**Associations FAQ/Troubleshooting Resource Document**

NOTE: This document is best viewed on a non-mobile device

*Thanks to the Minnesota Association for this document!*

**Account log-in issues**

* + Where can I view my account details? Do I have a valid membership? Does my youth athlete have a verified DOB? Are they attached to/affiliated with the correct club?
		- Log in here: <https://usatf.sport80.com/>
	+ I can’t log in to my account
		- Try resetting your password via [this link](https://usatf.sport80.com/) by clicking “Forgot Password”
	+ The password reset link email didn’t arrive in my inbox or my spam folder
	+ I no longer have access to the email address associated with my account and cannot click on the password reset link
		- Email membership@<your association>.usatf.org

**Membership issues**

* + I have two (or more) accounts and want to consolidate them
		- If you have two or more accounts, you can simply use the most recent one (or the one with a valid membership associated with it). However, if (for example) you have a membership on one account and a valid background check on the other, you can email support@usatf.zendesk.com to request the merger. Note that the local association cannot do this for you and that it can take several days (up to a week) for the national office to resolve your request.
	+ My name or Date of Birth is incorrect on my profile
		- Unfortunately, neither members nor the local association can change a member’s name or DOB. You can email support@usatf.zendesk.com to request a change.
	+ How do I verify my or my youth athlete’s DOB? I or my youth athlete can’t register for a race or track meet due to a Date of Birth/Age verification issue. I’ve verified my or my youth athlete’s DOB in the past, but now it’s showing as invalid or not present.
		- You or your legal guardian will need to log in and submit documentation. Information can be found [here](https://www.usatf.org/home-normal/top-utility-nav-content/membership/date-of-birth-verification-policy) and instructions can be found [here](https://vimeopro.com/user44435707/usatf-connect-member-tutorials/video/403329154). Unfortunately, the local association cannot do this for you and it can take a while for the national office to resolve your request. Do **not** send photos/images of private/sensitive documents to the local association.
	+ I have completed my free SafeSport requirement and/or my background screening over a week ago, but it is not still updated as valid/current in my USATF Connect account.
		- Send an email to safesport@usatf.org
	+ I recently moved to <your association> from another state. How do I update my local association?
		- Log in [here](https://usatf.sport80.com) and update your address. You may also need to make a club change request; follow [these steps](https://minnesota.usatf.org/clubs#ChangeClubs). If you don’t yet have a new club you wish to join, type "Unaffiliated" in the "New Club" field. Be sure to input "<your association>" in the "Association" field that appears.
	+ My membership is listed as pending. It has not been updated since I initially joined.
		- You inadvertently registered for an Official’s Membership instead of the standard Adult Membership. Please email membership@<your association>.usatf.org so we can cancel your incorrect membership. You will then be able to purchase the standard Adult Membership.
	+ My credit card was charged for a mistaken official’s membership, even after it was canceled. How do I get a refund?
		- Contact USATF Support at support@usatf.zendesk.com. You may also contact Robin Beamon at Robin Beamon at 786-554-0989 (eastern time zone). Give her all of the specific details about the issue including the Zendesk ticket number. If you don’t speak directly with her, leave the information on her voicemail. Failing that, initiate a chargeback with your credit card.
		- Watch this 4min video on how to set-up a zendesk request: <https://youtu.be/jWk-d6ig6bg>
	+ I accidentally purchased a membership or do not need my membership. Can I get a refund? Can I give it to a friend?
		- The national office sets the refund policy. It can be found [here](https://www.usatf.org/home-normal/top-utility-nav-content/membership/membership-faqs#What%20is%20the%20refund%20policy?). According to their page: All membership registrations are non-refundable and non-transferable.

**Individual race or track meet issues**

* + I have a valid USATF membership, I’m unattached or affiliated with the correct club, (and for youth athletes) my DOB has been verified, but I’m still having trouble with registering for a race or track meet (or my club affiliation is incorrect for the race or track meet).
		- Please reach out to the race or track meet director

