

# USA VOLLEYBALL MMS – UPDATES

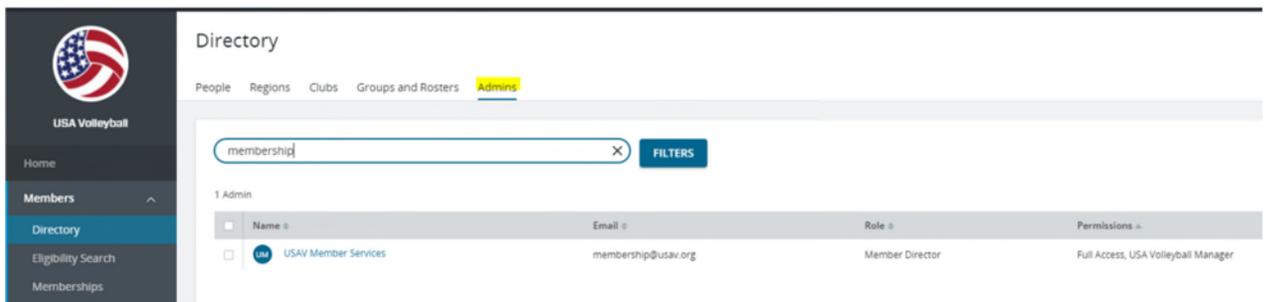
Following is a recent announcement from USA Volleyball regarding the Member Management System (MMS).

- As of today, the Center believes they will be able to switch our SafeSport training platform from 77 Media to Absorb on or about **Monday, November 15<sup>th</sup>**. From a technology side, SportsEngine is already set to make this change within our systems, so we have simply been waiting on the dates from the Center. Right now the projection is that the new Absorb system would be LIVE on or about **Tuesday, November 16<sup>th</sup>**. All existing training data will be migrated to the new system. This means that if someone has already completed their SafeSport requirements for this season, those records will be reflected in their membership. Those users will recognize no changes or effects. Anyone taking the training on or after November 16<sup>th</sup>, will notice little to no changes as they will access the training platform through their SportsEngine account as usual.

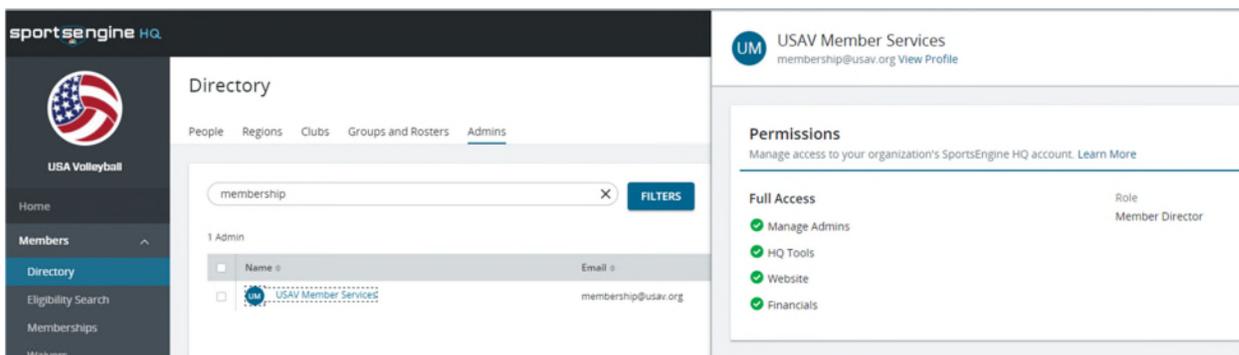
The only people truly affected are those that are currently in the process of taking their SafeSport training. If a person is in mid-training when the changeover occurs, he/she will lose their progress in the new system and be required to start over. We are most concerned about this group. For that reason, we have begun running reports identifying those “in progress” individuals, and we will be sending communications to encourage completion of their training prior to November 15<sup>th</sup>.

While we are poised for a smooth transition, we all know the potential for issues in these kinds of scenarios. We ask for your patience and assistance as we work through this conversion together.

- Check out Carl’s overview of upcoming features (as of October 2021), when to expect them, and the benefits of these enhancements. The video is a little over 11 minutes. [Watch the video >](#)
- Sports Engine released an update today that should improve your ability to manage administrators in your own HQ. You can now access the administrators for your HQ in the “Admins” tab of your directory:



Access levels can be seen/edited by clicking on an individual administrator:



## USAV MMS – Updates

### Page 2

Access levels include full access, limited access, no access and USAV administrator. You can find more information about this change in this SE video (made for clubs using SE for club management/websites):

<https://sportsengine.wistia.com/medias/v6gsusdf33>

- Managing permissions is made much easier by creating a dedicated area where an admin can set specific roles for their staff. [See how it works >](#)
- Sorting your "[My Organizations Tab](#)" will make it easier to find and access club HQs. use your browser's "Find" function to locate a club quickly—just type [Control + F] on a PC or [Command + F] on Macs.
- It is now easier for the RVA administrators to speak with the SE help desk. Here's how to do it:
  1. Click the blue "Need Help?" button and select Contact Help
  2. Choose between opening a Live Chat or Scheduling a Call

Instead of scheduling a call in the Need Help tab, you can now do it directly from the live chat.

Clicking the "Need Help" tab in your SportsEngine HQ is the best and quickest way to get assistance. Make sure to include the following information:

- Account email addresses
- Description of issue
- Links to pages causing issues
- Screenshot/video recordings (if applicable)

A friendly reminder all of the MMS updates can be found on the [USAV communication portal](#). This includes club newsletters, USAV process and product updates, and frequently asked questions. Please bookmark the communication portal for easy and quick reference.