February 2024

Head Coach & Team Director FAQs

Overview

These FAQs answer many questions about managing a youth cycling team with the Arizona Cycling Association. These questions are divided into three sections:

- CCN & Registration
- Team Management
- Communications (coming soon!)

While managing your team, you'll regularly visit the following web pages. We recommend creating bookmarks for these in your web browser:

- ACA Registration | Link to page |
- CCN Account Login | Link to page |
- Coach Resources | Link to page |

If you have a question that is not addressed in this FAQ guide, please send an email to registration@arizonacycling.org.

CCN & Registration Summary

CCN is the registration platform utilized by the Arizona Cycling Association. It incorporates all registration facets: rider registration, race registration, coach registration, and team registration.

As a Head Coach or Team Director of your team, you have access to your Team Dashboard while logged into your CCN Account. This means you can access student-athlete and coach data through reports, customize your team registration page, collect payments, set-up a team store, and more.

FAQs

- How do I register my team for a new season?
- What can I customize with my team's registration?
- How do I invite coaches or student-athletes to register for the team?
- How do I give CCN admin permissions to additional coaches?
- How do I help team coaches understand and complete their licensing requirements?
- How do I help parents/guardians register their student-athletes for the season?
- How does "Team Invoicing" work? Or can the team cover ACA student-athlete and/or coach fees through CCN?
- I have a returning coach and/or rider, how do they make sure their information transfers over from last year?

How do I register my team for the 2024 Season?

From the ACA Registration page, click "Register Team for the 2025 Season." Here's a step-by-step guide on how to register teams. | Link to instructions |

What can I customize with my team's registration?

As a Head Coach or Team Director, you have the ability to customize your team's registration through CCN. A CCN tutorial provides you with step-by-step instructions. | Link to tutorial |

The tutorial provides instructions on how to do the following:

- Access your Team Dashboard
- Update & personalize your Team Listing
- Customize your team's registration forms & add waivers
- Update your team Pass Code
- Set-up TeamSnap integration

- Collect team dues
- Set-up a team store

How do I invite coaches or student-athletes to register for the team?

Provide a registration link, and a team-specific Pass Code to incoming coaches and athletes. This is how you can control who registers for the team. The following verbiage can be included in an email to your coaches and student-athletes to invite them to register.

> *It's time to register for the Arizona Cycling Association and [your team]! Register here.*
>
> *Your Pass Code to register for the team is: [insert Pass Code]*
>
> *Coach registration FAQs (opens March 1st!) | Link to doc |*
>
> *Student-Athlete registration FAQs (opens April 1st!) | Link to doc |*

How do I give CCN admin permissions to additional coaches?

You will need to email info@arizonacycling.org and make a request to add any additional team CCN admins. These team admins will have all of the access and permission of Head Coaches / Team Directors. These requests can only be made by a Head Coach / Team Director.

How do I help team coaches understand and complete their licensing requirements?

Help them help themselves!

We have another FAQ guide for coaches to help them navigate their own registration and licensing requirements. | Link to Coach FAQ Guide |

How do I help parents/guardians register their student-athletes for the season?

We have another FAQ guide for parents/guardians to help navigate student-athlete teams and race registration. | Link to Student-Athlete FAQ Guide |

How does "Team Invoicing" work? Or, can the team cover ACA student-athlete and/or coach fees through CCN?

Yes, "Team Invoicing" is a payment option we can enable for your team through CCN. This allows coaches and/or student athletes to select "Invoice Team" as a payment option during their check-out process.

Who gets invoiced for the payment is also customizable. Often, school-based teams use this feature to have their student-athlete fees paid directly by their school.

