Arbiter Sports
Official's
Users Guide

Softball Umpires of Maryland

Table of Content

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1   Purpose

Arbiter is the web based assigning system used by Softball Umpires of Maryland.

This is a user's guide to Arbiter

2   Introduction

2 .a   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 a scheduler so they can verify that your email address was entered correctly into the Arbiter Sports system.

2 .b   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:

3   Logging In

3 .a   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**].
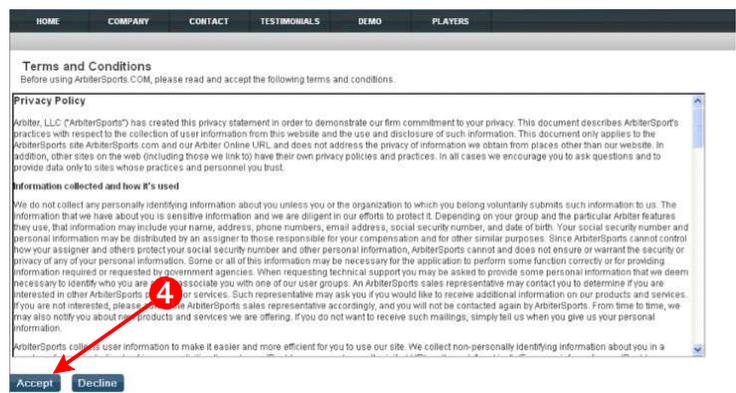

2. Enter your password [**2**]. Your password is your last name. Passwords are case sensitive and should be all (xxxxxx). If that does not work, try the following case formats: Xxxxx or XXXXX.

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.)

3 .b   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 schedulers 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**].
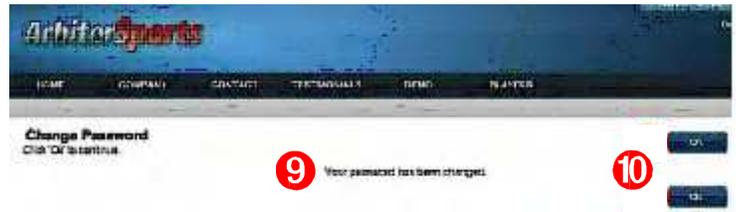
3 .c   Forgot Password

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.
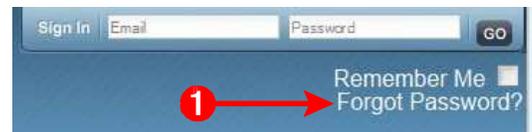
7. In the login area found in the upper right corner of the screen, click on **"Forgot Password?"** [**1**].

8. Enter your **"Email"** address used for your ArbiterSports.com account [**2**].

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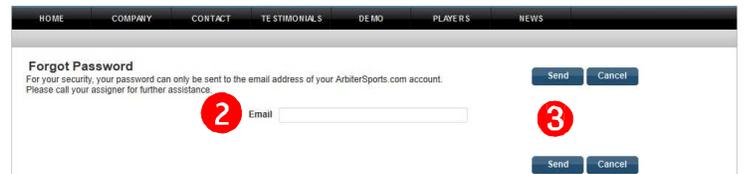
NOTE: You do not receive your password in an Email within 15 minutes, contact the AIT staff.

3 .d   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., SUM and a High School Association. Click on the group icon [👤   ] that you want to sign into [**11**].

4   Main Screen

4 .a   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 schedulers
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**]. SUM will list weekly
Schedulers and Site UICs and their contact information in
this section. All officials are expected 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 SUM 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 scheduler'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 games until you have a check mark [✓] in the **"Ready To Be**
Assigned" *box.*

5   My Profile

5 .a   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.

5 .b   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. T o correct a number, highlight the incorrect number and enter the correct one.

b. T o 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 scheduler 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 scheduler's availability report if you do not fill in your full address.

7. 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.

5 .c   Adding Your Picture

This step is optional, but highly recommended by the schedulers.

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 Schedulers 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**].

5.d 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 -05:00) Eastern Time"** Time Zone.

3. Double check the **"Date Range."**

It should start with January 1 and end December 31 in the future [**3**].

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

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

6   Block Your Calendar

6 .a   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 schedulers, and failure to receive desired games.*

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 scheduler's screen during the blocked time period. Something to keep in mind here is that the system will also take into account travel time leading up to the beginning of a block time as well as the ending of a block time

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 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 scheduler.

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

6 .b   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.
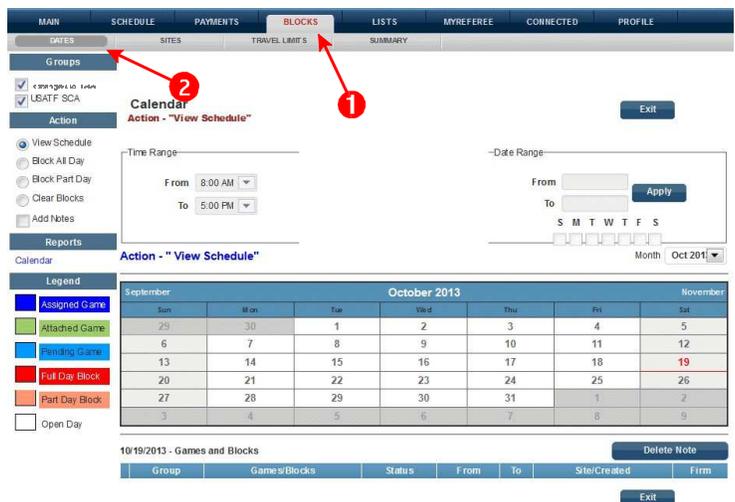
6 .c   Groups You Belong To

If you are a member of more than one officiating group, (e.g., SUM and a High School,) y o u 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.

