FAQ

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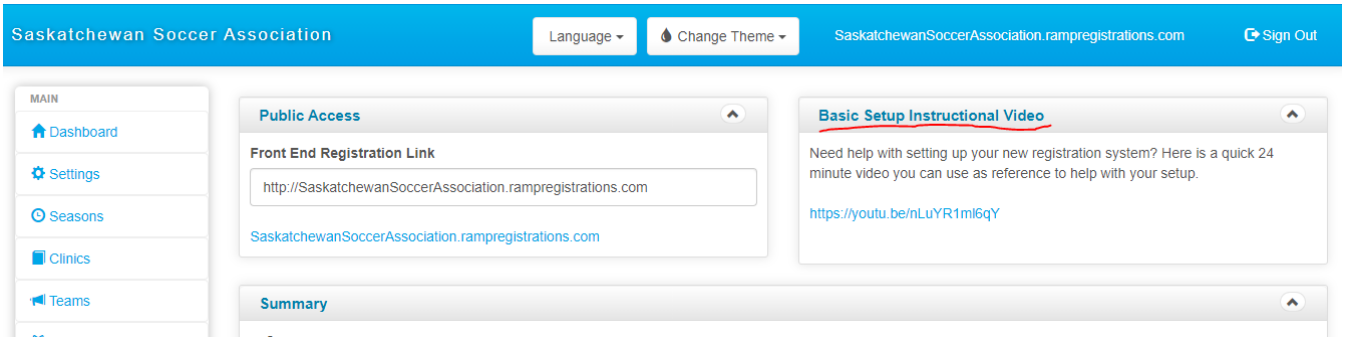
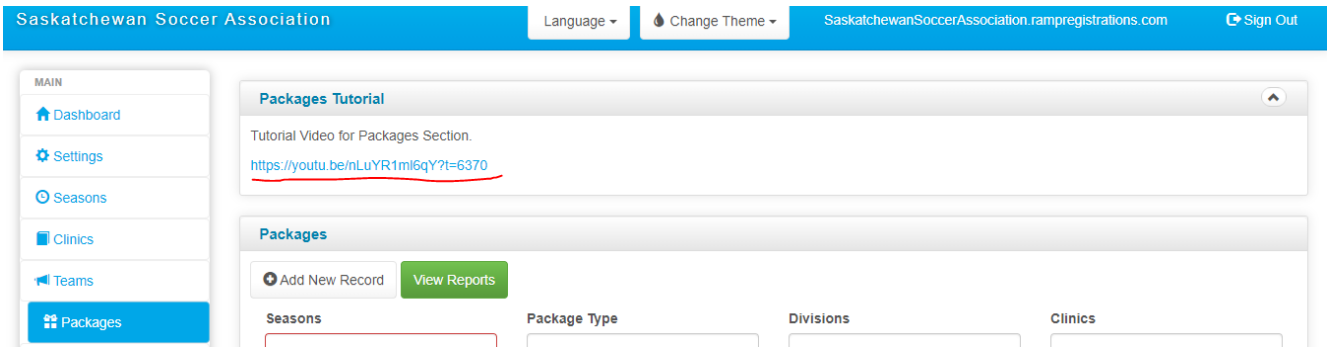
1. Were can I locate **Training Videos**?

Training videos are located on the top right of each administrative page.

