



Top Ten December Support Topics

1. Sports Connect – Mobile-First Transition

Description: These are inquiries from Region admins regarding the transition of their Region to the new Mobile-First platform. They want to find the previously recorded webinars, sign-up for new webinars, find more information, and change the transition phase.

Assistance: Click: [Stack Sports Mobile First & AYSO National Platform microsite](#) to access FAQs, recorded webinars, and all information on the transition to Mobile First. You can also find a recording of the webinar Sports Connect hosted by [clicking here](#).

You can also visit these Sports Connect resources:

[Admin Registration Setup Video](#)

[Player Registration Video](#)

[Mobile-First Registration Region Live Demo](#)

For any questions about this upgrade or your Phase assignment, please contact your Section Director.

If you have specific questions regarding the upgrade functionality or issues with your Sports Connect portal, please contact the Sports Connect team at aysosupport@stacksports.com.

2. Refund - Region Fees (MY2020)

Description: These are inquiries from parents that are requesting Fall 2020 refunds. The parents are given the Region contact information.

Assistance: The S/A/R can help reduce these tickets by ensuring the refund information and guidelines are displayed on their Region's Sports Connect Website. Please make sure the S/A/R contact information is up-to-date in their Sports Connect Portal. The contact information needs to be updated on two different screens in Sports Connect. See the Region inquiries topic above for step-by-step instructions on the two screens.



3. Refund - Region Fees (MY2019)

Description: These are inquiries from parents that have not received a Spring 2019 Region fee refund or coupon. The parents are given the Region contact information.

Assistance: The S/A/R can help reduce these tickets by ensuring the refund information and guidelines are displayed on their Region's Sports Connect Website. Please make sure the S/A/R contact information is up-to-date in their Sports Connect Portal. The contact information needs to be updated on two different screens in Sports Connect. See the Region inquiries topic above for step-by-step instructions on the two screens.

4. Sports Connect – Password Reset

Description: These are inquiries from parents and volunteers trying to login into their Sports Connect account and forgot their password. They usually search for AYSO Support and call the AYSO Office instead of using the Sports Connect password reset tool or calling the Sports Connect Support department.

Assistance: Users need to reset their password in Sports Connect. They can do so by clicking on Login in their Region's Sports Connect Portal and then clicking on the Forgot Password link:

The screenshot shows the Sports Connect login interface. At the top is the 'sports connect' logo. Below it are two input fields: 'Username' and 'Password'. The 'Username' field has a red error message 'Username is required' below it. The 'Password' field has a red error message 'Password is required' below it. Below the fields is a blue 'Login' button. At the bottom, there is a link 'Forgot your Username or Password?' where the text 'Password?' is highlighted with a yellow rectangular box.

They can also contact the Sports Connect support team directly for assistance resetting your password. Sports Connect Support can be reached by email at aysosupport@stacksports.com or by phone at 866-672-1067.





5. Region Locator Inquiries

Description: These are inquiries from parents wanting to enroll their children in soccer. They don't visit ayso.org and call or email us for information on how to sign up. The parents are directed to the ayso.org region locator, and we help them find a Region portal with their zip code.

Assistance: The S/A/R can help reduce these tickets by ensuring the Region contact information is up-to-date in their Sports Connect Portal. The Region contact information needs to be updated on two different screens in Sports Connect.

Login to your Region, Area, or Section Sports Connect Portal

1. Go to **Registration – Settings – Payment Settings**
 - a. Scroll to the bottom and under **Official Contact**, update the address, City, State, and zip code
 - b. Click on save

2. In the Sports Connect toolbar, hover over the person icon  and click on **Home**.
 - a. Click on the **Settings** Icon 
 - b. Edit the contact Details information: address, City, State, zip code, email, and phone number.
 - c. Click save at the bottom of the screen.

6. AYSO Questions/Info/Age Guidelines/Rules

Description: These are inquiries from parents, regional admins, and volunteers trying to find out more about AYSO. They are looking for information on the age guidelines, rules of the game, and other AYSO general information questions.

Assistance: More information regarding the Region, age guidelines, and rules and regulations could be added to the Region's portal for the information to be more available to parents.



7. CVPA - Pending Invite

Description: These are inquiries from Region admins or volunteers wondering why their background check is still saying pending invite. The reason is that they have not clicked the Sterling link to submit their consent for a background check.

Assistance: The S/A/R can assist with these tickets by understanding how to run a background check status report, knowing what each status means, and how to help a volunteer depending on the background check status. You can find all that information on this step by step guide on our microsite found [here](#).

8. CVPA - Background Check Clearances

Description: These are inquiries from Region admins asking why a person was restricted or not cleared.

