

Resolutions: RMS/AYSOU

Questions and Support

The primary support inquiries we have received is about volunteers whose names/accounts appear in grey. In almost all cases presented to us, the volunteer completed his e-signature, but did not complete the background check consent process in the Verified Volunteer system. Step-by-step instructions may be found [here](#).

AYSO'S support page, found [here](#), has a variety of resources to assist you including step-by-step instructions, webinars, and other tools to assist with AYSOU.org and your RMS site.

Blue Sombrero provides technical support for the RMS sites by email or phone at aysosupport@bluesombrero.com or by phone at 866-258-3303, respectively.

Questions or concerns regarding policy are to be directed to AYSO at RMSpolicy@ayso.org. Inquiries in this category sent to our technology partners will be redirected to AYSO. We have a project group of National Office Team Members, volunteers, consultants, and the vendors reviewing the feedback and adjusting priorities to facilitate the systems and process improvements.

-Mike Hoyer

AYSO National Executive Director

Announcements:

- **AYSOU:** To make it easier to find training courses and product vouchers, the eCommerce page has undergone a few changes. All training courses and products are categorized. Click [here](#) for instructions that showcase the new changes.
- **AYSOU:** A "pending" status on a volunteer waiting for the background check to clear does not prevent him/her from accessing AYSOU.org. Pending status volunteers can access AYSOU and take the trainings.
- **RMS:** CVPA and Admins, please click [here](#) to read the volunteer status color key for background check statuses.

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. The workaround to prevent having this issue is to follow [these](#) instructions when returning your roster. Do not access the roster any other way or else the certifications will not post.
- **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.