**Club issues**

* + I want to change clubs. My club affiliation is not correct.
		- Changing clubs is now self-service. If an athlete wishes to change clubs (or join a club if currently unattached), please follow the instructions via [this link](https://minnesota.usatf.org/clubs#ChangeClubs). All submitted change requests will be processed by the national office and can take several days or weeks. The local association can no longer approve, process, or initiate your transfer request.
	+ I was previously affiliated with a club, but now I’m suddenly unattached.
		- If you renew your individual membership early in the calendar year before your club administrator renews the club membership, you may become unattached and need to reaffiliate yourself. Please follow the instructions via [this link](https://minnesota.usatf.org/clubs#ChangeClubs).
	+ I was previously affiliated with a club, but now I do not see any affiliation. I want to renew my membership or to change my affiliation to a club, but when I go to search for it, the UI shows “No results match”.
		- The club you were previously affiliated with or would like to join has likely not renewed their club membership. You can either renew your own membership now and rejoin the club after it has been renewed or wait until the club admin has renewed the club membership before renewing your own membership. Please reach out to the club admin to get more information.
	+ I’m a club admin and I can’t renew a membership for an athlete that wants to join my club
		- The system will only allow club changes for valid memberships. The athlete must renew their membership themselves before they can be added to your club.
	+ I live in a nearby state and want to join a club in Minnesota. How do I do that?
		- Please follow the same instructions via [this link](https://minnesota.usatf.org/clubs#ChangeClubs) to change your club affiliation in order to change your membership to the <your association>.
	+ How do I renew my club’s membership?
		- The club super admin (or another designated admin role within the club) can renew online [here](https://auth.sport80.com). Please follow the instructions in [this link](https://vimeopro.com/user44435707/usatf-connect-club-tutorials/video/408885120). The member with club admin role may need to perform one or more of the following before being able to renew club membership: renew individual USATF membership, complete the free SafeSport training, pay for and complete a background check.
	+ My club president is no longer associated with my club and I wish to take over administrative duties online. Can you assign me as the super admin role?
		- The local association cannot change club roles for any club. If a club wishes to change the super admin role to another member, only the original account with the super admin role can make that change. The member with the original super admin role may need to perform one or more of the following before being able to grant another member the super admin role: renew individual USATF membership, complete the free SafeSport training, pay for and complete a background check. If the former admin is totally unreachable, please email clubs@<your association>.usatf.org.
	+ I want to start my own club. How do I do that?
		- Here's [a link](https://www.usatf.org/home/top-utility-nav-content/club-organization-membership) to start your own club. The annual fee for a club is <state your association’s fees>. You may need to have a valid individual USATF membership, complete SafeSport training, and pay for/complete a background check.
	+ I tried to create a club, but the system says “An organization with that name already exists”
		- You or someone else may have started to create a club with the same name, but did not finish completing the process. Email clubs@<your association>.usatf.org
	+ I accidentally created a duplicate club. Can I get it deleted?
		- If you have not paid for the club, no one will be allowed to join it. You may simply leave it as it is. Unfortunately, once a club is paid for, it cannot be purged from the records. We cannot prevent athletes from mistakenly joining the wrong club for the rest of the calendar year. You may wish to instruct any new members that are joining or transferring to your club to ensure that they choose the correct club. The LDR committee will do its best to accommodate mistaken club affiliations when scoring the team circuit results this year, but know that it is incumbent upon club admins to monitor their rolls, verify race results, and submit team circuit corrections in a timely manner.

**General issues**

* + Can I talk to <the association president>? Can you call me?
		- All membership questions will be answered via email first. If your question cannot be answered by the above, please fill out our contact us form via <your association email>. You may request a call back from our office manager or association president
	+ I’ve contacted USATF’s zendesk support email and they still haven’t responded to me or helped me in a material way.
		- If your issue hasn’t been resolved and it’s been more than two weeks since you first contacted support, please fill out our contact us form via [<your](https://minnesota.usatf.org/contact-us) association email>. In addition, you may call Robin Beamon at 786-554-0989 (eastern time zone). Give her all of the specific details about the issue including the Zendesk ticket number. If you don’t speak directly with her, leave the information on her voicemail.

**Tutorial videos**

* + There are helpful USATF Connect videos for individual members, clubs, and event organizers.
		- Each link has two pages of videos. Click the arrow at the bottom of the screen to go to the next page of videos.
		- These videos were created in late 2020 and a few may be out of date.
	+ [Individual Member Topics](https://vimeopro.com/user44435707/usatf-connect-member-tutorials)
		- Adding the Medical Code of Conduct Add On
		- Resend your membership confirmation email
		- Complete your SafeSport Training for the First Time
		- Complete your SafeSport Refresher Course
		- USATF Connect - A look at your new account
		- How to add a screening request and background screen
		- How to process a standard background screen
		- How to add a coach certification to your profile
		- How to request an Association transfer
		- How to add a profile for another individual & purchase their membership
		- How to complete your officials certification status
		- How to access support resources
		- How to renew your membership
		- How to add athlete verification documents
		- How to reset your password
	+ [Club Video Topics](https://vimeopro.com/user44435707/usatf-connect-club-tutorials)
		- Complete your SafeSport Training for the First Time
		- Complete your SafeSport Refresher Course
		- USATF Connect - Club Account Overview
		- USATF Connect - Club Webinar
		- How to create a club
		- How to access your insurance certificate
		- How to search for and view member profiles
		- How to use the advanced filter and generate reports
		- How to renew a member's membership
		- How to add your club practices
		- How to renew your club membership
		- How to access support resources
	+ [Event Organizer Topics](https://vimeopro.com/user44435707/usatf-connect-event-organizer-tutorials)
		- How to Sanction an Event
		- How to Submit a Post Event Report
		- How to Sanction a Series
		- How to Resume Event Sanctioning
		- How to Download Insurance Certificates
		- How to Request a Postponement or Cancellation
		- How to Add Third Party Certificate Requests to your Sanctioned Event
		- How to Create a New Account in USATF Connect
		- How to Submit an Incident Report