

Resolutions: RMS/AYSOU

To our AYSO community, thank you for your patience in this time of transitions and changes. Here is the second installment of this e-newsletter, to be sent out weekly, to help ease the transition process.

Updates will be provided on development, known issues, and resolutions regarding AYSOU and the RMS.

In case you missed last week's newsletter you can access it by clicking [here](#).

Announcements:

- **RMS:** Check out this [video](#) to share with coaches, team personnel, and parents/guardians of players regarding the AYSO branded Team Pages.
- **RMS:** Instructions on how to register youth volunteers in the RMS have been updated by Blue Sombrero. Please share this step-by-step instruction [link](#) with parents on how to create an account and register youth volunteers.
- **Blue Sombrero:** A new dedicated support phone line for AYSO parents and coaches will be available next week to assist with Blue Sombrero issues. Details will follow in next week's update.
- **AYSOU:** To access to AYSOU.org, use the same username and password that you use from Blue Sombrero. If users are having problems logging into AYSOU.org, a password reset of their Blue Sombrero account will usually resolve the issue. Here is a [link](#) on how to reset your password.
- **AYSOU:** Regions can now order AYSOU.org vouchers for online courses using a Region Check. Click [here](#) for instructions.
- **AYSOU:** You can access certifications that were taken on aysotraining.org when you login to your AYSOU.org account. Go to the "Transcripts" tab on the red toolbar and click on the button "Click Here for Your Transcripts History" on the top left corner of the screen.

Known Issues:

- **AYSOU:** Blue Sombrero is close to resolving the issue with the single sign on when a secondary account is created. In the meantime, our development team at the National Office is converting all accounts created from Secondary to Primary accounts every hour. In order for the fix to update on the account the volunteer needs to login to their Blue Sombrero account, navigate to the "volunteer" tab and click "details" under their volunteer role. Then scroll to the bottom of the screen and click "update." Once the volunteer clicks "update" they will be able to access AYSOU.org.
- **RMS:** An update is coming soon that will allow [parents](#) to edit the DOB, first and last name, and gender of a player on their own if they entered incorrect data when they registered.
- **RMS:** An update is coming soon that will allow [volunteers](#) to edit the DOB and first and last name on their application in Blue Sombrero if the information was entered incorrectly.
- **RMS/ AYSOU:** An update is coming soon that will prevent returning volunteers from creating a new AYSO ID when registering in Blue Sombrero. This will prevent issues with single sign on and instructor access on AYSOU.org.

Resolved Issues/Updates:

Please visit our AYSO Support page [here](#) to find FAQs, step-by-step instructions, webinars and other tools that will help you out with Blue Sombrero and AYSOU.org.

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

For questions about AYSOU, please email support@AYSO.org.

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