

NYSCA Online Clinics – FAQ

What are the NYSCA Online Clinics?

The NYSCA Online Clinics program is a virtual version of our on-site coaches' training program. By completing the Online Clinics, you will obtain the same membership status and benefits as coaches who attend local, live clinics. However, the Online Clinics offer the convenience of 24 hour-a-day access, and the ability to work from your home or office at your own pace.

Who can use the NYSCA Online Clinics?

Volunteer youth sports coaches who want to become NYSCA members can obtain training and membership by registering for the Initial Level program on the Online Clinics website. Current NYSCA members may also use the website to add a new sport on to their existing membership.

How much does it cost to use the NYSCA Online Clinics?

To become a new Initial Level Member of the NYSCA through the Online Clinics website, the cost is \$25. This includes both sections of your Initial Level training (Introduction to Coaching Youth Sports clinic + one sport specific clinic) as well as a one-year NYSCA Initial Level membership and all related benefits. To add a sport to an existing NYSCA membership, the cost is \$5 per sport.

What benefits will I receive as a member of the NYSCA?

Once you have successfully completed the entire Online Clinic for your chosen sport, you will become an Initial Level member of the NYSCA. This membership is valid for one year from the date that you complete the clinic. As an Initial Level member, you will receive all the printable materials from your Online clinic (including a printable Youth Sports Journal, a printable manual for the Introduction, and a printable manual for your chosen sport). You will also receive a subscription to our official member publication, SportingKid Magazine, as well as excess liability insurance coverage in the amount of \$1,000,000. Both the subscription and the insurance coverage will remain valid throughout your one-year Initial Level membership.

How can I maintain my benefits after my Initial Level membership expires?

Shortly before your Initial Level membership is due to expire, you will receive a courtesy reminder notice, which offers you an option to renew your membership. The fee for annual membership renewal is \$20. When you renew and begin your second year of membership, you will be recognized as a Continuing Member (a Continuing Member is a coach who has held an active NYSCA membership for 2 or more years). By submitting the \$20 renewal fee, your membership will be extended for another year, and your SportingKid subscription will also be extended for another year. In addition, you will receive increased insurance coverage (Continuing Members receive \$2,000,000 excess liability coverage, as well as \$250,000 excess accident medical expense coverage).

If I am a current NYSCA member, can I log on to the Online Clinics website and view the material without paying?

The NYSCA Online Clinics website is designed to allow coaches to establish a new membership or add a sport to an existing membership. It is currently not designed for members who simply wish to review the material for the sport that they have already trained in. The Online Clinics content is the same as the content of the live clinic that coaches attend when they receive their original training for a sport. However, there are printable materials on the online clinics which are exclusive to the website, and because of this we do charge a fee of \$5 for any current NYSCA coach who wishes to add a sport or review a sport using the online program. If you would like to

use the website for a sport specific review, you will need to register and pay for the \$5 additional sport option.

What is the difference between the live clinics and the Online Clinics?

The main difference is the convenience of working online. In addition, there are some printable materials that are exclusively available to Online Clinics users (including printable manuals for each clinic). There is also a minimal cost difference; membership through the live clinics is \$20, and membership through the Online Clinics is \$25. Also, current members can add a sport to their membership at no cost if they attend the sport specific portion of a live clinic in their area. To add a sport to an existing membership using the Online Clinics, the cost is \$5.

How do I register to use the NYSCA Online Clinics?

From the home page of the Online Clinics website, click on the red navigation button at the top of the screen that says "Join Now". You will be directed to a page which offers different options for registering. Coaches who are registering for a new Initial Level membership can choose the first option ("New to the NYSCA"). Then complete the registration page. You will need to select the sport you want to take, enter your contact information and payment information, choose a password, and click on the "Submit" button at the bottom of the screen. Within a minute or so after you submit your registration information, you will receive an email receipt to confirm that your registration was successfully completed. Once you receive this receipt, you can access the NYSCA Online Clinics by clicking on the red navigation button at the top of the home page screen (at www.nays.org/nyscaonlineclinics) that says "Log In". By entering the email address and password that you used when you registered, you will be able to log in as a registered user.