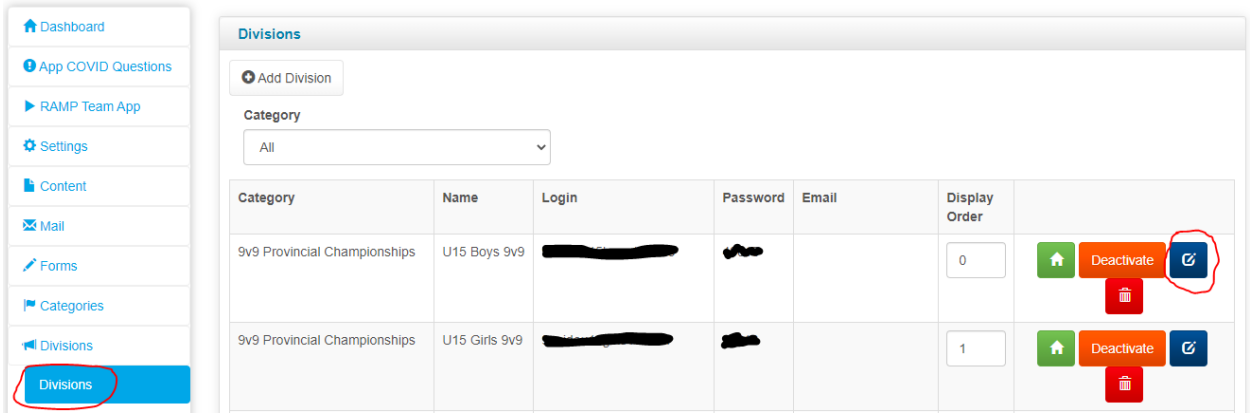


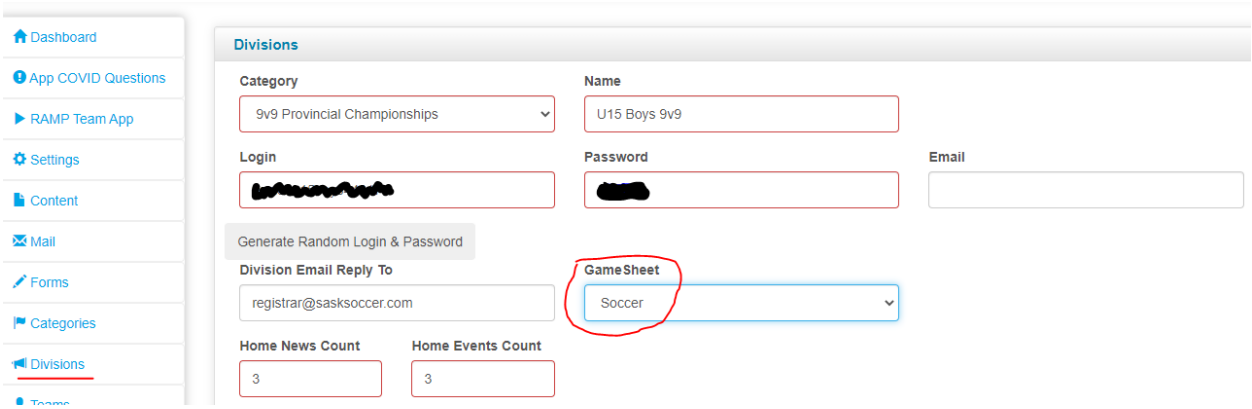


Training Videos are also posted on the SSA website [RAMP Sports Management System page](#).

2. How do I print off **Game Sheets**?

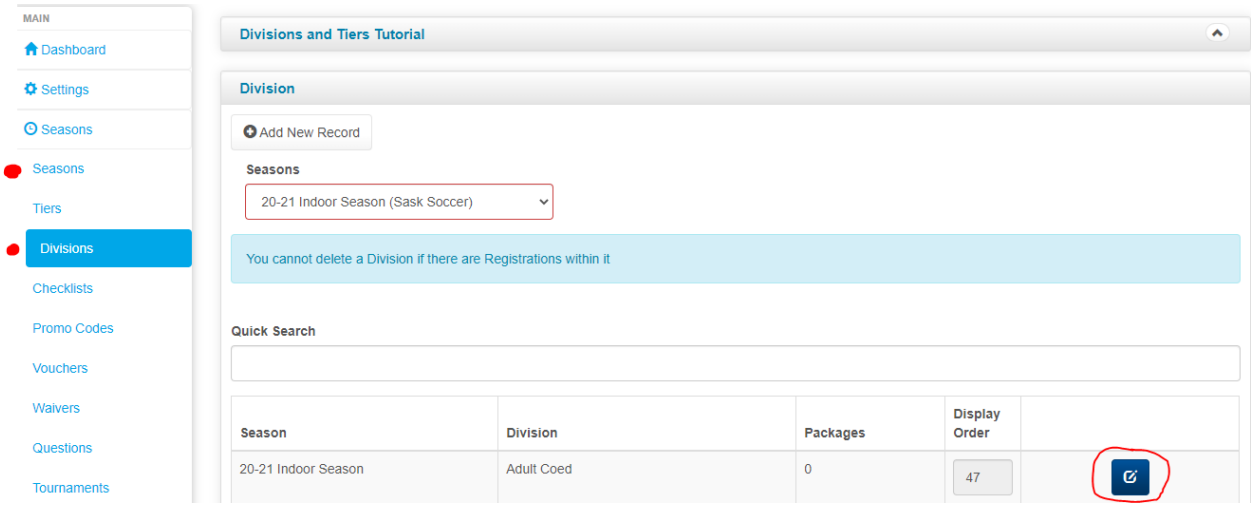
Game sheets are available through your full MSA website (front end website, not registration site). Before you can print off game sheets you will need to have a schedule, teams, division/categories (if applicable), and rosters set up within the MSA website. Once those have been completed click on Divisions > Division > Edit Division/Category (navy blue button) and select the game sheet that division/category will be using. There are three options: Soccer, Futsal, and Soccer (Home/Away separated).

