AYSO-U FAQS

Newest Questions in Yellow

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AYSO-U

I'm currently using eAYSO for MY2016. Do I have access to AYSO-U for volunteer training and rostering?

Standard access to AYSO-U is available to volunteers who are registered in BSB by way of the Single Sign-On SSO; however, access is made available to those volunteers exclusively in eAYSO **if** the volunteer is defined as having the instructor position on the Section, Area, or Regional Board and volunteer is currently in MY2016.

** If exclusively in eAYSO for its last membership year (MY2016), please visit the AYSO-U website directly at aysou.org and sign in with a current eAYSO login name and password.

Why can't I log into AYSO-U with my BSB Admin Account?

Admin accounts issued to RCs will not connect to AYSO-U via Single Sign-On SSO. AYSO-U requires a link to a volunteer record in order to work. RC's must create a separate user login attached to their own personal Volunteer Application and should not use their Region Portal's admin account for SSO access.

If the separate user login should not work, please contact user support at support@ayso.org and send your login name with the subject line "SSO Help" to resolve the issue.

Is eAYSO still operational for rostering courses?

The rostering of courses in eAYSO is no longer accessible. Everyone should go to AYSO-U for the rostering of courses and volunteer training.

> ** Please see the **Courses** section of this AYSO-U FAQS sheet for instructions on rostering courses in AYSO-U.

INSTRUCTORS

Who can add/roster a course?

Only instructors with the designated "Instructor Role" on a Region, Area or Section Board in eAYSO are the users that can add and roster a course.

I am an Instructor. How do I get assigned the Instructor Role?

The volunteer instructor needs to be currently defined in **eAYSO** as having the instructor position on the Section, Area, or Regional Board to be assigned the "Instructor Role" in AYSO-U.

Who can view the "LMS Admin" tab in order to add/roster a course?

Only volunteers with the designated "Instructor" role can view the "LMS admin" tab to add and roster a course. The role of "Instructor" in AYSOU is defined as anyone on an S/A/R Board with the following positions: Coach Admin, Ref Admin, Management Admin, Referee Director of Instruction, Coach Trainer, and Instructor. Board members such as RCs without an "Instructor Role" are unable view this portion of the website.

How do I (the Instructor) add attendees to my rostered course?

These set of instructions are now available as a tutorial on **AYSO-U**. Please visit the **My Courses** tab on the AYSO-U Dashboard and select the **How-Tos for Instructor** tutorials. Launch the tutorial marked **Adding Attendees and Giving Credit** to access and begin tutorial.

Why can't I (the Instructor) view Volunteer certifications?

The criteria needed to view the certifications of volunteers would require information that could invade user privacy. It is for this reason that the LMS does not come with the ability to view and search volunteers.

> **See the Certification section in the *AYSO-U FAQs* to see who can view volunteer certification history.

How do I (the Instructor) give completion credit to Volunteers on a live course roster?

These set of instructions are now available as a tutorial on **AYSO-U**. Please visit the **My Courses** tab on the AYSO-U Dashboard and select the **How-Tos for Instructor** tutorials. Launch the tutorial marked **Adding Attendees and Giving Credit** to access and begin tutorial.

Are Instruction Exams available on AYSO-U?

In-Person Course Exams, **PowerPoints**, and **Lesson Plans** are available within the **Resources** Tab. Each series of exams can be found within their distinctive disciplines and can be launched and downloaded with an accompanied password key. These keys are available from your Section Staff or the National Office Programs team.

Where do I find (my volunteers') certification history?

Board Administrators **alone** are able to pull the **Volunteer Certification Report** on Blue Sombrero for their Region. This report can be found at **Reports** > **Roster** > **Volunteer Certification Report** > **Export**.

> **Instructors without the Board Admin role on BSB will not be able to view this report. Please request a report from your Regional Board.

How do I email my rostered Attendees?

