

AIMS Registration Portal FAQs

(Revised January 25, 2010)

- **This CMS version lacks the ability to change/retain background colour, is there a new CMS version in the making?**
No, there is not a new CMS version in the making at this time, but as we move forward we will look at improving the functionality of the current one.
- **Are there plans to change the display sizing to 1024 x 768 as is the standard?**
There are no plans to change the display because in this CMS version this is the standard size of the templates.
- **How do I get an account for AIMS?**
*As a Club/League you would need to contact your governing organization which would be the District Association in most cases. They have the required forms and can authorize the creation of your account.
As a District, you can obtain user accounts and passwords for your clubs by contacting the OSA with a list of Clubs and Administrators/Personnel that have signed the appropriate forms. You will then be given user information to distribute to your clubs.*
- **There are several reports that I need to access frequently when registering players. I cannot find those reports on the new AIMS system, the first one showed every division listed on the left hand side of the page and then showed the number of players, coaches, assistants, etc. registered in each of those divisions. I used this everyday in the spring to know where my numbers were so that I would know when to close divisions etc.**
There is a report being tested that summarizes the number of registrations into distinct groups. This report will be available shortly.
- **Will the data in AIMS be encrypted?**
Yes the data in AIMS will be encrypted. The OSA has acquired a SSL certificate.
- **How do I get my data uploaded into AIMS?**
To get data uploaded into AIMS you have to contact the District Association who would follow up with the OSA to arrange "Data Upload". The OSA would provide you with the requirements needed to arrange the data upload.
- **How can I get my free website created in AIMS?**
As a Club, you would need to send a request to your District Association who would then send a request to the OSA to get you started.

- **How much does it cost to use the AIMS website?**
There is no cost to use the AIMS website feature. The OSA will provide free hosting. The only cost for your Club would be for purchasing a Domain Name.
- **How do I get training in AIMS?**
Training sessions are done by the Club's District Association. Contact your District Association to arrange a training session.
- **What are the system requirements to use AIMS?**
The system requirements to be able to use AIMS are Internet Explorer 6 or Internet Explorer 7, Firefox, 512 Ram and Windows XP or Windows Vista.
- **Does AIMS offer Online Registration?**
AIM does offer Online Registration but it is currently in testing mode and is not available on the Live AIMS site.
- **Are Clubs able to search the whole provincial database?**
Yes, Clubs are able to search the whole provincial database by checking the "Search Entire Database" box and providing the First Name, Last Name and Date of Birth.
- **What is the time-out limit when logged into AIMS?**
The time-out limit when logged into AIMS is 20 minutes of idle time.
- **Where do I log on to start creating the website?**
Once you have received the URL for your AIMS website, there is a section to login with a username and password. You will have to request an account for CMS from your District.
- **How do you merge records?**
Merging registrants/individuals is currently being tested and is presently a function for database administrators only.
- **How do you register individuals to committees?**
Registering individuals to committees is done in the Registration Portal. You would have to create the committee first. Then you would register the individual under a "new role" and put them in the committee you created.
- **How can I change the password assigned to me in AIMS?**
Once you login to the Registration Portal, there is a "change password" button that you would click to proceed in changing your current password.

- **How do you assign a team as a tournament team in AIMS?**
In AIMS there is no longer a requirement to register a team as a Tournament Team. You register the team in the Registration Portal and then you allocate those registered players to the registered team. It is the same for every team, regardless of whether that team is playing in a league or not. It is in the Competitions Portal, where a registered team is allocated to a division in a league or to a tournament competition.
- **As a District Association, do you have to logout every time you want to log in as another Club?**
Yes, however this is something that we can look at changing going forward to make things easier for District Associations.
- **What is the process for transferring players?**
Presently, the process for transferring players is a similar process to what was completed in ITRRegistrar. You have to terminate the registration by changing the 'Valid To' date to the current date and then set the registration status to Inactive and save the registration. Then you may register the member with the new team/Club.
- **Is it possible to export all reports from AIMS into Excel?**
At the present time you can export all of the reports into the following formats: Rich Text Format (rtf), Word (doc), Excel (xls) and Portable Document Format (pdf).
- **Are travel permits and/or tournament permits done through AIMS?**
No, travel permits and tournament permits are not currently done through AIMS but it is a module that will be worked on in the near future.
- **How do you de-register Players?**
Presently, de-registering players is done by terminating the registration by changing the 'Valid To' date to the current date and then setting the registration status to Inactive and saving the registration.
- **If a Club cannot complete the registration of its indoor players in AIMS in time for the indoor season because of the system (AIMS) problems, are the players insured and eligible to play in the indoor league games?**
There is a difference between a player being insured and a player being eligible to play in a game.

