

## U.S. SOCCER LEARNING CENTER: STATE ADMINISTRATOR'S GUIDE

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## INTRODUCTION

Welcome to the Learning Center! Our intention for this platform is to simplify the registration process for referees and better support the State Referee Committees. The Learning Center provides one place where all national license requirements can be completed and managed.

As you read through this manual, we hope you will gain a greater more comprehensive understanding of the system and best practices for the license registration process. From a process standpoint, this manual will provide guidance on what is possible in the Learning Center platform and clarify which policies affect the registration process. It also includes step by step instructions for the most common tasks that a state administrator will need to complete.

In addition to the state administrator specific instructions, this manual also includes some basic knowledge that relates to the individual referee. This will help administrators in two ways:

- 1. You are welcome to share those specific sections with your referee population, if deemed useful. For example, the SRC may post the "How to Sign Up" section on their website or email it out to referees; this may minimize the emails and questions your SRC receives, while providing consistent support for each individual referee.
- 2. This allows the SRC to take on the perspective of the referee, so you can see the Learning Center through their eyes.

As the Learning Center improves and expands, we will also update this manual and share it with our SRCs. Joining the Learning Center is a big change, but one we hope will benefit the whole referee community in the long run. We will continue to work to provide you with more efficient tools and resources, as well as better support, as we know you will continue to do the same for our referees.

Thank you for taking the time to familiarize yourself with the Learning Center. Please reach out to **referee@ussoccer.org** if you have any questions.

Sincerely,



## **NAVIGATING USER PROFILES**

This section will provide a first-time look of the Learning Center from the perspective of the referee. It will outline the steps needed to create a profile, log in, and common mistakes made during that process. Please use this section to create your own profile and to help the referees in your state. This is a key step to ensuring your referees are eligible to sign up for the correct courses based on their license levels and prevent additional work for the administrator later on.

#### New Users: Sign Up

#### Option 1

- 1. Navigate your web browser to learning.ussoccer.com
- 2. In the upper right-hand corner, click [SIGN UP]
- 3. In the Select Discipline window that appears, click [REGISTER AS REFEREE]
- 4. Complete the Sign Up form and click [SIGN UP] in the bottom right-hand corner



#### Option 2

- 1. Navigate your web browser to learning.ussoccer.com/referee/
- 2. In the upper right-hand corner, click [SIGN UP]
- 3. Complete the Sign Up form and click [SIGN UP] in the bottom right-hand corner



Most new users will now see the following window indicating a profile/account has been created:



Click [I HAVE NEVER HELD A U.S. SOCCER REFEREE LICENSE BEFORE] to go to the newly created profile page.

Users who have held a U.S. Soccer License in the past, or think they may already have a Learning Center account, click [I HAVE HELD A U.S. SOCCER REFEREE LICENSE BEFORE]. This will take the User to the Image below:

If you have held a U.S	S. Soccer referee license before	e, you can search for your histo	rical data by entering your 16 digit USSF ID
nere. Your SRC may	also de able to assist with findi	ng your USSF ID.	
XXXX-XXXX-XXXX-X	⇒SEARCH		
DEMOCRADUICE	If you use Game I	Officials, your USSF ID can be fo	ound here:
DEMOGRAPHICS	Name	Phone 1	USSE Number: 0010-2281-0240-6990
	Date of Birth:	Phone2:	Association:
	City:	Email: Email2:	USSF Grade:
	State: Zp:		Track:
	REOL	IEST HELP FROM U.S. SOCCER	

The User may now enter their pre-existing USSF ID in the box above.

Please note: If they 'X' out of this box at anytime, instead of entering a valid USSF ID and linking it to the newly created profile page, then the Learning Center will not show that they have license history and the User will need to request a profile merge on their profile at a later date.

If the USSF ID number they type in does not exist in our system, the User will receive the following alert message highlighted in blue:

	AC	COUNT CREATED!	
If you have held a entering your 16	U.S. Soccer referee lice	nse before, you can searc SRC may also be able to as	h for your historical data by ssist with finding your USSF ID.
000000000000000000000000000000000000000	0000 -> SEARCH		
We do not have	any USSF ID on file that r	natches the number you en	ered. Please try a different
number of circl	If you use Game Off	icials, your USSF ID can be	found here:
-			
DEMOGRAPHICS	Name:	Phone1:	USSF Number: 0010-2261-0240-6990
DEMOGRAPHICS	Name: Date of Birth: Address: City:	Phone1: Phone2: Email1: Email2:	USSF Number: 0010-2281-0240-6990 Association: Numeric Grade: USSF Grade:

If the USSF ID number they type in has already been claimed by another profile, the User will receive the following alert message highlighted in blue:

If you have held a U.S. Soccer referee license before, you can search for your historical data by entering your 16 digit USSF ID here. Your SRC may also be able to assist with finding your USSF ID 0050505083107750 -> SEARCH	
0050505083107750 ->SEARCH	1
There is already an active profile for the USSF ID you entered. That number either belongs to	
someone else, or you have already logged into the Learning Center before. Click the button below to request help from U.S. Soccer.	
If you use Game Officials, your USSF ID can be found here:	
DEMOGRAPHICS  Name: Plone1: USSF Number: 0010-2281-0240-6491	
Date of Brits Phone2 Association Address Email: Numeric Grade	
City Email: USSF Grade State: Track	

If the USSF ID number is valid and has not already been claimed, then the Learning Center will show the message in green below. The User must now confirm the name and date of birth linked to that USSF ID matches their own. If it does, the User should click [CLAIM THIS RECORD].

If the information highlighted in green does NOT match their own information, the User should verify that they typed in the correct USSF ID OR email <u>referee@ussoccer.org</u> to request additional support.



Users who click [REQUEST HELP FINDING A DUPLICATE PROFILE] will have their profile created as is, and a note will appear on their profile indicating they have requested a profile merge for U.S. Soccer Administrators to review.

If you are t finding you LDON CONT	unable to match with an existing ur historical information and me T NEED HELP RIGHT NOW, INUE TO MY PROFILE PAGE	g record, l erging du REQ	U.S. Socci plicate pri UEST HEL	er staff car ofiles if neo P FINDING / PROFILE	n assist witi cessary. A DUPLICAT	n E
I DON CONT	T NEED HELP RIGHT NOW, INUE TO MY PROFILE PAGE	REQ	UEST HEL	P FINDING / PROFILE	A DUPLICAT	E
lf you ar record						
lf you ar record			1/ N			
findin mergir	e unable to match with an existing , U.S. Soccer staff can assist with g your historical information and ng duplicate profiles if necessary.					
	rofile help equested!					
U.S. Soco	eer staff have been notified that you need help with your profile	u	A RE			

If some or all of the information entered by the user matches an existing Learning Center account, the user will see this window:

If the details match, the user should select [CONFIRM] and the Learning Center will import the matching license details automatically.

If the details below do NOT match the User, then the User should select [DO NOT IMPORT], so the Learning Center may create a new profile.

		LEGACY DATA
Wefound	a matching referee record in our I	historical data. Please confirm this is you want to import the data onto your Learning Center user profile.
Name:	Jane Doe	
Gender:	Female	
USSI-ID:	0000-0000-0000-0000	
	IMPORT	CONCIDM

If the email entered by the user matches an existing Learning Center account primary email, the user will see this window:



Users, carefully review all information in the window and select the most appropriate option.

#### **Returning Users: Log In**

<u>Option 1</u>

- 1. Navigate your web browser to **learning.ussoccer.com**
- 2. In the upper right-hand corner, click [LOG IN]
- 3. Enter your username and password in the window that appears and click the green [LOG IN]
- 4. From the Learning Center home page, click [Referee Program]
- 5. Continue to Completing a Profile below



#### Option 2

- 1. Navigate your web browser to learning.ussoccer.com/referee/
- 2. In the upper right-hand corner, click [LOG IN]
- 3. Enter your username and password in the window that appears and click the green [LOG IN]
- 4. Continue to Completing a Profile below



#### **Completing a Profile**

- 1. After signing up or logging in, move your mouse to hover over your name in the top right corner.
- 2. In the drop down menu, click [Profile] to be taken to your main profile page



- 3. Carefully check the information displayed on your profile page for accuracy. The profile consists of three tabs:
  - a. The [PROFILE] tab displays the following information:
    - i. Basic User Info: Name, USSF ID Number, Date of Birth
    - ii. Contact Details: Email, Phone Number, Address
    - iii. **U.S. Soccer Licenses:** Displays a user's U.S. Soccer Referee Program license history. If any licenses appear to be missing, click [Missing Information?] for help importing missing licenses (see below for additional information on this topic).
    - iv. **Background Screening:** displays the status of any NCSI background screenings.
    - v. **Safety Certifications:** displays certifications awarded for the completion of safety assignments: SafeSport and Introduction to Safe & Healthy Playing Environments.
    - vi. **Other Qualifications:** users who wish to add supplementary certifications or qualifications may do so here. **Note**: items added under this section are not endorsed by U.S. Soccer.
  - b. The [PAYMENTS] tab displays all payments users have processed directly through the Learning Center platform. This will include fees for courses and background screenings.
  - c. The [NOTIFICATIONS] tab allows users to toggle email notifications from the Learning Center on or off. This allows you to opt out of all daily unread message reminders for any course you are registered for. If you would like to subscribe or unsubscribe from one specific course, please go to that course classroom's communication tab.

Soccer with basic demograph	ic information. Please ensure your pro Jane USSF-ID: 0000 January	affie is up to date. 2 Doe 0-0000-0000-0000 y 1, 1990 PROFILE 2	
1			SWITCH TO COACH
CONTACT DETAILS		U.S. SOCCER REFEREE LICENSES	O MISSING INFORMATION
idoe@ussoccer.org			V LICENSE HISTOR
555-555-5555		<b>(</b>	
1801 S Prairie		BACKGROUND SCREENING	O DO I HAVE TO DO THIS
Chicago, IL 60616		A contraction of the second	
Comulato your danse	UPDATE CONTACT DETAILS	(none on file)	a FOI
			ADD BACKGROUND CHECK
		SAFETY CERTIFICATIONS	O The arrendy note: SafeSpor
		Introduction to Safe and Healthy F	laying Environments
		Issue date: Jul 9, 2020	
		Expiration date: Jul 9, 2021 U.S. Soccer	
		SafeSport Trained	
		Issue date: Jul 9, 2020	
		Expiration date: Jul 9, 2021	
		u.s. Center for safesport	• EDIT • DELET
		M.	
		OTHER QUALIFICATIONS	
		Tall us about your other qualificati	000
		and the second sec	

#### Missing License Information

For assistance locating missing U.S. Soccer Referee Program license information:

- 1. Click [MISSING INFORMATION?]
- 2. In the window that appears, check the [Request help finding a duplicate profile] box
- 3. Click [SAVE & CLOSE]

MISSING INFORMATION	×	
If you have another profile or past U.S. Soccer lion need to be added, please click here: REQUEST HELP FINDING A DUPLICATE PROF CANCEL SAVE 8	intees that ILE CLOSE	
		RWITCH TO COACH
U.S. BOCCER	REFEREE LICENSES	
		V LICENSE HISTORY

Upon completion of the steps above, a user may expect their request to be promptly reviewed and processed by a member of the U.S. Soccer Referee Program staff.

