

Contents

FAQ - Adult Registration	2
1. Who must complete an Adult Registration and be background check approved and possess a current Mass Youth Soccer Adult Credential?	2
2. How do I know if I am a returning user or a new user?	3
3. How often do I need to complete an Adult Registration?	3
4. Help completing my Adult Registration.	3
5. I registered with my organization on the Sports Connect/Club Connect registration platform, must I still register directly with Mass Youth Soccer?	3
6. I made a mistake on my date of birth or did not enter my legal first or last name and cannot change it; What do I do?	3
7. How do I add an organization to an existing registration account (you must go through the registration portal, not the login portal)?	4
8. How do I find the SafeSport Abuse Prevention and Centers for Disease Control (CDC) training links?	4
9. SafeSport Abuse Prevention policy – Federal Law	4
10. Concussion training policy – U.S. Soccer Policy	5
11. How do I find my CORI Acknowledgement form in my adult registration and what do I do with it?	5
Adult Credential	6
12. Do I need a Mass Youth Soccer Adult Credential to coach?	6
13. What steps are needed to receive an Adult Credential?	6
14. Who supplies my Adult Credential?	7
15. When am I required to wear my Adult Credential?	7
16. How long are Adult Credentials good for?	7
17. Do I need multiple Adult Credentials if I am working with more than one Mass Youth Soccer affiliated organization?	7
FAQ – Administrators	7
18. Why can't I print my adult members' adult credential?	7
19. How do I affiliate my organization's adult members?	7
20. Player registration data uploading - where is that information and what are the Play Types and Play Codes needed for uploading my player registration data?	8

21.	Who must be background check cleared/approved/credentialed?.....	8
22.	Why can't I find a new adult registrant?	8
23.	How do I provide an assistant coach/volunteer that is under the age of 18 with an Adult Credential?	8
24.	Clinics run by a different organization – Do we need to issue Adult Credentials?	9
25.	I cannot upload and verify an adult's SafeSport or Concussion Certificate of Completion – How to upload a new document for your adult member.....	10
26.	Who have I verified for CORI, SafeSport, and Concussion training?	10
27.	Adult shows as being verified but there is not an uploaded document in that field.	11
28.	CORI Verification – Clarification	11
29.	Concussion Training – Clarification.....	12
30.	SafeSport Training– Clarification	13
31.	SafeSport and concussion certificate management by Mass Youth Soccer in U.S. Soccer Connect.....	14
32.	Reasons to contact U.S. Soccer Connect Support	14
33.	Reasons to contact Mass Youth Soccer	15
34.	COVID-19 HUB information.....	15
35.	Adult Risk Management Requirements for the role of COVID-19 Coordinator and Team Manager.....	15

FAQ - Adult Registration

1. Who must complete an Adult Registration and be background check approved and possess a current Mass Youth Soccer Adult Credential?

- a. All adults 18 years of age or older that are working/volunteering with any Mass Youth Soccer Association affiliated organization.
- b. All adults listed below, but not limited to must complete a Mass Youth Soccer Association Adult Registration:
 - Coaches (all types) • **Team Managers**, including designated team parents assigned team management responsibilities including **COVID-19 team Coordinators** • COVID-19 Safety Officer • Board Members (Officers, Directors, Administrators, Committee Chairs, Appointees, etc.) • Referees (Note: All USSF Referees will complete their CORI registration through MSRC) • Trainers (Permanent or Temporary) • Volunteers

- Organization Employees • Concession Workers • Tournament Organizers, Employees, Volunteers.
- ***NEW, Team Managers and COVID-19 Coordinators** do not need to complete SafeSport or Concussion training, nor are they required to possess a Mass Youth Soccer Adult Credential; although, they must be registered in the Adult Registration system and be background check approved and cannot be on the field of play or bench side with the players if on the field of play or bench side, all adult requirements apply.