1. Under the **Learning Catalog**, locate your course discipline. Click on the arrow to see the dropdown list of available folders.
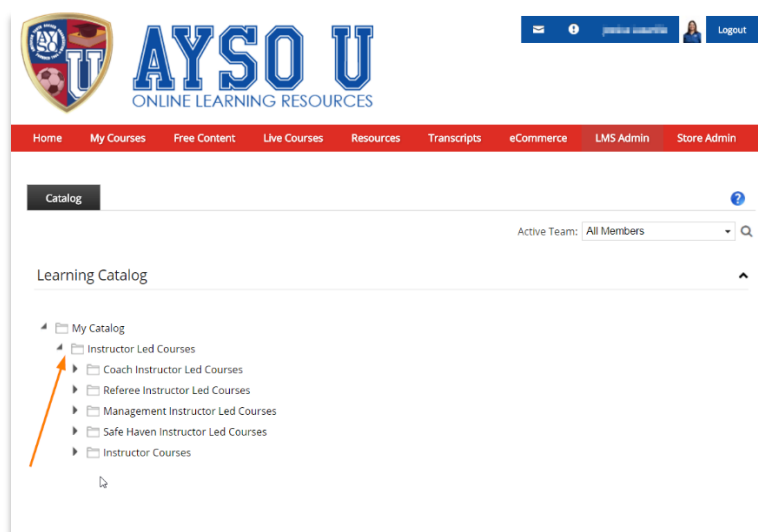
2. Left-click on the appropriate course name (1) and select the LE Sessions option (2).
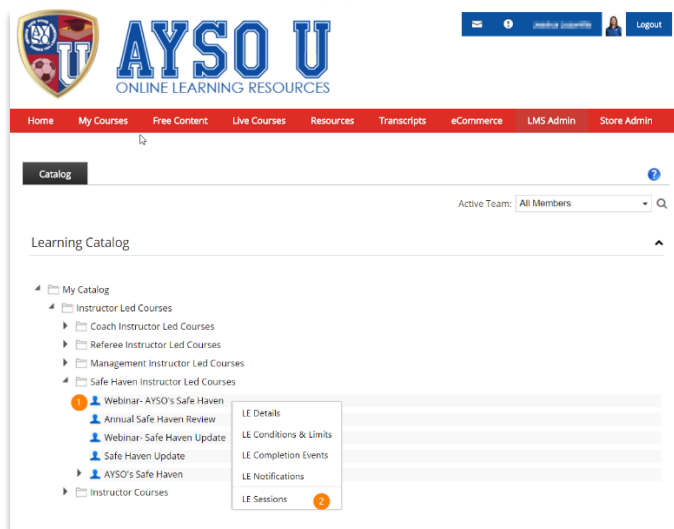
3. Locate your course session and select the attendee icon (1).
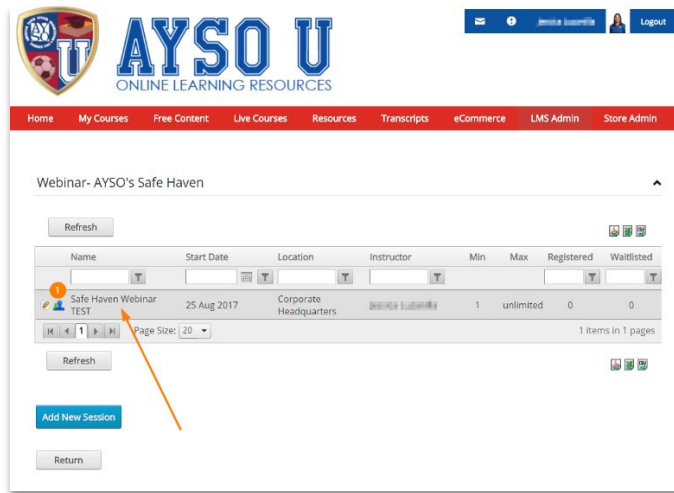
4. Select the attendees you wish to send a message to from your roster (1). Then, select the mail icon on the right side of the page.
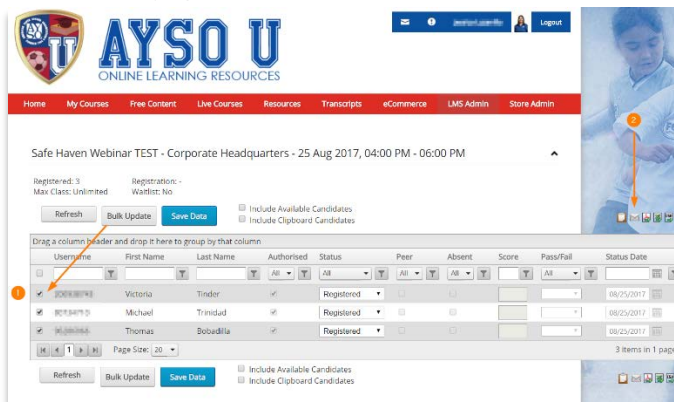
5. The *From* (1) field should include your email by default, however, AYSOU sends all correspondence using training@ayso.org. The reason for this is to ensure that messages are delivered to the attendees (and to prevent them from being undelivered). Enter your subject (2) and select a copy to be sent to the instructor (3) if desired.
    Include the message in the body (4) and include your email here, since emails sent will have training@ayso.org as the sender's email. Include it if you'd like for attendee's to contact you. Hit send (5) to complete your message.

