



## Frequently Asked Questions - Registration

We know that it can sometimes seem overwhelming to complete a registration process online or you might have some questions along the way. This document is designed to provide some additional information about the registration process.

### Waitlist Registration Process for Fall 2020 - NEW!

Due to the Coronavirus Pandemic our registration process will be a little different. As our community waits for COVID-19 restrictions to ease based on state, county, and city requirements we are opening our Fall 2020 season as a waitlist process to provide flexibility. When registering for the waitlist, you are not required to pay until activated. To make payments prior to this date, please contact the registrar at [registrar@hesperiaayso.org](mailto:registrar@hesperiaayso.org). to activate the payment option.

We will begin activating players in June/July via email and payment will be required within 5 days of activation.

### Registration and Withdrawal Information

The following section provides information about the online registration process.

Account and Registration Information	
Question	Response
Do I need to create an account to register my child for soccer?	Our website is hosted by SportsConnect (previously Blue Sombrero) and an account is required to register your player as a participant or to register as a volunteer. Click on the Register Now button in the upper right to create your user account.  This account should be created at the family-level for player participants. If the account will be leveraged for multiple volunteers within a household, it is recommended to set-up separate accounts for the volunteers to avoid issues with certifications.
Who do I contact for issues with my account?	Please contact <a href="mailto:registrar@hesperiaayso.org">registrar@hesperiaayso.org</a> and/or <a href="mailto:commissioner@hesperiaayso.org">commissioner@hesperiaayso.org</a> for assistance. Please include screenshots and/or details about the issue.  Note: Please do not create a new account before speaking with us.
I noticed I have multiple accounts set-up, what should I do?	Please contact <a href="mailto:registrar@hesperiaayso.org">registrar@hesperiaayso.org</a> and/or <a href="mailto:commissioner@hesperiaayso.org">commissioner@hesperiaayso.org</a> for assistance. Please include the account username and email for the account to retain. The other account(s) will be merged into that single account.
I am having issues with the SportsConnect system. How do I get help quickly?	Visit the <a href="#">SportsConnect Registration Support Link</a> for online assistance with the registration process. If they refer you to the region for assistance, email <a href="mailto:registrar@hesperiaayso.org">registrar@hesperiaayso.org</a> .

<p>What is an Additional User for the account?</p>	<p>Additional user(s) can be added to the family account. This is the best option when the two primary adults in the family want to have separate accounts but still have visibility into the children’s activities. This is the method needed when there will be volunteers, adult and/or youth, within the household.</p> <p>An additional user can be added at any time. Log-in to your account and access the My Account screen. Click on the gear icon located in the upper right. Scroll all the way to the bottom of the account holder information page and click on +Add Additional Account Holder.</p>
<p>What information can you provide about the uniforms?</p>	<p>We have the <a href="#">Uniform Policy</a> and a <a href="#">Sizing Guideline</a> available for your reference.</p> <p>Please email additional questions about uniforms to <a href="mailto:registrar@hesperiaayso.org">registrar@hesperiaayso.org</a></p>

**Payment and Financial Information**

<b>Question</b>	<b>Response</b>
<p>What is the National Player Fee?</p>	<p>The AYSO Membership Fee (formerly known as the National Player Fee) is non-refundable and non-transferable member fee to participate in AYSO. Membership in AYSO is required for each Membership Year (8/1 - 7/31) before a member may participate in any AYSO program or event. This fee entitles the member to all benefits for that membership year, including:</p> <ul style="list-style-type: none"> <li>● Membership Player ID Card</li> <li>● Annual subscription to the <i>PLAYSOCCER Magazine</i></li> <li>● Newsletters</li> <li>● Soccer Accident Insurance</li> <li>● Special offers and discounts</li> <li>● Access to the AYSO Player website channel</li> </ul>
<p>When will the National Player Fee be debited?</p>	<p>The AYSO Membership Fee will be added to the shopping cart when a parent applies for their child to play in a program. The AYSO Membership fee will only be charged once per Membership Year regardless of the number of programs or Regions the player participates in.</p>
<p>I would like to pay with cash or a check. How do I do that?</p>	<p>We host in-person registration events a few times for each season. This is an easy way to drop-off your payment. If that is not an option, contact <a href="mailto:treasurer@hesperiaayso.org">treasurer@hesperiaayso.org</a> and <a href="mailto:registrar@hesperiaayso.org">registrar@hesperiaayso.org</a> to find out the options available.</p>
<p>Is the full payment due at the time of registration?</p>	<p>Most of our programs are set-up with a payment plan. This is typically set-up as either a two payment or three payment program that is billed to the credit card leveraged to make the payment.</p>
<p>I signed up for a payment plan, can I make a payment early or use another credit card?</p>	<p>Yes, you can log into your account and pay your open balance any time.</p>

I am worried I cannot afford paying for the registration fee this season due to changes in the family financials. Is there any option available for a discounted fee?	Our region provides a few scholarships each season to participate at a reduced registration fee or no-cost. Please review the <a href="#">Scholarship Policy and Application</a> for details.
Who do I contact for additional questions about payments and financials?	Please reach out to <a href="mailto:treasurer@hesperiaayso.org">treasurer@hesperiaayso.org</a> for assistance.
<b>Waitlist Registration</b>	
<b>Question</b>	<b>Response</b>
What is a waitlist registration?	A waitlist registration process will be leveraged in two main scenarios: <ul style="list-style-type: none"> <li>● Season Complications: Uncertainties regarding the upcoming season (i.e. social distancing restrictions) that may impact the ability to run the program or the timeline.</li> <li>● Projected Rosters Filled: After the regular registration date, the region will determine the number of teams that we can accommodate based on volunteer commitment and registered players. Registration will remain open in the specific division until the rosters are filled. Once that occurs, the waitlist registration will be activated to accept a place in the queue for open spots.</li> </ul>
When do I pay for my waitlisted player?	No payment is due at the time the waitlist registration is submitted. Upon activation (the ability to place on a team), you will receive an email with instructions to complete the process. At this time, payment must be made within five days.
I cannot eSign my player form when submitting a waitlist registration. Why not?	This step is done when the player is activated to the team and payment is submitted.
How does my player get added to a team from the waitlist?	Waitlist spots will be opened under the following conditions: Additional volunteer commitment and player interest to form a new team (this option is available until the first week of games) or a registered player submits a withdrawal form.
<b>Withdrawal and Refunds</b>	
<b>Question</b>	<b>Response</b>
We can no longer participate, how do I withdraw my player and receive refund information?	Life events happen... if you can no longer participate in the season, please submit the <a href="#">Player Withdrawal form</a> as soon as possible.  Additional information about the withdrawal and refund process is available on the form.