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

- a. **New User (Create an account):** This is for an adult who has never completed an Adult Registration with Mass Youth Soccer online.
- b. **Returning User:** If you were one of the 20,000 who properly completed the Adult Registration Process for Fall 2019 – Spring 2020 or you have previously registered with Mass Youth Soccer online in the old Affinity system, you need to complete your Adult Registration as a Returning User. Note: Username and Password are needed to complete your Adult Registration; if you do not know them, use **the “Forgot Password” function, and wait for your email reply. You can also call the U.S. Soccer Connect help line at (855) 703-2558.**

3. How often do I need to complete an Adult Registration?

- a. The Adult Registration process is a yearly requirement.

4. Help completing my Adult Registration.

- a. **U.S. Soccer Connect is the name of the organization that is housing the Adult Registrations. Their help line number is (800) 808-7195 or (855) 703-2558.** You may also contact your local organizations Registrar or Risk Manager.

5. I registered with my organization on the Sports Connect/Club Connect registration platform, must I still register directly with Mass Youth Soccer?

- a. Yes, even though the Sports Connect/Club Connect registration platform is linked to the U.S. Soccer Connect registration platform, you must still register annually, online directly with Mass Youth Soccer in the U.S. Soccer Connect registration platform. Your Mass Youth Soccer Adult Registration is where your background checks are processed, and your Mass Youth Soccer Adult Credential is printed from.

6. I made a mistake on my date of birth or did not enter my legal first or last name and cannot change it; What do I do?

- a. Contact your local organizations Registrar or Risk Manager, or the Mass Youth Soccer CORI Administrator at the state office via email at mrelic@mayouthsoccer.org or call

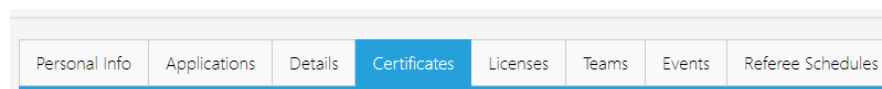
(978) 466-8812 Ext 222 so they can update your Adult Registration account and process new background checks for you.

7. How do I add an organization to an existing registration account (you must go through the registration portal, not the login portal)?

- a. **Register** as a Returning User.
- b. Click on the dropdown box and add the organization.
- c. Make sure to accept the ELAs again.
- d. Click Agree and Continue.
- e. *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 while a Mass Youth Soccer Adult Registration is a yearly process.

8. How do I find the SafeSport Abuse Prevention and Centers for Disease Control (CDC) training links?

- a. **Log** into your adult registration account, under your photo you will see a tab named "Certificate"; click on the Certificate tab to bring up training and Certificate of Completion uploading information.



9. SafeSport Abuse Prevention policy – Federal Law

- a. SafeSport is a yearly requirement; the first course is Core training (1.5 hours).
 - Adult Participants that continue to participate must complete a refresher course on an annual basis (20 minutes), beginning the calendar year after completing the SafeSport Trained Core training.
 - Every four years, Adult Participants will complete the SafeSport Trained Core training.
 - An adult that completed the Abuse Prevention training in 2019 is good for the 2019-2020 soccer registration year and must take the refresher course any time during 2020 (prior to working with the children) to be approved for the 2020 – 2021 soccer registration year etc.
- b. U.S. Soccer Connect goes directly to SafeSport/U.S. Soccer Learning Center to find your completed training, you do not upload your certificate of completion; **however, to be**

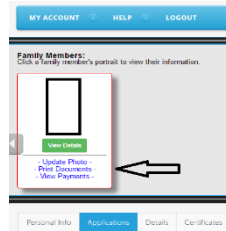
auto approved, you must have the exact same first and last name and email address in both your adult registration and SafeSport/U.S. Soccer Learning Center accounts.