This payment option is Pass Code protected and it can be customized to include only specific fees (e.g. coach registration fees, student-athlete race fees, etc)

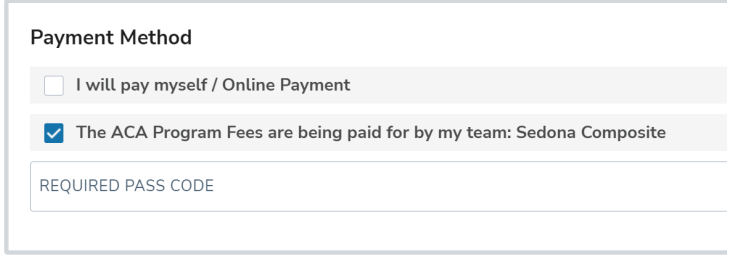
If you want to enable this feature, please submit this form to start the process: https://forms.gle/nu1WzSCVrvxB3e2b6.

Team Invoicing - How to use it

Once you complete the form above, you'll need to allow a few days for CCN to set-up your Payment Group account. If you haven't heard from us after 4-5 days, please reach-out to registration@arizonacycling.org.

Once set-up, here's how your Student-Athletes and/or Coaches will use Team Invoicing for pay for their ACA registration fees :

1. Make sure they all have the Team Invoicing Pass Code (you select the Pass Code during the set-up process).
2. The registrant then indicates whether they are paying themselves online by credit card, or whether the team is paying the ACA fees. When they tick the box for the team paying, the passcode field will drop down. They will then complete their checkout process.
3. If enabled, student-athletes follow the same process for their race registration fees.



Here's how Team Admins (or whoever is listed on the Team Invoicing form) check their Payment Group registrations, print invoices, and pay their outstanding balance(s):

1. The Team Admin now has access to a *My Payment Groups* interface on the left navigation menu in their CCN account. Here they may see payment groups for both ACA Fees and Race Fees. | Link to My Payment Groups |
2. From the *My Payment Groups* interface, there is a list of transactions and a list of registrations. The outstanding invoice can be paid in full or the Team Admin can remove registrations/transactions from the invoice and make a partial payment.
3. If the team wishes to process a payment offline, they can generate/print an invoice with the exact amount owed and send a check to the ACA. ACA admins will process offline payments once received. Please make check payable to:

   Arizona Cycling Association
   10115 E Bell Rd
   Ste 107 #210
   Scottsdale AZ 85260

I have a returning coach and/or rider, how do they make sure their information transfers over from last year?

CCN carries over information from prior years. If it appears information is missing from a rider or coach's profile, please email registration@arizonacycling.org as the person may have duplicate profiles.

🚨*Please remind your team to use their same emails to access their CCN accounts!*🚨

Team Management

You will use CCN to manage your team(s) rosters for the season. Familiarizing yourself with the *Reports* and *Affiliations* sections of your Team Dashboard is imperative to effective team management.

While some report information can be quickly confirmed by using the "Search Athlete Status" and "Search Coach Status" links from the ACA Registration Page, we recommend these tools for only a quick confirmation of rider and

coach status (or as a way for parents or coaches to confirm their status themselves).

FAQs

- What can I view in my Team Dashboard?
- How do I know what coaches and athletes on my team are fully registered and 'practice ready?'
- Is it possible for a student-athlete or parent to attend a single practice to 'try-it-out' before committing to a full season?
- How do I deactivate a rider or coach from my team roster?
- Where can I see who's registered for the Race Series?
- How do I tell coaches what requirements they're missing to finish their licensing?
- A coach is missing their background check, what do they do?
- Can I download an Emergency Contact List?
- How do I confirm a rider's ACA Race Category?

What can I view in my Team Dashboard?

You can view your current roster on your Team Dashboard. To access your Dashboard, login to your CCN Account and click "Dashboard" on the left navigation bar.

🚨*Only team admins have access to the Team Dashboard!*🚨

CCN offers an in-depth tutorial on navigating your Team Dashboard to manage your team. | Link to tutorial |

This tutorial walks you through the following:

- Overview of your Dashboard Home
- Generating team reports
- Overview of Affiliations tab to confirm coach / athlete status with ACA
- How to view missing license requirement for coaches with a "Pending" status

How do I know what coaches and athletes on my team are fully registered and 'Practice Ready?'

