



Risk Status Classifications and Adult Credential Troubleshooting

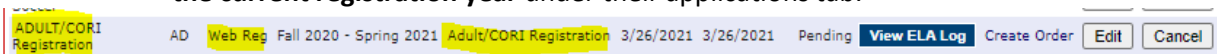
Thank you for taking the time to review your adult members risk status information. When an adult registers, it may take up to 5 days for me to process all background checks and update their risk status. When you see that one of your adult members credential will not print, please review their risk status and all information below.

Risk Management Failure can be several things.

1. The adult is NOT in the Risk Status of Approved, Conditional, or Under 18 Approved; **these are the only three Risk Statuses that allow printing of the adult credential.**
2. Risk Status of Received or CORI Send - The adult just registered, and we have not finished processing their background checks.
 1. If the adult is in one of these statuses for over 5 days, please contact the Mass Youth Soccer CORI/Risk Administrator.
3. NONE, the adult did not submit their National background check at the end of the adult registration process. The adult must go through the adult registration portal and register as a returning user making sure to submit their National background check.
4. NBGPR – Mass Youth Soccer is reviewing this file. **Could** just be a Social Security Number typo or Mass Youth Soccer is reviewing the adults background check report.
5. SSR – Mass Youth Soccer is verifying the adult’s Social Security Number.
6. 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.
7. Under Review – Cannot participate until information is received from adult and they are cleared by Mass Youth Soccer.
8. Suspended – Cannot participate.

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.
 1. 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.
 2. If the adult is registered correctly, you will see the “**ADULT/CORI Registration**” line for **the current registration year** under their applications tab.



2. If the adult is not SafeSport Verified/Approved
3. If the adult is not Concussion (CDC) Verified/Approved

*All requirements met and still Unable to Print Credentials+

4. The credentials download as pop-up PDF’s. Most computers will not allow pop-ups, so you need to adjust your settings to allow pop-ups.
5. For all Pop-up Blocker information refer to the Pop-Up Blockers PDF located on the Adult Credentials webpage