6 .d   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 entire day, e.g., out of town and not available to officiate.

•   **"Block Part Day"** radio button: Select when you want to block a few hours 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.
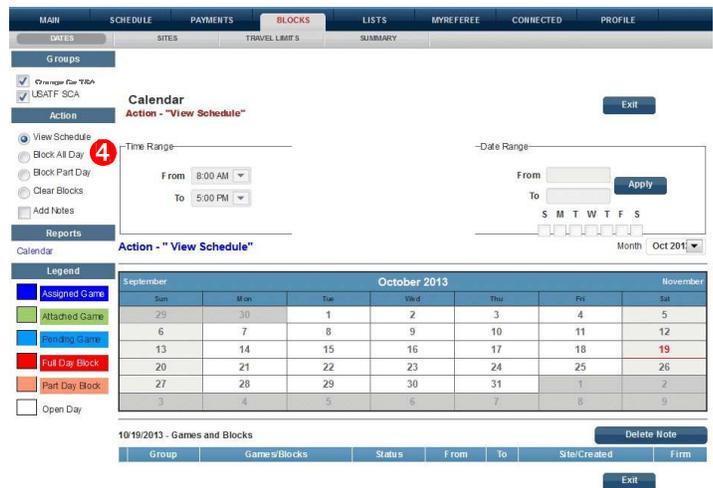
6 .e   The Calendar

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

6 .f   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 scheduler has scheduled you for a game and already notified you about the game, then the date will have a dark blue background.

If the scheduler has tentatively assigned you a game, 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 scheduler has scheduled you for a game (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 scheduler immediately.

6 .g   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.

6 .h   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.

6 .i   Blocking Sites

SUM DOES NOT ALLOW

6 .j   Blocking Teams

SUM DOES NOT ALLOW

6 .k   Introduction to Travel Limits

The SUM service area is geographically compacted. Therefore SSUM does not recommend Travel Limits.

6 .l   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.

7   Assigning Procedure & Expectations

7.a   General Expectations

All Schedulers and Site UICs expect the following conduct from officials:

- Assignments be accepted/declined **ASAP**
- 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 game notes for announcements every day.
- Attend SUM clinics.

7.b   Assigning Process

Assignments are done weekly.

Typically SUM receives the schedule 9 days in advance of the tournament. SUM's goal is to have assignments posted in Arbiter by Monday of the week of the tournament. You will immediately receive an email letting you know you have new game assignments. These assignments will be for a following weekend.

With such a short turn around, it is important that:

> Blocks be up to date
> Assignments be accepted / Declined ASAP
> The scheduler be notified immediately of any changes via live voice communications.
> The Site UIC be notified of any changes on the tournament days.

You are expected to check your Email daily for assignments. Arbiter Sports tells the scheduler 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 games.

7.c   Problems with Assignment

If there is a problem with an assignment, you need to let the scheduler know **AS SOON AS POSSIBLE**. This gives the scheduler a chance to find a replacement. Officials who wait until the last moment will find their number of assignments reduced.   All replacements will be done by the scheduler

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7.d   Check Emails and Announcements

The Master Schedule displays available slots for upcoming games in real time.

Update emails are sent out when needed. Things are always changing, so please read scheduler emails immediately. Announcements are also posted on the Arbiter Sports **Main** page.

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7 .e   Accepting or Declining Games

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

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

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

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

8   Events

SUM uses events to provide information and collect attendance data.

For example:

- o   State Clinic
- o   Blast at the Beach (Eastern Shore) interest
- o   Hall of Fame Banquet

Events appear in the Schedule Calendar

9   Money Management

9 .a   Payment

Payment for games worked is done weekly by check mailed from the bank. Typically it takes a week

9 .b   Paysheets

Paysheets are generated weekly and available under Payments – Paysheets.

Discrepancies in Pay can be checked / verified by the Paysheet in Arbiter and its detailed game by game record.

If there is a discrepancy, please notify the Treasurer with as much detail information as possible by comparing your records to Arbiter Paysheet records.

9 .c   RefPay

SUM Does NOT Employ RefPay

10   Available Information

10 .a Announcements

Announcements are displayed on signin by default. Weekly Schedulers / Site UICs are listed in the announcements.

10 .b Schedule

Select "Schedule" from top line

Default is "Future". This can be changed

By selecting "Report – Schedule" you can produce the displayed schedule in variety of formats

10 .c   Payments- Paysheets

Lists each payment.

Details of payment can be shown by clicking on View icon

Details of payment can be printed "Print Paysheets"

10 .d Lists

Officials - Roster of Officials

Assn Officers - List of Officers of the Association

Sites

10 .e Arbiter Help

The following have volunteered to provide help with issues you may have with Arbiter:

- John Remmell, 443-623-8554, famrem5@aol.com
- Al Palmer, 301-502-1001, palmeral@comcast.net
- John Calamari, 410-292-2101, jcalamari@comcast.net