



Aloha Members,

Thank you to everyone who has and continues to give feedback, helpful comments and provided support as we launched the new USAV MMS. Over 5,000 members have joined or renewed their membership as of today (9/3) with USA Volleyball.

Bumps were expected as with any brand new system and we are continuing to work through issues. There are several protocols in place for launch including several meetings with the SportsEngine launch team, dedicated communication channels for issues, and constant re-prioritization of the biggest issues we are seeing. The average response time when we report an issue to SportsEngine right now is under five minutes with development teams jumping in quickly to research and provide solutions. Please continue to notify us if you notice anything out of the ordinary. **Providing as much documentation/information as possible will help us and the development teams move quickly.**

Support Channels:

For parents/families having trouble with an account- you can direct them to usavhelp@sportsengine.com for technical assistance.

If you are having issues in the system, you can contact SportsEngine directly by using the “Need Help/Contact” us area. Region admins are given priority within that area. Clubs may use this area as well for assistance on TECHNICAL issues. SportsEngine will not answer region policy questions. You can also continue to email regionsupport@usav.org or membership@usav.org

Thank you,

USAV Region Services