



Risk Manager Responsibilities & Guidelines - Lesson 1

This document outlines the responsibilities and guidelines for Risk Managers. It will help you to be proficient in Adult Credential Management (Requirements, Approval and Verification) and provide guidance on how to accomplish your responsibilities in the U.S. Soccer Connect registration system.

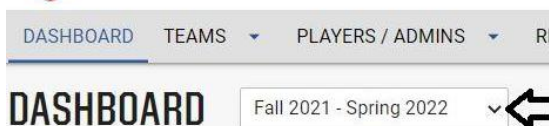
Steps to complete the process (click the hyperlinks below to be redirected to further instructions):

1. [Log into U.S. Soccer Connect system](#)
2. [Verify Completion of Your Organization's Adult Members Mass Youth Adult Registration](#)
3. [Review Photo](#)
4. [Risk Status & Risk Expire Date](#)
5. [SafeSport Abuse Training Certificate](#)
6. [Concussion Training Certificate](#)
7. [CORI Verification Process](#)
8. [Print Adult Credentials](#)
9. [Safety Policies](#)
10. [Upload & Verify Documents into Your Adult Member's Account](#)
11. [Deleting Photos/Expired Certificates](#)

Step 1: Log into the U.S. Soccer Connect System

You must have administrative user permissions to log into U.S. Soccer Connect and perform these responsibilities. If you do not have these permissions, review the Risk Manager Checklist document located on the right-hand side of the Risk Manager Information web page. Next, contact the Mass Youth Soccer Risk Manager at CORI@mayouthsoccer.org with any questions and to request administrative user permissions.

1. Once you have administrative user permissions, log into [U.S. Soccer Connect](#) (and bookmark this page!).
2. Be sure that you are in the current season/year (ex: Fall 2021 - Spring 2022) when performing any functions.



Step 2: Verify your organization’s adult members are properly affiliated & registered with Mass Youth Soccer; this is a two-step process.

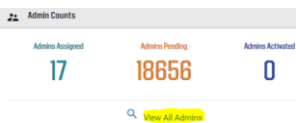
- **Step one** – Make sure all adult members (player count must also be included) are accounted for on the Fee Submission Form that is emailed to the State Registrar, along with payment being made online or sent via USPS; this information is found on the Mass Youth Soccer website under the ADMINISTRATION tab, on the Organization Registration webpage.
- **Step two** – Ensure that all adult members of your organization have completed their Annual Mass Youth Soccer Adult Registration for the current registration year.

Now, to ensure your organization’s compliance with step two, search for your adult members who have registered online with Mass Youth Soccer for the current registration year.

- Once an adult registers, the system updates overnight; you will not see the adult listed under your organization until the next day.

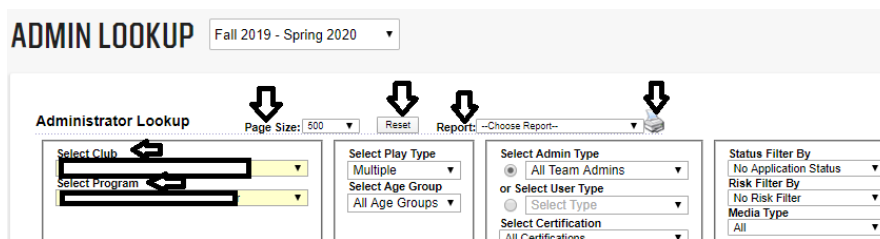
You can access your adult members two ways:

1. Scroll down and click on “View All Admins.”



-OR-

2. At the top of the page, hover over Players/Admins.
 - a. Select Admin Lookup.
 - b. Click the “Reset” button on the top center of the Admin Lookup page; this will clear all filters to ensure you see all registered adults.
 - c. Expand the page size to fit all your members (500).
 - d. Select the correct Club and Program and click search.



