

Got Soccer Software Switchover Frequently Asked Questions (FAQ)

Revised 12/15/10 (new items in italics)

1. How long does it take for a player to be birth verified?

There are many factors that go into the length of time between when birth documentation is uploaded, and when the player is verified by FYSA.

Office staff looks at support tickets daily, so when a player needs verified immediately, complete a support ticket with the player's name. Please do not do this unless it is an immediate need.

Office staff then looks at competitive "club verified" players, with uploaded documents, then recreational "club verified" players with uploaded documents, then unverified competitive and recreational players with uploaded documents. "Club verified" players are those where the registrar has indicated that they have viewed the original documents, and frozen the name and DOB from parent updates.

Should all documents be complete and the player has only one Got Soccer account, the player is verified.

Should documents be missing, such as international clearance, or a translation of a foreign birth certificate was provided without the original document, then staff will place a comment in the notes section of the player's account, which is viewable to the club and player/parent. Should staff find that the player has another Got Soccer account, instructions will be given to the club to find the account via a player search and import. Once the account is imported, the club may have to merge accounts. Player search, import and merge instructions are found elsewhere in FYSA memos.

FYSA cannot email clubs regarding birth verification issues, so only the notes section of the player account will be used.

2. What do all of those columns indicate in a player search?

When FYSA transitioned to Got Soccer we inherited thousands of individual player accounts. Some players had up to 5 individual accounts, as a new one was made for every Got Soccer event previously entered by the coach. When FYSA imported player data in May, in some cases the "verified" status clung to an account that was not currently active with a club, which is why we are having to do so much re-verifying now.

Look at the various columns in the example below. See the next to the last column on the right “Date/Season.” That is the last date the account was updated. IF the date in that column is before 07/15/2010 then that player account is not currently active with that club, there is no need to request FYSA to have the player released.

If an account has an import button, then import all accounts that belong to your player (you can merge them later). If your player’s last date is before 07/15/10 and there is no import button, then you need to create a new account, as FYSA cannot currently retrieve the deleted account.

Player Search & Official Roster History

Last Name First Name DOB Gender ID#

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ID#	Level	Last Name	First Name	Gdr	DOB	Team	State	Team Age	Date/Season	
C2PPYM-0000010	Not Registered	MOUSE	MICKEY	M	1/3/2000			N/A	N/A	<input type="button" value="Import"/>
N/A		Mouse	Mickey	M	12/31/1975			N/A	N/A	<input type="button" value="Import"/>
9300001	Comp	Mouse	Mickey	M	8/1/1993	GOTSOCGER SPARROWS	WY	92/93	8/1/2010	(active)
9300001	Not Registered	Mouse	Mickey	M	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/9/2010	(active)
9300001	Comp	Mouse	Mickey	M	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/1/2010	(active)
9300001	Comp	Mouse	Mickey	M	8/1/1993	GOTSOCGER SPARROWS	WY	92/93	8/1/2010	(active)
9300001	Comp	Mouse	Mickey	M	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/1/2010	(active)
9300001	Comp	Mouse	Mickey	M	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/1/2010	(active)
9300001	Comp	Mouse	Mickey	M	8/1/1993	AAA GOTSOCGER TEST STARTERS	FL	93/94	8/1/2010	(active)
9300002	Not Registered	Mouse	Minnie	F	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/9/2010	(active)
9300002	Comp	Mouse	Minnie	F	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/1/2010	(active)
9300002	Comp	Mouse	Minnie	F	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/1/2010	(active)
9300002	Comp	Mouse	Minnie	F	8/1/1993	AAA GOTSOCGER TEST LIGHTNING	FL	91/92	8/1/2010	(active)
9300002	Comp	Mouse	Minnie	F	8/1/1993	AAA GOTSOCGER TEST SOCCER TEST	FL	92/93	8/1/2010	(active)

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Some verified accounts have been deleted, and sent in to cyberspace. If you have a player in your club that you either released or he did not come back, then the player must be released from the roster (if on a current one), and the player level set at inactive, and the team at none.

Do not use the delete button—contact FYSA via a support ticket if you feel this is the correct action. If you delete the account, you send the player into cyberspace where FYSA cannot retrieve it. This has happened to many verified players, and office staff have spent hours re-verifying these players.

When looking at a roster in a team account, and you see the import button as seen in the screen shot below, it is very important that you press that import button and import that player, or else the player account will remain lost in cyberspace.. This situation is caused when a player who was active in a Got Soccer event is deleted. The correct way to release the player from the team is to set the “player level” at inactive, and the “team” as none, after the player has been released from the official state roster.

