



August 28<sup>th</sup>, 2023 Town Hall Session  
FAQ Question and Answers

## MRS

**Question:** When does MRS open for the 2023-24 season?

**Answer:** MRS opens for registration on September 1, 2023.

**Question:** Who do I contact if I have MRS registration issues?

**Answer:** Please contact Mylene Andrade, Membership Services Coordinator at [info@ontariovolleyball.org](mailto:info@ontariovolleyball.org).

**Question:** I am a new club and registered my club in MRS earlier this August. Does this mean I need to re-register my Club as of September 1<sup>st</sup> for the upcoming season?

**Answer:** That is correct. The OVA fiscal year runs from September 1<sup>st</sup> to August 31<sup>st</sup> annually. Thus, clubs must create their Club and begin entering their club information as of September 1<sup>st</sup> annually. If you require assistance or have any questions about refunds for registering your Club prior to September 1st, please contact [Carrie Campbell](#), Manager of Indoor Programs.

**Question:** Can individuals register for the 2023/24 season in MRS now?

**Answer:** No. Registration for the 2023/24 season in MRS begins on September 1<sup>st</sup>. However, if an individual is planning on attending any club-sanctioned activities (i.e. Open Gym, Summer Camp, Positional Clinics, etc.) prior to August 31<sup>st</sup> that did not have a recreational or competitive membership during the 2022/23 season are required to register in MRS prior to participating to ensure they have insurance coverage.

**Question:** Do all players need to be registered members in MRS prior to tryouts?

**Answer:** Yes, all athletes that are participating in a tryout must be registered as a Tryout Player in MRS starting September 1<sup>st</sup>, 2023. This is a free membership and athletes are not required to be upgraded to a Recreational or Competitive membership until after they are chosen for a team.

**Question:** How long will it take for coaches to get approved in MRS so they are eligible for the 2023/24 season and all club activities?

**Answer:** Assuming the coach meets all requirements to be eligible for the 2023/24 Indoor season, they will be approved within 1 business day. Additional staff will be on hand to

assist the Membership Services Coordinator to ensure that all members are approved in a timely manner.

**Question:** Will MRS allow multiple registrations at once for tournaments?

**Answer:** MRS only allows for one registration at a time for all our events.

**Question:** Am I able to add completed course requirements and/or my police check to my profile?

**Answer:** No, you do not have access to edit anything about your profile except for ordering memberships. If you need to add something to your profile, please email it to [pia@ontariovolleyball.org](mailto:pia@ontariovolleyball.org).

**Question:** Do board members also need to register as Club Executives in MRS and complete the mandatory training?

**Answer:** Yes. Anyone who is in a person of authority role within a club is required to complete the appropriate training prior to being approved as members. This includes board members being required to complete the requirements for being a Club Leader.

**Question:** Do parents that are lining/scoring matches need to be approved members?

**Answer:** No, given that they should never be in direct contact with an athlete during a match they are not required to be members.