6. A pop-up will appear when the message is sent.
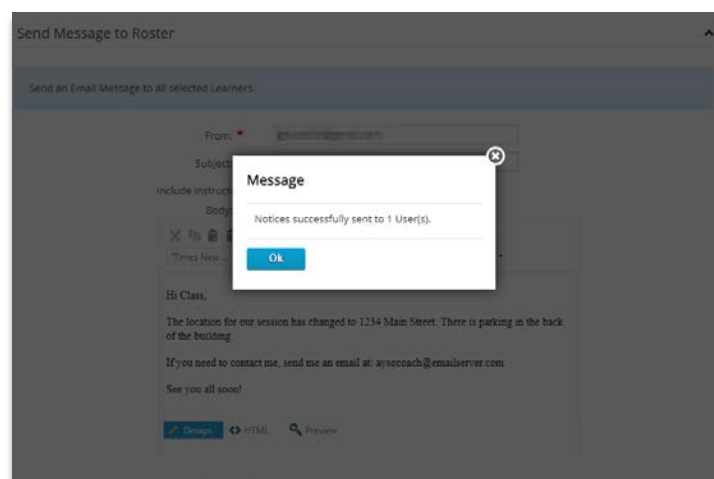
How do I Export a Roster (for Instructors only)?

1. Under the Learning Catalog, locate your course discipline. Click on the **arrow** to see the dropdown list of available folders.
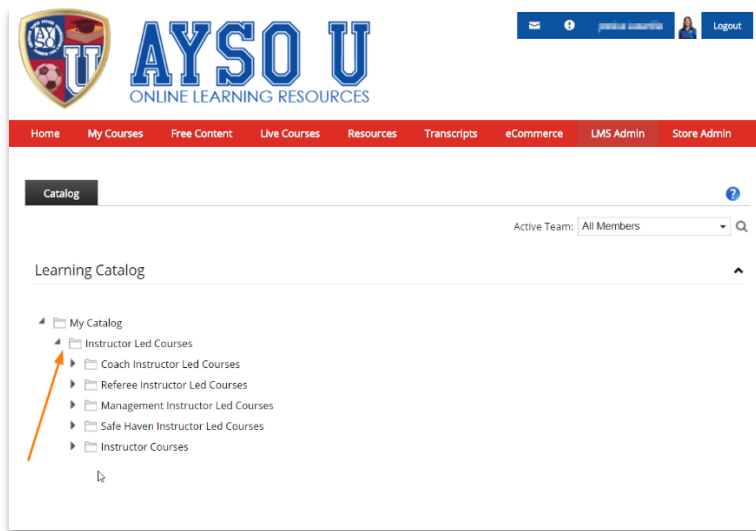
