



West Boynton AYSO Region 1370 Recreational Soccer

Frequently Asked Questions

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GENERAL INFORMATION

1. When does the soccer season take place?

- There are two soccer seasons. The fall season begins in August and ends in October. The spring season begins in March and ends in May.

2. When does registration open?

- Registration for the fall season begins during the spring season. Registration for the spring season begins during the fall season.

3. Where do practices and games take place?

- The soccer fields are located in West Boynton Park at 6000 Northtree Blvd, Lake Worth, FL 33463 (just east Park Vista High School).

4. How much does it cost? What is included?

- It costs \$125 to play for a season. This includes 2 practices and 1 game per week, a full uniform, a Sunday clinic with USSF licensed trainers, a medal, State games for those players who qualify, and a discounted end of year party. Volunteer coaches receive coaching equipment and appreciation plaques.

5. Can I get a refund if my child decides not to play soccer?

- Before the season's "Meet & Greet", refund requests will be honored minus a \$45 processing fee per player.
- After the season's "Meet & Greet", no refunds will be granted.

6. Who runs my AYSO Region?

- AYSO is a volunteer organization. Administrators, coaches, referees and other volunteers all donate their time and effort to make AYSO a great program for our soccer-playing kids.

- AYSO Region 1370 is an all-volunteer effort. We have no office. We are a group of volunteers working out of our homes between working and raising families. Email is the best ways to reach us.

ACCOUNT INFORMATION

7. What is Blue Sombrero?

- Blue Sombrero is the leading provider of online registration and web design for youth sports clubs and organizations. Blue Sombrero provides web design and online registration services to thousands of sports clubs across the entire country.
- When you pay for an AYSO Region 1370 program, you will see a charge on your credit card from Blue Sombrero.

8. How do I create a new account?

- If you are new to AYSO Region 1370, fill out the **Create New Account** section on the Login screen. Then click on **Create Account**.

9. When creating a new account, I get a message saying my e-mail address is already in use. What should I do?

- This means that you have already created an account. Click on the option to Email me my account info and an email will be sent to you containing the username and password associated with your existing account. If you do not receive this email, please check your junk/spam folder.
- If you are not receiving emails, please contact Blue Sombrero at 866-258-3303 and select option 1 to resolve the issue.

10. What do I do if I have forgotten my username and/or password?

- Go to <http://www.aysoregion1370.com> and click on the "Login" button. Click on the "Forgot your Username/Password?" button, enter your email address, and then click on "Email Reminder". Your username and password will be sent to the email address

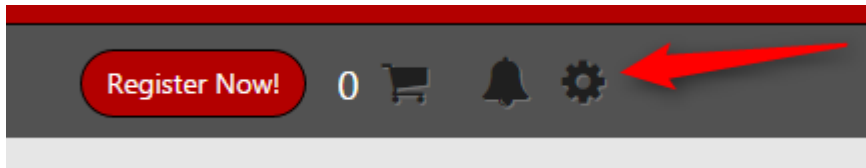
associated with your account. If you do not receive your email reminder, make sure to check your spam/junk email folder. If you are not receiving emails, please contact Blue Sombrero at 866-258-3303 and select option 1 to resolve the issue.

[11. How can I change my username or email address?](#)

- Click on the **Login** button in the upper right hand corner of the screen.



- Click on the **Gear button** to change any Account Information such as email address, address, or telephone number. Unfortunately, usernames **cannot** be changed.



[12. How come I am not receiving club emails?](#)

- Sometimes service providers mark emails from Blue Sombrero as spam. Please contact Blue Sombrero at 866-258-3303 and select option 1 to resolve the issue.

REGISTRATION INFORMATION

13. How do I register my child to play recreational soccer in West Boynton?

- Go to <http://www.aysoregion1370.com> and click on the grey “REGISTRATION” button in the lower, right corner. Follow the steps to set up your account and register your child. You can also register as a volunteer from here. Please be sure to check out of your shopping cart to complete your registration.

