# Arbiter Sports Official's Users Guide

USATF
SOUTHERN CALIFORNIA

This document was produced for
USATF Southern California
For use of its association members.

No other permission is granted without the express written consent of the authors.

Revision 8
November 8, 2013

# Table of Content

**6    Assigning Procedures and Expectations**

**7    Money Management**

# Introduction

## Welcome

Welcome to the USA Track and Field, Southern California Association, commonly known as USATF-SCA. Our coverage area encompasses a geographical territory the size of New England.  This includes the counties of Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, Ventura, and portions of San Diego.

USATF-SCA provides Track and Field officials for various youth, adult, Masters, High Schools, and intercollegiate teams and leagues within its service area. In addition, USATF-SCA also provides ongoing instruction, on the field training, mentoring, and evaluation of officials.

An annual meeting is held in early October. Seasonal clinics are held several times a year throughout our territory and for neighboring associations. Please see the USATF-SCA website at www.scausatf.org for meeting times and locations.

In order to receive track and field assignments from the USATF-SCA assigners, an official must be certified with USATF nationally and locally.  Arbiter Sports is the online assigning system used by USATF-SCA and many other sports organizations in Southern California and across the country.  Arbiter Sports is owned by the NCAA. It will be necessary for officials to be familiar with the Arbiter Sports system and use it effectively. The purpose of this manual is to guide you through the basic Arbiter Sports system setup processes.  It provides tips for using it to receive and manage your assignments.

## Welcome E-mail

Once your Arbiter Sports account has been set up, you will be sent a Welcome Email. Please make sure that you can receive email from our local Arbiter Sports email address (messaging@arbitersports.com). Add it to your email address book.

The Subject of this initial email will be "**Welcome to ArbiterSports.com!**". If you don't receive this email within 72 hours, first check your spam/junk folder to see if the email has been misdirected.  If you can't find the welcome email, please contact Jeff Haspell or Jim Leahy so they can verify that your email address was entered correctly into the Arbiter Sports system.

## Email Contents

Here is an example of the welcome email.

---

**Welcome to ArbiterSports.com!**

Your association has purchased this software for online official assigning and now needs you to sign in. This email will explain the information needed to help you get started.

- How do I **Sign In**?

- What should I do first?

- Where can I get further help?

**How do I sign in?**

To sign into ArbiterSports.com:

1. Go to http://www.ArbiterSports.com/ and enter the sign in information provided below into the entry fields at the top right of the page.

2. Enter your sign in information as listed below:

- User Name: xxxxxxx@xxx.com

- Password: xxxxxxxxx

**NOTE:** The first time you sign in you must accept the Terms and Conditions, as well as change your password.

---

The following sections will guide you through these steps:

# Logging In

## Getting Started

The Arbiter Sports Implementation Team, (AIT) has already set up a temporary account for you. You must log in and complete setting up your account. The following steps will be necessary to complete this process:

**Note:** *Before you log in, review the* **"Officials Welcome Video"** *at*:
www.youtube.com/watch?v=UPITcf6CTbs&NR=1&feature=endscreen

**A.** Navigate to www.arbitersports.com using your internet browser. The login area is found in the upper right corner of the Arbiter Sports landing page:

1. Enter your email address, (the address you received your Welcome E-mail.) [**1**].

2. Enter your password [**2**]. Your password is your last name. Passwords are case sensitive and should be all (xxxxxx). If that does not work, try the following case formats: Xxxxx or XXXXX.

3. Then, click the "**Go**" button [**3**].

**B.** Accept Terms and Conditions:

1. Click the **"Accept"** button [**4**].
(You will only have to do this one time.)
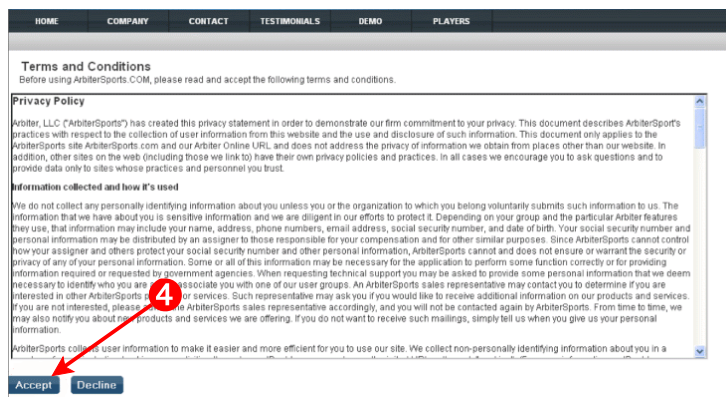
## Change Password

The first time you log into ArbiterSports.com you will be asked to change your password. Be sure to use a password that you can always remember. Stronger, more secure passwords have a minimum length of seven characters and use a combination of upper and lowercase letters and numbers.

