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FAQ - Adult Registration

1. Who must complete an Adult Registration?

- All adults 18 years of age or older that are working/volunteering with any Mass Youth Soccer Association affiliated organization.
- 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

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

- **New User (Create an account):** This is for an adult who has never completed an Adult Registration with Mass Youth Soccer online.
- **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?

- The Adult Registration process is a yearly requirement.

4. Who must be background check cleared/approved?

- This is the same answer as question number 1.

5. Help completing my Adult Registration

- **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, or the CORI Administrator at the state office via email at mrellic@mayouthsoccer.org or call (978) 466-8812 Ext 222

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?

- Contact your local organizations Registrar or Risk Manager, or the Mass Youth Soccer CORI Administrator at the state office via email at mrellic@mayouthsoccer.org or call (978) 466-8812 Ext 222 so they can update your Adult Registration account and process new background checks for you.

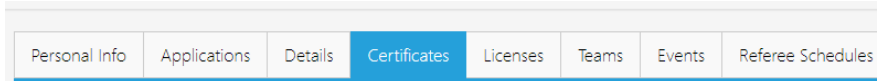
7. How do I add an organization to an existing registration account (you must go through the registration portal, not the login portal)?

- Go to the Mass Youth Soccer website – www.mayouthsoccer.org
- Click on the “ADMINISTRATION” tab, then choose the Adult Registration web page.
- Click on the Adult Registration U.S. Soccer Connect registration portal
- Click on the Blue Register Now Button
- Enter Username and Password
- Click on the green Returning User button
- Click the green Continue button
- Click the blue Register as Coach/Admin
- Select Adult/CORI Registration
- Click on the dropdown box and add the organization
- Click Save and Next Page
- Accept the ELA
- 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 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?

- **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

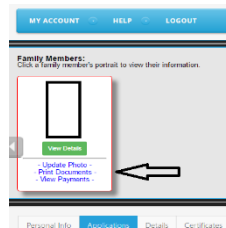
- Adults are required to take and pass the Initial SafeSport Abuse Prevention training; then a refresher course every year they continue to participate.
- An adult that completed the Abuse Prevention training in 2019 is good for the 2019-2020 soccer registration year and must take the refresher course any time during 2020 (prior to working with the children) to be approved for the 2020 – 2021 soccer registration year etc.
- U.S. Soccer Connect goes directly to SafeSports to find your completed 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 SafeSport 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.

10. Centers for Disease Control Concussion training policy – U.S. Soccer Policy

- Mass Youth Soccer’s Policy is a two-year approval; your Leagues Policy may be a one-year approval, verify with your League. For the 2020 2021 registration year we will accept certificates of completion that are dated June 1, 2019 or later...

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




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



picture.

- 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 organizations 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?

- 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?

- Complete your Mass Youth Soccer Adult Registration online using U.S. Soccer Connect.
- Upload a clear head shot photo of the individual only, no sunglasses, hats, or group photos.
- CORI and National Background Check (NGB) Approved.
 - the NGB 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.
- SafeSport Abuse Prevention Training Approved.
- Initial SafeSport Course (approximately 2 hours to complete), then; **an Annual Refresher Course (approximately 30 minutes to complete) for each year the adult participates.**
- Please choose U.S. Soccer as your NGB and use the same name and email address for your adult registration and SafeSport account
 - this way you do not need to upload the certificate of completion and the system will automatically mark you as Approved.
 - The link to the training is available in your U.S. Soccer Connect Adult Registration account under the “Certificate” tab.
- Concussion Training Approved, The Center for Disease Control training is the only Mass Youth Soccer approved method. A link to the Center for Disease Control training is provided to you in your Adult Registration account.

- You will need to upload your concussion certificate of completion into your adult registration account for approval. Check with your organization for approval length of time. Mass Youth Soccer has a 2-year policy, your League may be 1-year.

14. Who supplies my Adult Credential?

- Your local organization.

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

- 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?

- One registration year.

