

Resolutions: RMS/AYSOU

Announcements:

- **AYSOU:** Please note that currently we do not have a 12U Online Course. Volunteers have been calling the National Office trying to find the course in AYSOU.org under the “eCommerce” tab. The 12U course is currently only offered as an in-person live training.
- **AYSOU:** For your convenience, instructors that have common names have been tagged with their Section, Area, or Region to make it easier to find the correct instructor. We are working on extending this feature to all volunteers to make it easier to be added to rosters.
- **RMS:** The admin and parent/coach support line at Blue Sombrero now have different operating hours.

Monday - Friday

866-258-3303 - Admin Support - 8am-8pm EST

866-264-2048 - Parent/Coach Support - 11am-6pm EST

- **RMS:** If you hover your mouse over a volunteer whose name is in grey when you are trying to assign them to a team, the system will display a message of why the volunteer is not able to be assigned. Invalid background check status is the most common reason for why a volunteer is unavailable. It means the volunteer did not complete the background check consent process in the Verified Volunteer system. Step-by-step instructions to complete the background check can be found [here](#).

Known Issues:

- **AYSOU:** We are having issues with certifications not posting on volunteer records after a roster is submitted. The development team is close to resolving this issue.
- **RMS:** A Regional Board list is coming soon. In the meantime, please continue to maintain your board in eAYSO.
- **RMS:** An update is coming that will send out automated reminder emails to players and volunteers that left the application without providing an eSignature.
- **RMS:** An update is coming that will send out automated reminder emails to volunteers that did not submit their background check consent form.
- **RMS:** An update is coming that will display the reason why a player or volunteer is unassignable to teams.

Resolved Issues/Updates:

- **RMS:** Parents can now edit the DOB, first and last name, and gender of a player on their own account. Admins or parents can:
 - Login to the account.
 - Click the pencil and paper icon next to the participant’s name.
 - Update the information including name, gender, and date of birth.
- **RMS:** The “Volunteer Verification Status Report” will now include the background check status by default when exported.

- **RMS:** A “Transfer Button” is now available to move volunteers from one age division to another within the same program. However, it will not transfer volunteers from one program to another.
- **RMS:** The Bulk eSign Report has been updated to increase the speed of generated reports as well as to fix the error and time outs Regions were reporting when trying to run a division with a large amount of players.