1. Enter your current password [**5**], (the one sent in your Welcome email.)
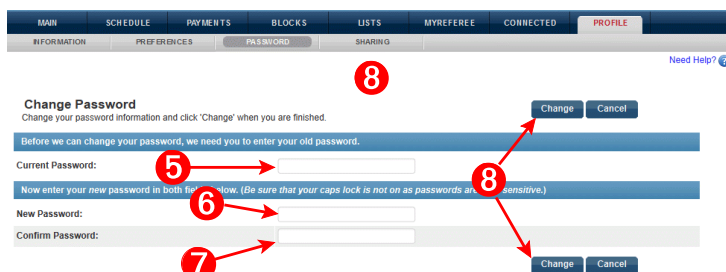
2. Enter your new password [**6**].

3. Re-enter your password to confirm it is correct [**7**]. Write this new password down and store it in a safe place. Neither the AIT staff nor the assigners have access to your password if you forget it.
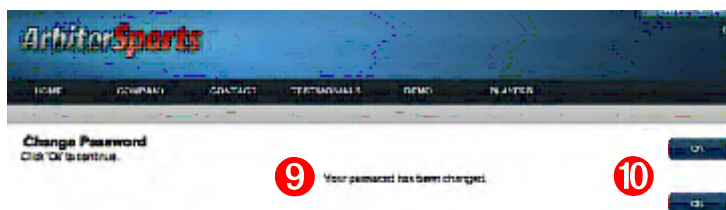
4. Click either of the **"Change"** buttons [**8**].

5. The next screen will appear notifying you that your **"Your password has been changed"** [**9**].

6. Click either of the "**OK**" buttons [**10**].

## Forgot Password

Forgot your Password? For your security, your password can only be sent to the email address of your **ArbiterSports.com** account. Navigate to www.arbitersports.com using your internet browser and follow the instructions below.

7. In the login area found in the upper right corner of the screen, click on **"Forgot Password?"** [**1**].
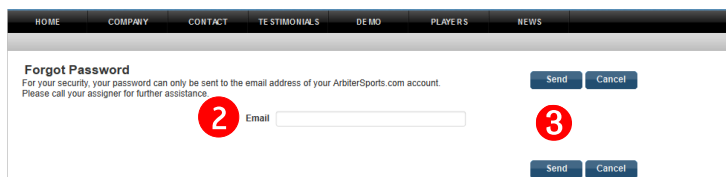
8. Enter your **"Email"** address used for your ArbiterSports.com account [**2**].

9. Click **"Send"** [**3**].
   **NOTE:** *You do not receive your password in an Email with in 15 minutes, contact the AIT staff.*

# Logging In, Cont.

## Landing Page

Your personal landing page contains a list of all the organizations, for which you officiate, and use Arbiter Sports for assigning, e.g., USATF-SCA and a High School Association. Click on the group icon [👤  ] that you want to sign into [**11**].

# Main Screen

## What's on the Main Screen

The **"Main"** screen is your portal to everything in Arbiter Sports. The Arbiter Sports main screen, (Start Page) contains news posted by the assigners and links to the various system functions. A few of these functions are highlighted here.



Important news, announcements and updates are always found in the center of the screen in the **"Announcements"** section [1]. In the above example, **"Upcoming High Demand Weekends,"** is an announcement listing detail about future meets available to officials. Do not skip over this section. USATF-SCA expects all officials to be familiar with the content of the Announcements section.

The menu bar [2] contains tabs that open other sections of the Arbiter Sports website. We will cover these tabs in other lessons.

The **"Special Notices"** [3] section is reserved to Arbiter Sports to post anything they like. Usually you will find important notices about the Arbiter Sports website posted in this section.

If you are a member of more than one Arbiter Sports group, (e.g., you are part of the USATF-SCA group and a High School group), you can use the **"SWITCH VIEWS"** [4] button to quickly sign into a different group.

**Extremely Important Information:**

Finally, there is the all important **"Ready To Be Assigned"** checkbox [5].

You **must** check this box if you want to receive assignments. Otherwise, you will not appear on the assigner's screen as an available official.

In order to receive assignments through Arbiter Sports you must click **"Ready To Be Assigned"** box.

1. Click on the **"Main"** tab. (Found in upper left area of the screen)

2. Locate **"Ready To Be Assigned"** box [5].

3. Click the box and insure it is checked.

**Note:** *You cannot be assigned to any meets until you have a check mark* [✔] *in the* **"Ready To Be Assigned"** *box.*

# My Profile

## Locating My Profile Page

It is important that you keep your Profile information up to date at all times.  Follow the instructions below to check you profile information.