Once a merge has been initiated by U.S. Soccer Referee Program Staff, users will receive the below email.

US V.S. Soccer Learning Center <n To:</n 	oreply@ussdcc.com>
	U.S. SOCCER LEARNING CENTER
	Dear , A duplicate user profile for you was discovered in the U.S. Soccer Learning Center. A U.S. Soccer administrator has merged your profiles. You do not need to take any action at this time, but we encourage you to login and ensure that all your information is still correct. If you have any questions, don't hesitate to contact us at <u>learningcentersupport@ussoccer.org</u> . Kind regards,

## **RISK MANAGEMENT**

As mentioned in the introduction, we hope to simplify the registration process for referees by providing a centralized system that allows all national license requirements to be completed in one location on one platform. One important portion of these requirements is Risk Management. Risk Management includes the SafeSport and Background Screening requirements. As a reminder, the background screening process is based on USOPC's standards and guidelines, to which USSF must adhere. For more information on these guidelines please visit our FAQ page, as detailed in the FAQ section on **page 77**.

The Risk Management section of this manual will outline the following:

- 1. Where can the referee submit their background check?
- 2. List of the background screening statuses and what each one means/what is expected of the referee
- 3. Where can the referee complete the SafeSport assignment?

#### **Background Screenings**

All users age 18 and older must complete a background screening before a license will be issued in the Learning Center. For the 2021 registration year, this is an assignment in the course, but does not have to be completed prior to enrolling in a course. U.S. Soccer Federation recommends the referee not attend an in person session until the background screening is clear.

- 1. Sign Up or Log In to the U.S. Soccer Learning Center
- 2. Click [COURSES] > [AVAILABLE COURSES] > [Background Screening]

To initiate the background screening process:

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Tope to CDVID-	19, COURT CIERSures min	radiuse delega en balonground scheming results, inverning internet in balonground scheming request threads the Learning Learning Learning Learning tender, but the results image the enget themanism.
VAILABLE COURSES		
LICENSE RUTHIN	SUPPLEME	
Background Screening		Brassnota - Eist-Mona Balancea
SafeSport		This shife models is for new. First time referees that have not been previously certified or registered.
Intro to Safety		Bradsroots referees can officiate competitive, small-sided or recreational youth and anotes/ adult matches.
Futsal Courses		Eligibility In order to perfify an a First Time Grassmoots Reference you must reset the following national elipibility standards:
Instructor Courses	4	<ul> <li>If years of other</li> <li>Please be advised some states may have a different age limitation. Please reach cut to your state referee committee if you have any questions.</li> </ul>
Assessor Courses		https://www.unicctor.iont/lefinee.seguent/resource.contactovervlam
Assignor Courses		Course Requirements First Time Drassroots Reforms completing registration through the Learning Daritis must complete the following regurements.
Emeritus Referee Courses		Introduction to Safe and Healthy Playing Environments
Referee Coach Courses		Sundegour (Li ITs years on older)     Online Grassizotals Referee Course Module     First Time Grassizotals Referee Course     First Time Grassizotals Referee Course
Referee Mentor		U.S. Soccer Federation Bold Standard NCSI Background Dheck (if 18 years or older)     # your state is not utilizing the Learning Center for registration this background check may not apply to you.
Laws of the Game Update		<ul> <li>Attend an in-plensin session hosted by their respective State Referes Committee Please note some states may have additional requirements. If you are not certain about your state's requirements please contact your state referes committee</li> </ul>
		tope laws unaccor confinitions produm/unaccor content/weives Once enrolled in a course, press contact your ocurse instructor with my additional questions.

#### 3. Click [BEGIN]



4. Click the empty bubble next to the user's name to confirm which individual the background screening is for, then click [NEXT].

	CONFIRM USER (PAGE 1 OF 5)	×	eulte
	Please confirm the individual for whom the background screening will be conducted		l
ľ	Kelly Murphy		
L.	BACK CONTINUE	-	

5. Review the Terms and Conditions, check the box next to "I have read, understand and agree to the U.S. Soccer Learning Center Terms of Use above.", then click [CONTINUE].



6. Review the Electronic Communication Consent and Disclosure statement, check the box next to "I have read, understand and agree to the Electronic Communication Consent and Disclosure above.", then click [CONTINUE].

CACCHOINC	worming and the second se
You must read a	nd agree to the following statement (please read and scroll to the bottom).
You have been aut	horsheld to complete anime documents and receive electronic legal notices in
connection with yo	our registration with historic Centers for Safety instances. LLC, 1965/17 Journo the
process, you will b	elected to 'lagy' on or more of the orders documents with an electronic signature
Please read the fol	winning carefully registration the electronic legalature powers.
To sign a document	t electronically, click both the "Tagner," button and the "Containue" button appearing
at the bottom of the	to document. If requires general each fill our your name and last four digits of your
social security nur	her. NOTE: Your electronic signature will not be applied to the document until you
correctly complete	all of thesis steps.
If you want to mak	e changes in information you provided, click "Back" button on your browser. When
you have complete	if a document that requires your electronic signature, you may use your browser (in
view, print, or dow	sload the document before you sign it.
Once the signature	s process is completed, your electronic signature will be binding as if you had
physically signed to	the document by hand
If you believe you o	re unable to provide your bignature in an electronic format, contact the company
derectly to comple-	to in a pager or non-electronic format. Please note dubys and additional fees will
apply if the process	a is completed in a pager/hore-electronic format.
In addition, since e	mail is the most expedient method for you and NCSI to communicate with each
other we are requir	introg your consent to use email and specifically your e-mail address provided in
your application ar	a the primary method for written communications.
If at any point you the means for write electronically, plan effective as of the electronic signatus your consent. The withdrawel of core	exactlible without your context for your electronic output fun or own of a rendar to the contravisation, or if you need to update information needed to context you as anotact (HS) of update invariants and the set of th
Pease check this	one if you consert to provide an electronic signature rather than a handwritten
signature is come	ction with any application or background acreewing documents and whenever you
sign documents of	this website or through this mobile application.
D Have read, see above.	diristand and spree to the Electronic Communication Consent and Disclonary
* BACK	Jostes

7. Review the FCRA Acknowledgement, check the box next to "I have read and agree to the FCRA Acknowledgement above.", then click [CONTINUE].



8. In the next window, review the Disclosure Regarding Background Screening statement, check the box next to "I have read and agree to the Background Screening Disclosure above.", then click [CONTINUE].

	Disclosure Regarding Background Screening (page 5 of 5)
You	i must read and agree to the following statement (please read and scroll to the bottom).
The thin U.S. "co cha his ver age del	United States Socces Federation, Inc. (10.5. Soccer') may obtain information about you from a diparty consumer reporting agency to be used in part to determine, your eligibility to register with Soccer and/or participate in U.S. Soccer programming. Thus, you may be the subject of a nature report' Which may include information about your character, general reputation, personal racteristics, and/or mode of living. These reports may contain information regarding your, clininal racteristics, and/or mode of living. These reports may contain information regarding your, clininal racteristics, and/or mode of living. These reports may contain information regarding your, clininal racteristics, and/or mode of living. These reports may contain information regarding your, clininal racteristics, and/or mode of living. These reports may contain information regarding your, clininal racteristics, and/or mode of living. These reports may contain information regarding your, clininal racteristics, and/or mode racteristics or employment history, consumer reporting may records on other background chacks, as well as plea bargains, deformed adjudications, and majuent conduct committed us a plavenile.
You cor 441 all- cor U.S	have the right, upon written request made within a reasonable time, to request whether a eurone report has been run obour you ond to request a copy of your report. These searches will be ducted by the National Center for Safety Initiatives (LC ("NCSI") PO Box 39006; Claveland, OH 39 Tol Free 1666-035.7100); www.russistan.com and their agents. The scope of this disclosure is encompassing, however, allowing U.S. Soccer to obtain from any outside organization all manner of sume reports throughout the course of your registration with U.S. Soccer and/or participation in Soccer programming to the extern bermitted by lww.
'n	I have read and agree to the Background Screening Disclosure above.

9. Fill in all required fields beneath "Background Screening: Personal Information," answer any "Voluntary Disclosure Questions" you are comfortable with, then click [CONTINUE].

Background Screening	
Background Screening: Personal Information Cost: \$30.00 USD (plus credit card processing fee)	
In order to initiate a background screening, you must complete all required fields below and select "contimi in order to populate the fields below. Please confirm that all required fields are accurate, make any correct driver's license or other government issued identification. Please note that differences between your lega required in order to conduct a background screening. Please note that updating the fields below will not up and transmitted to the background check service provider. U.S. Soccer does not store the information you	ie.* As a courtesy, certain information has been automatically gathered from your Learning Center user profile ions needed, and complete any remaining information. Be sure to use your full legal name, as shown on a i name and the name on your Learning Center user profile could delay processing. A Social Security Number is idate your Learning Center user profile. Once you complete payment, the information on this form is encrypted enter on this form and will not have access to it.
Last Name (required)	A Social Security Number is required in order to conduct a background screening. U.S. Soccer does not store this information and will not have access to it.
First Name (required)	SSN (required) Use and/numbers.done throade dealers of process
Middle Name	Confirm SSN (required)
Date of birth (required)	Street address (required)
<u> </u>	
Phone number	City (required)
Email address (required)	State / Province (required)
	7
Gender (required)	Zip/Postal code (required)
O Male O Female O X	
	Country
	+
Voluntary Disclosure Questions Instructions: Do NOT include in your responses any criminal offenses that have been dismissed, sealed or as a dismissal, and should be disclosed	expunged or trials where you were acquitted of all charges. Successfully completing probation is not the same
Have you ever been convicted, or do you have a pending charge, of:	
Any felony-level offenses?	
Any misdemeanor-level offenses involving all sexual crimes, criminal offenses of a sexual nature includin pornography, possession and distribution of obscene material, prostitution, indecent exposure, public inc Ves No	; but not limited to, rape, child molestation, sexual battery, lewd conduct, possession and distribution of child lecency, and any sex offender registrant?
Any misdemeanor-level drug related offenses? Ves 🚫 No	
Any misdemeanor-level offenses involving harm to a minor, including, but not limited to, offenses such as with a minor? <ul> <li>Yes</li> <li>No</li> </ul>	child abandonment, child endangerment/neglect/abuse, contributing to the delinquency of a minor, and DUI
Any misdemean r-level offenses involving violence against a person, or threat of force (including crimes $\bigcirc$ Yes $\bigcirc$ No	nvolving firearms and domestic violence)?
Any misdemeanor-level offenses involving stalking, harassment, blackmail, violation of a protection order 🔘 Yes 🔘 No	and/or threats?
Any misdemeanor-level offenses involving destruction of property, including arson, vandalism, and crimin O Yes O No	al mischief?
Any misdemeanor-level offenses involving animal abuse, cruelty, or neglect?	
Cost	
Background screening fee: \$30.00 USD	
Credit card processing fee: \$1.21 USD	

10. Review the Consent and Authorization – Background Investigation statement, check the box next to "I have read and agree to the above Acknowledgement and Authorization Acceptance.", then click [CONTINUE].