- e. The search results are all adults who are registered with Mass Youth Soccer and chose your organization during the registration process.
- f. Click on the name of the first adult and it will bring up their information on the Administrator Info tab. On this page you have the ability to upload and verify training documents and can view their risk status and risk expiration date.

- g. To expedite through your adult members, you can use the >> arrows located at the top right of the information page.

Step 3: Review all adult participant photo's

This photo is used for their Adult Credential and must be:

- Of passport quality
- A clear head shot of just themselves (i.e., no kids or pets in picture).
- No hats or sunglasses.
- Not a picture of their license.

If the photo doesn't meet the standards above, it must be deleted to allow for a new photo to be uploaded. Once deleted, email the adult informing them that they must upload a new photo that meets the above requirements.

How to delete a photo:

1. Click on the photo.
2. Click "Delete" at the top right side of the photo; you will need to scroll over to the right to see the button.

How to search for adults with missing photos:

3. At the top of the page, hover over Players/Admins.
4. Click on Admin Lookup.
5. Click on the drop-down arrow in the "Search By" filter.
6. Click on "Missing Pictures."
7. To email the adult, click on the box next to their name, then click on "Email Selected Admins" at the bottom of the page.

Step 4: Risk Status and Risk Expire Date

Verify that the participating adult member has an approved, conditional, or under 18 approved risk status and a risk expire date that is valid for the registration year.

→ **Note:** *The Under 18 Risk Status may **not** have a Risk Expire date that is valid for the complete soccer registration year: this is acceptable.*

1. Each adult has one risk status and one risk expiration date. These two statuses are the result of the CORI and National background check report reviews.
 - a. The National background check also includes both State and National Sex Offender Registry searches.
2. To understand the different risk statuses and help you troubleshoot any issues associated with them, visit the [Risk Manager Information webpage](#) and view the **Risk Status Classifications and Adult Credential Troubleshooting** document on the right hand side of the page.

Step 5: Approve & Verify SafeSport Abuse Prevention Training Certificate

You are responsible for reviewing and verifying that your adult members meet the SafeSport Abuse Prevention training requirement.

Policy Information:

- SafeSport is a yearly requirement; the initial course is core training (1.5 hours) must be taken prior to the adult participant engaging in any Mass Youth Soccer activities.
 - 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.**
 - After the third refresher course, the adult will take Core Training again.
 - 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.**

Risk Manager Responsibilities:

- Ensure that all adult members are in compliance with this training. The initial or refresher training must be marked as approved/verified in U.S. Soccer Connect.
- If auto-approval fails, or the adult took the training for a different sport, the adult will need to upload their Certificate of Completion. You as the administrator, must verify the training policy requirements are met prior to checking the training as verified in U.S. Soccer Connect.
- Refer to [Step 10](#) in this document for instructions on how to verify and upload documents and/or required training certificates of completion in U.S Soccer Connect.

Additional Information:

- U.S. Soccer Connect is connected to the U.S. Soccer Learning Center and the U.S. Center for SafeSport (API). In order for U.S. Soccer Connect to retrieve the adult's completed training and auto-approve in the system, the adult must use the exact same first and last name and email address in both their U.S. Soccer Connect and SafeSport/U.S. Soccer Learning Center accounts.
- Your adult members will see a cloud with an upload arrow in their U.S. Soccer Connect account if it is time for them to take/retake the training. If they see a check mark and the word verified, the adult is set for this requirement for the registration year.
- If a certificate is verified in U.S. Soccer Connect but you would like to update it, the adult *will not* be able to upload a new certificate until you as an Administrator un-verify and delete the certificate; refer to [Step 11](#) in this document.
- The link needed to complete the SafeSport Abuse Prevention training is in the adult's registration account in U.S. Soccer Connect ("My Account") under the "Certificate" tab.
- Prior to the start of a new registration year, Mass Youth Soccer will remove verification and delete all certificates that do not meet policy guidelines for approval/verification in the new registration year; this is based on an upload date.