1. From any Arbiter Sports screen, click on the **"PROFILE"** tab [1].
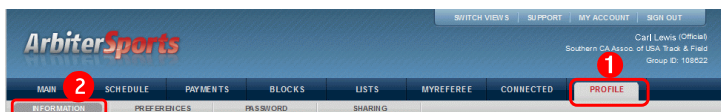


2. Click on the **"INFORMATION"** submenu [2] which should already be selected by default.

Continue on to next page.

# My Profile, Cont.

## Update My Information

Please check that following information is correct on your **"Update My Information"** page. Make corrections as necessary.

3. Check your name in the **"User Identification"** section [**3**].

4. Check your **"Email Address"** [**4**]. **Note:** *This should already be correct.*

5. Correct, add, or delete phone numbers [**5**] necessary. **Note:** *Always list your cell phone number on the first line.*

   a. To correct a number, highlight the incorrect number and enter the correct one.

   b. To add a phone number, click the **Green ✚**, and fill in the information requested [**6**].

   c. To delete a phone number, click the **Red ✖** [**7**].

6. Fill in your complete address in the **"Address"** section [**8**]. If the assigner has already completed this section, please double check that everything is correct. Make changes as needed.
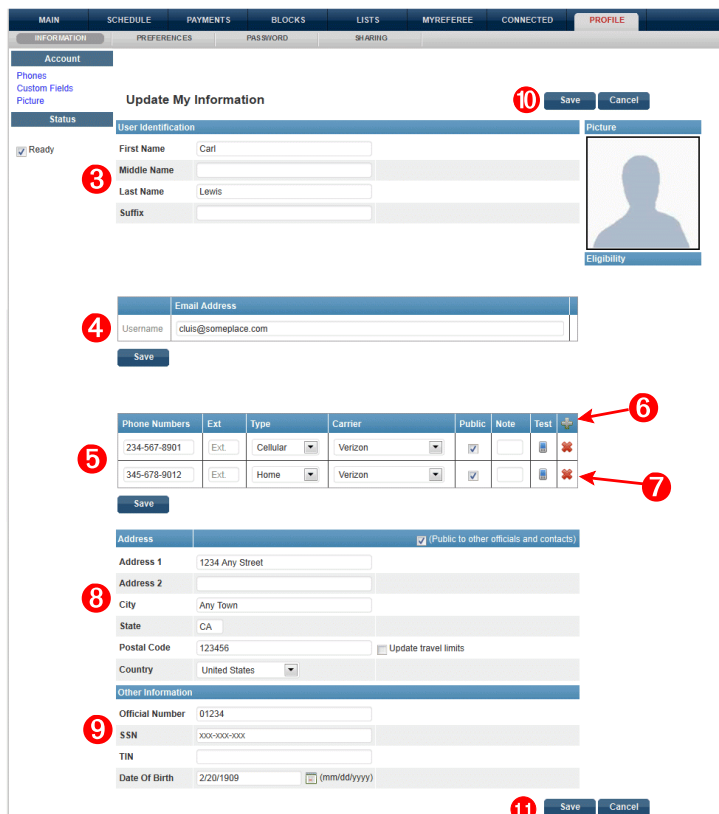   *Note: Arbiter Sports will not show your name on the assigner's available to be paid screen if you do not fill in your full address.*

7. In the **"Other Information"** section, please fill in your USATF-SCA official's number [**9**]. (Date of Birth is optional.)
   **NOTE:** *Social Security Number (SSN) and/or Tax ID Number (TIN) are not currently used by USATF-SCA. Your SSN and TIN are handled through RefPay. Other groups may still require a SSN and/or TIN, so check with the assigner for those other groups.*

8. Click **"Save"** button [**10**] or [**11**] to save all the changes you have made to your information.
   **NOTE:** *Clicking Save buttons [4] or [5] only saves changes made to Email Address and Phone Numbers only.*
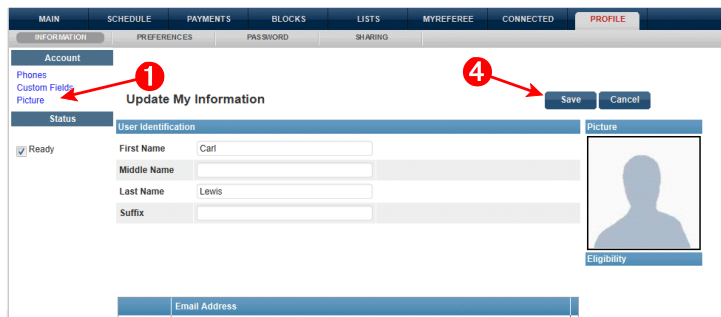
# My Profile, Cont.

