

ArbiterGame Question & Answer Document:

10/6/2021

1.) Where do I enter scores?

Either the home or away team can enter a game/contest score. The option to enter scores does **NOT** become available until the date of the game/contest has been reached.

The screenshot shows the 'League Scheduler' interface for September 9, 2021. It displays a game between 'Boys Freshman Soccer vs Mansfield High School' at 'North Attleborough HS' on 'Field 15 Freshman Soccer Field'. The time is 3:30 PM to 5:00 PM. A callout box with a blue border and text 'Simply type in the score' points to the score input field, which shows '0 - 2'. A blue arrow points to the 'Schedule' tab in the top left.

The screenshot shows the 'League Scheduler' interface for September 15, 2021. It displays a game between 'Boys Freshman Soccer @ Attleboro Public Schools' at 'Attleboro HS Drummond Turf' on 'Field 15 Freshman Soccer Field'. The time is 3:30 PM to 4:30 PM. A callout box with a blue border and text 'No option to enter score since event date has not been reached' points to the score input field, which is empty. A blue circle highlights the 'Add New' button in the top right.

2.) Why can't I delete a game?

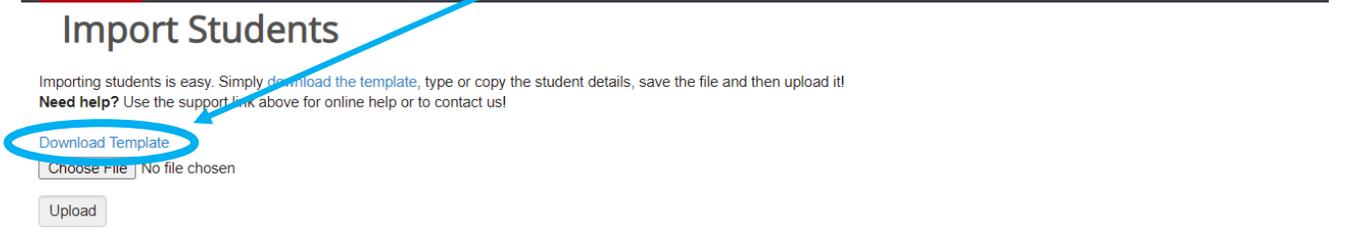
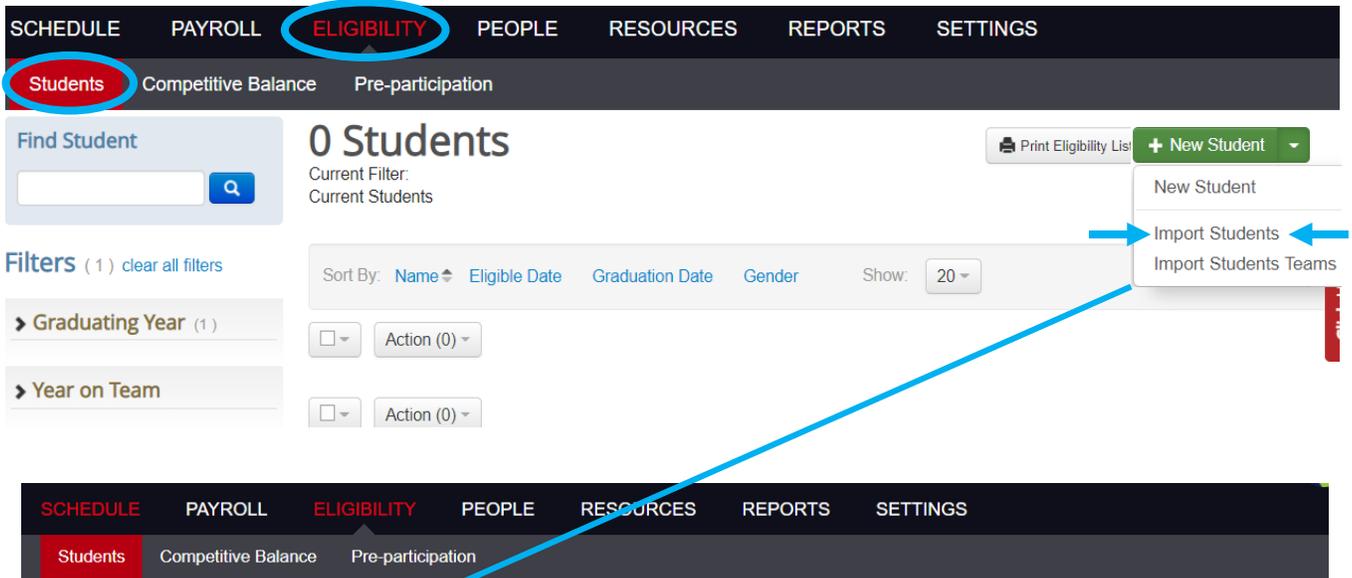
- It is difficult to delete a game once it has been sent to an ArbiterOne Assigning group. Deleting games should be avoided if possible. Instead, use the game statuses and game details to update games (i.e. Cancellations, Rainouts, and Postponed games – shown is blue circle below).

