

# Risk Manager Responsibilities and Guidelines

## Lesson 1

**This document has three purposes:**

1. To be proficient in Adult Credential Management – Requirements, Approval and Verification.
2. Guidance on how to accomplish your responsibilities in the U.S. Soccer Connect registration system.
3. Quick access to what you would like to accomplish.

The material below is partitioned by clicking into the table box below and hovering over the content you would like to review first **and then clicking the control button** on your computer.

### Steps to complete the process.

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### 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, make sure your organization's [Annual Leadership report](#) is up to date and contact the Mass Youth Soccer CORI/Risk Administrator at [CORI@mayouthsoccer.org](mailto:CORI@mayouthsoccer.org)

- a. Once you have administrative user permissions, go to the Mass Youth Soccer website and under the ADMINISTRATION tab click on the Risk Manager Information webpage link.
- b. Located on the right-hand side of the Risk Manager Information webpage you will see the: [U.S. Soccer Connect Login Portal](#), click on the Portal to log into the U.S. Soccer Connect Registration Platform (Bookmark this page).

To login to U.S. Soccer Connect:  
[U.S. Soccer Connect Login Portal](#)  
Use the above link to log into U.S. Soccer Connect to manage your adult member's Risk Management requirements and update and review your registration information ("My Account").

- c. Be sure that you are in the current season (e.g., Fall 2021 – Spring 2022) when performing any functions.

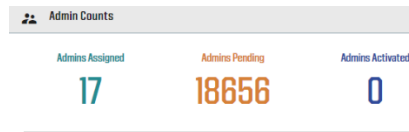


**2. Verify your adult members have completed their online Adult Registration in U.S. Soccer Connect.**

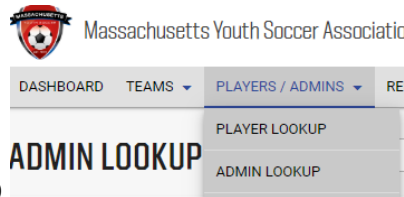
Below explains how to search for all your Mass Youth Soccer registered adult members; those who have completed their Mass Youth Soccer Association Adult Registration. Once an adult registers, the system updates overnight; you will not see the adult listed under your org. until that next day.

You are also required to complete a Fee Submission Form noting the number of adults and players that are registered with your organization. This must be sent to the Mass Youth Soccer State Registrar along with registration payment. Information to complete this step is found on the Mass Youth Soccer Association Website on the ORGANIZATION REGISTRATION web page.

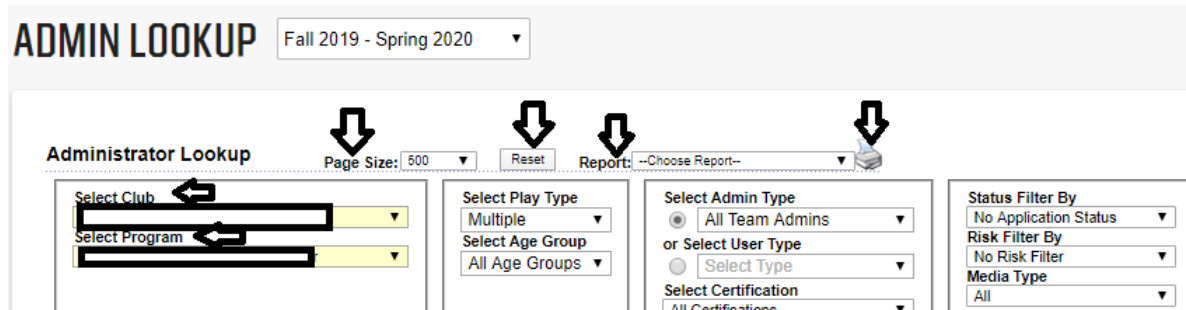
- a. You can access your adult members two ways. One, is to scroll down and



click on “View All Admins”  , the second way, is to Hover over Players/Admins (at the top of the page)



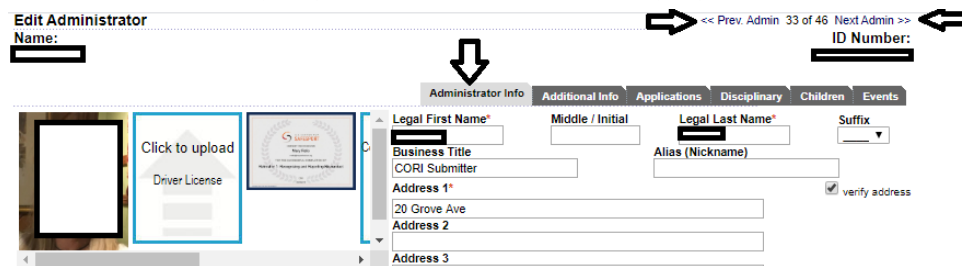
- b. Select Admin Lookup
  - a. Then, click the small “Reset” button on the top center of the Administrator Lookup page; this will clear all filters to ensure you see all registered adults.
  - b. It is also a good idea to expand the page size to fit all your members (500).
- c. Select Club (your organization’s name)
- d. Select Program (your organization’s name)
- e. Click Search