14. How do I upload my child’s birth certificate?

- Your child’s birth certificate is used to verify that he/she will be placed in the appropriate division. Scan or take a picture of your child’s birth certificate so that it becomes a file on your computer. From the participant information screen, click the **Upload Birth Certificate** button. Click **Choose File** from the window that pops up, find the file on your computer then click the **Upload** button. Once the player’s age is verified, the birth certificate is deleted from the system.
- If you are having difficulty uploading your child’s birth certificate, please contact Blue Sombrero at 866-258-3303 and select option 1 to resolve the issue.

15. The site says there are no available programs for my child - what do I do now?

- This means that registration has closed or that your child is not eligible to participate based on birth date or gender requirements set by the organization.
Note: Sometimes this will happen if the child's birth date is entered incorrectly. You can check this by logging into your account and clicking on the circle with three dots on the right side of the “Participants” title bar. Then select **Edit Registration Info** next to your child's name. Please make sure your child's birth date is correct.

16. What is the registration waitlist?

- The Region strives to place all players who want to play on a team. However, we are limited by the number of people who volunteer to coach a team and the amount of field space available. Therefore, there are a specific number of roster spots available for players in each division. Once all of the available spots are taken, you can register for the

wait list. If a spot opens up on a team or if another volunteer offers to coach a team, then children registered for the wait list will be placed on a team.

- Payment is not required to register for the wait list. However, if your child is released from the wait list and placed on a team, then you must complete the payment process to finalize registration.

17. I'm having trouble with registration (I get an error message or the page won't load). What should I do?

- Chances are you need to clear out the cache in your internet browser. This can be done by holding down the **CTRL** button and hitting **F5**. Once the system has completed this, you will most likely need to log back in to the website. If you were in the middle of a registration, you will be able to get the registration in your shopping cart and pick up where you left off.
- Please contact Blue Sombrero at 866-258-3303 and select option 1 to resolve the issue.

18. The checkout screen won't accept my credit card. Why?

- First, make sure you have entered in all required information for your credit card **correctly** (i.e. name, address, number, expiration date, etc.). **Note:** The name on your account **must** match the name that is tied with the credit card.
- Second, make sure you have entered in your billing address as it appears in your credit card statement. Even something as simple as "street" instead of "st" will cause the system to reject your card.
- Finally, only MasterCard, Visa and American Express are accepted.

19. How can I finish the order I see sitting in my shopping cart?

- If there is an incomplete registration in your account, you will see the details of the order in the shopping cart section on your account screen.

- Click on the **Shopping Cart** button to pick up right where you left off.



- Follow the steps through to the checkout screen and make sure you click on the **Submit** button to complete the registration.
- You will be able to tell that the order is complete because you will see an order confirmation screen with all of the details of the completed registration. You will also receive an **order confirmation email** to the email address you created your account with on the club's website.

20. Is my order complete?

- You can make sure that your order is complete by logging into your account and clicking on **Order History** from the **My Orders** tab on the left.
- You can also check your email to see if you received an order confirmation email - this email is like a receipt. Your child is not considered registered until you have received an order confirmation email.

<i>Order History:</i>				
ORDER # ▼	DATE ▼	AMOUNT ▼	STATUS ▼	
3499450	10/02/2014	\$60.00	Completed	View
3326819	07/18/2014	\$0.00	Completed	View
3278793	07/01/2014	\$60.00	Completed	View
2758497	11/12/2013	\$180.00	Pending	View Pay

21. In which division will my child play?

- AYSO National sets the age guidelines. Birth-year registration calendars align with the start of the calendar year and run from January to December.
- A child will play in the same age division in the spring season that they played in during the preceding fall season. The table below shows the age guidelines for the Fall 2016 - Spring 2017 seasons.

Age Guide for Fall 2016 & Spring 2017 Seasons	
Division	Born Between
U-16-U19	1/1/98 and 12/31/02
U-14	1/1/03 and 12/31/04
U-12	1/1/05 and 12/31/06
U-10	1/1/07 and 12/31/08
U-8	1/1/09 and 12/31/10
U-6	1/1/11 and 12/31/11
U-5	1/1/12 and 12/31/12

22. Can I select specific practice days when I register?

- Yes. You may choose either Monday/Wednesday practices OR Tuesday/Thursday practices when you register your child. You can also select “No Preference” if you are flexible with your practice days. Practice days for players in U5 will be pre-determined and communicated to parents.