Assistance: The S/A/R can assist with these tickets by understanding how to run a background check status report, knowing what each status means, and how to help a volunteer depending on the background check status. You can find all that information on this step by step guide on our microsite found [here](#).

9. AYSOU – Login Issues

Description: These are inquiries from volunteers that are having issues accessing AYSOU with their Sports Connect Portal. The most common reason this happens is that the volunteer has not activated their AYSOU account through their Sports Connect account.

Assistance: Volunteers having issues with their AYSOU login need to activate their account to login to AYSOU:

1. Please login to your Sports Connect Account and click on the Home tab on the screen's left-hand side.



2. Then click on the AYSOU tab on your Regions website to be automatically logged in.



3. You will be redirected to aysou.org and will be logged in automatically with your Sports Connect Credentials.

If they are unable to login, they will need to reset their password in Sports Connect. They can do so by clicking on Login in their Region's Sports Connect Portal and then clicking on the Forgot Password link:

They can also contact the Sports Connect support team directly for assistance resetting your password. Sports Connect Support can be reached by email at aysosupport@stacksports.com or by phone at 866-672-1067.

10. Coupon Questions

Description: These are inquiries from Region admins on how to start the coupons process for Fall 2020. These are also inquiries from parents saying they misplaced the coupon they received from Spring 2019. The parents are referred back to the Region that can access the coupon codes.

Assistance: Region admins can check the [Credits and Refunds page](#) on our microsite for the latest information on how they can offer credits, coupons, or refunds to their AYSO families. Side note: Account credits are easier for parents to use and can be applied to any season than using coupons.



Tickets Solved by Section

Ticket Topic	Section	Solved tickets
AYSO Questions/Info/Age Guidelines/Rules	S01	8
AYSOU - Login Issues	S01	4
CVPA - Background Check Clearances	S01	6
CVPA - Pending Invite	S01	7
Refund - NPF (MY2020)	S01	4
Region Locator Inquiries	S01	7
Sports Connect - Mobile-First Transition	S01	5
Sports Connect - Password Reset	S01	6
AYSO Questions/Info/Age Guidelines/Rules	S02	1
AYSOU - Login Issues	S02	1
Coupon Questions	S02	1
CVPA - Background Check Clearances	S02	2
Sports Connect - Mobile-First Transition	S02	4
AYSO Questions/Info/Age Guidelines/Rules	S02	1
CVPA - Pending Invite	S03	1
Region Locator Inquiries	S03	2
AYSO Questions/Info/Age Guidelines/Rules	S05	1
Coupon Questions	S05	2
Refund - NPF (MY2019)	S05	1
Region Locator Inquiries	S05	1
Sports Connect - Mobile-First Transition	S05	2
AYSO Questions/Info/Age Guidelines/Rules	S06	2
AYSOU - Login Issues	S06	5
CVPA - Background Check Clearances	S06	1
CVPA - Pending Invite	S06	1
Region Locator Inquiries	S06	1
Sports Connect - Password Reset	S06	1
AYSO Questions/Info/Age Guidelines/Rules	S07	1
CVPA - Background Check Clearances	S07	1
Region Locator Inquiries	S07	1
CVPA - Background Check Clearances	S08	1



Refund - NPF (MY2020)	S08	1
Region Locator Inquiries	S08	1
Sports Connect - Mobile-First Transition	S08	1
Refund - NPF (MY2020)	S09	1
Sports Connect - Mobile-First Transition	S09	1
CVPA - Background Check Clearances	S10	1
CVPA - Pending Invite	S10	3
Refund - NPF (MY2019)	S10	1
Refund - NPF (MY2020)	S10	2
Region Locator Inquiries	S10	2
Sports Connect - Password Reset	S10	4
AYSO Questions/Info/Age Guidelines/Rules	S11	4
AYSOU - Login Issues	S11	2
CVPA - Background Check Clearances	S11	2
CVPA - Pending Invite	S11	2
Refund - NPF (MY2019)	S11	1
Refund - NPF (MY2020)	S11	1
Region Locator Inquiries	S11	6
Sports Connect - Mobile-First Transition	S11	9
AYSO Questions/Info/Age Guidelines/Rules	S12	2
AYSOU - Login Issues	S12	1
CVPA - Background Check Clearances	S12	2
Region Locator Inquiries	S12	2
Sports Connect - Mobile-First Transition	S12	1
AYSO Questions/Info/Age Guidelines/Rules	S13	1
CVPA - Background Check Clearances	S13	2
Refund - NPF (MY2020)	S13	1
Region Locator Inquiries	S13	1
Sports Connect - Mobile-First Transition	S13	2
AYSOU - Login Issues	S14	1
CVPA - Pending Invite	S14	1
Refund - NPF (MY2019)	S14	1

Total	145
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