- f. Your search will now show all adults that are registered to your organization in the lower section of the screen. You will also see the adult’s Risk Status and Risk Expire date; headers are sortable.
- g. Click on the first adult and it will bring up their information on the Administrator Info tab.
  - a. On the top of the page next to the adult’s photo you will find the upload fields for the SafeSport Abuse Prevention cert of completion,

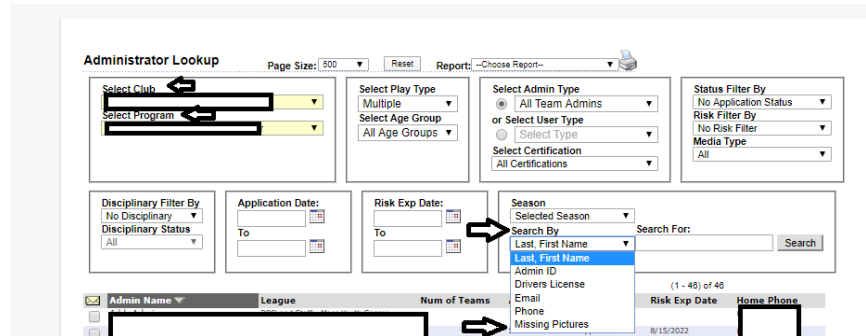
the concussion cert of completion, and the CORI Verification document.

- b. On the lower third of the Administrator Info tab page, you will find the adult's Risk Status and their Risk Expire Date.
- c. To expedite through your adult members, you can use the >> arrows located at the top right of the information page.



3. **Review Photo** - Verify the photo is of Passport quality; if not delete the photo and email the adult informing them that they must upload a new photo.

- a. Clear.
- b. Head shot.
- c. Of just themselves.
- d. No hats or sunglasses.
  - a. Photo must be deleted prior to a new photo being uploaded.
  - b. Click on the photo.
  - c. Click Delete; you will need to use the gray scroll bar to find the delete button at the top right side of the photo (popup).
- e. Once photo is deleted, you can then search for adults with missing photos using the "Missing Pictures" Filter; you can then check the box next to their name to email those adult members.
  - a. Hover over Player/Admins (top of screen).
  - b. Click on Admin Lookup.
  - c. Click on the drop-down arrow in the "Search By" filter.
  - d. Click on "Missing Pictures".
  - e. If you choose to email the adult, click on the box next to their name.



4. **Risk Status and Risk Expire Date** – You must verify that the participating adult member has an Approved or Conditional Risk Status, and although Mass Youth Soccer has gone to a set Risk Expire date, you are still required to verify that the adult’s expiration date is valid for the complete soccer registration year they are registering to.
  - a. **Note:** The Under 18 Risk Status **may not** have a Risk Expire date that is valid for the complete soccer registration year.
  - b. You will see one Risk Status and one Risk Expire Date for each adult. These two statuses are the result of the CORI and National background check report reviews; the National background check also includes both State and National Sex Offender Registry searches.
  - c. For Risk Status Classifications and Adult Credential Troubleshooting, refer to the Risk Status Classifications and Adult Credential Troubleshooting document located on both the Risk Manager Information and Adult Credential webpages.

5. **SafeSport Abuse Prevention Training Certificate** – Approve/Verify

You are required to review, verify, and approve, (if the adult was not auto approved/verified), your adult members SafeSport Abuse Prevention certificate of completion according to the policy information listed below. Initial or Refresher Training must be completed and marked as Approved/Verified.

- a. SafeSport is a yearly requirement. First, the adult must take the initial course (approximately 1&1/2 hours long); then **within the next calendar**

**year**, a refresher course (approximately 20 minutes long) for the next three years of participation; year five will be an Initial/full training course (1 to 1&1/2 hours long) ...

Example: Initial course taken January 1, 2019, or later, the adult would be approved for the full 2019-2020 soccer registration year, then the refresher is taken in 1/1/2020 or later, the adult is approved for the 2020 – 2021

- a. An adult credential should not be printed for any adult if they are not approved for the entire registration year, even if they coach only in the Fall.
- b. The link to complete the training is in the adult’s registration account (“My Account”) under the **“Certificate”** tab.
- c. If the adult uses the same first and last name and email address for their Adult Registration via U.S. Soccer Connect, SafeSport training account/U.S. Soccer Learning Center account, the system will automatically mark the adult as Approved/Verified and the adult does not upload a certificate of completion.
  - a. We recommend the adult download their certificate of completion and save it to their computer should auto approval fail.
- d. If the adult took the SafeSports Abuse Prevention training for a different sport or did not use the same email address and name, i.e., Bill vs William, the adult will need to upload their certificate of completion and Town/Club Risk Manager must review the uploaded certificate making sure it is valid for the soccer registration year that the adult is registering to, and manually mark the adult as approved.

