

Associations USATF-Connect Town Hall Meeting Notes

8-9 July, 2020

Next Town Hall will be held Thursday, 20 August

- Will 2020 USATF individual and/or club memberships be extended by one year?

No.

How can club and individual memberships received by mail/in-person with cash payment be recorded/entered into Connect?

The Association can collect payment from the club/member, then pay for the membership in Connect with an Association credit card.

Why does the club membership fee show up as \$25 when a club first attempts to pay/renew?

This is the base fee for all Associations. This page also includes language that informs the club that the total at checkout may be different. The correct Association fee is displayed at checkout.

Will there be full documentation or FAQ's for Association administrators to utilize for USATF Connect?

Multiple videos exist at the links below:

<https://vimeo.com/user44435707/usatf-connect-associations>

<https://vimeo.com/user44435707/usatf-connect-member-tutorials/page/1>

<https://vimeo.com/user44435707/usatf-connect-member-tutorials/page/2>

<https://vimeo.com/user44435707/usatf-connect-club-tutorials>

Will there be help files or tutorials available to members after logging into Connect?

Please see answer above.

Are new clubs being given club numbers that are not in the long time format of AA-NNNN, where A is the Association and N is a club number? We've had a new club given a random five-digit number in Connect.

If clubs are given improper membership numbers, please submit a ticket with examples.

Why is SafeSport expiration now 365 days vs end of following year? That makes a third expiration date for coaches and officials (membership, SS, background screening).

USATF has no control over the expiration dates for NCSI background screens and SafeSport.

Why does membership now require an "emergency contact"?

This is a safety measure put in place for our members.

Birthdate verification now appears to require upload of a proof of date of birth. Are those documents being retained by USATF? If so, why is there no statement of this? If so, why are they retained?

Yes, they are retained so that the Associations can review them before approval.

Will Associations have the ability to do batch date of birth verifications when a club can send multiple scanned birth certificates to an Association?

Not at this time.

When are the accounting reports expected to be moved over from the Association Management Area into USATF Connect?

USATF is working to add these to Connect as soon as possible.

One of our clubs is unable to add club practices. They keep getting a message that no club practices are available, despite a change in club type. How can this be fixed?

This issue should now be resolved. Please submit a ticket if it occurs again.

What are the Cross Country guidelines for fall 2020?

These guidelines are the same as other event guidelines for USATF. Please visit www.usatf.org for more information.

Do all Club Admins, even those with no access to the athletes, require three-step compliance before the club is given an Active status?

Yes.

How do you approve a club? Can you suspend an existing Active status? How do you add and/or remove a club?

Club approval and creation are demonstrated in the links provided above. Please submit a ticket if a current club needs to be suspended for some reason. Clubs are not removed in Connect, as to keep a historical record.

Can Associations be notified with each step a club takes toward being active?

This is a possible enhancement for the future.

Why would a member still have access to a club that they are no longer attached to?

They should not. If this has occurred, please submit a ticket.

If a club started the registration prior to the website update, but were not approved, do they need to start a new application and pay again?

They shouldn't need to pay again, but may need to be approved in Connect.

Can we attach or detach members from Clubs without having to answer remaining registration questions?

No.

Why is it recommended to sign up for auto-renewal?

This is just a new feature that members can choose to utilize if they want.

Do Associations approve and/or make the change for athlete club transfers? If so, do the Associations get an email notice?

They will – but this process is still being worked on at this time.

How do you give a parent access to a youth's membership profile after the coach has completed registration?

The youth member will need to be added to the parent's profile. Please submit a ticket for this.

Will coaches wristbands for Youth Nationals and/or Junior Olympics be limited to three? If so, why?

No.

Why does an individual member who is a coach or official, and whose background screen is expired, or who doesn't have a background screen, return a list of the many background screens they "might" be missing?

That is the way USATF Connect is programmed at this time.