	CONSENT AND AUTHORIZATION - BAG	CKGROUND INVESTIGATION
ecknowledge incostr of the secon inforcer 1 and earth of these data inforcer 1 active the attive receipt caliform (Position) within U.S. Soo Weently (public or provide) with Mathews, LLC, P.D. Box 30008, Ch Historygnal, (understand that I will	International metaward DSCs2 (SDNE HEGA KOMET BALDRAFELBIO SSA-KOH und A unimants. I hereitry cases in table bottorise the obtaining of "containerer import?" of this convent and automitation and throughtout my employment or particle of a dispatcable. Distance it hereitry automitations, wetwork means that automitation of a dispatcable. Distance it hereitry automitations, wetwork means that automitation instruction and the second automitation and there appreciate and the second wetwork. Distance is dependent of the second automitation and the means and the second automitation and there appreciate and the second automitation here an expectation for terminal the reasonation of UK. Shows may appreciate the second automitation and there appreciate and the second automitation and the second automitation and there are appreciated and the second automitation and and the second automitation and there appreciate and the second automitation and and and appreciated and and appreciated and	SUMMARY OF YOUR PRIORITS UNDER THE FARCHED TREPORTING ACT uncerantialy continues ma and/or "viewethgebre zonaumer impaints" by The United States Bocard Federation, Inc. (19.2) actions exactly valueting state. Load traverse, (Fileduir active purformance impaint intercommon approximations, active numeropaint of frames purformance intercom- tactions and approximations active numeropaint of frames (Intercommon particular intercommon Travel), leaderson or yindrographic coupy of the Autonomian manube bit wind an couplant in animalistic of flagmant the recurson That have been included.
Residence of Minnesota and Diriah	oma only. Under state law you have a right to receive a copy of your consume	report, free of charge. If one is required by U.S. Siccore
Relidents of New York only Under LC. You also advised an advised of the second	r state law you have the right to inspect and receive a copy of any investigative t of a copy of Article 23-A of the New York Connection Law by creaking the uses	sconsumer report requirated by U.S. Soccer by contacting National Center for Safety initiatives. W bail:
New York City only, You acknowled	typ and autoonze U.S. Sayser to provide any raiticity required by federal, stress	or lives law (hype) at the scherees lesi and/or emoliacities tips you provided by U.S. Scooler
Reachings of Waschington State or contracting National Durities for Sal	ny. Under status livy you have the right fo request a copy of the Westlangton fiel hely initiatives, LLC	Could Reporting Acts discussive to consumera (ROW 19.182.070) and a copy of your report by
Residuents of California anti-Miana	arriy Under stalmiawyou have a right to receive a copy of your consumer repo	et, Ima of charge. If one is required by U.E. Socces
f you wink id like is compatiyour hep	ers, proceduarbach respectational whe cam-	
I HAVE HE AD AND ADREE TO	THE AROVE ADVARVALED GENERAT AND AND HIGH CAN DAVARD ADDIVISION	
-	BACK	1 M M M M M M M M M M M M M M M M M M M

11. Confirm all information is correct, then click [PROCEED TO PAYMENT].



12. Enter payment information, then click [SUBMIT PAYMENT].

	PAYMENT	
	Your card will be charged with 31.21 USD	
	Card number	
	Füllname	
	katé / VY	
PLEASE NOT	proved partner	
	SUBMIT PAYMENT	

13. Users should now see the following confirmation:

Thank you, your background screening information has been submitted for processing. The background screening process may take 10 business days to complete. During that time, it is common for NCSI to have questions or need information from you in the course of the background screening process. You will be contacted via e-mail at the address you provided. Please be sure to respond promptly to avoid a delay in the process. Follow up requests from NCSI will come from: automation@instascreen.net.

Note: Users may not register for any courses in the Learning Center before completing a Background Screening. Users who have not completed their Background Screening will be prompted to do so whenever they attempt to register for a course. In that case, begin the process above at Step 3.

#### **Background Screening Statuses**

Once the background screening process has been initiated, expect the review process to take up to 7 - 10 business days to be completed. In the meantime, users may view the status of their screening on their profile page.



Users will see one of several statuses:

• (none on file): The background screening process has not yet been initiated.

BACKGROUND SCREENING	O DOTHAVE TO DO THIS?
(none on file)	

• **Clear:** The user is approved and eligible to enroll in referee courses.

BACKGROUND SCREENING	() DO I HAVE T	O DO THIS?
NCSI result: clear	Approved by U.S. Soccer	# EDIT
Expiration Date: Feb 10, 2022		
C DETAILS		

• Awaiting Result: NCSI is reviewing. No action needed from the user.

a naturat to builded
₽ EDIT

• **Pending Verification:** NCSI requires additional information to complete the background screening, and has emailed a request to the user. Users must respond to the NCSU email within 30 days of receipt or the background screening will be canceled.

BACKGROUND SCREENING	O DO I HAVE TO DO THIS?
NCSI result: pending verification @	₽ EDIT
Date Submitted: Jan 26, 2020	
C DETAILS	

• **Canceled:** The background screening has been canceled because NCSI emailed the user requesting addition information, but the user failed to respond within 45 days of receipt. Users who wish to continue refereeing must initiate the background screening process again, including the fee. No refunds will be issued for canceled background screenings.

BACKGROUND SCREENING	D DO I HAVE TO DO THIS?
NCSI result: cancelled	@ EDIT
DETAILS	

• **Flagged:** The user has been flagged by NCSI. This means they may not referee or register for a referee course. Users who wish to continue as a referee must submit an appeal. Submitting an appeal does not guarantee that referee privileges will be reinstated. Please see our FAQ page for more on how to appeal.



• **Authorized:** The user was flagged by NCSI, but have been deemed eligible to referee and enroll in referee courses after a successful appeal.



• **Incomplete:** Rare. Indicates a system error has prevented the process from initiating correctly. In this case, users will receive a pop-up notification when they login to the Learning Center, and should resubmit their background screening. Users will not be charged twice.

TER	COURSES RE	Backgrou	ind Screening ×	
		There was an error submitting your background s screening. You will not be required to resubmit pa	screening. Click here to resubmit your background ayment.	SWI
PAYMENTS	NOTIFICATION		→ RESUBMIT	
outh Aon, bu	ofile is <b>not publicly</b> a led as possible and k	vallable. The details you are providing here only help cop it updated at all times.	rus to identify if you are aligible to participate in any courses y	you might register for. Therefore
Jory Jos USSF-10.21	sias Elenbaas 019-0000-0412-4286 1993	≠ EDIT	U.S. SOCCER REFEREE LICENSES	O MISSING V LIC
LS			BACKGROUND SCREENING	() DO J HAV
U.S	S. SOCCER RE	FEREE LICENSES	O MISSING IN	FORMATION?
Do	you have any	U.S. Soccer license already?		
				and a second state
BA	CKGROUND S	CREENING	O DO I HAVE	TO DO THIS?

#### License Suspension for Risk Management

When a referee turns 18, they will need to complete the Risk Management assignments to maintain their license. If they do not within the time frames detailed below, then there license will be automatically suspended by the Learning Center.

Please read below for a detailed explanation of how the referee is alerted by the Learning Center that these assignments are due and the grace period they have to complete them.

#### **Background Screening**

If the referee has an active license at the time they turn 18, then they would have received an email 2 weeks prior to their 18th birthday indicating they have a 45 day grace period to complete their background check before they are temporarily suspended. They get another one on their birthday, 15 days after, 30 days after, and 44 days after. Then, on the 45th day after their 18th birthday, if they do not have a background check with a "clear" result, they will receive an email informing them that their referee license has been temporarily suspended. Once they initiate a background check through the Learning Center, these emails stop.

#### SafeSport

If a referee is 6 months or less away from turning 18 at the time they sign up for a course, they will receive an email that indicates they are not required to complete SafeSport at this time. However, it will be required when they turn 18 and they will only have a 10 day grace period to complete it once they turn 18.

If a referee is under 18 and is either a) enrolled in a certifying course currently or b) has an active license currently, then 7 days before their 18th birthday they will receive an email indicating they have they are not required to complete SafeSport at this time, but it is required when they turn 18. They will only have a 10 day grace period to complete it once they turn 18. Once they turn 18, they get an email that indicates they are now 18 and required to complete SafeSport within 10 days. They get this email every day for 10 days. After the 10 day grace period, their license is suspended. Once they complete SafeSport, the emails will stop.

#### **SafeSport Certification**

All members of the referee community who are 18 years old or older must hold a SafeSport Certification. This is mandated by Congress and there are no exceptions.

#### How to see if a user is SafeSport Certified:

- 1. Go to their Learning Center Profile
- 2. Look for "SafeSport Trained" in the SAFETY CERTIFICATIONS section.
- 3. Users who do **not** see "SafeSport Trained," proceed to sections below.



#### Users who have not completed a SafeSport Certification

- 1. Go to [Courses] > [Available Courses] > [Supplemental Course] > [SafeSport] > [Start SafeSport]
- 2. Complete the SafeSport module within the Learning Center

LITTLE ATTNAL	SUPPLEMENT	TAL COURSES
Background Screening		
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ntro to Safety		FOR ALL QUESTIONS, PLEASE CONTACT.
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oferen Coach Courses		Preventing islues in port begins with awarmens and how to recognize the red Trags of emotional, physical and sexual misconduct, and then what to do if abuse does occur. The online 90-minut a SafeSport fore ocurse oversithe following topics in-oligibility of provides a pre-and post-testing component.
eferee Mentor		Manatary Reporting     Sexual Macanduct Awareness Electricat     Terretional Influence Macanduct
aws of the Game Update		* Annual sector of the constant of the constant sector is a sector of the sector of
		Any questions of ischerical problems with the content Holds the actual e-learning window should be directed be 11 the indexect producting of the indexect of

# Adding previously-received SafeSport Certifications to a Learning Center Profile1. In the Safety Certifications section, click [I've Already Done SafeSport]

	Jane USSF-10:000 Januar UPDATE	PDoe 10000-0000-0000 1/1.1990 PROFILE	24
			SWITCH TO COACH
CONTACT DETAILS jdoe@Uussoccer.org 555-555-5555 1801 S Prairie Cricago. II. 50616 UPDATE CONTACT DETAILS		U.S. SOCCER REFEREE LICENSES	D MISSING INFORMATION?
		BACKGROUND SCREENING	O DO I HAVE TO DO THIS?
	UPDATE CONTACT DETAILS	(none on file)	® EDIT
			ADD BACKGROUND CHECK
		SAFETY CERTIFICATIONS Introduction to Safe and Healthy P Issue date: Jul 9, 2020 Expiration date: Jul 9, 2021	de i en enclade daran tarreladore Verying Environments

2. In the window that appears, enter unique identifier found at the bottom of your SafeSport Certificate (see below for help locating a certificate)

If yo past	ou have already completed SafeSport via another system, such the SafeSport website, you can te the unique identifier from your certificate here to find it.
	TRAINED
	HEREBY RECOGNIZES
	Name
	E-mail FOR THE SUCCESSFUL COMPLETION OF
	SafeSport Trained
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	COMPLETED ON: Date
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	XXXXXXXX-YXXX-XXXX-XXXX-XXXXXXXXXXXXX

3. If there is a match, a green box will appear. Confirm that the first and last name match the user's, then click [YES]

Find your SafeSport record	ж
' you have already completed SafeSport via another system, such the SafeSport website, you can aste the unique identifier from your certificate here to find it.	
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ID Found Please confirm this is your record. X NO YES	
ANCEL	

4. If there is not a match, see "Adding U.S. Soccer Membership to your SafeSport Profile" below

Locating a previously-received SafeSport Certification
Navigate your web browser to <u>www.safesport.org</u> and click [SIGN IN]



2. Enter your login information then click [Sign In]

	i sales	port.org	C	Ó Ø +
≡ menu	C	5		SIGN IN
	Sigr	n In		
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	TERMS OF USE	PRIVACY POLICY		
	C	5		
	@ 2019. All rig	hts reserved.		