Step 6: Approve & Verify Concussion Training Certificate

You are responsible to review and verify that your adult members meet the concussion training requirement. Mass Youth Soccer accepts the CDC Head's Up training, or the U.S. Soccer Learning Center's Introduction to Safe and Healthy Playing Environments training.

Policy Information:

- Training must be valid for the complete registration year the adult is registering into.
- Mass Youth Soccer has a two-year approval policy for concussion training. If the adult completed the training June 1, or later of the prior year they are registering into, the adult is in fulfillment of the Mass Youth Soccer policy of two years and can be verified for this year. *For example: for coaches/volunteers in the Fall 2021-Spring 2022 season, training must have been completed June 1, 2020, or later.*
- Your organization may have a one-year approval policy: check before you complete the approval/verification process in U.S. Soccer Connect.

Risk Manager Responsibilities:

- Approve and verify all CDC Concussion Training certificates based on policy criteria.
- Approve and verify any non-auto approved U.S. Soccer Learning Center Course certificates based on policy criteria.
- Refer to [Step 10](#) in this document for instructions on how to verify and upload documents and/or required training certificates of completion in U.S Soccer Connect.

Additional Information:

- Adults who complete the *CDC training* must upload their Certificate of Completion for your review and manual verification.

- Adults who completed *U.S. Soccer Learning Center* training: if the adult used the same first and last name and email address for their U.S. Soccer Learning Center account & their U.S. Soccer Connect account, the certificate should be automatically approved/verified by the API feed.
- Your adult members will see a cloud with an upload arrow in their U.S. Soccer Connect account if it is time for them to take/retake the training. If they see a check mark and the word verified, the adult is set for this requirement for the registration year.
- If a certificate is verified in U.S. Soccer Connect but you would like to update it, the adult *will not* be able to upload a new certificate until you as an Administrator un-verify and delete the certificate; refer to [Step 11](#) in this document.
- The link to complete either concussion training is in the adult's registration account ("My Account") under the "Certificate" tab.
- Prior to the start of a new registration year, Mass Youth Soccer will remove verification and delete all certificates that do not meet policy guidelines for approval/verification in the new registration year; this is based on an upload date.

Step 7: CORI Verification Process

CORI Verification is the process of verifying the adult's personal information that is used when processing their CORI check and is a Commonwealth of Massachusetts Law. The verification process only needs to happen once, unless a legal name change occurs.

As your organization's Risk Manager, you are required *to either*:

1. Physically meet with your adult member and verify that the information on their CORI Acknowledgement form matches both the form and a government photo ID.
2. Receive a notarized CORI Acknowledgement form from the adult.

If all information is correct on the adult's CORI Acknowledgement form or if you received a notarized CORI Acknowledgement form, you are required to upload the "**Admin Proof of CORI Verification**" document ([located on the Risk Manager Information webpage](#)) into the adult's registration account and check the CORI Verified Box (Commonwealth of Massachusetts law).

- Refer to [Step 10](#) in this document for instructions on how to verify and upload **Admin Proof of CORI Verification** in U.S Soccer Connect.

What to verify:

- Full legal first and last name: no shortened versions or nicknames (ex: 'Coach Jim' or Kim instead of Kimberley).
- Date of birth
- Verbally confirm the last 6 digits of the adult's social security number.
 - *If there are any corrections regarding the adult's legal name, date of birth, or last 6 numbers of social security number. a new CORI and national background check may need to be processed using the updated information. You *must* notify*

- the Mass Youth Soccer Risk Manager. Do not check the CORI Verified box until you are notified that this information has been corrected in the adult's account.
- Home address
 - Driver's license number and expiration date
 - *If there are any corrections regarding address or driver's license number:* email the adult asking them to update the information in their Mass Youth Soccer adult registration in U.S. Soccer Connect. You may check the CORI verified box.