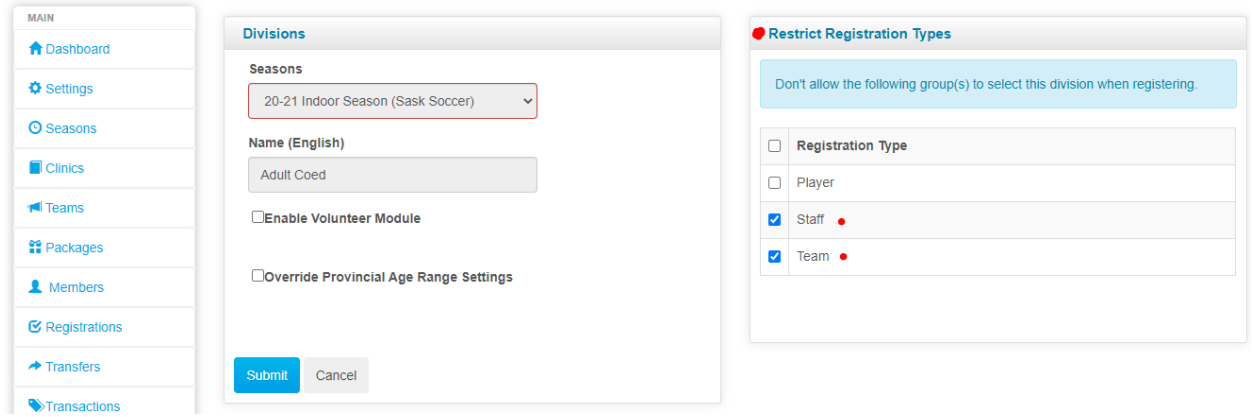




3. How do I prevent all the **Divisions** from showing up on the participant/coach online registration forms?

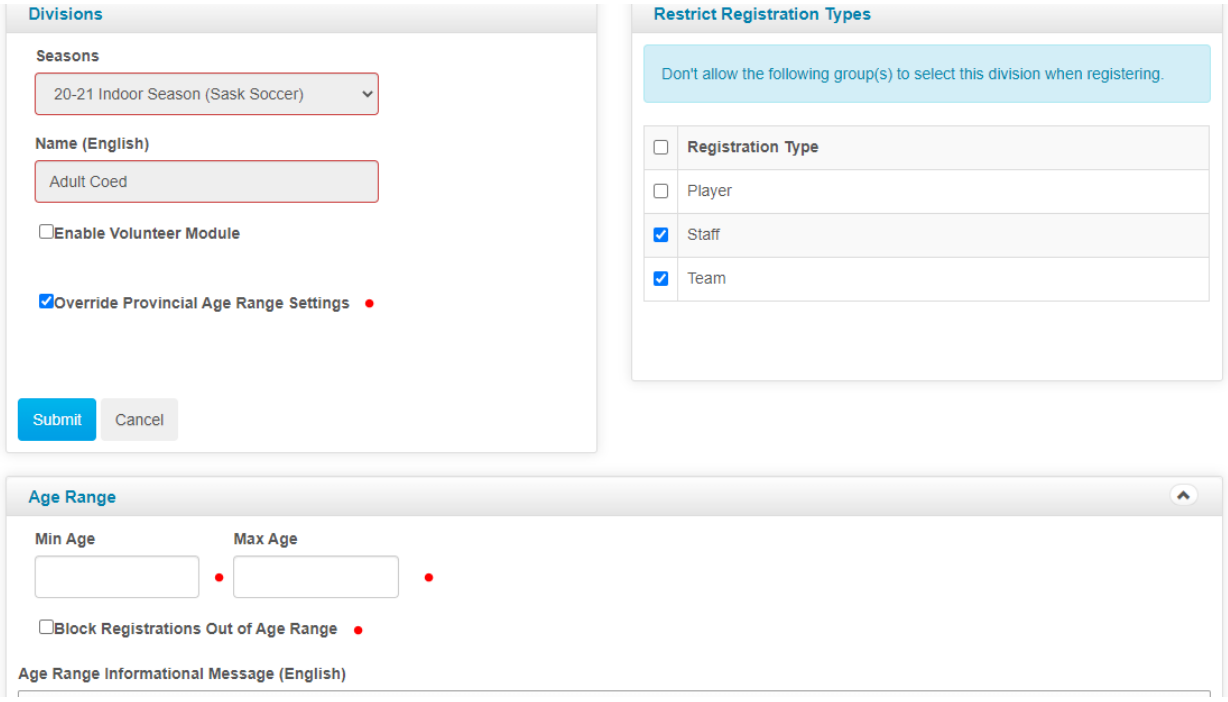
Sign into your Registration site click Seasons > Divisions and click the edit button (navy blue button far right) by the division you want to hide. Check the Registration Type you would like to HIDE the division and click submit to save your changes.