3. Click [MENU] > [SafeSport Trained]



4. Click the [Certificate] button to download your certificate



#### SafeSport Certification ID Number

- 1. Open your SafeSport Certificate
- 2. Locate the ID Number (16-20 digits) along the lower middle edge of your certificate

Find your SafeSport record	×
If you have already completed SafeSport via another system, such the SafeSport website, you can paste the unique identifier from your certificate here to find it.	
U.S. CENTER FOR SAFESPORT TRAINED HEREBY RECOGNIZES Name Email FOR THE SUCCESSFUL COMPLETION OF	
SafeSport Trained	
2er4507-5466-6526-6521-6526506537	

3. Use the ID Number to complete the steps under "Adding previously received SafeSport Certifications" above

#### Adding U.S. Soccer Membership to your SafeSport Profile

1. Go to <u>www.safesport.org</u> and sign in

2. From your Learning Dashboard, click [Edit Account]

= MENU	17 mm	5	9
	O Recent Activities		
		Refresher 1: Recognizing and Reporting Misconduct	
		Sexual Misconduct Awareness Education	
	Refresher 2: Preventing Misconduct		
	Complete 5 0	View Mary 2	
	SeleSport Trained The U.S. Olympic Committee and your halt education regularement.	tonal sport organization require all specified individuals to complete this	
	Company Automatica 1 0		

3. In the window that appears, click the [Profile] tab then scroll down to [Add Membership]

-			
First Name *			
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	Add Membership     Add Membership     Add Membership     Add Membership	teer add any memberships here.	

4. Select U.S. Soccer from the dropdown list that appears.

Add Membership
0.5. Rowing
U.S. Sailing
U.S. Ski & Snowboard
U.S. Soccer
U.S. Speedskating
U.S. Squash

5. Enter this access code in the space provided: **YC3E-6P5G-YYILCS2M** 

	Add Membership	×
Organization *		
U.S. Soccer		-
Access Code *		
·	-	
	Cancel	Save

- 6. Click [Save]
- 7. Complete "Adding previously received SafeSport Certifications" section above

## **COURSES**

If you are the primary state administrator running courses and working to register referees, this section will be most useful to you on a day to day basis. It will provide you with step by step instructions on how to create courses, how to manage courses and registrations, grade assignments, share resources with your referees, and walk your referees through the registration process. We encourage you to become familiar with this section and share parts of it with your instructors.

#### **Creating Courses**

State Administrators have the ability to create and manage courses in the Learning Center. To create a new course, State Admins should:

- 1. Login to your Learning Center Profile
- 2. Click [Courses]

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Center, but the results may take longer than usual. of court closures.	USER MANAGEMENT	
1	COURSE MANAGEMENT	
×	RESOURCES	
	APPLICATIONS	
	ASSIGNMENTS	
	EVALUATION PHASES	
START	CURRICULA	
	COURSES	

#### 3. Click [+ CREATE COURSE]

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CATEGORY Present indext	FOREIGN LOCATIONS ONLY		
	STATUS Proceeded Control CATEGORY Plane Context	STATUS HOST Packer Menta - U.S. Soccer CATEGORY Planta failor FOREIGN LOCATIONS ONLY	CREATE COURSE STATUS HOST STATE Prover Subject - U.S. Soccer Prover Subject - CATEGORY Plane tailogt - Plane tailogt - FOREIGN LOCATIONS ONLY

- 4. Build the course by completing the appropriate fields:
  - a. Title: Name of the course that is visible to users on the course schedule
    - i. Tip: Use dates/locations to keep course titles unique. For example: Recertifying Grassroots | Topeka, KS | March 4th, 2021
  - b. **Curriculum:** The options will be preset and defined by U.S. Soccer for your choosing. The curriculum you select will be determined by the course you are creating For example: Regional 2021, National Emeritus 2021
  - c. **Host:** State where course will take place.
  - d. **Remote:** Indicates an online course with no in-person requirements
  - e. **Course Status:** Current status of a course.
    - i. **Scheduled:** Course has been created and is visible on the Available Courses page to the public. Registration is not yet open or possible.
    - ii. **Registration:** Course has been created, is visible and users can sign up/register if eligible.
    - iii. **Waitlist**: When a course has hit its candidate limit, the status will change to Waitlist to allow users to add themselves for consideration if a spot opens up.
    - iv. Closed Registration: Sign-up appears as closed to the public on the course schedule.
    - v. **Completed:** All activity within the course has been finalized.
    - vi. **Canceled:** Course has been canceled by a state administrator (ex: weather, lack of candidates). All registered users will be automatically notified. Any transfers or refunds must be completed manually.
  - f. **Visibility:** If the course will be published, accessible or hidden upon completion.
    - i. **Published:** Course has been created and is visible on the Available Courses page to the public. Course status will determine if registration is possible.
    - ii. **Hidden**: All courses have unique URLs, but hidden courses will not be available via the Available Courses menu. The course registration page can only be accessed with the proper URL which would be the responsibility of the host to distribute. This may be relevant if you are hosting a private course.
    - iii. **Offline**: Only administrators can see the course. You may want a course to remain offline because the course is not ready to be posted or viewed by the public.

- g. **Course Group:** Unchecking this box deletes the Course Group and all shared materials.
- h. **Contact Details:** The email referees should contact with questions about the course.
- i. **Course Details:** State-specific information about the course. This can include what to expect, items to bring, logistics, etc. Details may be listed in English or Spanish.

urseInformation	>		
urse Meetings & Locations	> Basics		Cancellation Policy
SAVE AND EXIT			
SAVE COURSE	a. Ittle*		Normal text 🛊 🗐 🗐 🗐 🗐 👔 🥎
* CANCEL			Full payment is required at the time of registration. Please contact the host for details on the course cancellation
	0. Curriculum *		¢ policy.
	C.		
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	d. Remote	0	Price Packages
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	Course Status *		•
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	h. Contact Details *		
	i. Course Details	Normal text 🛊 🖂 📋 🚍 📄 🔢 🖉 💁	Course Instructors
		Details	
			+ Add Instructor
	Spanish Course	Rormalizat 🛊 😑 😑 🖄 👘 🖇	

- j. **Registration:** Set the start and end dates for course registration. If the candidate limit is reached before the end-date, the course status will automatically be updated to Waitlist (see "Course Status" above).
- k. **Candidate Limit:** Number of registrants system will accept before automatically moving to waitlist. This can be increased or decreased after opening registration. If you leave it blank, then it will allow an infinite number of registrations. If you fill in a number, it will cap registration at 1000.
- I. **Shirt Size:** For courses where t-shirts will be provided, prompts users to provide shirt size when registering for a course
- m. **Course disclaimer:** State-specific details or information candidates must acknowledge and accept before completing registration.
  - i. **Please note:** U.S. Soccer policies and waivers do not cover states.
- n. **Course Policies:** Lists U.S. Soccer course policies

	REGISTRATION	
j	START REGISTRATION	END REGISTRATION
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n	COURSE POLICIES Terms of Use Liability waiver for adults	

- o. **Cancellation policy:** Optional but recommended that states implement and oversee their own cancellation/refund policy. The cancellation policy will appear on the details page before sign-up.
- p. **Price packages:** State fees associated with the course. This includes state's portion of any registration fees and any other added fees. State does not need to include USSF portion of registration fees in price packages. USSF will add.
- q. **Course administrator(s):** Only users assigned admin status from USSF can be added to the course as an administrator. Admins can be added or dropped after creation.
- r. **Instructor(s):** Only users assigned the instructor role by the state administrator can be assigned to the course. Instructors can be added or dropped after creation.

Course Information		
Start Process Sciences		SAVE COURSE SAVE AND EXIT
	BASICS	CANCELLATION POLICY
	INTE	Normal text 🗸 🖃 🎼 🏦 🖺 🖉 🥱
	CORRECTUM	Full payment is required at the time of registration. Please contact (the host for details on the course cancellation policy.
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		PRICE PACKAGES
	REMOTE (ONLINE COURSES CAN BE COMPLETED FROM HOME)	Please note: there must be at least 1 ACTIVE price package or candidates will not be able to register.
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#### **Course Meetings & Location**

After a course has been saved, Admins may add course meeting date(s) and location(s):

1. Go to the Course Editor page.

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Course Information		SAVE COURSE
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2. Click [Course Meetings & Locations] > [ADD COURSE MEETING].

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3. Complete the appropriate fields:

Course Information				
Course Meetings & Locations				
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	Destermine Normalited Y III II III III II II	ENG DATE	END TANK	
	METHIG LOCATIONS			
				+ ADD MEETING LICENTERN

- 4. If the course has only one meeting, continue to Step 5. If the course has multiple meetings:a. Click [Add Meeting Location].

TITLE	START DATE	ARRIVAL TIME	
DESCRIPTION Normal text ♥ 注 目 目 目 目 月 70	END DATE	END TIME	
Details	TIME ZONE		
MEETING LOCATIONS		_	OCATION

b. Complete the appropriate fields.

	START DATE	ARRIVAL TIME	
ISCRIPTION Normal text ♥ i⊞ I≣ JII ILE B I %	END DATE	END TIME	
MEETING LOCATIONS			
TITLE			CANCEL
TITLE COUNTRY United States	STATE		CANCEL

c. Check the [Primary Location] box next to the appropriate meeting. The city value of the primary location of the first meeting will determine what city is listed on the available courses schedule.

MEETING LOCATIONS	
PRIMARY LOCATION	DELETE
test 1330, chicago, IL, US	
	+ ADD MEETING LOCATION

$J_{i}$ olick [bave freeding]. Dates and location with now appear with the main course in	5.	Click [Save Meeting].	Dates and location	will now appear wit	h the main course info
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TITLE test country United States city chicago	adoress 1330		STATE Illinois	τP	CANCEL SAVELOCAT	ION

#### Navigating Course Tabs: Admin View

## **1.** Course Details

- a. **Meetings:** Displays date(s) and location(s) of in-person course elements. Recertification courses will not have this section.
- b. **Course Details:** course-specific information candidates need to know prior to enrollment.