## Adding Your Picture

This step is optional, but highly recommended by the assigners.
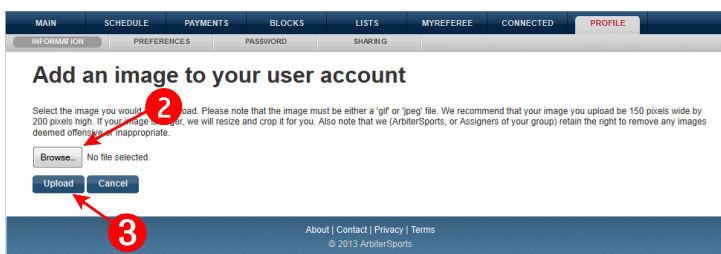
1. Click the **"Picture"** link [1].

   **Note:** *This will enable others to identify you before working with you. It will also help those on a selection committee recognize you by name.*



2. Click **"Browse"** to search for a picture located on your computer [2].

   **Note:** *The photo you submitted for your national identification badge, or head and shoulders shot works well. It is a good practice to resize the photo*



to approximately 150 pixels wide by 200 pixels high before trying to upload it. If your image is larger, we will resize and crop it for you. Also note that we (Arbiter Sports, the AIT staff and Assigners of our group) retain the right to remove any images deemed offensive or inappropriate.

3. Once you have found your photo, click the **"Open"** button.

4. Click the **"Upload"** button [3]. Follow any additional instructions. When finished, you should be returned to the **Update My Information** screen and your picture will be displayed in the right column.

5. When you have completed all steps, please make sure you click one of the "**Save**" buttons [4].

# My Profile, Cont.

## Setting User Preferences

At this point, you should still be on the Arbiter Sports **"Update My Information"** screen.  If not, click on the **PROFILE** tab to begin setting your preferences.
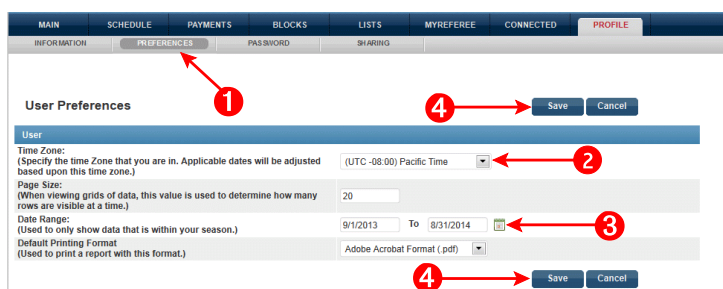
1. Click on the **"Preferences"** submenu [1].

2. Click the down carrot (▼) to view time zones [2] and select the **"(UTC -08:00) Pacific Time"** Time Zone.

3. Double check the **"Date Range."** It should start with September 1 and end August 31 in the future [3].

   Manually enter or use the calendar feature 🗓 (mm/dd/yyyy).

4. Click one of the **"Save"** buttons [4].

# Block Your Calendar

## Introduction to Blocks

Entering information into the Arbiter Sports calendar is the most important task a user has in interacting with the Arbiter Sports online assigning system. **Note:** *Failing to keep your calendar up-to-date is the most frequent cause of conflict between users and assigners, and failure to receive desired meets.*

The Arbiter Sports calendar is provided so you can block times and dates when you are **NOT** available to officiate. When you place a block on the calendar, your name will not appear on the assigner's screen during the blocked time period.

Calendar blocks are so important to the efficient running of the assigning process that officials are encouraged to review the video tutorial on the subject at least once per season.

The video tutorial is available on the USATF-SCA website www.USATF-SCA.org,
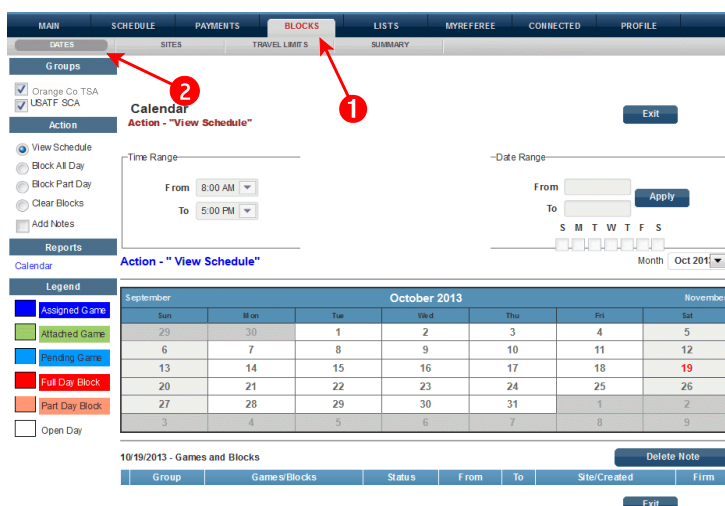or at www.youtube.com/watch?v=Br6U-tVKZAw&NR=1.