Coaches who are already NYSCA members and only wish to add a sport can click on the red "Join Now" button and then select the second option ("Current NYSCA Member who is new to NYSCA Online"). You will be directed to the Additional Sport Online Access Registration page. You will need to know your NYSCA member ID#, and you will need to enter your name and ID# exactly as they appear on your membership card. You will also need to enter an email address and choose a password, and then click on the "Submit" button. You will then be directed to the Member Log In page and you will need to enter the email address and password you used on the previous screen. After you submit this information, you will come to the NYSCA Coaches' Section, which displays the menu of available online courses. Scroll down until you find the sport you wish to add, and then click on the link for that sport. You will be directed to the Additional Sport Sign Up page to complete your registration. Enter the required information and click on the "Submit" button at the bottom of the screen. (Within a minute or so after you submit your registration information, you will receive an email receipt to confirm that your registration was successfully completed.) You will be directed to the Member Log In page, and you can enter your email and password to log in as a registered user. After logging in, you will reach the NYSCA Coaches' Section again, with the menu of available sport clinics. Click on the link for the sport you have registered for and you will be able to begin your clinic.

What happens if I do not receive an email receipt after I register?

If you submit your registration and payment information and do not receive an email receipt within 1-2 minutes, please check to make sure that you are not using a spam filter that may cause the receipt to be sent to your junk email inbox. If you are, the receipt may have ended up there instead of in your regular inbox. If you did not receive the receipt in either your junk email inbox or regular inbox, please contact our NYSCA Online Assistance representatives at (800) 729-2057, and we will be able to tell you the status of your registration information.

How long does it take to complete the Online Clinic?

If you are taking the complete Initial Level Clinic (Introduction + one sport specific) it should take you approximately 2-3 hours to complete both sections. If you are doing an additional sport only, it should take approximately 1-2 hours. The time varies based on your Internet connection speed, since there are video segments to view on each page, and the time it takes to load and play them will vary from computer to computer. If you have trouble loading or viewing these video segments, the on-screen text does contain largely the same content that is in the videos.

Do I have to complete the whole clinic at once?

No. You can work on the clinic at your own pace, and you can always stop and return to complete it later. Just make a note of where you are in the clinic, and exit the program by closing down your web browser. You may always return later to the home page at www.nays.org/nyscaonlineclinics and click on the red “Log In” button to sign back in. You may then proceed to the same page where you left off and continue from there.

What do I have to do to complete my Online Clinic?

Each Online Clinic is designed the same way. You will be able to navigate through the Clinic pages using the section links on the left-hand side of the screen. Each main section of the Clinic has subsections, and a Sub Menu with the links for these subsection pages will also be visible on the left-hand side of the page. You need to click on each of these links in order and view each page in order to reach the end of the Clinic.

On every screen there will be a button that you can click to view the video segment for that page. If you find that your computer is having trouble opening or playing the video segments, you can [check for the list of downloads](#) that you may need to enable your computer to play them. If you still can't play the video segments, simply read the on-screen text. This text is a direct transcription of the information in the videos.

Once you have reached and reviewed the last screen in your Online Clinic, there will be a link at the bottom of the screen leading you to an exam. On the Introduction to Coaching Youth Sports clinic, the exam is 15 questions long. There will also be a Code of Ethics pledge, which you will be required to agree to by clicking on the box on-screen and checking it off. On the sport specific clinics, there will be a 10-question exam.

If you are registered for the Initial Level membership, please note that you will not be allowed to access your sport specific clinic until you have successfully completed all pages of the Introduction to Coaching Youth Sports clinic (including the exam and the Code of Ethics).

What happens when I complete my Online Clinic?

If you have completed your clinic successfully, you will be directed from the last screen to the exam at the end of the sport specific clinic. You will be graded on the exam instantly, and on the page where you receive your score, you will find a link to a page where you can print out your temporary membership card. **This card will not include your member ID#.** It may be used as proof of completion until you receive your new card in the mail. Within 48 hours after you complete the Online Clinic, your Initial Level membership card will be mailed out to you (please allow 5-7 mailing days to receive the card). The card and membership will be valid for one year from the date that you complete the Online Clinic.

What do I do if I can't print my temporary membership card?

If you have difficulties printing out the temporary card and need to have proof of completion emailed to you, please call our Member Services department at (800) 729-2057. You can also call this number for assistance if your card is lost or damaged before your 1-year Initial Level membership is over.

Where is my member ID number?

Your member ID number will be generated in our member database after you complete the clinic successfully. You will receive an Initial Level membership card by mail shortly after your clinic is completed, and this card will include your member ID number and other relevant information about your membership. If you need your ID number immediately, you can call our Member Services department when you complete the clinic at (800) 729-2057.