2. Left-click on the appropriate course name (**1**) and select the **LE Sessions** option (**2**).
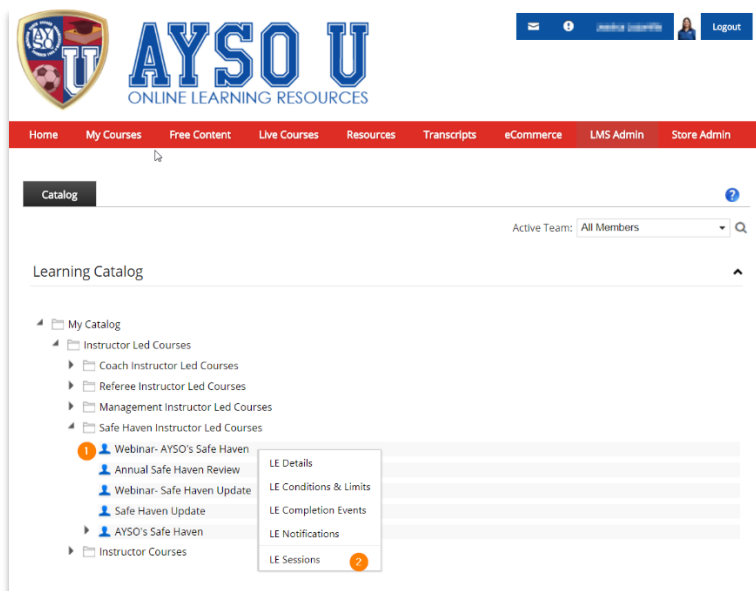
3. Locate your course session and select the attendee icon (**1**).
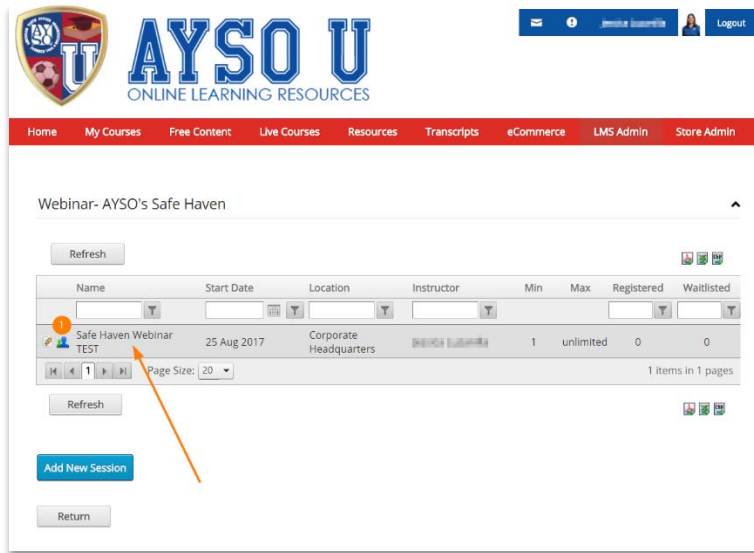
4. Select the attendees you wish to send a message to from your roster (**1**). Then, select one of the icons (**1**), (**2**), or (**3**).