23. Can I select a specific coach when I register?

- No. You may *request* a coach when you register, but we cannot guarantee that this request will be honored. This is to ensure AYSO’s mandated policy of balanced teams.

24. Can I select specific children that I want on my child’s team?

- No. You may *request* that your child plays on a team with specific children when you register, but we cannot guarantee that this request will be honored. This is to ensure AYSO’s mandated policy of balanced teams.

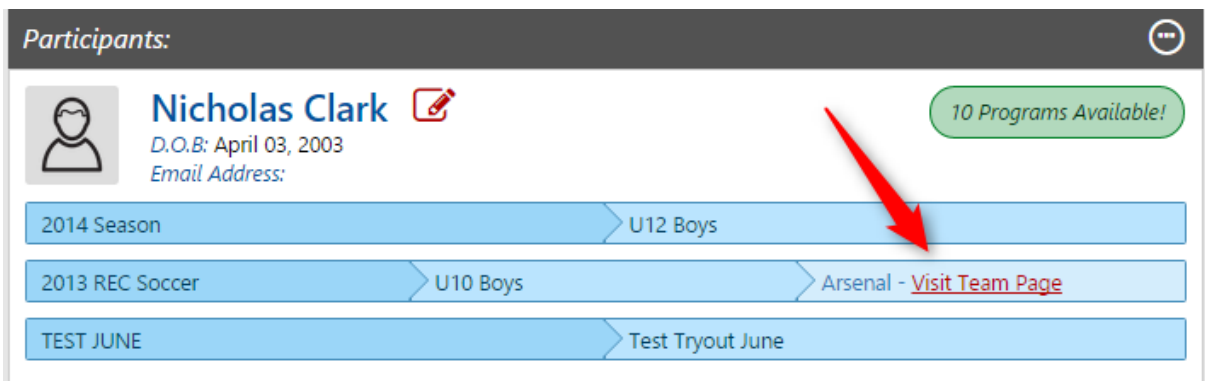
25. I registered for the previous season, do I need to reregister for the upcoming season?

- Yes, you need to register for each season.

PRACTICES & GAMES

26. How do I know what team my child is on?

- Your child’s coach will contact you once teams have been formed.
- Once rosters and schedules have been posted by the administrators you can view your child’s team by logging into to your account. The season, division, and team name are displayed underneath your child’s name. Click the team that the child is playing on. This will take you to your child’s Team Page. Then view the **Schedule** tab and the **Roster** tab. If you do not see a team listed beneath your child's name, look for **Team Central** in the menu. From here, click on **Team Directory** to find your child's roster or **Posted Schedules** to find your child's team's schedule.



27. What time is my child's practice?

Division	Practice Time
U5	6:00pm – 6:45pm
U6	6:00pm – 6:45pm
U8	6:00pm – 6:45pm
U10	7:00pm – 8:00pm
U12	7:00pm – 8:00pm
U14	8:15pm – 9:15pm
U16	8:15pm – 9:15pm
U19	8:15pm – 9:15pm

28. How many players are on the field for a game?

Division	# Players on the field during a game
U5 and U6	3 players per team on field; no goal keepers
U8	5 players per team on field; no goal keepers
U10	7 players per team on field; including keeper
U12	9 players per team on field; including keeper
U14, U16 & U19	11 players per team on field; including keeper

29. How long is a game?

Division	Length of Game
U5 and U6	<ul style="list-style-type: none">• Four five-minute periods.• Half time break of 5-10 minutes.
U8	<ul style="list-style-type: none">• Four 10-minute periods.• Half time break of 5-10 minutes.
U10	<ul style="list-style-type: none">• Four 12.5-minute periods.• Half time break of 5-10 minutes.
U12	<ul style="list-style-type: none">• Four 15-minute periods.• Half time break of 5-10 minutes.
U14, U16 & U19	<ul style="list-style-type: none">• Full field game rules apply

30. How do I know my child's game schedule?

- Schedules are finalized just prior to the start of the season. Go to <http://www.aysoregion1370.com> and click on the "TEAM CENTRAL" tab in red across the top. Then click on "Posted Schedules". Select the program, division and event.