Basic Info	Record	Contact	Hotel Coordinator	Roster	Applications	Documents
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Boys U19 Lightning

Current Team Roster

LName	FName	ID#	Jrsy#	Gender	DOB	Updated	Last Reg.*	
Ha Ha	Goofy	9100002		Boys	8/1/1991	8/2/2010	N/A	
Mouse	Mickey	9100001	15	Boys	1/1/1991	N/A	N/A	<input type="button" value="Import"/>
Mouse	Minnie	9300002		Girls	8/1/1993	N/A	N/A	

*Seasonal year of latest player registration.

Team Player List History

Last Name	First Name	Action	Date
Ha Ha	Goofy	Added	6/26/2010 3:24:23 PM
Mouse	Minnie	Added	6/26/2010 3:24:14 PM
Mouse	Mickey	Added	6/26/2010 3:24:08 PM
Ha Ha	Goofy	Removed	6/25/2010 11:23:10 AM
Ha Ha	Goofy	Added	6/22/2010 5:53:06 PM

3. With Got Soccer what are competition levels?

The Got Soccer system requires initial setup of teams and selecting a competition level. For coaches, players and teams there is a drop down box of “levels:”

- Recreational
- Competitive
- Academy
- TOPS
- Inactive
- Transfer
- Not Registered

It is important to understand how to use these terms when creating the various accounts. Per FYSA rules all teams are competitive unless they are in-house, included in an approved recreational league, a TOPS program, or are an Approved Academy program. It is important to select the correct level when setting up a team. Competitive teams stay together from year to year; all other levels are disbanded at season’s end.

When the 2010-2011 season began and Got Soccer re-coded all accounts, all teams were set to Not registered. Affiliates were advised to update those setting to the correct level for each team. Some teams that are not active were left as Not Registered or Inactive. This caused an I or N where there should be a C or R in

the team code. These do need to be corrected. Send an email to COS@FYSA.COM and we will make the correction in the code, so you can re-print the passes if necessary. If you have selected an incorrect level for a team, such as recreational or academy, also notify us at the same email address. The only teams allowed to use the Academy code are those approved by Mike Strickler.

Players and coaches are assigned levels based on the team in which they participate. FYSA only has one fee for a coach, so their designation is irrelevant. Any coach who only serves with a TOPS program can have the registration fee refunded to the affiliate, if the affiliate makes the request in writing to Carmen Massey at cmassey@fysa.com. For club officials, just use the recreational setting.

When players are placed on a team, they will automatically be set at the team's competition level. When you place new players in your account, it is important to set that competition level correctly. You will not be billed for inactive players that are set as inactive or not registered, but once they go on a team they are registered at that team's competition level.

4. What is the difference between registered and rostered?

When a coach or player is registered, they are covered by insurance and the club is billed. They can practice and participate in in-house programs only in this status. In order for a player to participate in inter-club sanctioned events he must be rostered. A player is rostered when he is placed on an Official State Roster, and then he is eligible to receive a pass.

5. How come some player/coaches/teams do not have ID numbers?

The Got Soccer software does not automatically assign an ID number when a new account is created. The registrar must go to the ID numbers section and generate the ID numbers. The steps are described in this memo: <http://www.fysa.com/docs/13%20Team%20code.pdf>

6. Where is my team's roster?

In each team's account is a document section. When the club registrar generates the official state roster, there is an option to place it in the team's account. FYSA has recommended that all teams have access to their official state roster. Ask your registrar to make this available in your account.

7. What about old team accounts and Got Soccer ranking points?

FYSA understands that teams want to continue collecting their Got Soccer ranking points as FYSA becomes a Got Soccer State Association client. It is imperative that all teams have their individual accounts moved into their club

accounts in FYSA. This is done by the coach/manager giving the team log in and password to the club registrar. The registrar imports the team. If the club has created another team account for registration, this process must happen BEFORE THE FIRST LEAGUE GAME. FYSA will assist with the transition but if the team plays any game in 2010-2011 with their new FYSA account and then wants to merge it with the other to keep Got Soccer points, Got Soccer will charge a fee.

8. How do I look up a player?

Under the Club tab, in the player section is the Player Search function. Look up players that are not currently on your player list. You can import the player into your club if he is not currently registered to another club. If the player is currently registered, he will appear as active. If you do not think this information is accurate, you can submit a support ticket. It is possible that the player is signed up at another club and the office will have to intervene and determine exactly where the player belongs by rules. Some players are tied up in cyberspace since they appeared on a tournament roster as a guest player. The system is seeing them as registered in the player search area when they are not. Again, please notify us of this in a support ticket.

9. When I import a player, he has an ID number that starts with the previous club's code.

Prior to the 08/01 initial registration date, Got Soccer renumbered all players/coaches/teams with their new numbers. These began with the club code, since their system started all over again with each club and we did not want duplicate numbers. If a player is now imported into one club from another, the old code will come with him. Don't worry; the player will keep the old number with the old club code. Do not attempt to change it. It is a unique number, and we need the number to stay with the player all year.