@ Online							€ RETURN TO	COURSE OVERVIEW
COURSE DETAILS	CANDIDATES	GROUP MEMBERS	RESOURCES	ASSIGNMENTS	LIBRARY	COMMUNICATION	EVALUATIONS	
iurse Details								
st	d raidelines at	ate specific assignment	rs aviary perto	ent information for t	be course		FOR ALL QUESTIONS, PLEASE CONTACT:	Go to estitor 🔶
							LOCATION	
							This course is held remotivly through the l	Jearning Center
_							This course is held remotely through the l	Learning C

- 2. **Candidates:** Shows all candidates enrolled in the course.
  - a. **Unassigned Candidates:** Enrolled candidates who have not yet been assigned an instructor to grade assignments. Assign candidates to instructors by clicking and dragging the candidate name to the instructor name.
  - b. **Instructor Names:** List of course instructors and the candidates that have been assigned to them.

testing ■ ♥ Online			RETURN TO COURSE OVERVIEW
COURSE DETAILS CANDIDATES GROUP MEMBER	S RESOURCES ASSIGNMEN	ITS LIBRARY COMMUNICATIO	N EVALUATIONS
Candidates			
+ 💿 Kelly Murphy			Please select a candidate on the left to view their profile
Homa Termis of Use Contact Us U.S. Soccer US	SLC Status		Féllowusen: 🖤 🛱
testing			< RETURN TO COURSE OVERVIEW
COURSE DETAILS CANDIDATES GROUP MEMBERS	RESOURCES ASSIGNMENTS	LIBRARY COMMUNICATION	EVALUATIONS
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			COACHING EXPERIENCES No experiences available
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- 3. **Group Members:** Shows all individuals associated with the course, leaders and candidates.
  - a. Click on a name to view profile and setting information on the right side of the page
  - b. Click [+Create a New Sub-Group] to create smaller groups of candidates. This tool could be utilized for smaller group assignments and communications.

testing							< RETURN TO COURSE OVERVIEW
COURSE DETAILS	OROUP MEMBERS	RESOURCES	ASSIGNMENTS	LIBRARY	COMMUNICATION	EVALUATIONS	
Group Leaders							
Sroup Members							Please select a group member on the left to view their profile and possible settings.
Kelly Marph	hy						

- 4. **Resources:** Lecture materials universal to all courses. These cannot be changed.
  - a. Referee Profiles by license level
  - b. 2020/21 Laws of the Game
  - c. Referee Program Standards of Dress
  - d. Referee Pocket Guide
  - e. 2020/21 IFAB LOTG Changes

COULINSE DE CALLS	RESOURCES RESOURCES		C UBBLE C COMMON	ICADION C EVALUATIONS
Lecture Resources				
Schadule	GRASSROOTS REFEREE PROFILE	🕑 DOWHLOAD (15E.DO K8)	2019/20 LAWS OF THE GAME	O DOWNLOAD (16.00 MB)
Roster	DECEDEE DOADDAM - STANDADOS DE DOSSE		BEEEDEE DOOVET MIINE	
	REFEREE PROUKAM - STANDARDS OF DRESS	O DOWNLOAD IS44 DO KBT	REFEREE POURE I GUIDE	O DOWNLOAD (5.00 MB)
	2019/20 IFAB LOTG CHANGES			
		O DOWINLOAD (210 DO MB)		

- 5. **Schedule:** This tool is still being developed. Do not use at this time.
- 6. **Roster:** Shows each Instructor and their assigned candidates Click [Download] to download a roster.

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Lecture Resources			Diversion
Schedule	Instructor	Candidates	
Roster	0		

- 7. Assignments: View, complete, or check the status of course assignments
  - a. Assignments vary by course, but for First Time Grassroots referees there are four online module assignments:
    - i. Online Grassroots Referee Module
    - ii. The 2021 Grassroots Referee Quiz
    - iii. 2021 Introduction to Safe and Healthy Playing Environments
    - iv. 2021 SafeSport Training for referees 18 and over. The assignment will display as complete for all referees under 18.
  - b. Some assignments are known as universal assignments. This means the candidate's progress on them will be synchronized and transfer across multiple courses, if applicable. Universal assignments are SafeSport, Introduction to Safe and Healthy Playing, and the online grassroots course module. At this time, quizzes are specific to each course and need to be completed in each online course classroom. If a universal assignment is completed in a different course, the assignment progress will be listed as Satisfactory with a white bar underneath it rather than a submission date and time.

c. Clicking the candidate's assignment will show you additional information regarding the assignment, allowing you to see what the candidate submitted or how much they have completed.

						Ø SET DUE DATES	V FILTER
FIRST NAME		LAST NAME		INSTRUCTOR			
Type here	here		Type here  Please select				
CLEAR							
< > 2020	2020 SafeSport Training	2020 Introduction to Safe and Healthy Playing Environments	Pre - Camp Field Session Exercise	2020 National Referee Coaches Certification Test			
		Satisfactory Submitted: 11/00/2019 12:28 pm	Satisfactory Submitted: 11/06/2019 (01:03 pm	Satisfactory Submitted: 11/12/2019 03:43 pm	Satisfactory Submitted: 11/06/2019 08:17 pm		
		Satisfactory Submitted: 11/18/2019 09:46 am	Satisfactory Submitted: 11/18/2019 10:06 am	Satisfactory Submitted: 11/18/2019 10:39 am	Satisfactory Submitted: 11/18/2019 10:35 am		
		Satisfactory Submitted: 11/13/2019 08:40 pm	Satisfactory Submitted 11/14/2019 04:43 pm	Satisfactory	Satisfactory Submitted 11/14/2019 04-22 pm		
		Satisfactory	Satisfactory	Satisfactory	Satisfactory		

8. **Library:** Use this tool to upload additional resources to support candidates. For example, some states have used this to upload concession tests, video resources, and state administrative information.

		100000	LIBRARY	сонинауисаттан	) ( тацить	a) )
Videos						
Files						
Manage Categories						
Manoge Tags						

- 9. **Communication :** This tab allows for group communication between the entire class as well as smaller group communication.
  - a. Here you can share course information to the candidates, as well as upload files
  - b. Any files that are uploaded, will also display in those users' Library tab

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HECEIVE EHAL NOTIFICATIONS      HEW CHAT + NEW GROUP CHAT	C Group Discussion	
Broup Discussion		
	↑ Remaind ♥ 図 第1番 第1番 7 5 1	

- 10. **Evaluations:** Displays all course candidates and their current status within a course.
  - a. Click on a user's name to open their course evaluations on the right
  - Assignments that are automatically graded will automatically show the green circle filled in (2021 Online Grassroots Referee Course, Grassroots Re-Certification Quiz, Intro to Safe and Healthy Playing Environments, SafeSport Training)
  - c. Assignments that are not automatically graded include field sessions, fitness tests, game assessments, and game number requirements. These assignments have tobe reviewed and graded by a course instructor
  - d. Saving evaluation progress will allow you to return to the candidate's evaluation
  - e. Finalizing a candidate's evaluation will allow you to pass or fail the candidate
  - f. Passing a candidate will automatically grant them a referee license

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5	10	2020 Grassroots Re-Cert Eval p Column
		2020 Online Grassroats Reforms Course
		Online Drainzoots Refuges County
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		C UPEDAD FILE
		2020 Grassroots Re-Derbification Data
		Braumootis Re-Contribution Quiz
		0 000
		O UPLOAD FILE

## 11. Bulk Evaluation

- a. If you wish to grade multiple users at one time, you will want to use the bulk evaluation tool. As a reminder, the instructor must finalize all candidates in the course before a license is issued, with the exception of the Grassroots Recertification course (as the license requirements are all online and automatically graded by the system).
- b. Log into the Learning Center
- c. Go to the course you are grading
- d. Click Evaluations
- e. Click Bulk Evaluate

COURSE DETAILS CAND	DATES GROUP MEMBERS RE	SOURCES ASSIGNMENTS	LIBRARY COMMUNICATION	EVALUATIONS
				CLEAR X CLOSE
FIRST NAME Type here	LAST NAME Type here	STATUS	INSTRUCTOR	
				BULK EVALUATE

- f. Check the box next to all the candidates you wish to grade as "Passed".
  - i. <u>Note</u>: You will not be able to pass anyone who has not completed all of the online assignments already.
  - ii. <u>Note</u>: If you finalize someone in error, you will need to reach out to the referee to notify them it was an error and contact USSF Admins to fix their status in the course and remove the license that was issued.

IRST NAME ype here	LAST NAME Type here	STATUS	INSTRUCTOR
			BULK EVALUA
Indidates			CANCEL FINALIZE
Indidates			CANCEL
undidates ease check the box next to all cand	idates you wish to grade as "Passed"		CANCEL
andidates ease check the box next to all cand Paul Anderson Ongoing	lidates you wish to grade as "Passed"	Hannah Duerr Ongoing	CANCEL

- g. Click Finalize
- h. Click Confirm Evaluation

#### Navigating Course Tabs: Candidate View

Candidates will see the following course navigation tabs:

- 1. Course Details:
  - a. An overview of the course, including important information you need to know prior to completing the course
  - b. The contact details for the course administrator as well as the name of instructors, and the location of any in person components.

	combicitzy ) ( militares
Meetings	For all questions, please contact: refinmentusseccor.org
U.S. SOCCER FEDERATION - VIRTUAL MEETING *** Statuse: Aug 25, 2020 US 00 pm - 0500 pm - Dentral Time ** End date: Aug 26, 2020 This course is held remotely, you do not need to attend an in-person assison. A virtual matering link will be sent out via the course communication tool prior to the virtual meeting.	Location U.S. Soccer Federation 1801 S. Prairie Ave Chicago. IL
U.S. Skonor Textshitten 1881 S. Prairie Aver, Drictego, US	Registration Details Packago:free Descent Ports redenended
Course details	anacount, some residention
Welcome to the Recerturying Referee Course for 2021	
You must complete all online sesignments before you can attend the virtual session. If you are over the age of 18, you will need to complete SafeSoort and a Background Screening.	
For the virtual session, please bring the following:	
Pan     Montester	
<ul> <li>Flags</li> </ul>	
Cards	
If you have not expecting change speck out to your helpsis administratory information process real	

- 2. **Resources:** Lecture materials universal to all courses.
  - g. Referee Profiles by license level
  - h. 2020/21 Laws of the Game
  - i. Referee Program Standards of Dress
  - j. Referee Pocket Guide
  - k. 2020/21 IFAB LOTG Changes

LAWS OF THE GAME UPDATE O Online	RESOURCES	SERENVICE TO	EVALUATIONS
Lecture Resources	IFAB'S 20-21 LAWS OF THE GAME	O DOWNLOAD (II. OO MR)	IFAB'S 20-21 LAWS OF THE GAME - CHANGES AND CLARIFICATIONS (INCL. Video Examples)

- 3. **Assignments:** View and complete course assignments.
  - a. Assignments vary by course, but for grassroots referees there are four:
    - i. Online Grassroots Referee Course
    - ii. The 2021 Grassroots Referee Quiz
    - iii. 2021 Introduction to Safe and Healthy Playing Environments
    - iv. 2021 SafeSport Training for referees 18 and over. The assignment will display as complete for all referees under 18.
  - b. All universal assignments will transfer progress between courses; other assignments, such as the quiz, will not transfer between courses. At this time, quizzes are specific to each course and need to be completed in each online course classroom.
  - c. Assignments can be completed in any order, though we recommend the background check be completed first for those 18 and older.