31. How many coaches are assigned per team?

- At least one coach is assigned per team, preferably two. It all depends on the number of volunteers that have registered.

EQUIPMENT & CLOTHING

32. How will I get my child's uniform? What else does my child need to play soccer?

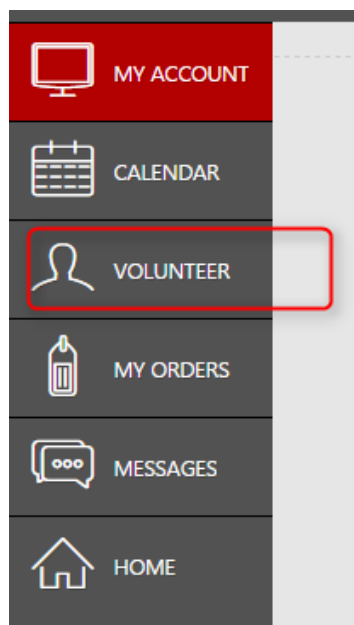
- Your child's coach will distribute uniforms. Shin guards are mandatory during practice and games. Full-coverage shoes are required, and it is advisable to wear shoes designed specifically for soccer (e.g. non-metal cleats). It is ideal for every child to have their own appropriate size soccer ball for practicing and playing on their own.

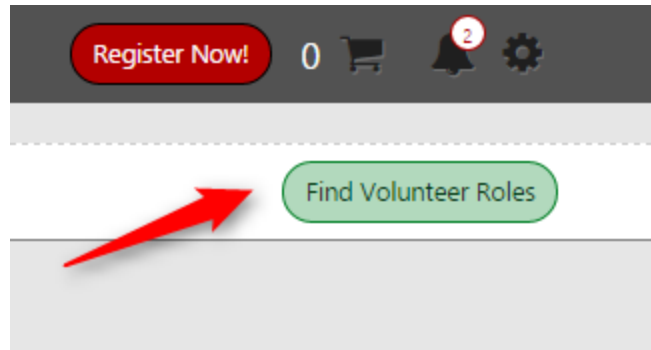
Division	Soccer Ball Size
U5	Size 3
U6	Size 3
U8	Size 3
U10	Size 4
U12	Size 4
U14	Size 5
U16	Size 5
U19	Size 5

VOLUNTEERS

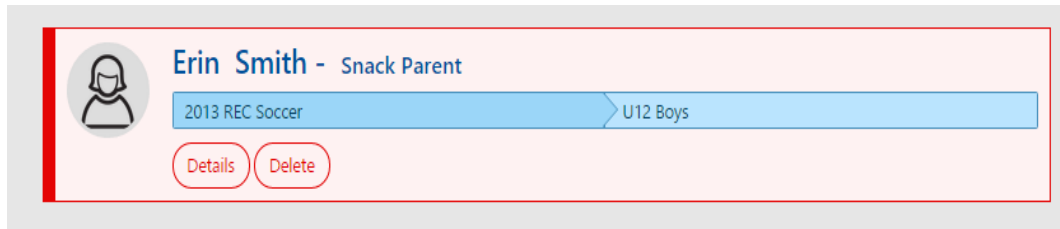
33. Can I register as a volunteer?

- Yes. Our region would not work without the help of our volunteers! Volunteer roles for teams include Head Coach, Assistant Coach and Team Manager. Other volunteer roles include referees, division coordinators and regional positions. AYSO has developed special training that helps parents who may have little or no soccer experience to quickly gain the age-appropriate knowledge and skills they need to be effective coaches and referees. You *must* register as a volunteer at <http://www.eayso.org>. You *must* also register as a volunteer at <http://www.aysoregion1370.com>.
- You can sign up to volunteer while you are registering your child. During the registration process, select the appropriate program and role that you would like to sign up for and enter all required information.
- If you did not sign up to volunteer while registering your child, you can sign up at a later date by logging in to your account and clicking on the **Volunteer** tab on the left and then clicking on the **Find Volunteer Roles** button on the top right.
- Select the role that you wish to sign up for, hit **Next**, and enter all required information.
- Once you are a volunteer, the role will display in your account.