The OSA policy is that a player is insured effective immediately after the Club accepts the player's player registration form and registration fee. Once registered with the Club the player is insured if she/he plays in any game in a league or tournament or exhibition game. Although the player may be ineligible to play in those games, she/he is still insured. This is all part of our new arrangement with our new insurance providers and this policy has been

approved by the OSA Board. More information on the impact of OSA Rules on Insurance eligibility can be found here:

<http://ontariosoccer.net/Rules/Rules---Governance/Operational-Procedures/19-0-Insurance.aspx>

Although the player is insured, the player is not eligible to play in game until his registration has been data entered in AIMS at least one day prior to the game. However, in cases where the Club is unable to register the player in AIMS because of system problems, the player can still be registered if the player registration form is validated by the District Association. This will be necessary in order for the player to be deemed as an eligible player to play in a league/tournament/exhibition game. This means that the Club submits the player registration form to the District which validates the player registration and at that point the player is eligible to play. The registration of players through the District Association validation of player registration forms is based on the OSA's **Player Registration 2.3 b)** which reads:

The effective date of registration for a player registered on a team playing in an amateur league shall be the day after the registration has been data entered in The OSA's computerized registration system. The effective date of registration for a player registered on a team playing in a professional league shall be the day the registration has been data entered in The OSA's computerized registration system.

In situations when The OSA's computerized registration system is not working correctly, a player is registered only after his/her registration form has been validated by the District Association with which his/her Club is affiliated. The responsibility for the validation of registration forms may not be delegated to Leagues or Clubs.

The process for a District Association validation of a player registration form involves the District Administrator or District Registrar checking the form to ensure that it is fully completed. Then, the District Administrator or District Registrar must stamp the form with the District stamp and date stamp in the same manner that she/he stamps a Player Registration Book when validating it. This means that the date stamped on the form must be the "effective date" or the "valid from" date (and not the date on which the form was validated). The player would be eligible to play on the date which has been stamped on the player registration form and which was validated by the District Administrator or District Registrar.

Once the AIMS system is working properly, it will be the responsibility of the club to data enter the player registration into AIMS. The OSA staff can then update the "valid from" date in AIMS based on the date stamped on the player registration form by the District Association staff.

Please note that the OSA's goal is to have all these registration issues resolved by Friday, September 18. This includes the performance issues on the server. This means that a District Association and a Club will be able to complete the data entry of player registration and team official registration in a reasonable amount of time after that date.

- **Under the list of programs there are two called: “Enquiry” and “Member” which I did not create? Where did they come from? What purpose do they serve? Should they remain or be removed?**

Those two programs are related to the Membership portal. An individual can become a member of your organization outside of registration (think website members - though it could be paying for a membership, a fan, a parent, a family fee, etc...). Part of the process is that the person becomes an enquiring member (ie. want to become one) and then, become a member. Though, you can create other membership categories within the membership portal. Keep those and just ignore them for now. Do not delete them.

- **Does each AIMS User need to sign an **AIMS User and Confidentiality Agreement**? For how long does the agreement valid?**

*Yes, each User must sign an **AIMS User and Confidentiality Agreement** before a User Account can be created for that individual. There are three types of Agreement and the Organization (ie., Club, League, District Association) will determine which Agreement will be signed by that Organization's Users. The agreement is valid until March 31, 2010. All Users must sign a new agreement prior to April 1, 2010 or their access to AIMS will be discontinued.*

- **What is the difference between the three **AIMS User and Confidentiality Agreements**?**

Three Agreements have been created in response to different needs and concerns expressed by Clubs and therefore, in order to accommodate the different needs and concerns of these Clubs, each Club is given the option of selecting the most appropriate of the three Agreements for its Users to sign.

*The difference between the three Agreement documents is the "**Indemnification Clause**" contained in Clause 12 of each Agreement and the inclusion of Clause 13 in the third agreement.*

*In **Agreement One**, the User is responsible for **indemnifying** the OSA and its Representatives (which would include the OSA staff, District Association, Club, League and staff of those organizations).*

*In **Agreement Two**, the Organization (ie., Club, League, District Association) is responsible for **indemnifying** the OSA and its Representatives (which would include the OSA staff, District Association and District Association staff).*

*In **Agreement Three**, the Organization (ie., Club, League, District Association) is also responsible for **indemnifying** the OSA and its Representatives but, it also includes clause 13 which makes the User responsible for **indemnifying** both, the OSA and the Organization and its Representatives.*

