



# Frequently Asked Questions (FAQ)

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## ADULT REGISTRATION/U.S. SOCCER CONNECT

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

Click [HERE](#).

### 2. Where do I go to register?

Go to the [Adult Registration Process](#) web page, read the body of the page then use the Adult Registration link at the bottom of the page

### 3. How do I know if I am a returning user or a new user in U.S. Soccer Connect?

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

**Not sure, call U.S. Soccer Connect Help Line at 855-703-2558.**

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

Every year: this is a yearly requirement. If you need help completing or have questions regarding the online registration process, call the U.S. Soccer Connect Help Line at 855-703-2558.

### 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 MYSA Risk Management team (Mary: [mrelic@mayouthsoccer.org](mailto:mrelic@mayouthsoccer.org) or Kayla: [kmcclellan@mayouthsoccer.org](mailto:kmcclellan@mayouthsoccer.org)).

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

Yes, and please make sure that your first and last name match in both registration systems to stop duplicate accounts from being created. The Sports Connect/Club registration is linked to

the U.S. Soccer Connect registration platform, but 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, adult risk management requirements are monitored, and your Mass Youth Soccer Adult Credential is printed from.

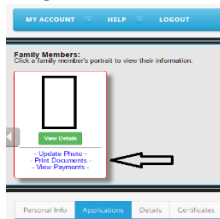
**7. How do I add an organization to an existing registration account?**

- 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 [U.S. Soccer 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 and either have it notarized and send it or bring it to your local organization’s Risk Manager along with a government photo ID for verification.

Print Documents for [redacted]

Season	Organization	App. Type	Print
Fall 2017- Spring 2018	Massachusetts Youth Soccer Association (DSP)	Admin	<a href="#">Legal Agreement</a>
Fall 2017- Spring 2018	ADULT/CORI Registration	Admin	<a href="#">Receipt &amp; Forms</a> <a href="#">Legal Agreement</a>

**IMPORTANT:** Contact the Risk Manager of the organization you are participating with for verification of your personal information. This is done by sending a notarized CORI Acknowledgement form, or meeting in-person to verify the information on the form against a government issued photo ID.

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.

## **SAFESPORT ABUSE PREVENTION**

### **9. What is SafeSport?**

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

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

Log into your U.S Soccer Connect Account and click on the “Certificate” tab: this will bring up training and Certificate of Completion uploading information. Training Help Guide is available on the [Mass Youth Soccer Adult Registration Process webpage](#).

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

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

## **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.

Mass Youth Soccer accepts the CDC Head’s up training along with the U.S. Soccer Learning Center’s Introduction to Safe and Healthy Playing Environments course. Training Help Guides are available on the [Mass Youth Soccer Adult Registration Process webpage](#).

### **13. How do I find the Concussion Training link?**

Log into your U.S Soccer Connect Account and click on the “Certificate” tab: this will bring up training and Certificate of Completion uploading information. Training Help Guides are available on the [Mass Youth Soccer Adult Registration Process webpage](#).

## **ADULT CREDENTIALS**

### **14. Do I need a Mass Youth Soccer Adult Credential to coach?**

Yes. All adults participating in any Mass Youth Soccer affiliated member organization in any capacity are required to have an Adult Credential. Adult Credentials signify that the adult has been properly background checked and are in good standing (registered and affiliated, thus insured) by Mass Youth Soccer.

### **15. How do I get an Adult Credential?**

You must complete all Mass Youth Soccer Adult Registration requirements. The Adult Registration Checklist is available on the [Mass Youth Soccer Adult Registration Process webpage](#).

### **16. Who supplies my Adult Credential?**

Your local organization.

**17. 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.. Then, in order not to hamper their activities (coaching, lining fields, running, etc.) they may, if necessary, store the credential with their personal belongings.

**18. How long are Adult Credentials good for?**

One registration year.

**19. Do I need multiple if I'm working with more than one Mass Youth Soccer affiliated org?**

No, you only need one Adult Credential as they are universal.

**ADMIN SPECIFIC FAQ**

**20. Why can't I print Adult Credentials for my members?**

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

**21. 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. For more information, visit the Mass Youth Soccer website [Organization Registration page](#) (under Administration tab).

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

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

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

The U.S. Soccer Connect registration system 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 U.S. Soccer Connect or Mass Youth Soccer as they may have chosen the wrong organization when registering.

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

*If the individual is not listed in the U.S. Soccer Connect system 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.

*If the individual is listed in the U.S. Soccer Connect system as a player:*

- The individual's guardian should call the U.S. Soccer Connect Helpline (855-703-2558) or the participating organizations registrar and request that the player be added to the registration system via a parent/guardian's account.
  - The under 18 individuals must be provided with a username & password to ensure an easy registration experience.
- Using that username and password, the parent of the individual 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.
- Click [HERE](#) for the Under 18 help guide.

If the under 18 registrant is 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.

## **25. 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.

## **26. How can I upload a new document for an adult member in the U.S. Sports Connect system?**

- a. In [U.S. Soccer 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, then follow the directions above to upload and verify the new document.

