Aloha All,

## OVERVIEW

On September 4th of 2020, USA Volleyball and the Aloha Region will transition to a new membership management system (MMS) administered by SportsEngine. This system will be referred to as the USA Volleyball Member Management System (USAV MMS) and will be used for the 20-21 season beginning on September 1st, 2020. (The membership year will change to September 1 – August 31st.)

## TECHNOLOGY

All clubs will have access to, and must use, SportsEngine HQ to manage their clubs for the Aloha Region and USA Volleyball season.  There is a free version and a premium (additional cost) version of SportsEngine HQ.  **The free version is all that is necessary for clubs to use – they do not have to buy the premium version.**  Webpoint will no longer be in use starting 9/1/20 although view access in Webpoint is still available through October.

## INITIAL COMMUNICATIONS

The new system will not be officially active until September 4, 2020 but there are some simple on-boarding steps to complete prior to that date. Clubs should have started to receive communications in late May to begin the setup process and transition to the new system.  The communications should have asked the Club Director to "claim" their SportsEngine HQ, which will allow them to access the system.

**Clubs will have the option to enroll in the "Freemium" (free version)**

https://sportsengine-docs.s3.amazonaws.com/USAV/Club/USAV+Club+Administrator+Guide.pdf

 **or the Premium Sports Engine HQ.**

https://sportsengine-docs.s3.amazonaws.com/USAV/Club/USAV+Club+Administrator+Guide_Premium.pdf

**All clubs receive access to the free HQ version and that will be enough to manage your club.  The Premium version does have more features but is not required to be purchased. (Many of the features are tied to establishing a website on the SE platform)**

If you have not received this communication

- It's possible you've already claimed your free SportsEngine HQ. Please try logging in here: https://user.sportngin.com/users/sign_in
- Search for your organization and claim it here.
- Contact your region who will troubleshoot with SportsEngine and USA Volleyball to ensure your SportsEngine HQ is properly set up for the 2020 - 2021 season

If you receive a communication from SportsEngine or USAV, and you aren't sure if it's a legitimate message, please forward it to our office and we can advise you further.

## HOW DO I LEARN THIS NEW SYSTEM?

Once you claim your SportsEngine HQ, you'll have access to step by step articles and videos on the functionality of this new system.  You will need to login to your SportsEngine account in order to view articles and videos. Below are a number of links (within SportsEngine to help you to learn about the system):

https://help.sportsengine.com/en/articles/1595-usav-club-mini-series

https://fast.wistia.net/embed/channel/05cphm3nsr

## CLUB ADMINISTRATORS

Clubs will have the ability to designate administrators within their SportsEngine HQ to help manage memberships and rosters (similar to the "Club Admin" functionality in Webpoint).  All administrators in the USAV MMS must be current USAV members, background screened, and SafeSport certified.  USAV and the Aloha Region will be monitoring compliance with this policy.

The membership system where the member opens an account and pays for the membership (via their own debit or credit card) will still be available.  The Club Director in this situation will need to send this individual an "invitation" which must be accepted by the member who will then be added to the Club's Directory. (This payment may come in handy for those last-minute players wanting to become club members.

If you think that you may need some assistance, you will need to provide Kent Ma with "Governing Season Admin" privileges for your club. Instructions on completing this step can be found at:

https://help.sportsengine.com/en/articles/1461-how-to-assign-roles-to-my-club-administrators

**MEMBER DIRECTORY**

The member directory is a free tool your club has access to within SportsEngine HQ. Although the name is tricky, this area isn't just for individuals with a purchased membership. This area is more like a phone book of individuals that have interacted with your club. If you use any of SportsEngine's other tools, you may have individuals already in your directory (ex: you use SportsEngine registration tools or a SportsEngine website).

Individuals can be added to your member directory manually by entering information on an individual or through a file upload. Individuals will need to be in your directory before you can complete other tasks like club association.

You can also use the directory to create groups of people and easily message them from the system!

**ACCOUNT CREATION & MEMBERSHIP PURCHASE**

*(An informal survey was completed among club directors to determine which form of payment of membership fees would they opt for.  Majority felt continuing the previous methodology would be preferred, i.e. inviting the player to join their club and then collecting and paying for their USAV membership fees.  This will require an additional step of completing an excel spreadsheet, saving it as a .CVS file and then uploading this file into the SE MMS.  As a result immediately below will be the primary method to pay for a membership.)*

1. Club Purchasing Membership On Behalf Of the Member (OBO – On behalf Of).

   https://usav.sportngin.com/club-obo

**How a Club can Purchase Membership on Behalf of their Members**

1. Navigate to Club HQ Import

2. Click on Members

3. Click on Directory (Members must be invited or their information inputted into the directory)

4. Select the Member or Members you want to buy Memberships for.

5. Click on BUY MEMBERSHIPS in the top right.

6. Select the Membership you would like to purchase

7. Review Members

8. Continue to Purchase

The system will validate the information and calculate the total amount owed which can be paid for by Debit or Credit card.

