

League Registration Tricks & Tips



Data Collection

- When collecting data for registering members it is important to get the legal and correct name of the member. When registering with USA Softball, you will receive insurance. Legal information is crucial for insurance purposes, so you will always want their legal name on the registration documents.
- The name will be used to run their background check and compared to the name on their SafeSport account when it syncs.
- Their address needs to be the correct mailing address so that they can receive their background check/ACE card.
- Correct email addresses are essential so our members can receive their initial welcome email and any password reset emails they may need in the future



Incorrect Name Issues

- If the info is not their full legal name, it could delay the processing of the background check.
- Making sure you have the full legal name every time for the account will keep you from potentially creating another ID# and profile.
- If the legal name is not on the RegisterUSA profile and SafeSport account, the certificate may not sync properly. This would mean a manual syncing process, which is a less streamlined process, more frustration, and a delay in your members' approval.
- Insurance- Legal information not matching insurance information could be problematic and create delays and extra steps for you and your members to resolve and process the claim.



Incorrect Address Issues

- ACE and Background Check Cards are returned to the National Office due to incorrect addresses on the accounts. These problems are corrected manually, delaying your members from getting purchased benefits in a timely manner.
- Please remind prior members to double-check the address/contact info on their accounts when they log in for the first time.



Email Address Issues

- Without a valid email address, the member will not be able to receive their welcome emails or contact from their local association. You cannot export useable lists for your league's marketing purposes.
- Without a valid email, they cannot reset their login information if they forget it. They would need to contact support, delaying their process of completing the registration steps.



SafeSport Account Name Issues

- SafeSport is a government-mandated training course that is in place to help keep minor athletes safe in a youth sports environment.
- Having a legal name on the SafeSport account is important for tracking and for the syncing process to take place on our site.
- Having the same and correct name and email address will help alleviate syncing issues with RegisterUSA, reducing frustration with the SafeSport process.



SafeSport Syncing

- The SafeSport Guide must be followed in its entirety for the syncing to work.
 - Example: If a coach goes to SafeSport and creates an account without using the buttons on RegisterUSA, the sync won't work. At that point, even if the coach goes back and uses the buttons on RegisterUSA, it still won't work without manual correction.
 - Why: This is because one of the ways profiles are tied to USA Softball is through code that runs in the background of the person's web browser when our buttons are used. The code in the button can't be applied to the SafeSport profile if the coach previously deviated from the steps in the guide.
- Note - Only the four required courses can be accepted by us- SafeSport Trained NGB1, Refreshers 1, 2, or 3. Only one course per USA Softball season is required.



SafeSport Cont.

- Common Issues
 - Member took SafeSport through another sport
 - Solution: We can accept a valid certificate taken under another sport, but must also be dated within our season. The member must send their certificate and RegisterUSA ID# to safesport1@usasoftball.com for that national office to manually enter.
 - The member did not set up a SafeSport account by following the guide, and it is charging them \$20 to complete it.
 - Solution: The member will need to submit a help ticket using the below link to SafeSport for their account to be affiliated with USA Softball.
<https://safesport.atlassian.net/servicedesk/customer/portal/4/group/9/create/40>
 - Member cannot see correct courses in the Catalog section of SafeSport
 - Solution: The account is likely not affiliated, and the member must submit a help ticket to SafeSport using the above link to resolve this. The member can also call SafeSport at 303-800-4567.



USA SOFTBALL