1. Exports a .**pdf** file
2. Exports an **Excel** (.xl) sheet.
3. Exports a .**csv** file.
4. The file will be downloaded to your computer.
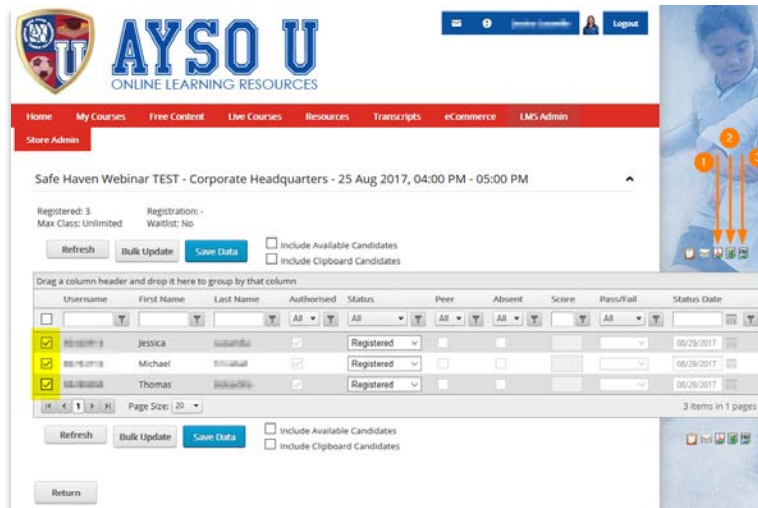
LIVE COURSES

How do I (an instructor) add a live course?

1. Select the red **LMS Admin** tab at the top of the AYSO-U dashboard. Allow the **Catalog** tab to populate and select **Catalog**.

2. Open the **Instructor Led Courses** in the **Learning Catalog** folder and use the dropdown arrow to locate a desired discipline.

3. To add an available course within a discipline, left-click and select **New Learning Element**.

4. Within **General Settings**, add the **Course Name**, **Course Description** (if applicable), and select **Instructor Led Courses**.

5. Select **Update** when complete.

How do I (an instructor) roster a live course?

1. Select the red **LMS Admin** tab at the top of the AYSO-U dashboard. Allow the **Catalog** tab to populate and then select **Catalog**.

2. In the **Learning Catalog**, open the **Instructor Led Courses** folder and use the dropdown arrow to locate a desired discipline.

3. Use the dropdown arrow within disciplines to display available classes. To roster an available class, left-click and select **LE Session**.

4. Locate the blue **Add New Session** button at the bottom-left corner of the page in order to create a new session (date).

5. Within **General Settings**, add the **Session Name**, **Start Date Time and End Date Time**, **Time Zone**, **Location**, and **Instructor Name**.

6. Select **Update Session** when complete.

>   **To review course details and rosters, left click the desired session date to learn more.

>   **Registered learners, roster status, scores and grades can be updated and modified within this page.

Additional sessions within an existing course: Be sure to carefully copy general setting details from previous sessions within an existing course. Reviewing older session details is made possible by selecting any previous session name with a left click and selecting **Session Details.**

How do I (a volunteer) register myself in a live course?

1. Select the red **Live Courses** tab at the top of the AYSO-U dashboard and sort through the Live Course **Calendar** for available Sessions offered in nearby Regions.

2. Once preferred Session is located, select the blue **Sessions** button to view available rosters in a Session.

3. To register for a preferred roster, click the blue **Register** button to enroll and also to complete the registration process. No further action is needed.

   ** When taking a live course as a *companion course* to an AYSO-U module (such as Regional Referee), contact your Regional Board to verify which live courses (such as *companion courses*) are offered in your Region. If the *companion course* is available as a live course, see steps above for registration.

Who can add/roster a course?

Only instructors with the designated "Instructor Role" can add and roster a course.

Who can view the "LMS Admin" tab in order to add/roster a course?

Only instructors with the designated "Instructor Role" can view the **LMS admin** tab to add and roster a course. Board members such as RCs without an "Instructor Role" are unable view this portion of the website.

I am not registered in Blue Sombrero, how can I take the AYSO-U courses?

You must create a user login account on an AYSO Blue Sombrero website and complete a volunteer application. This login will enable you to login to AYSO-U. There is an exception for volunteers using inLeague Registration sites and these users can use their eAYSO login.

Is eAYSO still operational for rostering courses?

The rostering of courses in eAYSO is no longer accessible. Everyone should go to AYSO-U for the rostering of courses and volunteer training.