10. Concussion training policy – U.S. Soccer Policy

- a. Mass Youth Soccer has a 2-year policy, verify with your League/Club as they may have a 1-year policy.
 - For the 2021 2022 registration year we will accept certificates of completion from the Centers for Disease Control **and** the U.S. Soccer (Learning Center) Safe and Healthy Playing Environment courses that are dated June 1, 2019, or later...
 - U.S. Soccer Connect goes directly to the U.S. Soccer Learning Center to find your completed Safe and Healthy Playing Environment course training. You do not upload your certificate of completion; **however, to be auto approved, you must have the exact same first and last name and email address in both your adult registration and U.S. Soccer Learning Center account.**

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

- a. Log into your Adult Registration and click on the - **Print Documents** – hyperlink under



your picture.

- b. Then you will see the information below; follow the Adult/CORI Registration line to Receipt & Forms, click on it and then print your CORI Acknowledgement Form to bring to your local CORI Submitter along with a government photo ID for verification.

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 adult has given the **CORI Acknowledgement Form to one of them** and that the **receiving organization** checks the CORI Verified Box in U.S. Soccer Connect.

Adult Credential

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

- a. All adults participating in any Mass Youth Soccer affiliated member organization in any capacity are required to have a Mass Youth Soccer Adult Credential. The primary purpose of the Adult Credential is for all parents of children to feel comfortable that all adults involved with their training, safety, well-being, coaching, etc. have been properly background checked and are in good standing (registered and affiliated, thus insured) by Mass Youth Soccer.

13. What steps are needed to receive an Adult Credential?

- a. Complete your Mass Youth Soccer Adult Registration online using U.S. Soccer Connect.
 - When registering, upload a clear head shot photo of you only, no sunglasses, hats, or group photos.
- b. CORI and National Background Check (NBG) Approved; all info to process both checks are added at the time of registration.
 - the NBG status also includes the State and National Sex Offender Searches.
 - One Risk Status and Risk Expire Date will be visible in the U.S. Soccer Connect system. It is a combination of the review of both background check reports.
- c. SafeSport Abuse Prevention Training Approved/Verified; this is a yearly requirement.
 - The link to the training is available in your U.S. Soccer Connect Adult Registration account under the "Certificate" tab.
 - See # 9 above for policy information.
 - U.S. Soccer Connect goes directly to SafeSports/U.S. Soccer Learning Center to find your completed training, you do not upload your certificate of completion; however, to be auto approved, you must have the exact same first and last name and email address in both your adult registration and SafeSport/U.S. Soccer Learning Center account.
 - Download your certificate of completion and save it to your computer; if your account is not auto approved, you will need to upload it into your account.
- d. Concussion Training Approved/Verified.
 - The link to the training is available in your U.S. Soccer Connect Adult Registration account under the "Certificate" tab.
 - See # 10 above for policy information.
 - U.S. Soccer Connect goes directly to the U.S. Soccer Learning Center to find your completed Safe and Healthy Playing Environment course training. You do not

upload your certificate of completion; **however, to be auto approved, you must have the exact same first and last name and email address in both your adult registration and U.S. Soccer Learning Center account.**

14. Who supplies my Adult Credential?

- a. Your local organization.

15. When am I required to wear my Adult Credential?

- a. Initially when arriving at the field or any team activity the adult should have their credential worn around their neck. Then, in order not to hamper their activities (coaching, lining fields, running, etc.) they may, if necessary, store the credential with their personal belongings.

- **NOTE:** We expect all coaches to make every reasonable effort to wear the credentials while working with the children.

16. How long are Adult Credentials good for?

- a. One registration year.

17. Do I need multiple Adult Credentials if I am working with more than one Mass Youth Soccer affiliated organization?

- a. The Credentials are universal. If a coach has a valid credential, is registered, and affiliated with Mass Youth Soccer and all organization's he or she is participating with and has met and been Approved for all Risk Management requirements, that adult can work with any of his or her listed member organizations. It is required that they also meet the requirements of the league (i.e., having a valid coach ID Pass Card).