2. Another method to purchase an individual membership is by using either a credit or debit card – (the processing fee is included in the membership fee.)

In order to begin the purchase process, he/she will need to create a free SportsEngine account or login to their existing SportsEngine account (they may have one through other sports organizations that use SportsEngine). Click here for an overview of this process!

SportsEngine allows for family accounts, so the account holder should be an adult and children can each have their own profile in the family account. This means one login per family!

## CLUB SELECTION

When an individual membership is purchased, the member will not have the option of associating themselves with a club. Instead, the club must send an association invitation to the individual who must accept. The individual must be listed within the club's member directory in order for you to send this association invitation and the club must follow all region policies and guidelines.

An individual must have a current membership before accepting this invitation. If the clubs send an invitation to someone without a current membership, the individual will be directed to purchase a membership before the association will be completed.

## AES INTEGRATION

The USAV MMS is integrated with AES. Rosters that are created in the USAV MMS (SportsEngine) can be pulled into AES as a default roster. You can then use that default roster to register for USAV events.

## DATA MIGRATION

While not all data from the Webpoint system will be migrated over to the new SE MMS, the most important pieces of information will be. When purchasing a membership, the system will look to match the **Name, DOB, and Zip Code** with a membership record from Webpoint and if a match is found, data migration will happen automatically

You are encouraged to view your membership data in Webpoint.  Use the same name, DOB and zip code when purchasing a membership in the new system. This is especially important for adults who have current credentials (background screen, SafeSport, IMPACT, etc.) to ensure those migrate into the new system.

**INDIVIDUAL MEMBERSHIP PURCHASES**

The process of purchasing memberships will look a little different.  To start, go to alohajunior.org website and click on the "Membership" link (to be made available later in the evening).

When purchasing a USAV membership on your own, you will see on the checkout page two "transactions" that equal the total membership price.  One transaction represents the fees going to Aloha Region, and the other represents the fees going to USA Volleyball.  **This is different than in the past.  Don't be confused.  You'll still be charged the same amount - you're just going to see an itemized breakdown.  You will also see two separate charges (totaling the amount of your membership) on a credit card statement.**

After a membership is purchased, you will receive an email outlining the additional steps necessary to become eligible to participate.  This can include a background screening, SafeSport certification, etc.  Your account will also show these steps.

**COMPLETING ELIGIBILITY REQUIREMENTS**

All individuals will have an eligibility status. An individual who meets all requirements will appear as eligible. (The membership type you select will determine what eligibility requirements will be listed.)  e.g. Background screening, Impact, Safe Sport, etc.  Once a membership is purchased, that individual will receive an eligibility email outlining what needs to be done to become eligible.

- BACKGROUND SCREENING

Background screenings will be a separate purchase, completed after your membership purchase. By hitting the link "complete screening" from the email or account, you will be directed to complete the background screening. Background screening costs increased in 2020 and is now $32.00 for two years which includes a supplemental screening prior to the second season. Please note this cost is paid to USAV.

- SAFESPORT TRAINING

By hitting the link "complete Safesport" from the email or account, you will be directed to complete Safesport training. The system will automatically load the correct course (SafeSport Core vs. Refresher)

Juniors who are 18, or who will turn 18 during the season, must select a membership with SafeSport training as a requirement. They will receive the link to complete SafeSport in their eligibility email or access it from their account.

- USAV ACADEMY (LMS)

USA Volleyball will be utilizing a new learning management system (LMS). Current members will be able to access the LMS through their SportsEngine account to complete necessary coursework (ex: junior officials or scorekeeper training).

**HELPFUL LINKS TO HELP YOU TO NAVIGATE AND LEARN ABOUT THE NEW SE MMS**

Accessing your Club HQ Account:

https://usav.sportngin.com/page/show/5766434-access-your-hq-email-

Welcome and Email Confirmation:

https://usav.sportngin.com/page/show/5766435-welcome-confirmation-email

June and July Newsletter

https://usav.sportngin.com/page/show/5799318-newsletter

https://usav.sportngin.com/page/show/5860926-newsletter

Creating a CSV Spreadsheet to upload you membership.

**From the "Need Help" - Tutorial**

Aloha Region

CSV Spreadsheet Upload: Step 1 of 4

CSV Spreadsheet Upload: Step 2 of 4

CSV Spreadsheet Upload: Step 3 of 4

CSV Spreadsheet Upload: Step 4 of 4