the [Adult/CORI Registration process](#) as a **returning user** and add all the required information, making sure to agree to the Electronic Legal Agreements at the end of the process.
- A clear head shot photo will be needed to complete the registration process. This photo will be printed on the Adult Credential.
- Review the [Risk Manager Information](#) page's How to Credential an Under 18 dropdown for more information..

If the under 18 registrant has been accounted/paid for on the fee submission form as a player, they are all set. If the under 18 is not listed as a player already, please make sure they are added/paid for on the fee submission form to ensure they are covered by insurance.

NOTE: For the adult credential to print, the under 18 is **required** to complete concussion training and the organization's risk manager must upload the Under 18 SafeSport Approved document into their account. If the participant will be turning 18 during the playing season it is advised that with parental consent, they complete the required SafeSport Abuse Prevention Core course.

30. Do I need to issue Adult Credentials to clinics run by a different organization?

If the coaches running the clinic are employed directly by a Mass Youth Soccer member organization, they must complete a Mass Youth Soccer Adult Registration and be in full compliance with all adult risk management requirements. They are also required to have Mass Youth Soccer Adult Credentials with them.

If they are paid by another business in good standing, then that business must have completed the CORI check on each adult and be in possession of proof of SafeSport and concussion training. It is the member organization's responsibility to confirm these requirements have been met prior to allowing the adult on the field with the children.

31. How can I upload a new document for an adult member in Sports Connect?

- a. In [Sports Connect](#), search for the adult member and click into their account.
- b. Next to the adult's photo you will see several upload fields.
- c. Click on the appropriate upload icon.
- d. A pop-up window will display, which will prompt you to choose a file from your computer.
- e. The uploaded image will display; choose upload.
- f. Click on the "Save" button or refresh the screen for the check box to appear under the adult's photo.

- g. Check the “Verified” box.
- h. Click on the Save button.

To upload a document to a field that is checked as verified, first you must check the verified box to un-verify the field, then click save, if there is a document in that field, you must click on it, scroll to the right of the pop up and click Delete, then follow the directions above to upload and verify the new document.

32. Why does a document show “verified” but there is no uploaded document in that field?

If the adult is checked as approved and verified (for SafeSport, Concussion or CORI) and is showing it was “last modified by data migration,” you will not see a certificate uploaded for them; you do not need to take any action as the Administrator unless your league or organization has a one-year concussion policy, as verification for this training is based off of the Mass Youth Soccer’s concussion policy of two-years.

33. Who have I verified for CORI, SafeSport, and Concussion training?

The fastest way to verify this information is to run a report in the [Sports Connect](#) system. There are 2 reports that will yield this information: a ‘Counts Report’ named *Admin Credentials Print Status* -or- the recommended->*Admin Credentials | Dynamic Certificate Data Report*.

Visit [Risk Manager Information webpage](#) for more information. On the right hand side, see “Lesson 2: How to Run Reports” help guide.

Reasons to contact Sports Connect

- Having difficulty registering.
- Duplicate accounts - these must be merged or removed with adult registration.
- Password reset.

Reasons to contact Mass Youth Soccer

- Returning users are unable to change their name and date of birth.
- Risk Status is not in an Approved, Conditional, or Under 18 Approved risk status.