FAQ – Administrators

18. Why can't I print my adult members' adult credential?

- a. There are several reasons why an adult credential may not be available for printing, and they are listed on the **"Risk Status Classifications and Adult Credential Troubleshooting"** help guide located on the Adult Credentials webpage and the Risk Manager Information webpage.

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

- a. Ensure all adults have completed their Mass Youth Soccer Adult Registration
- b. Ensure all adults are accounted for on the Fee Submission form that is sent into the State Registrar.
 - a. Information for bullet b., is found on the Mass Youth Soccer website, under the "ADMINISTRATION" tab on the **"Organization Registration"** web page.

20. Player registration data uploading - where is that information and what are the Play Types and Play Codes needed for uploading my player registration data?

- a. All player registration information including links to help guides for player registration data/uploads can be found on the Mass Youth Soccer website, under the "ADMINISTRATION" tab on the "Organization Registration" web page.
- b. **NEW Play Types, Play Codes and age groups** are also found on the, "Risk Manager Information", and the "Organization Registration" web pages: [Fall 2021 - Spring 2022 U.S. Soccer Connect Play Levels and Age Groups](#); <https://www.mayouthsoccer.org/age-groups-202122/>.

21. Who must be background check cleared/approved/credentialed?

- a. All adults 18 years of age or older that are working/volunteering with any Mass Youth Soccer Association affiliated organization. All adult listed below, but not limited to must complete a Mass Youth Soccer Association Adult Registration:
- b. Coaches (all types) • Board Members (Officers, Directors, Administrators, Committee Chairs, Appointees, etc.) • COVID-19 Safety Officers • Referees (Note: All USSF Referees will complete their CORI registration through MSRC) • Trainers (Permanent or Temporary) • Volunteers • Organization Employees • Concession Workers • Tournament Organizers, Employees, Volunteers
- c. *NEW, Team Managers and COVID-19 Coordinators do not need to complete SafeSport or Concussion training, nor are they required to possess a Mass Youth Soccer Adult Credential; although, they must be registered in the Adult Registration system and be background check approved and cannot be on the field of play or bench side with the players; if on the field of play or bench side, all adult requirements apply.

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

- a. The U.S. Soccer Connect registration system updates registrations overnight so you will not see your adult registrant until the next day.

23. How do I provide an assistant coach/volunteer that is under the age of 18 with an Adult Credential?

- a. Below is the information on how the under 18 coaches, or players that coach would complete the registration process.
 - They along with their parents help, can register in U.S. Soccer Connect. We do not process a CORI/National background check on them. I will provide the under 18 assistant coaches with the Risk Status of Under 18 Approved. The Risk Expire date is their 18th birthday. For their Adult Credential to print, **concussion training is required, SafeSport training is not.** You will need to upload the Under 18 SafeSport

- Approved document (found on the right-hand side of the Risk Manager Information webpage) into their registration account to print their Adult Credential.
- Once the registrant turns 18, they must complete the adult registration process and all adult requirements.
- b. If the under 18 coach **is not listed in the U.S. Soccer Connect system as a player**, they should along with their parents help, register using the Adult/CORI Registration process by creating a New Account.
 - c. If the player is listed in the U.S. Soccer Connect Registration system, see below.
 - a. Even though the player is in the parents account already, the parent must register the player/coach again as an adult/admin through the Adult/CORI Registration portal **after they call U.S. Soccer Connect (see below)**.
 - b. The parent and registrant should **call** the U.S. Soccer Connect support team. The support team member will add the player into the registration system via their parents' account. Then, U.S. Soccer Connect will create a username and password for the player/adult registrant.
 - c. The Under 18 with the help of their parent will use that username and password to register by going through the **adult registration portal as a returning user** and adding all the required information making sure to agree to the Electronic Legal Agreements at the end of the process.
 - i. **This is the only way the system will let the player register as an adult** to your organization and eventually register for background checks correctly once they turn 18.

