



RegisterUSASoftball.com Frequently Asked Questions

Version
2017.1

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What if I forgot my username or password? In order to keep your registration on schedule, **DO NOT CREATE A NEW PROFILE**, as this will only delay the process. Go to the login screen and click the “Forgot Username or Password?” link. On the next page enter your email address and click the Submit button. If the email address is found in the system you will receive an email from USA Softball that will have a link that will allow you to change your password. (You can also change your username on that same screen.) If your email address was not found in the system, you will need to go back the Login page and click the “Retrieve Login with ID Card?” link in order to reset your login information with your first name, last name, date of birth, and member ID number.

What if I never receive the email to reset my password? You may also reset your password with your member ID number and personal information that was used with your previous registration. If neither of these work, please submit a ticket through the RegisterUSASoftball.com homepage explaining the issue. Please provide your email address and date of birth when you submit the help ticket.

I don't know my login information and I changed my email. You may reset your login information with your member ID number that comes on your card and other personal information by clicking the “Forgot Username or Password?” link. If you do not know your member ID, you will need to contact your local commissioner or submit a help ticket. [Look up your local USA Softball contact directory.](#)

What if I receive the message “Your email is already in use”? First check and make sure that another person is NOT using your email address in the system, such as your child or spouse. The best way to do this is to login with the account for the specified email address. If you do not know the login information click on the “Forgot Username or Password?” link to reset the password for that email address. However in order to do this you'll need access to that email account.

If another family member is using your email address, then either create a new email account for you or for the other family member so that you can use different email addresses. The system only allows one email address per person, and will NOT allow duplicate addresses. Your unique email address is the system's way of identifying you. If you do not have an email account, you may go to www.yahoo.com or www.gmail.com to obtain a FREE email account.



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What are the steps to register a team?

- a. On the HomePlate page, select Team Administrator in the dropdown box
- b. Click the “Add Team” button below to create your team
- c. Click the “Add Member” button to add your team members
- d. Click the “Generate Invoice Preview” button

For more specific instructions, please click [Here](#) .

How do I get other coaches logged in? As the team’s Team Administrator, go to the team’s page and click on the coach’s name. There will be a button labeled “Send Welcome Email” to send your coach an email to login to RegisterUSASoftball.com.

Can I submit my team for registration with existing issues? Most associations allow their users to submit registrations with issues that are non-critical in nature. (For example: birth certificates need to be reviewed by Commissioner). Some issues are critical and will not allow you to submit without a correction (background checks and ACE Education requirements or an invalid age on a player). It is suggested that you take care of all issues first, and then submit your team, as this will speed up your registration process. Contact your local USA Softball Commissioner for more information.

What is the difference between a standard roster and a championship roster?

- A Standard roster is one that a coach will use for all invitational tournaments.
- Some associations allow players on multiple Standard rosters. Check with your local USA Softball Association.
- A Championship roster will freeze your team’s players onto one roster for Championship play such as National Qualifiers, State Tournaments, Regional Tournaments, and National Tournaments. Only a local USA Softball Commissioner can move a player that is on an approved Championship roster.

I made a mistake when I created the invoice and the registration charges and insurance

deductibles are incorrect. How do I change the invoice? A team administrator can make any changes to the team or roster as long as the team is in “Pending” status. If you’ve already submitted your roster, and the invoice has been created, you will need to contact your local USA Softball Commissioner and ask him to VOID the invoice. After the invoice is voided you may make the necessary changes to your registration, and create a new invoice by clicking the “Generate Invoice Preview” button again.



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My team disappeared! This is a common issue if you are not listed as Team Administrator on the team's page. You will need to contact your local commissioner to be added back as the Team Administrator. [Look up your local USA Softball contact directory.](#)

How do I print a championship roster? Championship rosters must be approved by your local commissioner. [Look up your local USA Softball contact directory.](#) Once players are approved, you will be able to print your roster from your team's page from the "Printable Documents" dropdown box.

Who receives my payment and approves my team? Payments are received by the local ASA association and they also approve your team members. [Look up your local USA Softball contact directory.](#)

How do I add a photo to my players' profile? You will need to go to your team's page. Click on the name of a player that needs a photo. Once the player's profile is open, click the "Browse.." link to start adding a photo. Once the photo appears on the profile, click the "Save" button. You will need to repeat this for everyone needing a photo. Please remember, all photo must be headshots without sunglasses and headwear.

How can I find Tournaments? You can find national championships and qualifiers through www.usasoftball.com. For information on the 18U and 16U GOLD tournaments go to gold.usasoftball.com. For other ASA tournaments located throughout the country please visit www.tournamentusasoftball.com.

How do I get an additional location insurance certificate? Once your team is approved, you will need to go to your team's page. Under the Team Actions dropdown box, click the "Request Additional Insured" option and then click the "Go" button. Click the "Add New" button and fill out the popup appropriately. This location will need to be approved by your Local Association. Once your local association has approved the request, you will be able to print the insurance certificate from the "Printable Documents" dropdown on your team's page. For more specific instructions, please click [Here](#).

How do I remove a player? A player can always be removed if the player is in Pending status. A player cannot be removed if the player's status is Submitted. If a player is in Approved status, they can only be removed if the roster type is Standard. To remove a player, click the checkbox to the left of their name. Go to the Team Actions dropdown box, click "Remove Selected" and then the "Go" button.

I can't open documents (Insurance Certificates, Rosters and etc.) If you are clicking the "Open" button and nothing is appearing, please make sure your popup blocker is not preventing the documents from showing. If you are using Google Chrome and a red X is showing on the right side of the URL, click the red X and allow popups from RegisterUSASoftball.com. If you are using Internet Explorer, click the yellow box at the bottom of the page and allow popups from RegisterUSASoftball.com.