**6. Concussion Training Certificate – Center for Disease Control (CDC) or U. S. Soccer’s Safe and Healthy Playing Environment course - Approve/Verify.**

You are required to review, and if necessary, verify, and approve your adult members concussion certificate of completion.

- a. Mass Youth Soccer’s policy is two years.
- b. Your League or Club policy may be one year; please verify their policy prior to approving/verifying.

- c. The link to complete the Centers for Disease Control training is in the adult's registration account ("My Account") under the **"Certificate"** tab.
  - a. For CDC, once completed, the adult must upload a certificate of completion.
- d. We now have an API feed with the **U.S. Soccer Learning Center**. **If the adult used the same first and last name and email address** for both their Mass Youth Soccer Adult Registration via USSC, and their U. S. Soccer LC registration, USSC will auto approve/verify the adult' Concussion and SafeSport training fields for you.

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

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.

**7. CORI Acknowledgement Form Review and Verification** – Consists of verify your adult member's personal information found on their CORI Acknowledgement form against a government issued photo ID, and if all information is correct, then uploading the **"Admin Proof of CORI Verification"** document (located on the Risk Manager Information webpage) into the adult's registration account, and checking the CORI Verified Box (Commonwealth of Massachusetts law).

You are required to either:

- a. 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.
- b. Receive a notarized CORI Acknowledgement form from the adult and verify that the information matches the information in the registration system.

If all information below is correct, you are required upload the “Admin Proof of CORI Verification” doc into the adult’s account and mark the adult as verified.

- a. Full Legal Name
  - a. First and Last – No shortened versions or nick names, i.e., Coach Jim or shorten versions of names like Tom or Kim when it should be Thomas or Kimberly.
- b. Date of Birth.
- c. Home Address.
- d. Driver’s license number and expiration date.
- e. Please **notify the Mass Youth Soccer CORI/Risk Administrator** of any corrections regarding the **adult’s legal name and date of birth**, as a new CORI request and National background check may need to be processed using the corrected information. Do not check the CORI Verified box until you are notified that this information has been corrected in the adult’s registration account.
  - a. For **address and driver’s license number** corrections you may check the CORI Verified box and **email the adult** asking them to update their account.
  - b. The Commonwealth of Massachusetts requires the individual’s full legal name (first and last). The driver’s license information should match that of the Adult Registration information (If the name on the driver’s license is the shortened version, we will submit their CORI to the Commonwealth that way).

Once you have collected the CORI Acknowledgement form and verified that all the information is correct by reviewing the adult’s government ID and checked the verification box, you are required either shred or burn the form. You may also store it in a secure location, e.g., locked file cabinet (not on the hard drive of your computer) **until verified in U. S. Soccer Connect. 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.**



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

## 8. Print Adult Credentials – All adult members.

All Mass Youth Soccer member adults are required to have a current Mass Youth Soccer Adult Credential with them while participating in any Mass Youth Soccer sanctioned activity.

- Log into U.S. Soccer Connect.
- Verify you are working in the current registration year.
- Hover over Players/Admins.
- Click on ID Cards.
- Select State (Massachusetts Youth Soccer).
- Select Club (your organization's name).
- Select Program (your organization's name).
- Click on Card Type and choose **Administrator**.
- Click on the Search Button.
- Click on Print **Admin Credentials**.

The screenshot shows the 'ID CARDS' interface in U.S. Soccer Connect. At the top, there are navigation tabs: DASHBOARD, TEAMS, PLAYERS / ADMINs, REPORTS, MESSAGING, UPLOAD, SETUP, and CLASSIC VIEW. The main heading is 'ID CARDS' with a dropdown menu set to 'Fall 2019 - Spring 2020'. Below this is a breadcrumb trail: 'ID Cards / Print Cards / Create New Cards'. To the right of the breadcrumb, there is a 'Page Size' dropdown set to '500' and a 'Reset' button. The interface is divided into several filter sections:

- Select State:** Massachusetts Youth Soccer
- Select Club:** [Redacted]
- Select Program:** [Redacted]
- Select Play Type:** All Play Levels
- Select Gender:** All Gender
- Select Age Group:** All Age Groups
- Application Status:** Accepted, Paid
- Card Type:** Administrator
- Print Status:** All
- Search By:** Last, First Name
- Search For:** [Redacted]

At the bottom, there are buttons: 'Unlock Selected', 'Print ID Card PDF', 'Print Admin Credentials', and 'Send To Association'. Below the buttons is a table with the following columns: PC, Name, Team, Team ID, and ID. The table contains two rows of data, with the names redacted. A red message above the table states 'Max 500 cards can be printed in one batch'. The page number '(1 - 4)' is visible in the bottom right corner.