- **What is meant by the term "*indemnifying*"? Why would the OSA seek indemnification from the User or the User's Organization? Why would the User's Organization seek indemnification from the User? Who decides which Agreement is used? Which Agreement should be used by our Organization?**

Indemnification means:

- *a sum of money paid in compensation for loss*
- *financial payment or reparation compensation for losses that can readily be proven to have occurred and for which the injured party has the right to be compensated*
- *sum awarded as recognition that a legal injury was sustained (as for technical violations of a contract such as the AIMS Agreement)*
- *financial compensation in excess of actual damages (a form of punishment awarded in cases of malicious or willful misconduct)*

*Why would the OSA seek indemnification from the User or the User's Organization? If the User or the User's Organization breach the terms of the AIMS User & Confidentiality Agreement by misusing the data for some purpose other than the intended soccer management purposes, and this mis-use leads to "**any claims, actions or costs against the OSA in relation to the disclosure, publication, use, communication or disclosure of Confidential Information**", the OSA can protect itself through a legal remedy and seek financial relief from either the User or the User's Organization.*

*Why would the User's Organization seek indemnification from the User? If the User breaches the terms of the AIMS User & Confidentiality Agreement by misusing the data for some purpose other than the intended soccer management purposes, and this mis-use leads to "**any claims, actions or costs against the Organization in relation to the disclosure, publication, use, communication or disclosure of Confidential Information**", the Organization can protect itself through a legal remedy and seek financial relief from the User. Also, if the OSA seeks indemnification from the User's Organization, the Organization can, in turn, seek indemnification from the User.*

Who decides which Agreement is used? The Organization for which the User is accessing and working in AIMS will decide which Agreement is to be used.

Which Agreement should be used by our Organization?

- *If your Organization wants the User to be fully accountable for her/his use of AIMS, and in the event of a breach of the Agreement, wants that individual to indemnify the OSA and its Representatives (which would also include the Organization), then the Organization should use **Agreement One**.*
- *If your Organization wants to be held fully accountable for its use of AIMS or for each of its Users' use of AIMS, and in the event of a breach of the Agreement, believes that it (as the User's Organization) should indemnify the OSA and its Representatives, then the Organization should use **Agreement Two**.*
- *If your Organization wants to be held fully accountable for each of its Users' use of AIMS, and in the event of a breach of the Agreement, believes that it (as the User's Organization) should indemnify the OSA and its Representatives, and if your Organization also wants to retain the option of holding the User accountable for indemnifying the Organization, then the organization should use **Agreement Three**.*

- **I am unable to import information. What can I do to get my players into the AIMS database?**

We do have the ability to import information from other systems which was not allowed with the previous system. There is a fee for this service and it is necessary to place this data in a specific format. If you are interested in this service, please contact Matt Greenwood at mgreenwood@soccer.on.ca and he will provide the details. I apologize if there was a misunderstanding at the training session.

- **I am unable to complete a search for a player based on her/his OSA Registrant Number. What do I need to search for a player?**

*AIMS correctly enforces the rules that have been put into place. You are able to search by the OSA number on your local club database. In fact, if you query the local club database, only the first name or last name are required (partial names are accepted). In order to search the entire OSA database, you need to input the OSA number and the date of birth. The recommendation by a designated task force to search the entire database by OSA number **and** date of birth were adopted by the OSA Board after a number of security concerns were raised.*

- **How do I export data from AIMS?**

At this time, you cannot export data from AIMS. However, we are working on a report that will allow the export of AIMS data in order to facilitate analysis by the club and the creation of a mailing list. We are hoping to finish this report shortly.

- **I find that the “search factors” are ineffective. What is required to do a “search”?**

*The search factors within AIMS correctly enforce the OSA rules
Within the local club database, only the first name or last name are mandatory. The rest of the fields are optional.*

In order to search the entire OSA database, you require either the OSA number and date of birth or the first name, last name and date of birth

- **I am unable to form teams effectively without many steps. Why is this?**

There is a difference in the process to allocate to teams. Although AIMS does not allow you to assign an individual player registration to a team while creating that same registration, it does allow you to look at previous teams and renew them en masse which is an upgrade. The AIMS benefit will become apparent and potentially save time in subsequent years.

- **There are not enough sections to capture the required information as there is only one note category. Why is this?**

It is true that currently AIMS has one note field while IT Sportsnet provided 6 customized category fields. We had a number of focus groups to assist us with requirements gathering and at the time, there were no objections with having one notes field. However, we are working on a tool for clubs to collect additional data on an individual