** Please see the **Courses** section of the *AYSO-U FAQS* for instructions on rostering courses in AYSO-U.

Can AYSO-U filter its "Live Course" search by Section, Area, and Region?

AYSO has contracted with Accord LMS to provide a session search utility.

Roster numbers are no longer used for live course identification. How are they identified in AYSO-U?

Rosters are now identifiable by live course location, date, and name. Search function coming soon.

Course Modules

I am not registered as a volunteer through Blue Sombrero, how can I take the courses?

You must create a user login account on an AYSO Blue Sombrero website and complete a volunteer application. This login will enable you to login to AYSO-U. There is an exception for volunteers using inLeague Registration sites and these users can use their eAYSO login.

Where do I find all the classes offered?

For the general volunteer, the **ECOMMERCE** tab shows all the courses available to purchase by credit card or Region issued voucher. Volunteers should consult their Region for course reimbursement policies/procedures.

The **My Courses** tab contains all the courses currently available to the registered volunteer. Every volunteer is given *AYSO's Safe Haven,* the *CDC's Heads Up on Concussion* and *AYSO's Summary of the Laws of the Game*.

Can I take the course on my phone?

Yes. The site is device responsive although it may not provide optimal viewing.

Will I be able to go back into courses to review the various coach practice sessions?

The practice sessions are available in the eBooks which may be downloaded on 3 devices per purchase. Once purchased, the course and eBook may be revisited at any time.

CERTIFICATION

Where do I find my AYSO-U and eAYSO certification on the AYSO-U website?

Select the red "Transcripts" tab at the top of the AYSO-U dashboard. The AYSO-U certifications will automatically populate on screen. To view eAYSO certification, select the red **CLICK HERE FOR YOUR TRANSCRIPTS** link to view.

> ****** If either two transcripts fail to populate, please contact user support at support@ayso.org.

Where do I find (my volunteers) certification history?

Board Administrators **alone** are able to pull the **Volunteer Certification Report** on Blue Sombrero for their Region. This report can be found at **BSB > Reports** > **Roster** > **9 Volunteer Certification Report** > **Export**.

> ****Instructors without the Board Admin role on BSB will not be able to view this report. Please request a report from your Regional Board.

After completion, will I be able to print a certificate at any time?

Yes. All courses come with a certificate of completion; and upon completion, volunteer transcripts are updated with the new certification.

Will my certification show up immediately on my record?

Upon completion, Application Programing Interface **API** calls are made from the AYSO-U to eAYSO and to Blue Sombrero. Certifications should appear within minutes.

How is my progress tracked as a candidate for the Intermediate Referee Certification?

Upgrade candidates are required to keep their own records for both the **12U Match Observation** and **Live Exam** portions of the Intermediate Referee Certification. These portions of the certification must be signed off by the Area or Section as appropriate. Instructors can mark the passing of an exam. Candidates should be aware that the **Online Module** for Intermediate Referee is the only progress to be captured in AYSO-U, making it imperative for upgrade candidates to track and preserve all forms and instructor records for their Intermediate Referee Certification.

Does Transcript History contain partially completed certifications?

Transcript history does not contain partially completed certifications. It is necessary for Instructors to mark volunteers "completed" for a course in order for volunteers to receive full credit on their transcript history.

eBOOKS

Why do I need to disable certain applications when viewing the eBooks through a browser?

The eBooks are copyright protected in order to preserve a strategic advantage for AYSO. The eBooks cannot be opened while a screen or text capture application is also open in order to prevent copyright infringement.

Why can't I print the manual to take to practice? How can I get a manual to take to practice?

EBooks may be printed but will have a distinct watermark on every page to prevent copyright infringement. The manuals are also available in hard copy printed form from the AYSO Supply Center.

Do volunteers who take the live course receive an eBook?

Volunteers who attend the live course do not receive an eBook upon completing a live course. In-person attendees are to obtain physical manuals at the Supply Center/ Web Print.

eCOMMERCE

Why does the courses cost money?

