

## **MABA Online Registration FAQ**

### **Why a new Online Registration process?**

As host of our new website, League Athletics provides registration services to MABA.

### **Is my personal data secured?**

League Athletic sites are hosted on secured, redundant Dell Power Edge servers in Louisville, KY with finger print access, backup power supplies plus a diesel generator and access to a Tier 1 backbone for maximum throughput. This facility and servers are managed and monitored 24/7 by ASP Webhosting. Servers run Windows 2003 implementing the strongest security features available. Access is limited to League Athletics developers and ASP Webhosting employees on a need-to-know basis for maintenance purposes only. Data is backed up daily with archival copies kept in a separate facility for a period of 7 days.

MABA Board has access to registrant data. All forms that gather any kind of personal or monetary information are secured through League Athletics SSL certificate and 128 bit encryption. League Athletics policy dictates that they will never share your data with anyone outside of MABA Board and employees of League Athletics and ASP Webhosting on a need to know basis only. Credit card information is used and stored only for the life of transactions and shared only with MABA's gateway provider (e.g. PayPal) and not the MABA Board through a secure connection. This process is fully PCI compliant and certified by Trust Wave.

### **What do I need to gather before starting Online Registration?**

You will need a major Credit Card and your child's emergency contact information including physician's name and phone number. Be prepared to briefly describe any medical issues pertinent to their participation in strenuous exercise and athletic sport.

### **What if I live outside of zip code 02053?**

MABA Intramural and Travel Programs are open to Medway residents living within zip code 02053.

### **Why do I have to register each child, one at a time?**

League Athletics' process requires that each child register independently as a separate transaction. MABA offers multiple child discounts so each successive registration gets discounted accordingly.

### **Why don't you collect Travel Program fee payments now?**

Participation in our Travel Program requires a tryout. Candidate players bring a check for Travel Program fees to their first tryout session. This check is kept for deposit only if player is assigned to a MABA Travel team. Otherwise it is marked void and returned.

### **Why register in September if MABA Intramurals starts in December?**

MABA fiscal year runs September 1 through October 31 so credit card transactions accruing September 1 are reflected in our current fiscal year. MABA Online Registration ends in advance

of Travel Program tryouts slated for late September. You can still use Online Registration after this date but a late fee will be applied to your payment.

### **Do I have to pay by credit card?**

We prefer you do but you can elect to pay by check. This check must be received by MABA within 30 days of receipt of your registration. Mail checks to MABA, PO Box 251, Medway, MA 02053. After 30 days MABA will assess a late fee for this transaction. Your child is not eligible to participate without receipt of this payment.

### **Do I have to use Online Registration or can I opt out with a paper application?**

We prefer you do but you can submit a paper application. Visit Documents/Forms vertical menu item on our home page. You need to download, complete then sign a Player Application and Code of Conduct forms. Send these along with a check to MABA, PO Box 251, Medway, MA 02053.

### **What if my child is not yet sure about participating?**

We encourage you to register now to avoid late fees. Enrollment fees are fully refundable up until first scheduled on court team or group session.

### **Why do I need to logon with my email address and a password?**

This creates a member account for you and your child. If you don't recall your password OR need to create an account, simply enter your email address without password and your password will be emailed to you.

### **What if my email address changed?**

Log in to your account with your old email address and password then update your account information by clicking on your name to modify your (or your spouse's) account information.

### **Can I change a child's registration after submission?**

Return at any time during Online Registration to change your child's registration.

### **Why do certain fields require me to set how that information is used?**

Phone number, email and text message service provider fields have a pull down menu to tag "Private", "Roster" or "Public". Leave as "Private" and "No Text Messages" respectively. MABA opted out of using League Athletics team management tools so this functionality is unused.

### **Can I get email reminders of games and practices?**

Leave these boxes unchecked. MABA opted out of using League Athletics team management tools so this functionality is unused.