If you still have questions after reviewing the video tutorial and reading this document, ask your assigner.

*It is not an acceptable excuse to say that you forgot to block or unblock your Arbiter Sports calendar!*

## Block Dates Screen

From any Arbiter Sports screen, click on the **"BLOCKS"** tab [1].

The **"Dates"** submenu [2] should be selected by default and the **Calendar** screen visible.

# Block Your Calendar, Cont.
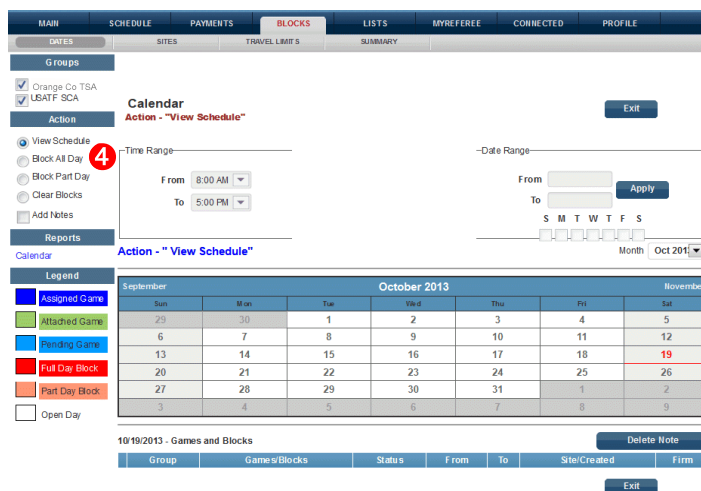
## Groups You Belong To

If you are a member of more than one officiating group, (e.g., USATF-SCA and a High School,) you will see each **"Groups"** name or assigned number displayed in this area [**3**]. Hover your mouse over each name, (or number if displayed) to see the group's number (or corresponding name). Check (✔) all of the groups you want your calendar actions to affect. If your block applies to one, but not all groups, check only that group to which you intend the block to effect.

## Actions

**"Actions"** control what task you will be performing on the calendar [**4**]. These Actions are only for blocking dates and viewing days that you have been assigned. No details of assignments will be shown on or accessed through the calendar. Each action is explained below.

- **"View Schedule"** radio button (default): Select if you just want to see the current status of your calendar. You cannot make any changes to your calendar when the **"View Schedule"** button is selected. with one exception noted at the end of this chapter.

- **"Block All Day"** radio button: Select when you want to want to block an <u>entire</u> day, e.g., out of town and not available to officiate.

- **"Block Part Day"** radio button: Select when you want to block a few <u>hours</u> out of day when you know you will be unavailable to officiate. Checking this button will also activate the **"Time Range"** section of the Calendar. When using this feature, do not exceed a 12 hours time range.

- **"Clear Blocks"** radio button: Select when you want to correct an error, or your schedule changes and you are now available to officiate during a time or date you previously blocked.
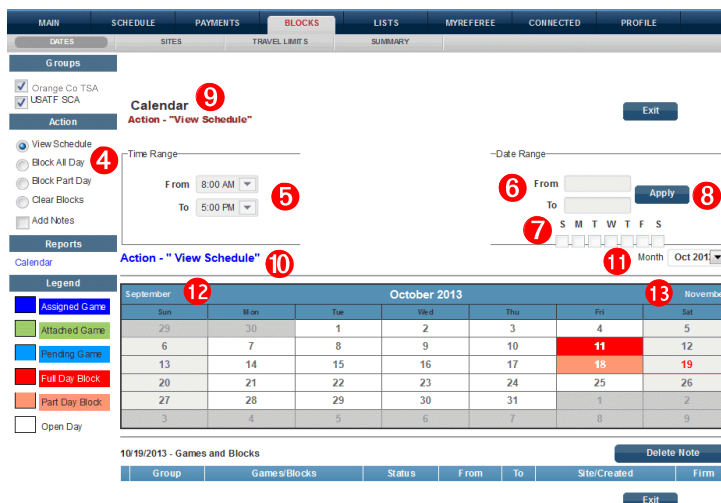
# Block Your Calendar, Cont.

## The Calendar

The Calendar is where you actually add the blocks by clicking on dates on the Calendar. The type of block you enter is determined by the **"Action"** you have selected. The Action you are about to perform can be visually confirmed by checking the radio button in the **"Action"** section [**4**], or by looking for the action text blocks below the **"Calendar"** title [**9**], or below the **"Time Range"** section [**10**].

To block an entire day, select the **"Block All Day"** radio button [**4**] in the **"Action"** section and then click on a date on the calendar.

To block specific hours of a day, select the **"Block Part Day"** [**4**] radio button in the **"Action"** section. Select the start and end times in the **"Time Range"** section [**5**] and then click on a date on the calendar.