Note: A clear head shot photo of the player/coach is needed to complete the registration process.

- d. 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.

24. Clinics run by a different organization – Do we need to issue Adult Credentials?

- a. The key is who is employing these outside coaches. If these coaches are employed directly by a member organization, then they must complete the Mass Youth Soccer Adult Registration and CORI processes and are required to have Mass Youth Soccer Adult Credentials with them. If they are paid by another business in good standing, then this business must have completed the CORI check on each adult. It will be the member

organization's responsibility to confirm such checks have been conducted prior to allowing them on the field with the children.

25. I cannot upload and verify an adult's SafeSport or Concussion Certificate of Completion – How to upload a new document for your adult member.

- a. The adult may already be verified. If the adult is checked as approved and verified (**for SafeSport, Concussion, or CORI**) in the new U.S. Soccer Connect registration system and it is showing it was "**last modified by data migration**", you will not see a certificate uploaded in that field.
- b. You do not need to take any action as the Administrator as the adult is approved/verified for this registration year, unless your League or organization has a one-year concussion policy, as verification for concussion training is based on the Mass Youth Soccer's concussion policy of two-years.
- c. Neither you nor the adult, will be able to upload a new certificate in that field until the **Verified box is unchecked/verification** is removed, if there is document in that field, you must also remove the document prior to uploading and verifying a new one.
- d. To upload a new certificate for the adult into the SafeSport, Concussion, or CORI Verified field for an **adult that is already checked as verified**:
 - Click on the verification check box you would like to update to **remove** the check mark.
 - Click on Save; **if no document is present** skip the next four sub bullets.
 - Then **if a document is present**, click into the field you are updating.
 - Click delete if there is a document located in that field.
 - Click ok.
 - Click Save.
 - Then click into the field you are updating.
 - Click on Choose File.
 - Choose your file.
 - Click upload image.
 - Click Save or refresh.
 - **Click on the verified box.**
 - Click Save.

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

- a. The quickest way to verify Risk Statuses and who has or has not been CORI, SafeSport, or Concussion Verified, is to run the Counts Report named Admin Credentials Print Status or the new Admin Credentials| Dynamic Certificate Data report. These reports provide you with all Risk Management information. The information on how to run this

report is in Lesson 2: How to Run reports help guide located on the right-hand side of the Risk Manager Information webpage: <https://www.mayouthsoccer.org/risk-manager-information/>

27. Adult shows as being verified but there is not an uploaded document in that field.

- a. If the adult is checked as approved and verified (for SafeSport, Concussion, or CORI) in the new U.S. Soccer Connect registration system and it is showing it was “last modified by data migration”, you won’t 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 which is two-years.
 - Verification of training documents are based on a document upload/a manual **verification date and do not always coincide with the course taken date.**

28. CORI Verification – Clarification

- a. CORI Verification is a Commonwealth of Mass Law.
 - CORI Verification is the process of verifying the adult's personal information noted on their CORI Acknowledgement form against a government issued photo ID, i.e., photo, adult is who they say they are, legal first and last name, and date of birth; this ensures the CORI background check has been/will be processed on the adult using correct information.
 - The CORI background check is processed for the adult every three years and is initiated when the adult completes their Mass Youth Soccer Adult Registration.
 - Processing of the CORI background check is **NOT dependent** on the adult being CORI Verified (**separate processes**).
- b. This is a onetime event, except in the case of a legal name change.
 - Administrators now need to upload a “Proof of Verification” document for the verification check box to appear.
 - **Once an Administrator verifies the adult’s information on their CORI Acknowledgement form against a government issued photo ID, if all information is correct, the Administrator will upload the Administrator Proof of CORI Verification Form document and check the adult off as CORI Verified.**
 - The Administrator CORI Proof of Verification form is located on the right-hand side of the Risk Manager Information webpage.
- c. Do not upload the Proof of Verification document until after you have verified their personal information as noted on the Risk Manager Responsibilities and Guidelines document.