4. **Evaluations:** Here you will see the final grade of each of your assignments as well as any comments left by your instructor



## Adding Documents to a Classroom Library

The library of a course classroom is a great place to put supplemental resources that instructors and administrators may like to share with their candidates. Here are some things you should know about the library tool and how to add resources to a library within a course classroom:

- 1. You can only add resources to a course if you are a course administrator.
- 2. Resources do not automatically populate all classrooms within a course. If you want a resource in each classroom, even if you are copying the rest of the classroom, you will need to manually input it.

To add resources to a classroom library:

1. Go to the course page.

teetinga	For all questions, please contact:
U.S. SOCCER FEDERATION - VIRITUAL MEETING # Start date: Aug 26, 2020 US 00 pm - 05 00 pm - Central Time # End date: Aug 26, 2020 The course is had remotely you on ork held to attend an in-person session. A virtual meeting link will be sent out via the course communication tool prior for the virtual meeting.	Location U.S. Soccer Federation 1801 S. Prairie Ave Chicago, II.
US Secon Freiheiten 1801 S. Prante Ant, Chicago, US	Registration Details Package: free
ourse dotalis	Discount Code redeemed
Welcome to the Recentlifying Referee Course for 2021	
You must complete all online assignments before you can attend the virtual ression. If you are over the logs of 15, you will need to complete SafeSport and a Background Screening.	
For the virtual session, please bring the following: • Perior For the virtual session, please bring the following:	
- Rago - Cards	
if you have new questions mease reach out to your course administrator inferentia especte per	

2. Click [Library].

TEST_RECERTIFYING GRASSROOTS = Aug 26, 2020 • Chi	cago, IL					
(DRIDRSELETALS) (GRAUPMEMBERS)	RESOURCES	ASBIGNMENTS	$\supset \subset$	LIBRARY	C DOINNICATION )	EVALUATIENS
Videos						
Files						
Manage Categories						
Manage Tags						

3. Click [Videos] to add a video file, or [Files] to add any other type of file.



4. Click [CHOOSE FILE TO UPLOAD] or drag and drop the desired file into the highlighted area.

COURSE DETAILS DROUP MEMBERS		AZERSHMENTE )	COMMUNICATION C EVALUATIONS
Videos			ADO FILE
Files			
Manage Categories			LLEAN X LLUSE
Manage Tags	USER	TITLE	
	BOOK2 XLSX Kelly Murphy Upleaded on D8/14/2020 (3	6.00 KB)	DELETE © DOWNLOAD

5. After a file has been uploaded, check the box next to [Share with the whole group] so everyone in the course can see it. If you select [Share with sub-group], resources will only be shared with a select few members of the course.

10000	SELECT USERS OR SUBGROUPS TO SHARE	WITH	
USEMS )			
IDANE WITH THE WHOLE GROUP			A SHARE
HANNAN OLENS			
KELLY MURPHIN			
MCOLE IDOWL			
PAUL ANDERSEN			
CANCEL		SHARE	

		SELECT USERS OR SUBGROUPS TO SI	HAREWITH	
(	SUB GROUPS			
+ SHARE				
← SHARE				_

## **Managing Registration**

# Users: Signing Up for a Course

1. Hover over [COURSES] > [AVAILABLE COURSES]



2. Select [License Pathway] or [Supplemental Courses] based on the course type needed. Select the appropriate course, then click [Go to Course List].

National Courses	Grass	sroots - First-time Refer	008		DO TO COURSE L
Regional Courses	This	coline mothais in for new first time	reference that have not been remains	du contribution provintered	-
Brassroots - Recentifying Referees	Bran	uroots referets can officiate com	petitive, small-sided or recreational y	with and emotion adult m	atches:
	Elig	pibility			
Grassrotts - Finit-time Reference	inge	der to certify as a First Time Grass	roots Referes you must meet the fol	iowing national eligibility i	rtandardis.
	n 1 Piez dayi Inter	IS years or older se be advised some states may be cuestions:	ve à different age imitation Piedeo n	each out to your state refe	iree committee If you have
	Cou	urse Requirements			
	Feat	Tirm Dransports Reference correla	it is a respirit ratios through the Lewise	er Centrix musit complette t	the following requirements
	i i i i i i i i i i i i i i i i i i i i	Introduction to Safe and Healthy P SafeSport III (3 years or older) Jinine Denamouth Referee Dourna I Finite Three Denamouth Referee Dourna U.S. Soccer Frederation Bold Standu <i>ur</i> states is not all/Riging the Learnin Actinot an implement estates may have add state referee to committee	wyrog Enwinonynents Module Yn NCSD Background Chreck i if 16 ynar g Center far registration this backgro fhy their respective Scate Referee Co Rhosial respactive Scate Referee Co	s ör oxider ( end streck may not apply xmmitten artelle About your state/s r	to you.
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3. Confirm the correct State Referee Committee is listed under HOST. If not, select the appropriate one. We suggest using the Host search too, rather than the Location search tool for best results.

	Upcoming Grassroots - First-t	ime Referees	GO TO CO	URSE INFORMATION
Regional Courses				
Grassroots - Recertifying Referees				CLEAR X CLOSE
Srassroots - First-time Referees	TITLE TYPE STORE S	IS Soccer La California State Referee C Alaska State Referee C Arkanas State Referee C California Korth State R California Korth State R	Registration	COURSE DETAILS >

4. Select the appropriate course from the list that appears, then click [Course Details].

TITLE	HOST U.S. Soccer	LOCATION	yE3	R
MDE COMPLETED/CANCELED COURSES				
TEST - FIRST TIME GRASS	ROOTS	R	Registration	COURSE DETAILS >

5. Click [Proceed to Registration]

TEST - GRASSROOTS RECERTIFICATION	
FOR ALL QUESTIONS, PLEASE CONTACT:	Registration is now open for eligible candidates, Click below to begin
MEETINGS U.S. SOCCER FEDERATION - VIRTUAL MEETING	PROCEED TO REGISTRATION
⇒ Start date: Aug 26, 2020 03:00 pm - 05:00 pm Central Time = End date: Aug 26, 2020 This course is held remotely, you do not need to attend an in-person session. A virtual meeting link will be sent out via the course communication tool prior to the virtual meeting.	

- 6. Complete the required registration information and click [Proceed to Payment]
- 7. Complete the payment information and click [Pay Now]

## **Users: Viewing Assignments**

- 1. Hover over [Courses]
- 2. Go to [My Courses]
- 3. Go to [Go to Classroom]
- 4. Go to [Assignments]
  - a. In the assignments tab you can view and complete all of your course assignments.
  - Once you complete all your assignments, attend your in-person portion (if applicable), and your instructor finalizes your course evaluation, your referee license will be generated and viewable in your profile. Your badge will be distributed by your State Referee Committee.

#### Breakdown of Available Courses Page

1. License Pathway: In order to view a course list of each level of the license pathway, the user will need to select the desired course level and then hit [Go to Course List].

lational Courses	Grassroots - First-time Referees 60 TO COURSE
Regional Courses	This online module is for new, first time referees that have not been previously certified or registered.
Stassroots - Recertifying Referees	Grassroots referees can officiate competitive, small-sided or recreational youth and amateur adult matches.
Srassroots - First-time Referees	Eligibility In order to certify as a First Time Grassroots Referen, you must meet the following national eligibility standards:
	<ul> <li>13 years or older</li> <li>Piece De advised some states may have a different age limitation. Piece reach out to your state referee committee if you have any quantions:</li> </ul>
	tatoui levenusseer cominalere reporte leven lesso de contra leven les
	First Time Brassmotis Referees completing registration through this Learning Center must complete the following registrement:
	Attend an impersion assisten hosted by their respective State Referee Committee Researe note some states may have additional regularments. If you are not cartain about your state's requirements please contain your state referee committee: Toto: Inversion control for the program (resource-control foreview)     Ask a Quest

- a. National Courses hosted and operated by the U.S. Soccer Referee Program.
- b. Regional Courses courses at this level are scheduled and operated by State Referee Committees.Eligibility and national course requirements for this level are outlined when you select [Regional Courses] under the License Pathway section.
- c. Grassroots: Re-certifying Referees Courses at this level are scheduled and operated by State Referee Committees. Eligibility and national course requirements for this level are outlined when you select [Grassroots Re-certifying Referees] under the License Pathway section.
- d. Grassroots: First-time Referees For users who have either, never been certified as a USSF referee, or have let their license lapse for three certification cycles or greater, then they will need to register for courses at this level. These courses consist of an online and in-person component. The State Referee Committees schedule and operate the in-person component when certifying new referees.

## 2. Supplemental Courses

LICENSE PATHWAY	UPPLEMENTAL COURSES
Background Screening	Upcoming Futsal Courses
SafeSport	
intro to Safety	TITLE
Futsal Courses	Illinois S
Instructor Courses	HUDENLETED/CANCELED
Regional Courses	For this state there are curmintly no upcoming
Grassroots Courses	
Assessor Courses	
Assignor Courses	
Emeritus Referee Courses	19 C
Referee Coach Courses	
Referee Mentor	
Laws of the Game Update	

- a. Background Screening
  - i. NCSI Background Screenings are required for any user age 18 and older, and must be cleared prior to any course registration. Selecting this option will take you directly to the page where a user can initiate an NCSI background screening. These screenings are valid for two years.
- b. SafeSport
  - i. SafeSport is a required assignment for users age 18 and older. Selecting this option will take you to a page that summarizes the assignment. In order to begin this assignment, the user will need to select [Start SafeSport].
- c. Intro to Safety
  - i. Introduction to Safe and Healthy Playing Environments is a required assignment towards certifying as a USSF referee. Users will not be able to access this assignment until they have submitted the NCSI background screening. Users can select the [Intro to Safety] and then [Start Intro to Safety Course] in order to begin this assignment.
- d. Futsal Courses
  - i. Clicking on [Futsal Courses] will bring users directly to the available Futsal courses offered by their State Referee Committee.
- e. Instructor Courses
  - i. Using this selection will drop down two options:
    - Regional Courses selecting this option will bring users to the available Regional Instructor courses hosted by the State Referee Committee
    - Grassroots Courses selecting this option will bring users to the available Grassroots Instructor courses hosted by the State Referee Committee

- f. Assessor Courses
  - i. Using this selection will drop down two options:
    - Regional Courses selecting this option will bring users to the available Regional Assessor courses hosted by the State Referee Committee
    - Grassroots Courses selecting this option will bring users to the available Grassroots Assessor courses hosted by the State Referee Committee
- g. Assignor Courses
  - i. Using this selection will drop down two options:
    - National Courses National Assignor courses are created and hosted by the U.S. Soccer Referee Program.
    - Grassroots Courses Selecting this option will bring users to the available Grassroots Assignor courses hosted by the State Referee Committee
- h. Emeritus Referee Courses
  - i. Using this selection will drop down two options:
    - National Courses selecting this option will bring users to available National Emeritus Courses hosted by the State Referee Committee
    - Regional Courses selecting this option will bring users to available Regional Emeritus courses hosted by the State Referee Committee
- i. Referee Coach Courses
  - i. Selecting these courses will bring you to the available Referee Coach courses. These courses areonly operated by U.S. Soccer at this time.