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

- The Credentials are universal. As long as 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. How do I affiliate my organization's adult members?

- Ensure all adults have completed their Mass Youth Soccer Adult Registration
- Ensure all adults are accounted for on the Fee Submission form that is sent into the State Registrar.

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

- 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:
 - 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

*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.

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

- See number 7. Above.

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

- 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. I do not process a CORI 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 and 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; this will allow you to print their Adult Credential.

- If the under 18 coach is not listed in our system as a player, they should along with their parents help, register using the Adult/CORI Registration process by creating a New Account.
- If they are a player and are in the U.S. Soccer Connect Registration system, see below.
- Even though the player is in the parents account already, the player/coach will need to be registered again as an adult/admin through the Adult/CORI Registration portal.

The parent and registrant complete the adult registration by going through the registration portal as a returning user and adding the player/coach in the system again using the Add a family member function/button. This is the only way the system will let the player register as an adult to your organization and eventually register for a CORI.

After the parent puts in the player/coach's information it will allow the player/coach to register for CORI, the parent needs to go through the complete registration process for that player/coach and check off on the Electronic Legal Agreements at the end of the process.

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

- If the under 18 registrant has been accounted/paid for on the fee submission form, 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.

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

- 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.

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

- 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 won't see a certificate uploaded in that field.
- 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 off of the Mass Youth Soccer's concussion policy of two-years.
- You nor the adult, will be able to upload a new certificate in that field until the Verified box is unchecked/verification is removed and if there is document in that field, after you remove the document.
- 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 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.

24. Who have I verified for CORI, SafeSport, and Concussion trainings?

- 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. This

report provides 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/>

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

- 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.

26. CORI Verification – Clarification

- 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.
- 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 issues 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.
- 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 of date of birth corrections to the Mass Youth Soccer Association’s CORI/Risk Administrator at CORI@mayouthsoccer.org.
- Once corrected you can CORI Verify the adult.
- The CORI background check is processed for the adult every three years and is not dependent on the adult being CORI Verified (separate processes).
- 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 won’t 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 of the Risk Manager Information webpage: <https://www.mayouthsoccer.org/risk-manager-information/>

27. Centers for Disease Control Concussion Training – Clarification

- Mass Youth Soccer has a two-year policy.
- Check with your league as they may have a one-year policy.
- Based on the Mass Youth Soccer concussion policy, the adult could upload a certificate if they took the training **June 1, 2019 or later** and you as an Administrator can approve it.
 - Data migration for the Fall 2019 – Spring 2020 registration year - CDC concussion certificate information **that did not meet the criteria above** 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 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.
- Adults can log into the CDC and retrieve certificates of completion that were taken March 1, 2020 or later.
- If they do not have an older one saved to their computer, they will need to retake the course.
- Access to training information is in the adults “My Account” under their photo in the **“Certificates”** tab
- 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, please

read: https://www.cdc.gov/headsup/pdfs/youthsports/Create_an_Account_CDC-TRAIN_HEADSUP.pdf

28. SafeSport Training– Clarification

- 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 as long as they continue to participate in activities with your organization.
 - 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 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.
- 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.

- When an adult has chosen U.S. Soccer as their NGB and completed both their Mass Youth Soccer Adult Registration and SafeSport registration using the same first and last name and email address, the system should auto-verify that adult's training.
- If auto verified, you will see a generic SafeSport Trained certificate in the adults account, this is normal, and adult is all set.
- Once an adult creates an account in SafeSport, they can log back into their account to review completed and available course trainings.
- 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.
- 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.

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

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

30. Reasons to contact Mass Youth Soccer

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

31. Return to Soccer Activities and COVID-19 Safety Officer information

- Please review the Mass Youth Soccer Return to Soccer Activities webpage.
 - <https://www.mayouthsoccer.org/return-to-soccer-activities/>

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

New simplified Adult Registration procedures those serving in these roles

- 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.**

- An Adult Credential is not required, as long as 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.
- 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. [CLICK HERE](#)