

## Resolutions: RMS/AYSOU

**Announcements:**

- **RMS:** A dedicated support line for AYSO parents and coaches is now available for Blue Sombrero registration issues. Parents and coaches can reach Blue Sombrero support at 866-264-2048. Section, Area, and Region admins, please continue to use 866-258-3303 for admin support.
- **RMS:** Click [here](#) for step-by-step instructions on how to customize the Volunteer Verification Status Report to include fields needed such as AYSO IDs, date of birth, emails, etc.
- **RMS:** In an effort to provide a solution that supports Regions' registration efforts, we are making some changes to the cash/check player file upload process. Click [here](#) for the update.
- **RMS:** When players switch when one Region to another, the player's name, date of birth, and telephone number must be the same as the first entry. Any mismatch will result in the AYSO Membership Fee being charged again at the new Region.
- **AYSOU:** Instructors: if you are trying to add users to a roster and you cannot find them, it is because the user has not logged in to their AYSOU.org account. Users have to sign in once into AYSOU to activate their account.
- **AYSOU:** Confusion on where to find online courses has been a common topic to our support team. All coaching and referee online courses are available under the "**ECOMMERCE**" tab. Users can purchase the course directly or use a voucher received from the Region to pay.

Once a course has been purchased the user will find the course under "**My Courses**" tab. AYSO's Safe Haven, CDC's Heads Up on Concussion, and AYSO's Summary of the Laws of the Game are all available free of charge for all users under "**My Courses**" tab.

**Known Issues:**

- **AYSOU:** Click [here](#) to learn how to troubleshoot issues regarding time zones for live courses.
- **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:**

- **RMS:** Referee Certifications are now available on the Blue Sombrero Reports. Please login to your Region portal and click on Reports on the toolbar at the top of the page. Go to the “Roster reports” tab and “Report #10 Volunteer Certification Report” will export all the certifications your volunteers have. Make sure you click on “**Sync Certificates**” every time before exporting the report to sync all the up-to-date certifications volunteers have taken.
- **AYSOU:** Blue Sombrero has resolved the issue with the Single Sign on when a secondary account is created. For users that created an account prior to the fix they need 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.

Please visit our AYSO Support page [here](#) to find FAQs, Step-by-step Instructions, Webinars and other tools that will help you RMS portals and AYSOU.org.

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

For questions about AYSOU, please email [support@AYSO.org](mailto:support@AYSO.org).

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