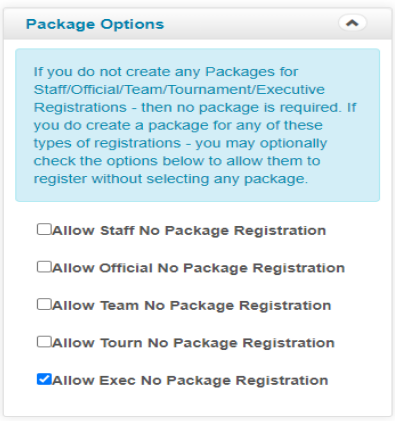
4. How do I add age restrictions to **Divisions**?

Follow the steps outlined in #3 and click “Override Provincial Age Range Settings,” here you will be able to add the age range for players registering to that division. The provincial age range is set to nothing, so if you require restrictions you must add them. RAMP uses Min age – Max age, so at the time of registration the player must be either min/max, or in between age. For example: U9 player must be Min Age – 7 and Max Age – 9 at the time of registration, this will also allow an 8-year-old to register. If the player turns 10 during the season but still falls within the age requirements during registration that will not affect their registration. You can block registrations that fall outside of the age range or allow registration’s, if a restriction is applied and registrations are allowed, they will receive an error message.



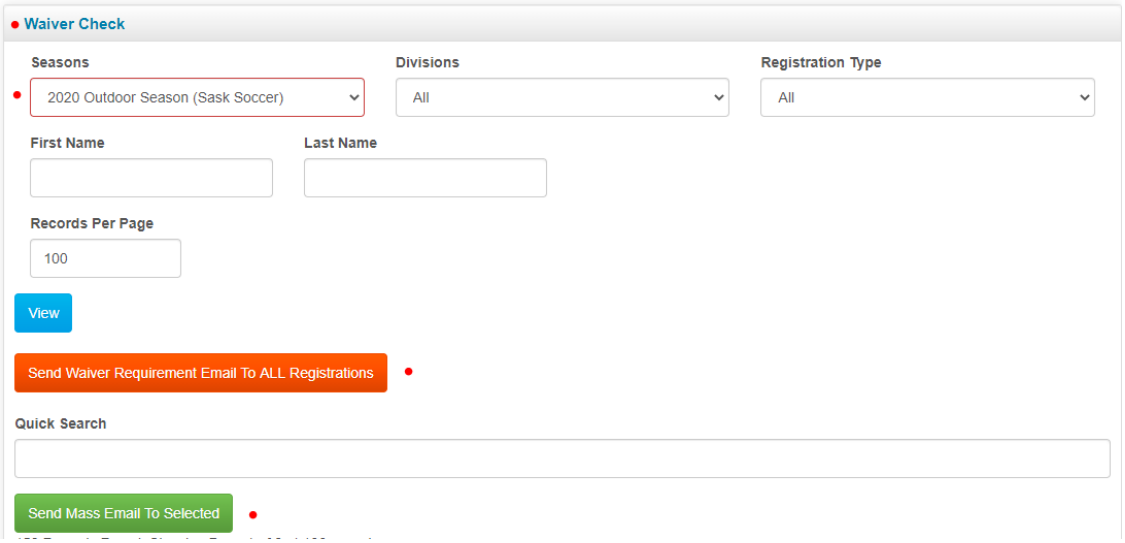
5. Do all my registrations require a **Package**?

No, only participant registrations require a package. If you want to create a $0.00 package for a participant, enter $0.00 when creating the package. To turn off package requirements for other registrations, sign into your registration site > click Seasons > Seasons > edit the Season you want the package option turned off for > Edit Package Options.



6. What if I need to update a Waiver/Check Waiver Resubmission?

If SSA or the Member Organization (MO), update a mandatory waiver you can prompt the registrant to sign off on the updated waiver. This is done by the registrant receiving an email requesting them to complete the missing waiving signature. Before you send the email make sure the waiver is updated and ready to be signed. To send the waiver update email sign into your registration site click > Registrations > Waiver Check (make sure you are under the correct season). Here you will be able to view any registrations that have not completed the updated waiver and either, send individual emails or send a mass email to all registrations.



7. How do I automatically synch my team information from my registration site to my MSA site (front end site)?

Since RAMP operates with different systems you will need to set up the automatic synch for your registration website to communicate to your MSA site. Follow the instructions outlined on the SSA RAMP page to complete the set up: http://www.sasksoccer.com/content/RAMP-Sports-Management-System

8. I need more help, what should I do?

RAMP will initiate multiple training methods which will consist of web conferencing screen share sessions. Their dedicated staff will be working to provide training.

SSA members can call into RAMP's support department with any questions.

Email: support@rampinteractive.com Phone: 866-607-7267

Their support hours are as follows (all MST), Monday 7:30 am - 6:00 pm, Tuesday to Friday 7:30 am - 7:00 pm, Weekends 10:00 am - 3:00 pm.