To block more than one day at a time, first select the Action [**4**]. Next, select the start and end dates in the **"Date Range"** section [**6**]. Now select the days of the week you want to block during that date range [**7**]. If you are doing a Part Day Block, then you will also need to select the start and end times in the **"Time Range"** section [**5**]. Finally, click the **"Apply"** radio button [**8**].

To move to a different month, select a month from the **"Month"** drop down menu [**11**] or click on one of the month name links [**12**] or [**13**] to move forward or backward one month at a time.

# Block Your Calendar, Cont.

## Color Clues

Dates on the calendar will change colors depending on what items have been added to the calendar. A **"Legend"** is provided on the left side of the **"dates"** screen.

If the assigner has scheduled you for a meet and already notified you about the meet, then the date will have a dark blue background.

If the assigner has tentatively assigned you a meet, but not notified you yet, then the date will have a light blue background.

Full day blocks are shown with a **red** background and part day blocks are shown with a **salmon** background.

Colors are displayed in descending order of priority. In other words, if you have a Pending Game, the color for that date will always have a light blue background <u>even if you have a full or part day block</u> on that date.

**PLEASE NOTE:** *Once the assigner has scheduled you for a meet (dark blue or light blue), any attempt to block that date will have no effect.*

The color codes help to avoid problems. **If you discover a conflict, notify the assigner immediately.**

## Games and Blocks

The **"Games and Blocks"** section at the bottom of the screen always displays a detailed listing of the calendar items for any date you select on the calendar.

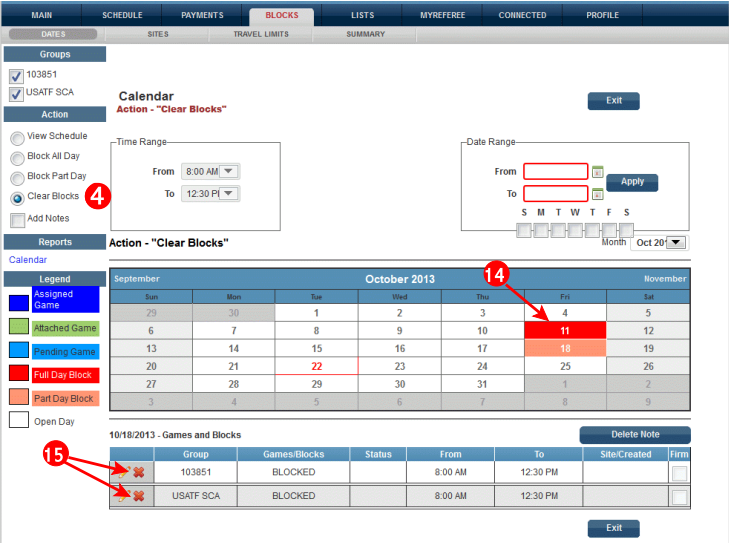| Group | Games/Blocks | Status | From | To | Site/Created | Firm |
|-------|-------------|--------|------|-----|-------------|------|
| OCTSA | BLOCKED | | 8:00 AM | 12:30 PM | | |
| USATF SCA | BLOCKED | | 8:00 AM | 12:30 PM | | |

# Block Your Calendar, Cont.

## Removing Blocks

Sometimes it is necessary to remove a previously created block.

First, check the **"Clear Blocks"** radio button in the **"Action"** section [4]. Next, click on the blocked date to remove the block from the calendar. [14] The calendar date will turn from **red** or **salmon** to white.

Alternatively, while in **"View Schedule"** mode, you may click a date on the calendar and then click on the **red "X"** next to any block displayed in the **"Games and Blocks"** section [15] to remove just that block from the calendar.
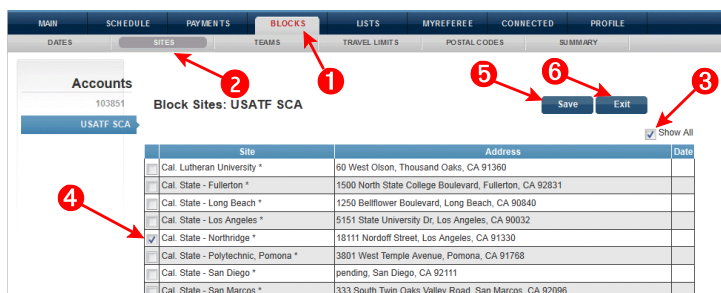
# Block Your Calendar, Cont.

## Blocking Sites

Officials may block any site they wish, if he or she does NOT want to work at a specific location. However, every block means less chance of being selected for a given day or championship held at that site! As a courtesy, it is a good idea to send an Email notification assigner(s) for the site(s) you do not wish to work.

