

Resolutions: RMS/LMS

"In every long-lasting business, the methods of conducting business may constantly change, but the values, the culture, and the philosophies remain constant."

- Yvon Chouinard, Founder of Patagonia

Dear AYSO membership,

Thank you for your patience in this time of transitions and changes. This e-newsletter, to be sent out weekly, is driven by feedback from the AYSO community and the project task force of volunteers and National Office team members. Updates will be provided on development, notice of known issues, and resolutions for the functions, features, and processes within our registration and online learning software platforms.

We have robust, best in class software platforms. There are two primary challenges:

- Providing a Single Sign On credential for access to RMS, AYSOU and NAP Online.
- Adapting AYSO business practices and operations from eAYSO to RMS

The group of support in this effort includes our vendors, Blue Sombrero and Accord as well as volunteer task force members, National Office team members, and outside consultants. All are committed to a viable and practical alignment of resolutions for our customers.

Many circumstances and decisions brought AYSO to having a significant year of change for 2017. We are adding more focus to support you through this time and to raise awareness of the resources available to you. These changes are necessary to address the needs of our customers, to modernize AYSO's technological support systems, and ultimately, to reduce the administration requirements for program operations.

Thank you for all your volunteer efforts on behalf of the children of AYSO.

-Mike Hoyer

National Executive Director

Announcements:

- **Blue Sombrero:** When running a report in Blue Sombrero to check the volunteer's background check status, many volunteers are appearing with a blank status. The reason for this is that these volunteers **did not fill out and submit** their volunteer background check consent form when they registered.

Please have volunteers with a blank status follow the step-by-step instructions on this [link](#) to submit their background consent form.

- **Blue Sombrero/AYSOU:** Blue Sombrero is currently working on developing a Region, Area and Section Board tool similar to the one in eAYSO. In the meantime, please continue to manage and maintain your board on eAYSO until the new tool is delivered by Blue Sombrero.

eAYSO has been updated to allow volunteers that registered in Blue Sombrero to be added to the Regional Board. Please keep in mind that flagged volunteers will not be allowed to be added on the Regional Board.

Please review your board end dates in eAYSO to avoid any problems with your sign on abilities for your board members. This includes sign on to NAP online. We will notify you when the tool will be available in Blue Sombrero.

Known Issues:

- **Blue Sombrero:** Due to a recent update on Apple's iOS software, the volunteer background consent form is appearing blank and cannot be submitted. At the moment, Apple mobile devices, tablets and safari are not compatible with Blue Sombrero. If you have an Apple phone, you *must* use a desktop or laptop to complete the process successfully. If you have an Apple desktop device, Safari will not work. You *must* use Chrome, Firefox or another internet browser of your choosing. Our background check merchant is working on fixing the issue.
- **AYSOU:** There are login issues for youth volunteers and secondary account holders. Single-Sign-on has been failing for users that have more than one account associated to a family account. This occurs when the primary account holder invites another adult volunteer or youth volunteer to create a new account.

Blue Sombrero is currently working on the issue which will also resolve the login issues users are having when trying to take online training.

Resolved Issues and Updates:

- **Blue Sombrero:** Bulk printing player forms is now available in Blue Sombrero. You can do this in your BSB admin portal by clicking on “Reports” on the toolbar located on the top of the page. Under the “Registration Reports” you will click on the report “Bulk Print Participant eSignature Forms.”
- **Blue Sombrero:** A “Transfer Button” is now available to move players from one age division to another age division within the same program (Core, EXTRA, etc.). This does not allow transferring players from one program to another because of fee differences that Regions have. Players are not transferable from Region to Region.
- **AYSOU:** Users will no longer be charged the sales tax when using a voucher or purchasing an online course.
- **AYSOU:** Vouchers can now be purchased in bulk. In order to have **single** voucher code issued, you can purchase vouchers in bulk. The voucher is valid for the redemption of a **predetermined number** of courses depending on the specific discipline. The course voucher may be distributed to members of the Region to redeem for access to their specific training courses.

Please note: Course vouchers expire one year from date of purchase.

If you have any questions, regarding Blue Sombrero please contact aysosupport@bluesombrero.com or by phone at 866-258-3303.

If you have any questions, please email support@ayso.org.