A 'practice ready' coach has at least an Issued Level 1 license and is registered with an ACA team. A 'practice ready' student-athlete is also fully registered with a team. Only coaches and student-athletes who are 'practice ready' are covered by our insurance coverage.

To confirm status, use the "Affiliations" tab on your Team Dashboard. For an overview on how to use this feature, please review the CCN Tutorial. |Link to tutorial |

Is it possible for a student-athlete or parent to attend a single practice to 'try-it-out' before committing to a full season?

NEW FOR 2024! All teams now have a "Try It Out" event through CCN where student-athletes or special guests can register for a single practice free of charge. As part of this registration process, they will sign their waiver and provide their emergency contact information.

To customize and use your team's "Try It Out" event, please follow these steps:

1. Navigate to your CCN Dashboard (CCN Account → Dashboard)
2. Select "Events" from the menu on the left
3. Click on your event to open up the Event Dashboard
4. From here, you can view/customize the following:
    a. Your unique event registration page (e.g. Tempe Union Composite)
    b. Registration page content
    c. List of registrants
    d. Enable registration pass codes
    e. More!

How do I deactivate a rider from my team roster?

If you'd like to deactivate a registered student from your team roster, please email registration@arizonacycling.org with the rider's name and provide a reason for the request.

Where can I see who's registered for the race series?

In the Reports tab of your Team Dashboard, you can check your team race registrations by downloading the *Arizona Cycling Athlete Information Report*. Be sure to "Update" the report before downloading.

To locate the "Reports" tab, login to your CCN Home. Navigate to the "Dashboard" section under the three-bar menu. From there, select "Clubs/Teams" and select your team. Click the "Reports" tab and you'll see it under the "Custom Reports" section.

Race registrations are in columns M-R. Column "M" indicates if the student-athlete is registered for the full race series. Column N-Q indicates individual race registrations. Column R is registration for the State Championships. Riders will be registered for State Championships after Race 4 *if* they meet the qualification requirements.

How do I tell coaches what requirements they're missing to finish their licensing?

First, help your coaches help themselves! | Link to Coach FAQs |

There are two methods:

1. You can view your coaches' missing requirements by downloading the "ACA Coach Information Report." You will need to be familiar with the ACA coach licensing requirements to determine what's missing for each license level. | Link to Licensing Requirements |
2. Use the "Affiliations" tab in your Team Dashboard to look-up missing license requirements for specific coaches. CCN provides an in-depth tutorial on how to use this feature. | Link to tutorial |

A coach is missing their background check, what do they do?

Coaches can only order their background checks once they've completed their Coach Registration. They can locate the link to order their Background Check in two places:

1. Email - Coaches received an email from info@ccnbikes.com with a link to their background check once they completed their registration. If they cannot locate this email, then follow the instructions in Step 2.
2. CCN Profile - From their membership profile, coaches will need to click on the red "Action Needed" button. Then click on the "How to Complete" button next to the Background Check item.

Can I download an emergency contact list?

Yes, there's an ACA Emergency Contact report available for download. This will include emergency contact information for all of your registered athletes and coaches.

- Login to your CCN Dashboard.
- Select "Clubs/Teams" (or, for those who manage multiple teams click "Club / Team Seasons".
- Select the current year of your team.
- Click the "Reports" tab.
- The emergency contact lists are under the Custom Reports section.

🚨Please provide copies of the Emergency Contact list to your coaches! Especially any Level 2 / Level 3 coaches who may be leading practice groups.🚨

How do I confirm a rider's ACA race category?

You can confirm a rider's ACA Race Category by clicking "Search Student Athlete Status" on the ACA Registration Page. Input the riders' first and last name, and click "Search." Their category will be listed.

To view 2024 upgrades, check the Category Placement Table published here: https://arizonacycling.org/category-placement/