- If a game that needs to be deleted has an ArbiterOne Assigning group attached to it, the best practice is to notify the assigner to remove the game first. Once the assigner has removed the game, both schools will be able to remove the game from their schedule. If one of the schools removes the game prior to the assigner removing the game, the opponent will be unable to delete the game from their schedule until the assigner has removed the game. In short, the assigner cannot be the last one to remove a game from their schedule. It is recommended that schools edit the game status (Canceled, etc.) instead of choosing to delete the game.

The screenshot shows the 'Edit Game' form in the 'League Scheduler' interface. The 'Schedule' tab is selected. The 'Status' dropdown menu is open, showing options: 'Normal', 'Rainout', 'Canceled', 'Forfeit', 'Suspended', 'Postponed', and 'Normal'. A blue circle highlights the 'Status' dropdown. A red vertical button labeled 'Click Here For Help' is visible on the right side.

3.) Why am I having difficulty uploading my students?

ArbiterGame provides an easy way to upload your entire student database using an Excel template that is made available to you. The most common reason for an error to occur uploading your students comes from incorrect formatting in the document you're using. Make sure you use the template provided by ArbiterGame and you'll avoid most common problems. For more detailed instructions on uploading your student database and creating rosters, [CLICK HERE](#).



4.) How can I prevent opponents from accepting my game contracts for me?

After logging in to ArbiterGame, click on SETTINGS and then Preferences. You will then see three options with check boxes. Select the options you prefer and then click Save Preferences.



- Prevent others from accepting my game contracts: *
- Prevent opponents from creating new teams *
- Enable Approving Payments *



5.) Why can't my assigner see the games I add to my schedule?

All teams requiring officials **MUST** have an Assigner Group selected in the Team Defaults section. Assigners will **NOT** see your games if your teams do not have an Assigning Group selected. An Assigning Group can easily be selected in the Team Defaults section. Ask your assigner for their group number if you do not know it.

The screenshot shows the 'Edit Team' interface. At the top, a navigation bar includes 'SCHEDULE', 'PAYROLL', 'ELIGIBILITY', 'PEOPLE', 'RESOURCES', 'REPORTS', and 'SETTINGS'. Below this, a sub-menu has 'Teams', 'Sites', and 'Opponents'. The 'Edit Team' form includes dropdowns for 'Sport' (Soccer), 'Level' (Varsity), and 'Gender' (Boys). There are tabs for 'Game Defaults', 'Roster', 'Smart Scheduler', 'Workers', and 'Followers'. The 'Location' section has 'Site' (North Attleborough HS) and 'Sub Site' (Field 1 Beaupre Field). The 'Times' section has 'Setup' (5:00 AM), 'Dismiss (Home)' (N/A), 'Dismiss (Away)' (N/A), 'Departure Time' (N/A), 'Game Start' (5:00 AM), and 'Game Duration' (30 minutes). The 'Officiating' section has 'Officiating' set to 'An ArbiterOne Assigning Group'. The 'Default' section has 'Assigner Group' set to '110182 EMSOA Soccer' and 'Assigner Level' set to 'Soccer - BV'. A 'Remove' button is next to the Assigner Group.