**27. 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.

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

The fastest way to verify this information is to run a report in the [U.S. Soccer 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.

## GENERAL SUPPORT

### **CORI Verification - Clarification**

- CORI Verification is a Commonwealth of Mass Law. It is the process of verifying the adult's personal information noted on their CORI Acknowledgement form against a government issued photo ID.
- CORI Verification is a one-time event, except in the case of a legal name change.
- 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).
- Once an Administrator successfully verifies the adult’s information on their CORI Acknowledgement form against a government issued photo ID, or received a notarized form, the Administrator will upload the Administrator Proof of CORI Verification Form document and check the adult off as CORI Verified in U.S. Soccer Connect.
  - CORI Proof of Verification form is located on the right-hand side of the [Risk Manager Information webpage](#).
- Send any legal name or date of birth corrections to the Mass Youth Soccer Association’s Risk Manager at [CORI@mayouthsoccer.org](mailto:CORI@mayouthsoccer.org). Once these are updated, you can proceed with CORI verification.



- If the adult is checked as approved and verified (for SafeSport, Concussion or CORI) in U.S. Soccer Connect and is showing it was “*last modified by data migration,*” you will not see a certificate uploaded for them and do not need to take any action as the Administrator.

### **SafeSport Training - Clarification**

- Per Federal Law, adults must complete SafeSport Training annually.
  - The first course is Core training (1.5 hours).
  - Adults who continue to participate with Mass Youth Soccer must complete a refresher course (20 minutes) on an annual basis beginning the calendar year after completing the Core training; prior to the start of the new registration year
  - Training taken in the registration year which the adult is registering into meets policy guidelines for approval for that soccer registration year (Fall to Spring). Example: To be approved for Fall 2021-Spring 2022, training must have been completed in 2021, prior to participating or before the start of the new registration year.
  - If the adult continues to participate, to be approved for the Fall 2022 - Spring 2023 registration year, the refresher course must have been completed in 2022, prior to participating in this new registration year.
- All adults are not on the same timeline for SafeSport Abuse Prevention training.
- Not auto-verified - Adults can log into their SafeSport account to retrieve their certificate and upload it into the U.S. Soccer Connect system; administrators will need to manually review to ensure it meets policy guidelines prior to verifying it.
- U.S. Soccer Connect syncs with SafeSport/U.S. Soccer Learning Center. If the adult used the same exact name and email address when making both accounts, their certificate will auto-upload and auto-verify.
  - If auto-verified, you will see a generic SafeSport Trained certificate in the account. No action required on your end.
  - 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 review and verify.
- Access to training information is in the [Mass Youth Soccer Registration account](#), under the “Certificates” tab.
- Instructions for completing the required training is available in the *SafeSport Abuse Prevention Training Help Guide*, available on the [Mass Youth Soccer Adult Registration webpage](#).
- Policy information is noted aboveground and can also be found in the Risk Manager Responsibilities and Guidelines document located at mayouthsoccer.org, under the ADMINISTRATION tab, on the Risk Manager Information webpage.

### **Concussion Training - Clarification**

- Mass Youth Soccer has a two-year policy; check with your league/club as they may have a one-year policy.



- *For example: for coaches/volunteers in the Fall 2021-Spring 2022 season, training must have been completed June 1, 2020, or later.*
- We accept Certificates of Completion from the *Centers for Disease Control (CDC)* and the *U.S. Soccer Learning Center*.
  - CDC Certificate of Completion must be uploaded into U.S. Soccer Connect and manually reviewed and verified by an administrator.
  - The U.S. Soccer Learning Center *should* auto-upload and verify the adult's certificate in U.S. Soccer Connect; this is ***IF*** the adult used the exact same name & email address for both accounts.
- Adults can log into their CDC or U.S. Soccer Learning account to retrieve a certificate if they need to upload one into the U.S. Soccer Connect system.
- Access to training information is in the [Mass Youth Soccer Registration account](#), under the "Certificates" tab.
- Instructions for completing this requirement is available in the *CDC Concussion Training Help Guide* or the *U.S. Soccer Learning Center Concussion Training Help Guide*, both available on the [Mass Youth Soccer Adult Registration webpage](#).
- Policy information is noted aboveground and can also be found in the Risk Manager Responsibilities and Guidelines document located at [mayouthsoccer.org](http://mayouthsoccer.org), under the ADMINISTRATION tab, on the Risk Manager Information webpage.

### **Certificate Management by Mass Youth Soccer in U.S. Soccer Connect**

- Prior to opening a new registration year, all concussion and SafeSport certificates that do not meet policy guidelines for the new registration year, will be un-verified and deleted from the registration system.

### **Reasons to contact U.S. Soccer Connect**

- Having difficulty registering.
- Duplicate accounts - these must be merged or removed with adult registration.
- Password reset.
- U.S. Soccer Connect Helpline: 855-702-2558

### **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.

### **COVID-19 Hub**

Please review the [Mass Youth Soccer COVID Hub](#) for the most current information on protocols and best practices.