There are software and system licensing fees that we pay in order to deliver the courses and eBooks. The cost of the eBooks is actually less than the cost of ordering and shipping printed copies of the manuals.

How do vouchers get purchased by the Region? Check? Credit Card? Billed?

Vouchers are purchasable via Debit Cards, Credit Cards and Region Check. Regions have the ability reimburse card purchasers.

Will I be reimbursed the $7.00 for the course?

Volunteers should consult their Region for course reimbursement policies/procedures.

How do I get a voucher to take the course?

Volunteers should consult their Region for course reimbursement policies/procedures.

How do I redeem a Course Voucher?

Now that you have successfully purchased your course vouchers, you should receive an email with your voucher codes for redemption by your volunteers. Access your email to obtain your unique voucher codes.

The vouchers then follow the same steps to purchase a course except they pay by their unique voucher code. Remember, these codes are valid for single-use and should be distributed to individuals.

1. Locate the eCommerce page of AYSOU and find the list of available courses for purchase. Find the course for your course voucher and select the See details button for purchase.

2. Select the Buy it now button to purchase your course.

3. Under the Payment section of the Checkout page, enter your voucher code in the Gift voucher text box and click on Apply to redeem your code.

4. You will see that your unique code under the Gift voucher text box and your balance changes to $0.00.

5. Click on Place order now to purchase your course.

6. Congratulations! You have successfully purchased your training course using your course voucher! Your recently purchased course can be found under the "My Courses" tab to begin.

7. You will receive instructions via email on how to access your course manual (if there is one). Follow those instructions to access your course manual.

How do I purchase Vouchers with a Region Check?

Regions can now order AYSOU.org vouchers for online courses using a Region Check. Please mail the check payable to AYSO on Demand to the AYSO National Office:

> AYSO NATIONAL OFFICE
> Attention: AYSOU
> 19750 S. Vermont Ave Suite 200
> Torrance, CA 90502

Please provide the following information:

- Number of vouchers for each course discipline you want to purchase. For example; (x10) 6U Coaching and (x6) Intermediate Coaching.
- Whom to contact when they have been purchased.

Please allow 2-3 business days after receiving the check to receive your vouchers by email.

How do I view my product/course voucher balance?

Viewing your product/course voucher is easy! Under the eCommerce tab on the AYSOU navigation menu, click on the My Account link to view your account information. Scroll down to Manage My Vouchers to see a list of your product vouchers, voucher codes, statuses, and balances.

How do the vouchers work?

Users can use a voucher to purchase a course from the **eCommerce** tab in lieu of a credit card. A valid voucher code will eliminate the cost of the course. The transaction/purchase must still be completed in order for the course to appear in the user's **My Courses**.

Anyone can purchase individual, single-use vouchers with a credit card from the **eCommerce** tab. The vouchers expire 12 months from the date of purchase.

What if my voucher does not work?

Make sure that the voucher code is entered correctly, there are no leading or trailing spaces, and the voucher has not reached its 12 month expiration. If voucher(s) are unable to be redeemed after these measure, please contact support at support@ayso.org.

How many vouchers can I purchase at a time?

Regions may purchase any number of vouchers but should be aware of the voucher's 12 month expiration. Expired vouchers will not be refunded.

How should the Regions keep track of the amount of vouchers purchased?

Vouchers are to be managed similarly to the way cash is managed in a Region. AYSO highly recommends the Regions to archive all **email receipts** for purchased vouchers and **email threads** between volunteers who are given a voucher code. Spread sheets and excel docs are essential tools for the tracking process.

**Only authorized purchasers should purchase vouchers for a Region.

How does the Region know whom to give vouchers?

Remember that AYSO does not require the Regions to buy vouchers for volunteer training. The Region as a board has the flexibility to decide whom they will reimburse for volunteer training and certification.

Is there any fee or charge in place for volunteers who register themselves on a roster?

There is no fee or charge for volunteers who register on a roster.