- If all info is correct, **click save or refresh**, then check the CORI Verified box and click save.
 - Send any legal name or date of birth corrections to the Mass Youth Soccer Association's CORI/Risk Administrator at CORI@mayouthsoccer.org.
- d. Once corrected you can CORI Verify the adult.
- e. An Adult Credential will print regardless of their CORI Verification status.
- If the adult is checked as approved and verified (**for SafeSport, Concussion, or CORI**) in the new U.S. Soccer Connect registration system and it is showing it was "**last modified by data migration**", you will not see a certificate uploaded for them and you do not need to take any action as the Administrator.
 - Full policy and guidelines should be read, and are located on the **Risk Manager Responsibilities and Guidelines** document; located in the main body and on the right-hand side of the Risk Manager Information webpage:
<https://www.mayouthsoccer.org/risk-manager-information/>

29. Concussion Training – Clarification

- a. Mass Youth Soccer has a two-year policy; check with your League/Club as they may have a one-year policy.
- b. We accept certificates of completion from the Centers for Disease Control (CDC) and the U.S. Soccer Safe and Healthy Playing Environment course.
- U.S. Soccer Connect goes directly to the U.S. Soccer Learning Center to find your completed Safe and Healthy Playing Environment training. You do not upload your certificate of completion; **however, to be auto approved, you must have the exact same name and email address in both your adult registration and U.S. Soccer Learning Center account.**
 - CDC Concussion Certificate of Completion must be uploaded into your Mass Youth Soccer Adult Registration account.
- c. Based on the Mass Youth Soccer concussion policy, the adult could upload a certificate if they took the training **June 1, or later of the prior year they are registering into** and you as an Administrator can approve it, i.e., June 1, 2019, or later for the Fall 2020 – Spring 2021 registration year...
- Certificate management for the Fall 2020 – Spring 2021 registration year - CDC concussion certificate information **that did not meet the criteria above** was removed (unverified) from the adult's registration account in the U.S. Soccer Connect registration system.
 - You will not see the adult checked as Verified in the registration system for a previous soccer registration year, as this is a global field within U.S.

Soccer Connect and the adult did not meet the verification/approval criteria for the next registration year.

- d. Adults can log into the CDC/U.S. Soccer Learning Center and retrieve certificates of completion and upload them to their Mass Youth Soccer adult registration account if it meets the approval criteria.
- e. Access to training information is in the adults Mass Youth Soccer Adult Registration account, "My Account" under their photo on the "**Certificates**" tab.
- f. Policy information, support/help desk information, and how to complete this training are found in the "CDC Concussion Training Help Guide" on the Mass Youth Soccer Adult Registration webpage.
 - *CDC changed where the training lives and has new instructions that are posted on the Adult Registration webpage.

30. SafeSport Training– Clarification

- a. SafeSport is a yearly requirement. To maintain continuous approval, once the Initial Abuse Prevention training has been completed (it is approximately 1&1/2 hours long) the adult must complete an Annual Refresher Course (approximately 20 minutes) within the next calendar year for the next three years they participate then on the fifth year, the adult takes the core training again.
 - For the 2020 – 2021 registration year, based on the Mass Youth Soccer SafeSport Abuse Prevention policy, the adult could upload a certificate for training **taken in 2020** or later and you as an Administrator can approve it...
 - Regarding data migration for the Fall 2019 – Spring 2020 registration year, SafeSport certificate information that did not meet the criteria (taken in 2020), was not migrated into the adult's registration account in the New U.S. Soccer Connect registration system. You will not see the adult checked as Verified in the registration system for a previous soccer registration year, as this is a global field within U.S. Soccer Connect and the adult did not meet the verification/approval criteria for the next registration year.
 - The first week in June prior to opening a new registration year, all concussion and SafeSport certificates that do not meet policy criteria will be deleted from the registration system.
- b. All adults are not on the same timeline for SafeSport Abuse Prevention training.
 - It does not matter if the adult took the initial, refresher 1, or refresher 2 training; if it was done in the current registration year, i.e., for the Fall 2020 – Spring 2021 registration year, the training must have been completed in 2020 and the adult can upload that certificate of completion and you as an Administrator can Verify/Approve it if the auto verification process does not capture it.