To block a site(s):

1. From any Arbiter Sports screen, click on the **"BLOCKS"** tab [**1**]. Then, click on the **"Sites"** submenu tab [**2**].

2. Click on the box for **"Show All"** [**3**]. A check mark will appear in the box.

3. Click on the box each site you wish to block [**4**].

4. When finished, click the **"Save"** button [**5**] and then click the **"Exit"** button [**6**].

**Keep this in mind:** *The more blocks you create, the fewer meets you are available to work and less chance of being selected.*

## Blocking Teams

Officials may block teams in the same manner as blocking sites, by click on the **"TEAMS"** submenu tab.

# Block Your Calendar, Cont.

## Introduction to Travel Limits

The USATF-SCA service area is geographically large. You may want to limit the distance you have to travel to a meet assignment. This is done by setting travel limits. Different limits can be set for each day of the week. However, please note the following:
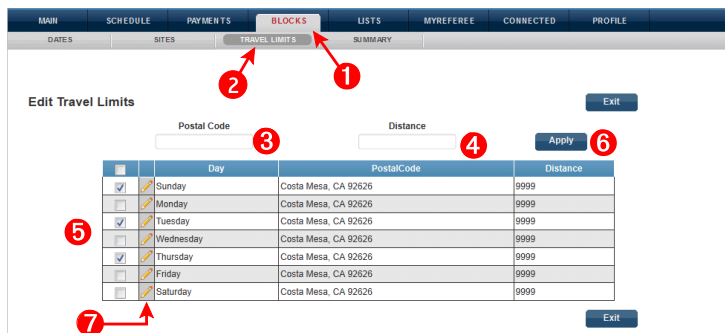
1. Assigners look favorably on officials who are willing to travel to areas outside their hometown.

2. Setting a travel limit that is too low, e.g., less than 25 miles, may block you from receiving any meet assignments. That's because Arbiter Sports computes travel distances from the center of zip code to center of zip code.

3. A reasonable travel limit for someone who lives in the Ventura area and only wants to receive meets in the Ventura area is 25 or 30 miles.

## Travel Limits Submenu Screen

From any Arbiter Sports screen, click on the **"BLOCKS"** tab [**1**]. Then, click on the **"Travel Limits"** submenu tab [**2**].

Travel limits are set by entering a **"Postal Code"** [**3**] and a **"Distance"** [**4**].

Select a day or days of the week by checking the appropriate checkbox [**5**] and click the **"Apply"** button [**6**].



You may edit a Postal Code or Distance for any day of the week by clicking the pencil icon [**7**] next to that day. Enter a different postal code and/or distance and then click the green checkmark. [✔]
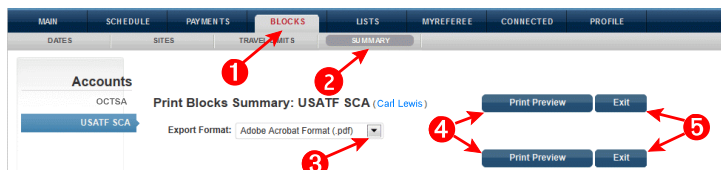
If you will be leaving for assignments from different locations depending on the day of the week, then be sure to enter the correct postal code for each day. For instance, you live in Orange County, but work in West LA. In this case, you would probably want to list your Orange County postal code on Saturday and Sunday, but your West LA work place postal code for Monday through Friday.

# Block Your Calendar, Cont.

## Print Blocks Summary

A summary of the dates you have blocked can be printed by following the instructions below.

1. From any Arbiter Sports screen, click on the **"BLOCKS"** tab [**1**].

2. Then, click on the **"Summary"** submenu [**2**].

3. Select the **"Export Format"** by clicking on the down carrot [**3**]. The default format is **"Adobe Acrobat Format (PDF)."**

4. Click **"Print Preview"**[**4**]. (See example at right.) When the print preview screen appears, click **"File"** then click **"Print."**

5. When finished, click **"Exit"**[**5**] from the **"Summary"** submenu screen.

# Assigning Procedure & Expectations

## Know What's Expected of You

Each assigner has slightly different procedures and expectations. Therefore you MUST access and READ the Notes attached to each meet you are assigned. Notes are the primary tools for communicating special expectations, special arrival times and additional assignments at your meet, so you will arrive properly prepared.

## General Expectations

All Assigners and area Coordinators expect the following conduct from officials:

- Timely communication when there is a problem.

- Arbiter Sports' calendar is kept up-to-date. If your schedule changes, change your calendar.

- During the season, check Arbiter Sports for updates every day.

- During the season, check your email account and meet notes for announcements every day.

- Attend required USATF-SCA clinics.

## Assigning Process

The assigning process begins at least one month prior to each respective meet. *Therefore, your calendar must be up-to-date by the end of each month.* Blocking your calendar after that months' assignments have been made may result in your blocks not being recognized.

