



## VHSL Official's Registration - Frequently Asked Questions

- Q:** If an official registers for the wrong sport, who should he/she contact for support?
- A:** The official will have to contact Arbiter support at [support@arbitersports.com](mailto:support@arbitersports.com) or by calling the toll-free number provided from within Arbiter.
- Q:** If an official forgets his/her password and is unable to reset it using the “forgot password” link on the Arbiter site, who should he/she contact for support?
- A:** The official will have to contact Arbiter [support@arbitersports.com](mailto:support@arbitersports.com) or by calling the toll-free number provided from within Arbiter.
- Q:** Can an official pay his/her registration fee by check?
- A:** Yes, but he/she will be charged an additional \$5.00. Once the payment has been received in the VHSL office, the official's eligibility will be updated within 24-hours. Until that time, he/she will remain ineligible.
- Q:** If an official is billed twice for the same transaction, who should he/she contact for assistance?
- A:** Send an email to [jsisson@vhsl.org](mailto:jsisson@vhsl.org). The official must include name, mailing address, nature of his/her request (refund), amount being requested, and documentation showing that the double-billing occurred.
- Q:** If an official registers and then changes his/her mind, can that official receive a refund?
- A:** Refunds will not be made to officials who register and then change their minds.
- Q:** What happens if a “returning” official registers after the window closes this Sunday, August 7<sup>th</sup>?
- A:** He/she will have to pay a \$25.00 late fee by check to VHSL. The notation/memo line on the check should be the name of the sport followed by “late fee.” The official will remain ineligible until the late fee has been received by the VHSL staff.
- Q:** If an official's record has not been updated in Arbiter, who should he/she contact?
- A:** Arbiter updates their officials' database twice a day – 6AM and 6PM Eastern time. If an official's record has not been updated after a complete cycle, please contact staff at the VHSL.