



## Referee FAQ

### **How will referee assignment be done this season?**

We will be using an online referee assignment system called Ref Center. The URL for Ref Center is [www.refcenter.com](http://www.refcenter.com).

### **Do I need to buy software to use Ref Center?**

No. Ref Center is operated using web browsers such as Internet Explorer, Mozilla Firefox, etc.

### **I don't have access to a computer. Can I still receive appointments?**

Yes you can. Please contact your referee assigner for further instructions.

### **How can I use Ref Center?**

Before using Ref Center, you must register with the Ref Center system. We will send you further instructions on the registration process as soon as registration begins.

After registering, you will be asked to enter your field and division preferences. This will allow the Ref Center to only offer you games for fields and division that you prefer.

Finally, you will have to update your Ref Center availability calendar so the system knows when you are available for games.

### **How will I know when I am offered a game?**

You will receive an email from Ref Center informing you of a game appointment. You will then have to log into Ref Center to accept or decline the game.

### **How long will I have to accept or decline a game?**

We encourage you to make a decision on the game offer as soon as possible. If you can't do this, we suggest that you contact your referee assigner to let him or her know why you are unable to decide at that time. If you delay for too long, the assigner may remove the game offer to you and offer it to someone else.

### **Will I be offered another game if I decline a game offer on that day?**

No. Ref Center will lock you out for that day. If you have to decline a game for a valid reason, such as a conflict of interest, please contact your assigner first so that he or she may offer you an alternate game.

### **If I have to cancel a game after I have accepted it, what do I do?**

If the game is more than 48 hours away, you can cancel the game on Ref Center by clicking the cancel button on your schedule. However, if the game is less than 48 hours away, you will be unable to cancel the game through Ref Center. You will have to contact your assigner to cancel a game appointment with less than 48 hours notice.

### **Will Ref Center give me directions to the field?**

Yes. On your schedule you will see a link called Preview for each game assignment or offer. Click on the Preview link to view full details on that game, which includes a map and directions to the field.

### **Will I be told if there is a schedule change?**

Yes. You will be notified by email of any game schedule changes that affect you. You will also be asked to return to Ref Center and acknowledge that you received the change.

### **Am I also informed if a game is cancelled?**

Yes. You will be notified by email of any game cancellations that affect you. Your name will also be returned to the system's referee pool so you may be offered another game on that day.

### **Do I need to do anything after a game?**

You are requested to log into Ref Center to submit a game report. Whenever you are into Ref Center, the system will indicate whether you have any game reports due for submission.

### **I don't appear to be receiving any games, is there a problem?**

There are several reasons why this might happen. Please check the following possible causes first and, if you still appear to be set up correctly, please contact your referee assigner.

- Have you registered yet with Ref Center?
- Did you enter your correct email address?
- Have you entered when you are available on the Ref Center availability calendar?
- Have you set up your preferences correctly (i.e. correct field and division settings)?