Assignments are systematically published as soon as available from the schools. You will immediately receive an email letting you know you have new meet assignments. These assignments will be for a **following month.** Since there are meets throughout the week, make commitments on your calendar that reflect your availability during the week.

You are expected to check your Email daily for assignments. Arbiter Sports tells the assigner when an official last checked his/her schedule, within system, to verify receipt of assignments.

Having your Arbiter Sports' calendar up-to-date is **extremely** important. If the calendar says you are available to receive assignments, it is expected that you will honor your commitment and officiate the assigned meets.

---

### Problems With Assignment

If there is a problem with an assignment, you need to let the assigner know **no later than that afternoon**. This gives the assigner a chance to find a replacement. Officials who wait until the last moment will find their number of assignments reduced.  If you have found a replacement on your own, please let the assigner know before the meet.  It is considered unprofessional to have an official just show up at a meet in your place, as they may not get paid.

### Check Emails And Announcements

The Master Schedule displays available slots for up coming meets in real time.

Update emails are sent out when needed.  Please make sure you can receive E-mails from each Commissioner.  Things are always changing, so please read assigner emails immediately.

Announcements are also posted on the Arbiter Sports **Main** page.

Please see the announcement on the Arbiter Sports **Main** page on Meet Day Procedures. These must be followed if you want to be paid for your meet.

Referee Meet Reports and misconduct reports are due within 48 hours.

Finally, please make sure you have set up your RefPay account AND linked the RefPay account to your Arbiter Sports account. You can check this by logging into Arbiter Sports, clicking the **"PAYMENTS"** tab and then selecting the **"RefPay"** submenu. If your RefPay account number is listed, then you are set up. If not, please link your accounts. You won't be paid if this isn't set up correctly.

## Assigning Procedure & Expectations, Cont.

### Accepting or Declining Meets

For each meet you have been assigned, you will receive a notification email which lists the date, time, and site of the meet. It is up to you to log into Arbiter Sports and accept or decline the meet. Your decision will be sent to your assigner automatically.

Potential assignments will have green (**Accept**) and red (**Decline**) check boxes to the right of their listing. To accept or decline an assignment you must be logged into Arbiter Sports and follow the instructions below. Fix numeral 2 on graphic bubble



1. From any Arbiter Sports screen, click on the **"Schedule"** tab [**1**].

2. Click on the **"Calendar"** submenu [**2**]. This should already be selected by default.

3. Click the Green **Accept** or Red **Decline** check box [**3**].

4. Once you have completed your options, be sure to click the **"Submit"** button [**4**] to record your decisions.

**Note:** *Meets must be accepted by the date posted in* **"Status"** *column* [**5**] *next to the Accept check box. If the meets have not been accepted (or declined) by this date they will be removed automatically.*

Be aware that once you have accepted a meet you can no longer decline the meet from your account, but must contact the assigner to turn the meet back. Similarly, once a meet has been declined, it is removed from your schedule and you can no longer accept the meet without contacting your assigner.

Once a meet has been accepted, you may click on the meet number [**6**] for further details regarding, teams, sites, contacts and partners. You may also click on the name of the site [**7**] to view a new screen with its details, including school contacts and a link to the school's location on Google Maps.

You should also review the **"Notes"** for any Accepted meets, by clicking the folder icon 📋 . You may also create a message for your partners by adding your own notes, after entering the notes function.

# Money Management

## RefPay

Several schools, colleges, and universities utilize RefPay to pay sports officials. If you wish to work at their meets, you will need a RefPay account. The steps below will help you set up your Account.

**Note:** *If you already have an account with **RefPay** - with this email address - you will need to contact **RefPay** (801-576-9436) and ask them to **"link"** your existing account with your new Group account -* **Group 108622.**

If you do not have an existing **RefPay** account, or wish to add this Group as a new RefPay account, please follow the steps below.

1. Get a copy of the instructions for setting up a *RefPay* account from:
   https://www.arbitersports.com/Groups/Files/refpayforofficials.pdf.

   (This document is over 5 MB so be patient.)

2. Go to www.refpay.com and set up your account following the instructions in the above document. It is important that you write down your login information including username and password as well as your security code. RefPay is a bank and if you forget any of these items, the assigner **WILL NOT** be able to retrieve them for you.

3. **IMPORTANT !** Once you are able to log into Arbiter Sports, you will need to link your new RefPay account to your Arbiter Sports account.

   **Failure to follow this step is the single biggest reason new officials do not get paid.**

## MyReferee Profile Page

You will only see this screen the first time you log in. Feel free to fill out any of the information on the MyReferee Profile page, although none is required. You may skip this page entirely by clicking one of the **"Save"** buttons.

Click one of the **"Save"** buttons to view the main Arbiter Sports screen.