## Admins: Managing Courses

State Admins have the ability to manage courses from within the Learning Center. To do so:

- 1. Login to the Learning Center and click "COURSES"
- 2. Click "SUPERVISED COURSES" to view all courses to which you have been assigned as a supervisor
- 3. Click the course you want to manage to view the classroom. You will see the following sections:
  - 1. **Course Details Tab:** Information and details added by the state during the creation of the course. These details are visible before the user signs up and also included in the live classroom environment.
  - 2. **Candidates Tab:** All registered candidates and assigned instructors will be visible on this tab. Candidates can be assigned to an instructor (not required) if desired to provide a more direct point of feedback.
  - 3. **Group Members Tab:** Includes a list of course candidates and instructors. Instructors can group candidates if desired to support direct communication with candidate groups.
  - 4. **Resources Tab:** A universal set of resources that are provided to support the experience as a referee at this license level. U.S. Soccer organizes and assigns these standardized resources based on license level (ex: all GR courses have the same resources).
  - 5. **Assignments Tab:** Shows the required assignments for that given course/curricula. These assignments are organized by U.S. Soccer and standardized for each license level. Assignments may be manual (requires review and grading by an instructor) or automated and graded based on satisfactory completion.
    - a. Assignment Statuses
      - i. Not yet submitted: Assignment not started
      - ii. Draft: Assignment started but not completed
      - iii. Submitted: Candidate has turned in a version of the assignment
      - iv. **Revision Requested:** Instructor has returned the assignment to the candidate for revisions. Candidates must revise and resubmit.
      - v. **Satisfactory:** The submitted assignment has been deemed satisfactory by the system or instructor.
      - vi. **Unsatisfactory:** Requirements of the assignment have not been met based on quality, timing or manner in which the assignment was completed. Failing an assignment leads to failing the course.
    - b. SafeSport: SafeSport has been integrated into the Learning Center as an assignment and standalone course module. Users 18+ years of age are required to complete their SafeSport Training. The system will recognize users under the age of 18 and automatically mark the assignment as satisfactory as they are not required to complete SafeSport.
    - c. **Introduction to Safe and Healthy Playing Environments:** addresses topics such as concussion awareness training, emergency action plans, CPR, cardiac arrest and other areas of importance. This is an automated assignment that is marked as satisfactory upon completion.
    - d. **Quizzes:** A quiz will be included for each course. This quiz will be multiple choice and graded automatically by the system. Copies of the quizzes will be provided in .pdf form to the states as a resource and reference.

- 6. **Library Tab:** This is a place where course or state specific resources can be shared. Files (.pdf, .ppt, .doc, .xls, etc.) and videos can be share for all candidates or subgroups of candidates to access.
- 7. **Communications Tab:** This is an area where the course (instructors, administrators and/ or candidates) can communicate, share updates/information and post files. Any files that are shared are automatically stored in the course library for future access. Candidates have the ability to turn on email notifications which are sent daily to notify the user if communication has taken place over a 24-hour period.
- 8. **Evaluations Tab:** This is where an instructor can enter and/or view final grade(s) for the required course criteria. This will operate as a traffic light system (red light = fail, green light = pass). Additional evaluation criteria beyond assignments can exist. For the GR IP course, you will notice an "Attendance and Participation" evaluation criteria. This will be graded at the state's discretion based on the candidate meeting course expectations. There is also a bulk evaluations function, as detailed earlier in the manual.

## **Cells Not Lining Up**

If you are reviewing assignments in a course and the cells do not appear to line up correctly, these steps may help.

1. First click on anyone's profile and check if your screen shows Profile and a + sign next to it, as in the screenshot below. If it looks like this, it means the platform thinks you are using a tablet/ phone/alternate device, other than a computer. This can cause issues with the cells lining up.



2. If yourscreen does look like this, use your mouse to change the size of your web browser window by moving your mouse over a corner of the web browser and expanding or minimizing the window. If done successfully, your view will change to reflect the normal view as seen here:

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## **Grading Assessment Assignments**

1. Open the course you need to grade and select [Assignment] and then click on the submitted assignment you plan to grade. In this example, we will select the referee's Assessment assignment in blue.

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2. Now you should see the following screen. Please verify that the referee's name is listed and that you have selected the correct assignment or review.

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- 3. For the assessments assignment, you will need to click and open each file the participant has uploaded. This is to help verify that their upload was done successfully. When you click on the uploaded file to open it, the system will open it as a "new tab" in your web browser.
- 4. Once you've reviewed the file, you may close that tab and return to the original assignment review page, as seen in the screenshot below. Now select "Save and Confirm" either on the left side of the screen or at the bottom of the page.

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5. The "Confirm Evaluation" pop up box should appear. Click the drop down button under "Assignment Result" to change the assignment's status as needed. Three options should appear: Unsatisfactory, Satisfactory, Revision Requested. Once you have selected the correct result, click [Confirm Evaluation]. Then click [Save and Confirm] once more.

Note: If you did NOT open each file upload, the system will only list "Revision requested" as an option and you will not be able to mark the assignment as "Satisfactory".

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## **Evaluating Candidates in a Course**

1. Open the course you need to evaluate and click the [EVALUATIONS] tab. A list of the candidates in the course will be displayed along with a status below their name.



2. Select the candidate you would like to evaluate. The candidate's name will appear on the righthand side of the screen.

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- a. Assignments that are automatically graded will display a green circle upon completion (Online Grassroots Referee Course, Grassroots Re-Certification Quiz, Intro to Safe and Healthy Playing Environments, SafeSport Training)
- b. Assignments that are not automatically graded (Field Sessions, Fitness Tests, Assessments, and Game Number Requirements) will need to be manually marked as complete.
- c. Instructors and Course Administrators can manually grade candidates by selecting the green circle when a candidate has completed a requirement

d. Saving evaluation progress will allow you to return to the candidate's evaluation



- e. Finalizing a candidate's evaluation will complete the evaluation process
- f. Instructors and Course Administrators can pass or fail a candidate. Passing a candidate will automatically grant this user a license

# **REPORTS**

The reports tool in the Learning Center is intended to help state administrators manage their state's registering referees more efficiently, at all points in the registration process. This section will provide examples of what reports you can run and how they may be useful for an administrator. As we continue building out the reports tool in the Learning Center, we will work to update this section of the manual.

## **Running a Report**

- 1. After logging in to the Learning Center, click [Admin] > [Reports]
- 2. Click [RUN REPORT] next to the report you would like to run
- 3. In the pop-up window, complete any empty fields and click [RUN REPORT] Note: reports may take several minutes to download depending on the size of the report.
- 4. The report downloads as an Excel .csv file. Once opened, you may sort and filter as needed.

## **Things to Know About Reports**

- 1. Reports are updated in real time. If a user's statuses changes on any assignment, in a course or with their background check it will update within seconds.
- 2. The spinning white circle is normal, please be patient.
- 3. If you do no put in a start date and end date for reports that allow it, it will pull a report for all time.
- 4. The larger the amount of data you ask the report to pull, the longer the report will take to download.

## **Types of Reports**

• Admin Report: This report will download a list of administrators for your state.

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• **Background Check Report:** This report will tell you the various statuses that a referee might be in regarding their Background check. You will see possible statuseslike:clear, flagged, canceled, pendingverification or awaiting result. Please reference the background check FAQ for more details on these statuses.

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• **Course Details Report:** This report will tell you all of the details about different categories of courses you have run. You must choose which type of course (grassroots re-certification, regional, instructor etc.) and it will tell you the course information for every course of that type you have run.

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• **Course Overview Report:** This report details every type of curriculum you have run from an overview. You can see how many people per curriculum have completed, transferred, canceled etc.

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• **Discount Code Report:** This report will show you every discount code your state referee committee has made and if it has been redeemed and for what course. This is a great way to see every discount code andit'sstatus instead of going into each course and checking. If you have questions on how to create a discount code, please reference the discount code how-to.

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• **Grassroots Online Course Report:** This report will show everyone who has started the online grassroots referee module. If they have completed the course it will say Satisfactory, if they are still taking the course it will show them as Ongoing.

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- **Instructor Report:** The Instructor report gives you the details of every person who has instructor status in the Learning Center. As a reminder, instructor status has to be assigned to an individual under the account page of their profile. Holding an instructor license does not automatically grant youinstructor permissions. Instructors are also visible outside of their home state. There are no geographical limitations to the instructor status.
- **Ongoing Candidates Report:** This report returns all candidates, who are not evaluated, for courses that ended at least two weeks ago.

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• **Payment Report:** This report generates a .csv file including information about all credit card payments with captured amount.

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• **Payment Summary Report:** This report will show you the sum total of payments made through the Learning Center. This is a brief snapshot and you will receive more detail by running the Payment Report.

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- **Referee License Report:** The Referee License Report allows you to track all licenses issued by the Learning Center. Please note: if you run a report by any of the categories below **except for** By License Issuer, you may see officials on the report that are no longer registered in your state.
  - All Licenses Shows every license ever issued by the State Referee Committee.
  - Highest Licenses Shows the highest license issued to an individual.
  - Single License Shows all of the licenses issued by a specific license level (Instructor, regional, grassroots etc.). You can also filter this by a specific time frame.
  - License Issuer Shows licenses that were issued by your state in the year that you choose for the filter.

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• **Safety License Report:** Safety License reports will show you the status of your referees SafeSport or Introduction to Safe and Healthy Playing Environments assignments.

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# **PAYMENTS**

The payment section provides step by step instructions on how and when to refund a referee for a course registration fee, including the difference in the state portion and the U.S. Soccer surcharge portion. It will also highlight how to provide discount codes for a course fee, in applicable cases.

#### **Discount Codes**

State Administrators may create discount codes to allow Lifetime Members to register for a course free of charge.

To create a discount code:

- 1. Navigate to the page of the course in question
- 2. Click the "DISCOUNTS" tab



- 3. Fill in "Title", "Description", check the box to make the code "active", and fill in "Quantity".
  - a. Quantity is how many referees can use this code. If only one lifetime member is registering for this course you should put in the number 1, so only one person can use the discount code.
  - b. Title is the how the discount code will display
  - c. Ex. "Joe Smith Lifetime Member"
  - d. Description is any more details you would like to provide regarding the code
  - e. Ex. "Joe Smith, Lifetime Member Instructor Course"
  - f. You must click "active" for the code to work

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- 5. Two boxes containing the same 6-8 digit code should appear at the bottom of the page. The 6-8 digits are the discount code.
- 6. To share the discount code with the Lifetime Member, you may copy the code from the bottom box.

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7. To create a report showing all the Lifetime Member discount codes you have created, click "Admin" > "Reports" > "Discount code report"

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background screening request through the Learning Center, but the results ma	USER MANAGEMENT
's website linked <u>here</u> for more information or a list of court closures.	USERS
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#### **Cancellations and Refunds**

If someone, for whatever reason, decides that they would like to cancel their enrollment in a course, and refunded their course fee, please follow the below steps.