- a. You may see an R with a red circle around it or an **unlocked lock without the check box** to the left of some of your members. This means a Credential will not print for that adult. A Credential **will only print if all** Risk Management requirements are met:
  - i. The adult completed their Mass Youth Soccer Adult Registration for the current registration year (agreed to/signed all ELA/Waivers). Admin adds will not allow for printing.
  - ii. There is a picture attached to their registration.
  - iii. If they are in a Risk Status of:
    - 1. Approved with a current Risk Expire Date.
    - 2. Conditional with a current Risk Expire Date.
    - 3. Under 18 Approved with a current Risk Expire Date.
      - a. Under 18 Risk Status does not require the SafeSport training course. Review the Mass Youth Soccer instructions on the Under 18 requirements and 17-year-old parental consent form information (1/1/2022).
  - iv. If the adult is SafeSport Approved.
  - v. If the adult is Concussion Approved.
- b. All requirements met and still Unable to Print Credentials – The Credentials download as pop-up PDF’s. Most computers will not allow popups, so you need to adjust your settings to allow pop-ups. For all Pop-up Blocker information refer to the Pop-Up Blockers PDF located on the [Adult Credentials webpage](#)
  - i. [or Block or allow pop-ups in Chrome - Computer](#)
  - ii. For **Risk Status Classifications and Adult Credential Troubleshooting**, refer to the Risk Status Classifications and Adult Credential Troubleshooting document located on both the Risk Manager Information and Adult Credential webpages.

**Additional Responsibility – Present to, and Review of, all Mass Youth Safety Policies**

9. **Safety Policies** below are to be presented to, and reviewed by, all adult participants.
- a. Mass Youth Soccer Athlete and Participant Safety Policy, known as Massachusetts Safe Soccer, steps for Implementation.
    - 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 policy and a link to the Mass Youth Soccer web site section where the policy will reside and be kept current (see link above).
    - c. Communicate to all organization adult members and parent's how to locate and the importance of following the Massachusetts Youth Soccer Athlete and Participant Safety Policy.
  - b. Support US Soccer and Mass Youth Soccer on the implementation, management, oversight, and compliance with the policies. This new policy provides that Organization Members, and in particular, those that deal with minors, must include certain components in their Risk Management Program; there are six required components to the Policy.
    - a. Prohibited Conduct Policy.
    - b. Appropriate Background Screening – Background Checks.
    - c. Education and Training is required for all adult members.
    - d. Reporting.
    - e. Limiting One-on-One Interactions.
    - f. Enforcement.

All above information is covered in detail in the **Mass Youth Soccer Athlete and Participant Safety Policy, known as, "Massachusetts Safe Soccer"** which includes the Mandatory Reporting Abuse Prevention Policy and is available on the Massachusetts Youth Soccer Association's website, [www.mayouthsoccer.org](http://www.mayouthsoccer.org) under the MA SAFE SOCCER section.

Additionally, you are required to review the Weather and Goal Safety policies found under this tab.

**Listed below are additional policies that must be reviewed and can also be found on the Mass Youth Soccer website:**

- a. **IMPORTANT NEW INFORMATION:** Mass Youth Soccer has new webpages found under the **COVID HUB** tab **on the mayouthsoccer.org website.**
- b. **In addition,** your organization may still be responsible for assigning a COVID-19 Safety Officer. Policy information along with Responsibilities and Guidelines for this position are located on the Mass Youth Soccer website under the “COVID Hub” tab.

For questions regarding the new information, please contact Tamie Endow at [tendow@mayouthsoccer.org](mailto:tendow@mayouthsoccer.org).

**10. How to upload and verify a document/certificate into the appropriate field in the adult’s registration account.**

1. Click on the appropriate upload icon.
2. A pop-up window will display.
3. Choose the file from your computer.
4. The uploaded image will display.
5. Choose upload.
6. Click on 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.

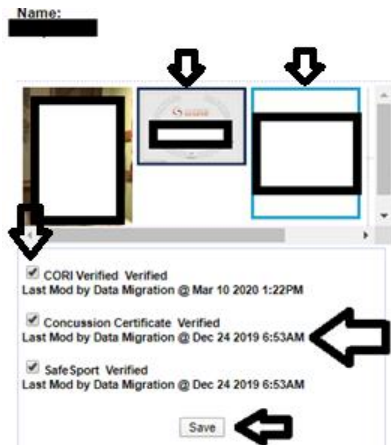
**11. How to delete a photo or training document that is still verified.**

**You must un-verify an already approved/verified document prior to an adult or administrator uploading and verifying a 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

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