- c. When an adult has chosen U.S. Soccer as their NGB and completed their Mass Youth Soccer Adult Registration and SafeSport/U.S. Soccer Learning Center registrations using the same first and last name and email address, the system should auto-verify that adult's training.
 - a. U.S. Soccer Connect goes directly to SafeSport/U.S. Soccer Learning Center to find your completed training, you do not upload your certificate of completion; **however, to be auto approved, you must have the exact same first and last name and email address in both your adult registration and SafeSport/U.S. Soccer Learning Center account.**
- d. If auto verified, you will see a generic SafeSport Trained certificate in the adults account, this is normal, and adult is all set.
- e. Once an adult creates an account in SafeSport, they can log back into their account to review completed and available course training.
- f. Only one training is required each year.
 - If the system does not auto verify the adult within 24 hours, the adult should upload their certificate of completion to their U.S. Soccer Connect registration account for the organization/club administrator to verify.
- g. Uploading a document will not override the API feed.
 - Access to training information is in the adults "My Account" under their photo in the "Certificates" tab.
 - Policy information and how to complete this training are found in the "SafeSport Abuse Prevention Training Help Guide" on the Mass Youth Soccer Adult Registration webpage.

31. SafeSport and concussion certificate management by Mass Youth Soccer in U.S. Soccer Connect

- a. Prior to opening a new registration year (usually the first week in June), Mass Youth Soccer must remove all SafeSport and concussion training documents and approval/verifications for certificates that are not valid for the full (new) year to which the adult is registering into, from the registration system. E.g., for 2021-22 SafeSport training taken/uploaded prior to 1/1/2021, and concussion training taken/uploaded prior to 6/1/2020.

32. Reasons to contact U.S. Soccer Connect Support

- a. **If you are having a difficult time registering.**

- b. Duplicate accounts: they must be merged or removed to proceed with your adult registration.
 - If you need to reset an account password and are unable to due to a no longer accessible email address.
 - Administrators can also update usernames and passwords and email addresses for their adult members.
- c. Please contact U.S. Soccer Connect at (855) 703-2558 to merge and update your account.
 - You can also submit a request for assistance via their online ticketing system by clicking on the help center link located at the top of the Adult Registration landing page (this is the preferred method).

33. Reasons to contact Mass Youth Soccer

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

34. COVID-19 HUB information

- a. Please review the Mass Youth Soccer COVID-19 Hub for ever changing information on protocols and best practices.
 - a. <https://www.mayouthsoccer.org/covid-hub/>
 - b. <https://www.mayouthsoccer.org/>

35. Adult Risk Management Requirements for the role of COVID-19 Coordinator and Team Manager

Please review the COVID-19 HUB periodically for new information for these roles.

New simplified Adult Registration procedures for those serving in these roles.

- a. Those serving in these roles must complete an Annual Mass Youth Soccer Adult Registration and be listed under their organization with an Approved Risk Status.
 - Completing the Mass Youth Soccer Adult Registration is inclusive of adding the information needed, and submission of both the CORI and National background checks. No other steps will be needed.
 - ***SafeSport training is not required.***
 - ***CDC Concussion training is not required.***
- b. An Adult Credential is not required, if the adult in this role is not on the field of play or bench sideline. If they perform other roles requiring them to be involved with players,

they must complete the entire Adult Registration and Education requirements to receive their credential.

- c. To verify if an adult has registered under your organization, please review Step #2 of Lesson #1 of the **Risk Manager Responsibilities and Guidelines document** that is located on the Mass Youth Soccer website on the Risk Manager Information webpage.