What to do with CORI Acknowledgement Forms:

Once you have collected the form and completed the CORI Verification process in the U.S. Soccer Connect, you are required to either:

- Shred or burn the form and copy of their ID if applicable.
- Store form/copy of ID in a secure location (i.e., locked file cabinet; NOT on the hard drive of your computer); this cannot be longer than one year.
- If any information is stored electronically, it must be on a password protected and encrypted external device and stored in a secure location e.g., locked file cabinet.
[Click here](#) for cloud storage information.

Keep in mind...

→ 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 has CORI Verified the adult.

→ After the adult has been CORI Verified, for all future CORI checks on this adult, verification will no longer be needed (the CORI Verification box will remain checked). The one exception is if the adult legally changes their name.

→ CORI background checks are processed when the adult completes their Adult Registration; therefore, CORI Verification does not stop the background check from being processed, nor the Adult Credential from printing (verification is a separate process).

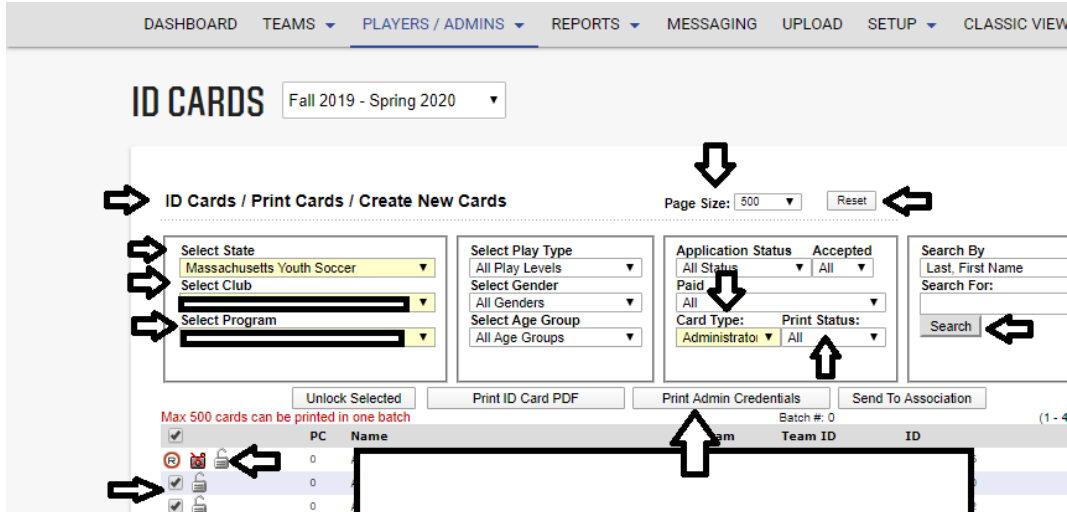
Step 8: Print Adult Credentials

All Mass Youth Soccer adult members are required to have and physically wear a current Mass Youth Soccer Adult Credential during practice and games.

How to print Adult Credentials from U.S. Soccer Connect:

1. Log into [U.S. Soccer Connect](#).
2. Verify you are working in the current registration year.
3. Hover over Players/Admins.
4. Click on ID Cards.
5. Click Reset to ensure all filters are removed; this will ensure all your adult members show.
6. Select State (Massachusetts Youth Soccer), select Club and Program.

7. Click on Card Type and choose Administrator and click Search.
8. Click on Print Admin Credentials.



Troubleshooting:

- An “R” with a red circle around it, or an unlocked lock without the check box, indicates a credential will not print for that adult. A credential **will only print if all** Risk Management requirements below are met:
 - Adult has completed their Mass Youth Soccer Annual Adult Registration for the current registration year (agreed to all ELA/Waivers). Admin added adult registrations/applications do not allow for printing!
 - Have a photo attached to their registration.
 - Verified in U.S. Soccer Connect for SafeSport Abuse Prevention Training.
 - Verified in U.S. Soccer Connect for Concussion Training.
 - Risk Status must be:
 - Approved with a current risk expiration date.
 - Conditional with a current risk expiration date.
 - Under 18 Approved with a current risk expire date
 - The Under 18 risk status does not require the SafeSport training course and;
 - may have a risk expiration date that is *not* valid for the complete registration year.
 - For more information, review the Mass Youth Soccer instructions on How to Credential an Under 18 Coach located on [Risk Manager Information webpage](#).
- The credentials download as PDF pop-ups. If all requirements are met and you are still unable to print, you may need to adjust your settings to allow for pop-ups.