Please Note: If a game on your schedule has not been sent to an assigner, you will not see an official's jersey graphic on your schedule.

Game	Time	Location	Assigner	Icons
<input type="checkbox"/> Girls Varsity Cross Country @ Sharon High School	3:45 PM - 5:45 PM	Deb Sampson Park Deb Sampson Park	<div style="border: 1px solid blue; border-radius: 10px; padding: 2px; display: inline-block;">Game has <u>not</u> been sent to assigner</div>	
<input type="checkbox"/> Boys Varsity Cross Country @ Sharon High School	3:45 PM - 5:45 PM	Deb Sampson Park Deb Sampson Park	<div style="border: 1px solid blue; border-radius: 10px; padding: 2px; display: inline-block;">Game <u>has</u> been sent to assigner</div>	

6.) [How can I prevent duplicating games?](#)

ArbiterGame has safeguards build in to help prevent the duplication of games. However, the best first step is to determine within your leagues who is going to enter the schedules, i.e. home school athletic directors, league schedulers, or assigners. Decidedly choosing one of these groups to enter schedules will greatly decrease the chance of duplicating games.

In the event that two of the above mentioned groups enter the same event, ArbiterGame will notify you of a possible conflict. Only if you choose to ignore the conflict warning will a game be entered in duplicate.

MIAA 1 Test School scheduled a football game on Wednesday, September 22nd against **MIAA 2 Test School**

The screenshot shows the 'SCHEDULE' tab in the ArbiterGame interface. The top navigation bar includes 'SCHEDULE', 'PAYROLL', 'ELIGIBILITY', 'PEOPLE', 'RESOURCES', 'REPORTS', and 'SETTINGS'. Below this, there are sub-tabs for 'Schedule' and 'League Scheduler'. The main content area displays '1 Event' for the date '9/22/2021 - 9/22/2021'. A search bar is present with the text 'Find by Game ID'. A calendar view shows 'September 2021' with the 22nd highlighted. The event details are as follows:

Date	Event	Time	Location
Wed, September 22, 2021	Boys Varsity Football vs MIAA 2 Test School	6:00 PM - 8:00 PM	MIAA 1 Test School NPs_Football Field

MIAA 2 Test School then starts to schedule the same game against **MIAA 1 Test School**. The follow message was generated by ArbiterGame

7.) [How can I prevent my assigners from changing my site names?](#)

Athletic Directors should reach out to their assigners, either individually or as a league, and discuss specifically what information each group (athletic directors or assigners) is going to input in ArbiterGame. If athletic directors do not want assigners changing site names, they should clearly ask the assigners not to make these changes.

8.) [Where can I find my assigners' group numbers?](#)

The best way to ensure you are using the correct assigner group number is to contact your assigner directly and ask them for their group number. Every assigner will readily have this information available. Also, MIAA staff is working with Arbiter representatives to create a list of all assigners used by MIAA Member Schools. Once complete, this document will be posted on the ArbiterGame Resources page on the MIAA website.

The first screenshot shows the MIAA website's navigation menu. The 'Resources' tab is highlighted, and a dropdown menu is open, listing various resources. A red arrow points to 'ArbiterGame Resources' in the dropdown. The second screenshot shows the 'ArbiterGame Resources' page. A red arrow points to the 'ArbiterGame' logo at the top of the page. Below the logo is a table with two columns: 'TRAINING VIDEO' and 'HELPFUL INFORMATION'.

TRAINING VIDEO	HELPFUL INFORMATION
ArbiterGame Integration AD Training (5/26/21)	ArbiterGame Quick Guide and Helpful Information
Central Catholic On-Boarding Training (6/1/21)	
League Scheduling Training Session 2 (6/4/21)	Get Familiar w/ ArbiterGame
Worcester County Athletic Conf/League (6/15/21)	Edit / Cancel / Delete Games
AD/Assigner Integration Session (6/16/21)	Reports-Financial
MIAA ArbiterGame Integration Training (8/19/21)	Assign Event Workers
MIAA ArbiterGame 101 Training (8/19/21)	Manage Event Workers