

# AYSO Volunteer Membership Program - Volunteer / Parent Support



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## General Information and Support Contacts

This page provides general information and contact points for inLeague volunteers navigating the AYSO Volunteer Membership Program. If you are a registrar or CVPA, please consult the [official inLeague documentation for the Volunteer Membership Program](#).

For answers to frequently asked questions concerning the Sterling Volunteers Process (e.g. 'my name or Date of Birth is incorrect') see the FAQ section below. For all other questions or concerns, please contact your regional registrar or CVPA. **inLeague Support cannot assist with individual volunteer records.** Your volunteer record belongs to your league and your regional board will involve inLeague if there is a technical problem with which we can assist.

## Registrar & Regional Contact Information by League

Region	League	Contact Information
13	Pasadena AYSO	<a href="https://ayso13.org/contact-us/">https://ayso13.org/contact-us/</a>
20	Santa Monica AYSO	<a href="https://www.ayso20.org/contact-us-2/">https://www.ayso20.org/contact-us-2/</a>
70	West Los Angeles AYSO	<a href="https://www.ayso70.org/regional-board/">https://www.ayso70.org/regional-board/</a>
76	Beverly Hills AYSO	<a href="https://www.ayso76.net/inleague/rosters/admin-roster.cfm">https://www.ayso76.net/inleague/rosters/admin-roster.cfm</a>
78	Hollywood Wilshire AYSO	<a href="https://www.ayso78.info/Default.aspx?tabid=943548">https://www.ayso78.info/Default.aspx?tabid=943548</a>
210	Hinsdale AYSO	<a href="http://aysohinsdale.org/Home/BoardMembers">http://aysohinsdale.org/Home/BoardMembers</a>
223	Mt Diablo Soccer	<a href="https://www.mdsoccer.org/board-and-staff/">https://www.mdsoccer.org/board-and-staff/</a>
300	Western Springs, IL AYSO	<a href="http://www.ayso300.org/ayso-board/">http://www.ayso300.org/ayso-board/</a>
362	Glenview, IL AYSO	<a href="https://www.glenviewayso.org/Default.aspx?tabid=610860">https://www.glenviewayso.org/Default.aspx?tabid=610860</a>
425	Winnetka, IL AYSO	<a href="https://www.ayso425.org/Default.aspx?tabid=917784">https://www.ayso425.org/Default.aspx?tabid=917784</a>
473	Brooklyn, NY AYSO	<a href="https://www.brooklynayso.org/contacts.php">https://www.brooklynayso.org/contacts.php</a>

611	West Side Soccer League	<a href="https://www.wssl.org/contact.html">https://www.wssl.org/contact.html</a>
644	Weston, Florida AYSO	<a href="http://ayso644.org/contact-2/">http://ayso644.org/contact-2/</a>
1505	San Elijo AYSO (CA)	<a href="https://www.sanelijoayso.org/Default.aspx?tabid=451597">https://www.sanelijoayso.org/Default.aspx?tabid=451597</a>

## Frequently Asked Questions

**Q:** My Middle Name is missing from Sterling Volunteers. Will this interfere with my background check?

**A:** No. It is important that your first and last names are correct, and that your middle name is not attached to either your first name or your last name field. You may supply a middle name from your user account page, but it is not required.

**Q:** My date of birth, first name, last name, or last four digits of my SSN are incorrect. Who should I contact?

**A:** Your regional registrar can correct your first or last name. Changing your date of birth or your SSN requires that the registrar "reset" your volunteer record, which will re-start the AYSO Volunteer Membership process and permit you to re-enter your DOB and SSN. Your registrar cannot enter these for you.

**Q:** Why do all users have to enter their date of birth into inLeague, even if they are not volunteering?

**A:** The distinction within AYSO between youth volunteers and regular volunteers requires inLeague to know whether a user is over 18 before presenting any volunteer options. Youth volunteers go through a different volunteer registration process; it is identical (on the inLeague side) to the regular volunteer membership process, but it skips the Sterling Volunteers background check.

**Q:** How do I get the link to Sterling Volunteers re-sent if I did not receive (or have lost) the original link?

**A:** On your Family Profile page ('Player and Volunteer Registration'), under 'AYSO Membership' where it shows the status of your volunteer application, you can click the **Begin Background Check** button in the row for your name and you will have the option of getting the email invitation re-sent or beginning the check directly from that page.

**Q:** How long is the link good for?

**A:** Indefinitely.

**Q:** Why is inLeague prompting me to enter a password for a family member that has not logged in for many years?

**A:** AYSO requires a valid, encrypted password from all volunteers to support their single-sign-on system with AYSOU and other National systems. inLeague last updated its password encryption scheme in 2013-14; any user created before then who has not logged in since then does not have a valid password. inLeague will prompt a family member to enter a new password for these user accounts.

**Q:** It's been more than 24 hours since I completed the background check. Why have I not received results?

**A:** While many background checks are completed very quickly, a not-insignificant number require manual review by AYSO National staff. This can take days or weeks, depending on the time of year.

**Q:** Who should I contact if I have a problem with inLeague or Sterling Volunteers that isn't listed here?

**A:** You should contact your regional registrar or CVPA, and if assistance is required from the National Office or inLeague support, your registrar or CVPA will contact them. **Do not contact Blue Sombrero or the AYSO National Office** without first contacting your region.

**Q:** Why does Sterling Volunteers tell me to contact Blue Sombrero for support?

**A:** The AYSO Volunteer Membership Program is new for Membership Year 2019 and represents an unprecedented integration between four organizations: AYSO, Sterling Volunteers, Blue Sombrero, and inLeague. Conducting a Level 2 background check for thousands of volunteers and the associated bookkeeping and automation has been a tremendous effort on the part of development and management teams in all four groups. The process and messaging are evolving and we expect that inLeague regions will be directed to this page (rather than Blue Sombrero) before long.

**Q:** How do I access AYSOU?

**A:** When you complete the e-signature portion of volunteer registration (prior to the background check), your inLeague credentials are synchronized with your AYSO credentials. **Your AYSOU login is now your inLeague primary email address and password.** Please note that if you change your email address or password within inLeague after you complete e-signature, **you must re-synchronize your credentials with AYSOU.** Otherwise, changing your inLeague login will not update AYSOU until the next Membership Year when you go through volunteer registration again; the synchronization occurs one time at the conclusion of e-signature.

There are **two methods** to re-synchronize your AYSOU credentials with your inLeague credentials:

**Method 1 (Recommended):** From any inLeague page, look for the **AYSOU Graduation Cap Icon**:

User: Samuel Knowlton (sam@inleague.org)



**Method 2 (for other users in your Family):** If your spouse or youth volunteer needs to synchronize their login credentials, this can be done from the Player & Volunteer Registration page (Family Profile) for any user that has completed the AYSO E-Signature process. The green **AYSOU LOGIN** button will appear in the row for each adult in the family profile. **Note regarding pending background checks:** A user in the approval queue for a Sterling Volunteers background check will not have the AYSOU Login button. **It is not necessary to complete the background check process to use AYSOU;** it is only necessary to complete the AYSO Volunteer / E-Signature process. It is only this secondary method of re-synchronizing login credentials for other family members that requires a valid background check.

Samuel Knowlton	sam@inleague.org	Parent 1	REVIEW	Complete AYSOU LOGIN
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