

FAQs:

Q: Does the USAL League Management System include website development?

A: Yes, the LMS includes a website development tool allowing users to create customized single- and multi-page websites.

Here are great examples of programs currently utilizing this tool:

[Wichita Warbirds](#), [Kent Honkers](#), [Pequannock Youth](#), [Pope Jr Greyhounds](#)

Q: What are “Custom Forms” and why would I use them?

A: USA Lacrosse’s privacy policy limits the information it can share regarding its members. If your program requires additional data from your members, you can use the “Custom Forms” feature to collect that data.

Q: Does the USAL League Management System allow payment plans or alternative payment options to credit or debit card transactions?

A: The LMS only accepts single credit or debit card transactions for registration. However, promotional campaigns can be created for your registration to discount or eliminate the cost, allowing you to accommodate other payment options.

Q: Does the USAL League Management System have rostering and communication features?

A: Yes, the LMS does include both rostering and communication features.

- Any player or coach who registers for your program through the LMS is automatically rostered with your program for the season. Additionally, Program Leaders can manually add individuals or groups of members to their rosters.
- The LMS features an inset email communication feature that allows Program Leaders to communicate with their registered members via email. Messages can be sent to individuals or entire rosters.

Q: What should I do if one of my members or I experiences an error or has a problem using the USAL League Management System?

A: Errors and problems will happen, as with any software. Sometimes, the fix can be as easy as switching internet browsers or devices. However, if an issue persists and assistance is required, please contact us through the following avenues.

Q: Can I make sure that a participant is Age Verified before registering for my program / League or Tournament, so that they do not become suspended if they forget to complete the Age Verification steps within 15 days?

A: Yes, when setting up your Fee Groups (Programs) / Divisions (Leagues / Tournaments), you can set an age group, toggle on “Age Verification” and toggle on



“Strict”. Even if you are not using age as a factor for how you operate, this allows you to select Age Verification and make it Strict. If you are not using a specific age group, you can set the ages wide enough apart that it can capture anyone that registers.

- Email leaguemanagement@usalacrosse.com
- Email membership@usalacrosse.com
- Call our Member Experience Team at (410)235-6882 ext 102.