



Risk Status Clarifications & Adult Credential Troubleshooting

When an adult registers, it may take up to five days to process all background checks and update the risk status. When you see that one of your adult members' credentials will not print, please review their risk status and all information below.

The risk status of Approved, Conditional, or Under 18 Approved are the only three statuses that allow for the printing of an adult credential.

Risk Status Meanings:

- **Approved:** Fully approved for three to three and a half years; this is dependent on the time of registration.
- **Conditional:** Adult is approved to participate, and we will review the background check reports sooner than three years; this is usually a one- or two-year approval period.
- **Under 18 Approved:** A youth participant that requires an adult credential. Risk expire date is the youth's eighteenth birthday.
- **Received, Pending or CORI Send:** the adult just registered, and we have not finished processing their background checks.
 - If the adult is in one of these statuses for over five days, please contact CORI@mayouthsoccer.org.
- **None and Expired:** indicates the adult did not register/fully register with Mass Youth Soccer.
 - The adult may have registered with their club in Sports Connect (old Blue Sombrero) and did not register in U.S. Soccer Connect.

OR

 - The adult did not submit their national background check at the end of the adult registration process;
 - In both instances, the adult must go through the adult registration portal and register as a returning user making sure to connect to the same registration and submit their national background check at the end of the process.
 - Administrators should send the adult an email which includes the adult's username and the adult registration link. An email template is on the right-hand side of the Risk Manager Information webpage.
- **Dupe:** Indicates that this is a duplicate account.
- **NBGP:** Mass Youth Soccer is reviewing this file. It could just be a Social Security Number typo or Mass Youth Soccer is reviewing the adult's background check report.
- **SSR:** Mass Youth Soccer is verifying the adult's Social Security Number.

- **In Process:** The adult may have made an error when registering. Email sent from Mass Youth Soccer, and we are waiting on the adult's reply.
- **Under Review:** The adult cannot participate until information is received from them and they are cleared by Mass Youth Soccer.
- **Suspended:** The adult cannot participate.

*If you believe an adult has a duplicate account that is causing issues, please contact U.S. Soccer Connect at **855-703-2558**.*

Other common reasons the adult's credential will not print:

1. The adult was added into your organization using the Admin Add function either by U.S. Soccer Connect or by one of your organization's administrators.
2. The adult completed a club registration in Sports Connect (old Blue Sombrero) but did not complete a Mass Youth Soccer Adult Registration via U.S. Soccer Connect.
 - a. This means the adult did not complete their required online Annual Mass Youth Soccer Adult Registration; thus, they did not agree to all legal agreements and waivers and are not registered with Mass Youth Soccer.
 - b. If the adult is registered correctly, you will see the "ADULT/CORI Registration" Web Reg line for the current registration year under their applications tab.

ADULT/CORI Registration	AD	Web Reg	Fall 2021 - Spring 2022	Adult/CORI Registration	9/7/2021	9/7/2021
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3. The adult is not SafeSport Abuse Prevention training verified.
4. The adult is not concussion training verified.

All requirements met and still unable to print credentials:

- Credentials download as pop-up PDF's. Most internet browsers do not allow pop-ups, so you need to adjust your settings to allow pop-ups.
- More information in the *Managing Pop-up Blockers* document available on the right-hand side of the [Adult Credentials webpage](#).