- For additional help/information, visit the [Risk Manager Information webpage](#) to view the ***Risk Status Classifications and Adult Credential Troubleshooting*** document on the right-hand side of the page. This document explains risk status meanings and issues that occur based on those status. It also provides you information on how to resolve issues associated with the Risk Status.

Step 9: Present all Mass Youth Safety Policies to Adult Members

- Purpose: To support U.S. Soccer and Mass Youth Soccer on the implementation, management, oversight of, and compliance with the MA Safe Soccer policy.
- The Mass Youth Soccer Athlete and Participant Safety Policy, *known as Massachusetts Safe Soccer*, must be presented to, and reviewed by, all adult participants.
 - a. Read, review, and gain an understanding of the policy. Consult with Mass Youth Soccer staff as an additional resource as needed.
 - b. Update organization's web site to include in the risk management section an easy to locate description of the MA Safe Soccer Athlete and Participant Safety Policy and a link to the Mass Youth Soccer website section where the policy will reside and be kept current.
 - c. Communicate to your organization adult members and parents how to locate, and the importance of, following the MA Safe Soccer Athlete and Participant Safety Policy.
 - d. Ensure that all Mandatory Reporting information is listed on your organization's website; this should also include all pertinent local contact information.
 - e. Ensure all adult participants review all safety policies that are found on the Mass Youth Soccer website under the MA Safe Soccer tab.

All information above is covered in detail on the [MA Safe Soccer webpage](#). This includes the Mandatory Reporting Abuse Prevention Policy and required safety policies.

2. Review information under the [COVID Hub](#). Your organization may still be responsible for assigning a COVID-19 Safety Officer. Policy information along with Responsibilities and Guidelines for this position are on the webpage. For questions regarding the COVID Hub, please contact Tamie Endow (tendow@mayouthsoccer.org).

Step 10: Upload & Verify Documents into Your Adult Member's Account

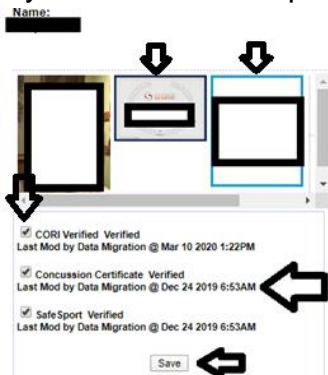
1. Log into [U.S. Soccer Connect](#) and search for the adult member. Click into their account.
2. Next to the adult's photo you will see several upload fields.
3. Click on the appropriate upload icon.
4. A pop-up window will display, which will prompt you to choose a file from your computer.

5. The uploaded image will display; choose “upload”.
6. Click on the “Save” button or refresh the screen for the check box to appear under the adult’s photo.
7. Check the “Verified” box.
8. Click on the Save button.

Step 11: How to Delete a Photo or Training Document that is Verified

Administrators must first un-verify and delete an already approved/verified document to allow for uploading & verifying of the new document.

1. Click on the verified check box to un-verify the document.
2. Refresh or click on save.
3. Click on the document that is in the field you would like to delete.
4. Scroll to the right and look at the top of the popup screen.
5. Click delete.
6. Refresh or click on save.
7. Now you can start the upload process for the new document.



Thank you so much for your time, commitment, and efforts in helping to ensure the safety of our children.

Mary Relic
 Risk Manager
 Massachusetts Youth Soccer Association
mrelc@mayouthsoccer.org