10. How does a coach submit a risk management form?

When a club creates a new coach account, an email is sent to the email address on file with the user name and password. The coach logs into www.gotsport.com under the Coaches option and there is an option for a Background Check. He or she completes the confidential check and submits it. When he or she is approved, he can be placed on a team and receive a pass.

11. How long does it take for a coach to be approved?

70% of all coaches are approved in 15 minutes. The other 30% will take as long as necessary. The coach can log back into his account to see the status and any information that the Risk Management Committee may have provided. If they say something that shows up on the results is not them and belongs to another person, the coach needs to fill out a "Request for Reinvestigation" form (on the FYSA

website under Risk Management) and send it directly to backgroundchecks.com. If there is something that shows up on the results but is them and they want to appeal, they need to email the appeal to Jaime Garzon at jgarzon@fysa.com.

12. Why do you close support tickets so fast?

We can only view the most recent support tickets. Once we give an answer, and keep it open, we will not know if you have a follow up question. The list we see has the most current submitted tickets on top and all the others behind those. If you respond to an answer, we will never see it. If you open a new ticket it will be seen.

13. These new passes look different and there is only one coach pass per team.

The pass you are seeing is the US Youth soccer pass, as US Youth prints it. When you print the pass, it has the player pass (member pass) on the left, and the membership card on the right. Registrars should not select the blank option as there will be no background and that is required. All that is required is the member pass (left side). You can print on both sides of the paper, but instructions depend on your printer, so no additional paper is required, as last year we got 4 passes per sheet, and this year if you turn the paper over you get 4 passes per sheet. Also the entire team prints out, including all of the coaches. Since the coach passes are now team specific, those passes can be kept with the team, and the individual coach that is with multiple teams will not have to retrieve his pass from the referee.

14. The roster now has Add and Transfer where it should say Primary or Sec.

The Got Soccer data base tracks all mouse clicks, and it starts on 08/01 each year. Got Soccer also has a function to create rosters that is labeled as “freeze roster.” When the initial roster is created all additions will be listed as “adds,” and any player that may have appeared on another team list will show up as “transfer.” None of this has any bearing on a player’s eligibility on game day when a roster is presented to a referee. Any player listed on an official state roster is eligible to play. These terms help a coach be aware that a player may possibly be previously rostered. Neither of those terms are a final authority on that subject, rather the player actually being on another team’s roster will be the determining factor for State Cup.

15. *When player’s information is updated on Got soccer, such as birth verification or jersey numbers, that info does not appear on the rosters immediately. What needs to happen?*

There is an update button in the registrar tab. When player’s names are highlighted in green, it indicates that there is additional data in the player’s record. In the case below the dates of birth were changed, the top 5 had been

updated, and the bottom 3 had not. Once the data has been updated, a new roster can be generated. Do not re-freeze the roster.

Matching Player Search: Available								Show Player Search Results			
Official Roster:								ID Cards:			
Standard FL State Cup R III R I / IV								USYSA [F] USYSA [B] Plain [F] Plain [B] Plastic			
Photo	LName	FName	ID#	Jrsy#	Gender	DOB*	Date Frozen		ID Card	Plain Card	P/S
1	Adams	John	932775875		Boys	1/1/1998 (-2)	12/14/2010 7:26:30 PM	Release Transfer	[F] [B]	[F] [B]	P
2	Franklin	Benjamin	932775876		Boys	1/1/1998 (-2)	12/14/2010 7:26:34 PM	Release Transfer	[F] [B]	[F] [B]	P
3	Hancock	John	932775877		Boys	1/1/1998 (-2)	12/14/2010 7:26:38 PM	Release Transfer	[F] [B]	[F] [B]	P
4	Lincoln	Abraham	932775874		Boys	1/1/1998 (-2)	12/14/2010 7:26:42 PM	Release Transfer	[F] [B]	[F] [B]	P
5	Madison	John	932775873		Boys	1/1/1998 (-2)	12/14/2010 7:26:46 PM	Release Transfer	[F] [B]	[F] [B]	P
6	Obama	Barack	932775870		Boys	1/1/1993 (+3)	12/13/2010 4:57:29 PM	Release Transfer Update	[F] [B]	[F] [B]	P
7	Scott	Rick	932775871		Boys	1/1/1993 (+3)	12/13/2010 4:57:29 PM	Release Transfer Update	[F] [B]	[F] [B]	P
8	Washington	George	932775872		Boys	1/1/1993 (+3)	12/13/2010 4:57:29 PM	Release Transfer Update	[F] [B]	[F] [B]	P

* Difference between player age and team age shown in parentheses if applicable. Players older than team can not be added.

[Update All](#)

Full Team Player List