

# Welcome to AYSO Region 4!

## Attention Fall 2021 Volunteers



### **1. REGISTERING TO VOLUNTEER**

Please make sure that you login to [www.aysoregion4.com](http://www.aysoregion4.com) with your own username. This eliminates many issues with the background check process and login/access issues with AYSOU.

### **Sign-up to Volunteer When YOU Are Logged in With YOUR Username Only**

If you register your children, PLEASE DO NOT SIGNUP YOUR SPOUSE or OTHER FAMILY MEMBER TO VOLUNTEER. Even though the system will allow it, please do not signup other individuals for any of the available volunteer roles.

You can invite them as an Additional Account Holder (this is recommended as they will be linked to your family account) but they MUST FIRST respond to the Account Invite email and create their own username. Then they can log in on their own and sign up directly to volunteer.

### **You Must Use Your Legal Name**

If you did not use your Legal Name (for the First Name) when you created your username/account, please Edit this information BEFORE you submit your Volunteer application. The Background Check will require your Legal Name. For example, do not use Jen or Jenny, Bill or Wes if your Legal Name is Jennifer, William, Wesley, etc.



## **2. BACKGROUND CHECKS:**

After you sign-up for a volunteer position, if you are a new Volunteer or your background check has expired or near expiration you will receive an email from Sterling Volunteers asking you to complete the Background Check process. *Please look for that email and complete this step as soon as possible.*

**Search Tip:** Search the Subject for: "Here's the link" (exclude the quotes) or use other terms/phrases such as: "Sterling Volunteers", "American Youth Soccer Organization", or "TheAdvocates". If you find the email and the link has expired, you must contact Sterling.

### **Sample eMail:**

Here's the link to complete your AYSO volunteer application Inbox x

 **American Youth Soccer Organization (AYSO)** <TheAdvocates@sterlingvolunteers.com> Sun, Jun 27, 2:39 AM (4 days ago)  
to me ▾

**Sterling**  
Volunteers

Welcome Joe Coach!

Thank you for signing up to volunteer with American Youth Soccer Organization.

The fall season is fast approaching; please submit your background check as soon as possible to prevent any problems or delays with your volunteer eligibility.

AYSO has chosen Sterling Volunteers to manage this process. Select the link below or copy & paste it into your browser.

<https://app.sterlingvolunteers.com/verify?id=LPKDENKNGTEKGHCBIIOA>

If you have any questions, please contact Sterling Volunteers' Customer Care team at [TheAdvocates@sterlingvolunteers.com](mailto:TheAdvocates@sterlingvolunteers.com). We are here to help!

### **If You Cannot Find the Sterling Email**

- Go to [www.aysoregion4.com](http://www.aysoregion4.com) and log in with your own user name and password.
- Click on the Volunteer icon on the left hand side. You should see a list of volunteer position(s) you signed up for with a box listing certifications to volunteer including your "Risk Status."
- Tick the checkbox to the left of Risk Status and then hit the button below that says "Renew & Update" and that should trigger Sterling Volunteers to resend you the email described above.
- *Please look for that email and complete the instructions within it as soon as possible.*

### **Issues with Middle Name or Middle Initial**

The system may generate a message in regards to the Middle Name. If you encounter this message, select the option indicating you do not have a Middle Name (even if you do). This will allow you to successfully complete the process. We will follow-up with AYSO if this results in any issues with your Background Check.

### **Sterling Website Login or Account Issues**

If you encounter any problems logging into the Sterling website or you have forgotten your username or password and do not receive a Reset email, please contact Sterling Support via email at [TheAdvocates@SterlingVolunteers.com](mailto:TheAdvocates@SterlingVolunteers.com) or via phone at 855-326-1860 option 3. They are the only resource that can resolve those issues.

**Sterling website:** <https://www.sterlingvolunteers.com>



### For customer support with Sterling Volunteers

Please contact The Advocates Customer Care team:

 [TheAdvocates@sterlingvolunteers.com](mailto:TheAdvocates@sterlingvolunteers.com)

 855-326-1860, Option 3 (8:00 am – 8:00 pm EST)

### **3. VOLUNTEER TRAINING IN AYSOU / Learning Management System (LMS)**



It may take 1 or 2 days for your username to be granted access to the AYSOU website after you have completed the volunteer registration.

**As with Volunteer Registration, each volunteer MUST login to the LMS / AYSOU with their own username.** This ensures that the correct volunteer is credited with taking a course.

For example, spouses cannot watch an online course together and expect it will satisfy the training requirement. You must each take the course. Make sure to download a copy of the certificate for each course you have completed for your records.

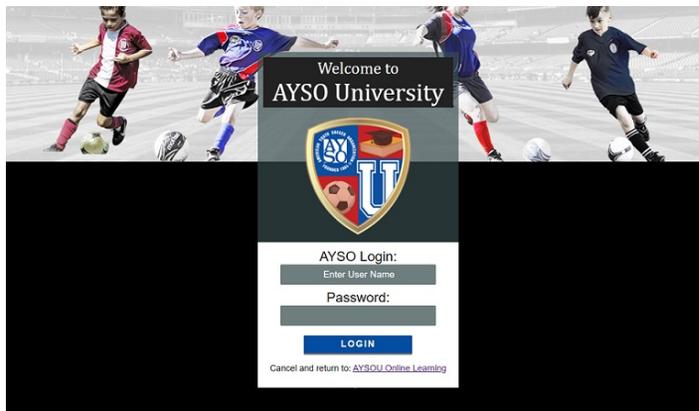
#### **AYSOU SSO Single Sign On**

The following is the recommended means for accessing AYSOU this year. Do not attempt to access AYSOU directly as you may have done in past seasons or you may encounter access issues. These instructions assume you are using a laptop or desktop computer.

- Close any tabs or browser windows that were previously open to the AYSOU website.
- Open a new browser session, go to [www.aysoregion4.com](http://www.aysoregion4.com)
- Login with the username you used to register as a Volunteer.
- At the **My Account** page, look to the left and click the **Home** button. This takes you to our website.
- Click the **AYSOU** menu near the middle of the page - by following these steps, a Single Sign On session is created
- Now, from the **AYSOU** website, simply click the **Login** button in the upper right corner and the system should log you in automatically.

That should do it! You should now have access to AYSOU.

If you are presented with a Login screen (see below), enter your username and password.



Welcome to  
AYSO University



AYSO Login:  
Enter User Name  
Password:  
LOGIN  
Cancel and return to: [AYSO Online Learning](#)

If that fails, you will need to email [support@ayso.org](mailto:support@ayso.org) with description of the issue and screenshots if possible and they can reset it on the back end.

### **Required Safety Trainings**

**To be considered a Certified Volunteer for AYSO Region 4, at a minimum you MUST complete the following online Safe Haven courses.**

- AYSO's Safe Haven
- CDC Concussion
- Sudden Cardiac Arrest

**Note:** Please download a PDF copy of your Training Certificates to your computer when you complete each course. Then if there is a problem with the LMS / AYSOU and it does not update your training profile, we can submit the certificates to AYSO to ensure you get credit for the course.

