



RegisterASA Frequently Asked Questions

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 “Need help logging in?” 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 ASA Softball that will have a link that will allow you to change your password. (You can also change your username on that same screen.)

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 RegisterASA 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 “Reset Password” button. 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 ASA 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 “Need help logging in?” 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; www.gmail.com; or www.aol.com to obtain a FREE email account.

How do I register my team? Every team must have a Team Administrator in order to register online. If you're responsible for registering your team, including all coaches and players, ensure that your profile has the “Team Administrator” role selected by accessing you're the page titled “Profile.”

What is my first step once I'm logged in? The first thing you will need to do is select your role in the dropdown box. The options in your dropdown box reflect the roles you have saved in your profile. To edit your profile, click the “Profile” link at the top of your page.



Please read the following tips to help you register your team:

- On the Registration Menu click either the “Add Team” button or the “View Teams” button.
- If you use one of your previous teams you can create a current year registration by clicking the “Add to New Season” link. You can then edit the team by removing previous players and adding new players. You don’t have to do this all at one time. You can create the new season team and then edit as necessary before creating your registration invoice.
- If you’re adding a new team, complete the information and then click the Add Team button.
- Under the fees grid three blue buttons will appear. Click “add member”
 1. If available, type the Member’s ID number and date of birth and click “submit”.

OR

2. Type the first name, last name, ZIP code and birth date, then click “submit”.
- Based on the results of the search for this member, you will either see a list of possible member matches the system located, or you will see the new member form with the data you just entered already filled out.
 - If a correct match is found for the member you want to add click the Select button next to the member’s name on the grid. Otherwise, add the person as a new member. (You will repeat this procedure for each player and coach) then click “Add to Team”. **If you know that the member registered in a previous season try to obtain their Member ID so that you don’t unnecessarily create a new profile.**

What if I forgot to send my coaches a “Welcome Email”, can I still do that now? If you did not initially click the box next to “send welcome email” on the coach’s profile page, return to the coach’s profile and send the Welcome Email by checking the box and clicking the SAVE button. The “Welcome Email” will ensure that the coaches login with the correct profile information. This allows for a more seamless registration process when the coach submits for a background check or takes the ACE certification exam.

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 Certification 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 ASA commissioner for more information.



Why is the “submit” button grayed out?

- Check to make sure that you have selected the role of “Team Administrator” for your profile.
- Every team must have a “Team Administrator”. This is the person that is responsible for the registration process, mailing in the fees, and distributing ID cards to your team members.

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 ASA.
- 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 ASA Commissioner can move a player that is on an approved Championship roster.

How do I create an invoice for my team’s registration? After you enter all of your players and coaches, click the “Generate Invoice Preview” and review the information on the screen that follows. If the information looks correct click the “Create Invoice” button to create the invoice. A box may display to create an invoice and to choose roster type (standard or championship) if the local ASA allows this option. When you send the invoice to your local ASA Commissioner, be sure to include your payment and any required copies of birth certificates and background check consent forms.

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 ASA 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 “submit and create invoice” button again.

How can I find Tournaments? You can find national championships, qualifiers and information on GOLD tournaments through www.asasoftball.com. For other ASA tournaments located throughout the country please visit www.tournamentasa.com.

What are the steps to register a team?

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



- e. Click the “Generate Invoice Preview” button

For more specific instructions, please see the “How to Register a Team” link at the bottom of www.RegisterASA.com.

How do I view my team’s issues? The word “Yes” on the top left corner of your team’s page is a link to view a list of your issues. **Note:** Requested documents like Birth certificates must be mailed in to the address on the invoice.

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 ASA contact directory.](#)

How do I print a championship roster? Championship rosters must be approved by your local commissioner. [Look up your local ASA contact directory.](#) Once players are approved, you will be able to print your roster from your team’s page.

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 ASA 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.asasoftball.com. For information on the 18U and 16U GOLD tournaments go to gold.asasoftball.com. For other ASA tournaments located throughout the country please visit www.tournamentasa.com.