- Select the program, division, and role that you wish to sign up for, hit **Next**, and enter all required information.
- Once you are a volunteer, the role will display in your account like the image below:



34. I registered as a volunteer for the previous season, do I need to reregister for the upcoming season?

- Yes, you need to register for each season.

35. Why should I coach in AYSO?

- It's a chance to spend quality time with your child and it's fun. It's a great break from work. It makes you feel good. It's a great way to give back to the community.
- The rewards come in the form of helping kids have fun at a game or practice, and contributing to their individual skills and teamwork. There is also a great sense of accomplishment when you reach the end of a season, look back and see how far the team has come.

36. I don't know anything about soccer. Can I still help coach?

- Yes! AYSO provides training and materials. Being a coach involves skills you probably already have in addition to specific soccer knowledge. If you are uncertain, try being an

assistant coach. Your Region's Coach Administrator will be happy to try to match you up with somebody with a little more experience.

37. What is the time commitment of being an AYSO coach? Assistant coach?

- Coaches run two weekday practices and a game on Saturday or Sunday. Coaching in AYSO is all about teaching and encouraging kids, and having a lot of fun. Parents will help with the team's organization tasks.

38. What is Safe Haven?

- To ensure the safety of both children and volunteers, each volunteer is required to take a short in-person or online training session called Safe Haven™. It focuses on safety and appropriate behavior with children as well as first aid and other on-field issues. Agreeing to a background check is also required for each volunteer.

39. How are volunteers screened?

- Since January 1, 2001, all AYSO Regions, Areas and Sections are required to comply with the AYSO policy on criminal background checks. Any person wishing to volunteer in AYSO is subject to a criminal background check. Any person wishing to volunteer in AYSO must complete an AYSO volunteer application form each year. The application form includes a Criminal Background Check Release. All requested information must be provided by the applicant, including Social Security number, driver license number (or other state issued photo I.D. if the applicant does not drive) and date of birth.

PARENTS

40. What am I expected to do as an AYSO parent?

- **Always Be Positive**

You are not on the team, but you have strong influence on the team's environment. Applaud good plays by your child's team and by the opposing team. Support all efforts to remove verbal and physical abuse from youth sporting activities.

- **Be Enthusiastic and Supportive**

Let children set their own goals and play the game for themselves. Don't put too heavy a burden on your child to win games. Support your child by giving encouragement and showing an interest in his or her team. Help your child learn soccer skills and good sportsmanship. Teach your child that hard work and an honest effort are often more important than victory.

- **Be Responsible**

Take your child to practices and games on time and with the proper equipment. Parents/guardians must stay at the fields with their child.

- **Reinforce Positive Behavior**

The best way to help a child to achieve goals and reduce the natural fear of failure is through positive reinforcement. No one likes to make a mistake. If your child does make one, remember that he or she is still learning. Encourage your child's efforts and point out the good things your child accomplished.

- **Let Coaches Coach and Referees Ref**

Coaches and referees are usually parents. They volunteer their time to help make your child's soccer experience a positive one. They need your support, too. What coaches and referees don't need is your help in coaching from the sidelines. So please refrain from coaching during games and practices. Referees are important for fun, fair and safe games. Treat them and their calls fairly and respectfully.

- **Volunteer**

While your participation is not required for your child to play, we ask that you volunteer as a coach, referee, team parent, or a Regional volunteer who helps with administrative tasks. AYSO has a comprehensive training program to certify you for the position you choose.

41. What is Kids Zone?

- In AYSO, fans are asked to be cheerleaders, not critics. Kids Zone® is a unique program that includes a parent pledge that moms and dads sign to commit to positive, encouraging behavior when they're watching the games.