Note: This is does not apply if someone has already completed their requirements and is marked as "Completed" under registration status.

#### Removing someone from a course

1. Go to the page for the course in question and click "Course Editor"



2. Click [REGISTRATIONS]

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Nicole Idews.	Used	Discount Code	· Anorova	d v.	59	OW DETAILS	SHOW PRO	FILE )

3. Click the down arrow next to the candidate's registration status, then select [Canceled]

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Registration Status	R
# Approved ~	
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Canceled	
No Show	

4. In the pop-up, click [YES] to confirm you want to change the candidate's status



# **Processing Refunds**

- Request a refund on the User's behalf:
   a. From the "REGISTRATIONS" page, click [SHOW PROFILE] to go to User's profile

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Hawah Duerr	Voed Discount Code	· APPROVED ··	SHOW DETAILS >		SHOW PROFILE >

b. Click [PAYMENTS] > [REFUND]

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REFUND D DOWNLOAD	NICEIPT &							590.66
- c. Complete the fields in the "Refund Request" pop-up:
  - i. Amount the amount you would like to be refunded, up to the total amount of the State Fee associated with the particular course.
  - ii. Refund Surcharge check this box to refund the surcharge amount paid to U.S. Soccer
  - iii. Reason select a reason for the refund request from the dropdown menu
  - iv. Date of request input the date on which the request is submitted
  - v. E-Mail input an email address to receive communications related to this refund request

REQUEST	REFUND	
AMOUNT Max amount refundable: 72,508	D	
REFUND SURCHARGE- 37.5	USD	
U.S. Soccer		
REASON Choose Reason		
DATE OF REQUEST		
E-MAIL kmurphy@ussoccer.org		
CANCEL	DEQUEST DE	FUND

d. Click [REQUEST REFUND]; continue to "Approve the User's refund request" below.

- 2. Approve the User's refund request:
  - a. Logged in as an Admin, click [Admin] > [Refunds]



b. Next to name of the User in question, select [ACTIONS] > [APPROVE]

Refunds	6	-		-		
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c. Click [SAVE]

d. This completes the process associated with the State Fee. A U.S. Soccer Referee Program admin will review and approve refunds of amounts paid to U.S. Soccer. This typically takes a few days

# **TRANSLATED RESOURCES**

Here you will find a list of which course assignments have been translated and in which language. It will also show step by step instructions on how to access the translation. As we work to build out our translations for assignments, we will continue updating this section of the manual.

#### SafeSport - English, Spanish, French

This module is available in English, Spanish, and French.

- 1. Hover over [Courses] > [Available Courses] > [Supplemental Courses] > [SafeSport].
- 2. Click on [Spanish] to translate the text listed on the Available Course page.

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		FAVORITE COURSES SUPERVISED COURSES MY COURSES AVAILABLE COURSES
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( I ushaji patokaay	SUPPLEMENT	TAL COURSES
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Referee Cosch Courses		Course Details OENGLISH OSPANISH
Referee Mentor		Preventing adults in a plant begins with awareness and new to recognize the red haps or emotional, physical and texals indeconduct, and then with to do if abure does occur. The online 90 minute SafeSport core course covers the following topics in-depth and provides a pre-and post-testing composed.
Laws of the Game Updata		Mandatory Reporting     Sexual Misconduct Awarments Education
		Emotional and Physical Maconduct
		If you have previously completed the core training, then you will instead be presented with the Refresher course. This course reviews the basics of recognizing misconduct in sport and the requirements for reporting misconduct.
		Any questions or technical problems with the content inside the actual elearning window should be directed to: https://indexect.revjourtian.

- 3. Click [START SAFESPORT] or [RESUME SAFESPORT]
- 4. Click the dropdown arrow by "English" and select the preferred language.

Star	t ( )	
SELE	CT LANGUAGE	
0	English	
0	Español	
	Français	
0	Once you have completed a lesson, use the next arrow to advance.	_
=	Use the menu to view a list of all lessons, including those which you have completed.	
0	Return at any time and pick up where you left off.	
		Discialmer 😝

#### Introduction to Safe and Healthy Playing Environments – English, Spanish

This module is available in English and Spanish.

Locate it within the assignments tab of a course or by clicking on [Courses] then [Available Course], and then [Intro to Safety].

- 1. Hover over [Courses] > [Available Courses] > [Supplemental Courses] > [Intro to Safety].
- 2. Click on [Spanish] to translate the text listed on the Available Course page.

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		<ul> <li>u.s. sector's introductory course on preventing, recognizing and responding to emergency situatio 30 minutes to complete.</li> </ul>	na. The enearning module Will take approximately

- 3. Click [START INTRO TO SAFETY] or [RESUME INTRO TO SAFETY]
- 4. Select the preferred language in the pop up box.



## **LEARNING CENTER TOOLS**

This may be the second most useful section on a day to day basis. It will outline basic troubleshooting techniques for the referee, how to use the search tool as an administrator, and where to look for more information or frequently asked questions, as both a referee and an administrator. We would recommend reviewing this section so you are familiar with what additional support documentation and resources are available on the Learning Center. More importantly, we recommend visiting the FAQ page or posting it on your website for referees to reference.

#### **User Search Tool**

- 1. Navigate to the Learning Center and log in.
- 2. Click [Admin] > [Users]



3. On the "Manage Users" page, toggle search filters on/off by clicking [FILTERS]

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USERS			
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CITY TEDESTRIPS	STATE Transmission	BIRTHDAY	PROVE
INSTRUCTORS ONLY	NEEDS MERGE		

- 4. Search for Users using any combination of the available filters:
  - a. First Name
  - b. Last Name
  - c. Email
  - d. USSFID
  - e. City
  - f. State
  - g. Birthday
  - h. Phone

#### **Search Tool Tips**

- 1. Search using multiple filters to narrow your results.
- 2. Clear your search terms and start a new search, hit [clear]. This will remove the terms you have been searching by and allow you to start searching for a different referee. If you do not clear all search factors between searches, it is possible you will incur the wrong search results.

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3. The search tool will display 20 profiles per page. We suggest adding more search factors if you have more than 20 results. However, if you are not able to limit the results further, you can scroll down to the bottom of the page and click either the next arrow or the next page number.

# 0	1.2.3	) »
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4. Click [DETAIL]" under a User's name to view their profile

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CITY	STATE	BRTHDAY	PHONE
INSTRUCTORS DNLY	NEEDS MERGE		
Referee Department			DETAILS

- a. Note: at this time, if you click on [Details] to view a profile and then hit [back] in your web browser, it will NOT save your search results. You will need to search those results again.
- b. To avoid this, when you click on [Details] you can right click on [Details] and select [Open in new tab]. This will open the referee's profile as a new tab, so you can maintain your search results without having to type in the search factors again.

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Note: search result numbers will vary based on your state permission levels and the number of referees who join the Learning Center in the future.

State Administrators are only able to view users with profiles related to their state. Profiles are associated with states based on three criteria:

- 1. Address in Learning Center profile listed in SA's state
- 2. User currently holds a license issued by the SA's State Referee Committee
- **3.** User has previously held a license issued by the SA's State Referee Committee
- 4. Has taken or is taking a course held by the SA's State Referee Committee

### Chatbot

The Chatbot is a new feature as of January 2020. We are consistently working on improving it and the types of questions it is capable of answering. If you are not getting the answer you need via the Chatbot, please click "Search FAQs" and go to the FAQ page to search by key words for the appropriate FAQ.

To access the Chatbot:

1. Login to the Learning Center and navigate to the Referee Program page.



2. Click [FAQS] at the top of the page; this will take you to the Chatbot page.



- 3. Ask the Chatbot a question by:
  - a. Typing your question in the field labeled "Type Message" then hitting [SEND]
    - i. You may ask a variety of questions and the Chatbot will search our FAQs to provide the correct answer.
    - ii. If the Chatbot needs more information to answer your question, it may suggest search topics.

Name Inclusions	COURSES GROUPS RESOURCES	FAQS OFFICIAL UNIFORM	(3) KELLY
	Have a question? Try our new virtual assistant, which course contract information, or course eligibility. For other questions, you can click "Search FAQS" in the questions, or submit an inquiry directly to U.S. Soccer	SEARCH FAQS can knower questions about course availability. eupper right corner to search our frequently asked	
	U.S. Soccer Hi, I'm the Learning Center virtual assistant. course, find a contract for a state referee con basic questions: How can I help you today?	Today 04:55 PM I can help you locate a mittee, or answer other	
	who is my arc	Dell testion	
	U.S. Soccer It sounds like you are trying to contact a spe Committee. I can help you find a website for state are you looking for?	Today 04:57 PM cific State Referee a specific state. What	
	the Illinois	Tatag (AL\$11HJ	
		SEND	

iii. If the Chatbot still cannot answer your question, it will direct you to the FAQ page. This can occur based on the way the question was phrased or because there is not an FAQ built for this question yet. We always recommend clicking on [Search FAQ] before emailing U.S. Soccer Referee Department, as often the answer is already there, even if the Chatbot was unable to locate it.

course contact information, or course el For other questions, you can click "Searc questions, or submit an inquiry directly t	solutions and the oper right corner to search our frequently as 0 U.S. Soccer.
U.S. Soccer	Today 04:58 PM
Hi, I'm the Learning Center virtue course, find a contact for a state basic questions. How can I help	al assistant. I can help you locate a referee committee, or answer other you today?
spanish?	Tolay Geld Per
U.S. Soccer	Today 04:58 PM
Unfortunately, your question is n own. Click here to search our FA U.S. Soccer	ot something that I can answer on my Qs or submit a question directly to

- b. Clicking on one of the selected topic options
  - i. Find a course
  - ii. Contact a State
  - iii. Missing Licenses iv. Something else

course contact information, or course eligibility. For other questions, you can click "Search FAQS" in the upper right corner to search our frequently asked	
questions; or submit an inquiry directly to U.S. Soccer.	
U.S. Soccer	Today 05:02 PM
Hi, I'm the Learning Center virt course, find a contact for a sta basic questions. How can I hel	ual assistant. I can help you locate a le referee committee, or answer other lp you today?
Find a course Contact a Stat	e) (Missing licenses) (Something else)

## FAQ

Learning Center Frequently Asked Questions may be found here: <u>https://ussoccerfederation.force.com/lcsupport/s/</u>

Alternatively, login to the Learning Center and click "FAQ" at the top of the Referee Program page.



Click "[Referee Program] to browse FAQ topics, or use the search bar to find individual topics.



#### Troubleshooting

If you encounter continued errors, glitches and loading issues in the Learning Center, please try the following steps to resolve the problems:

- 1. Clear your browser history, cache and cookies. Please viewthis articlefor instructions on how to do this
- 2. Make sure you have the latest version of your web browser
- 3. Be sure to use a desktop computer or laptop. We do not recommend using phones, tablets or mobile devices
- 4. Try accessing the content on a different internet connection

Contact **referee@ussoccer.org** with additional questions or concerns.