

## INFORMATION BULLETIN

**Bulletin #:** I2022-022  
**Date:** March 14, 2022  
**To:** Ontario Soccer; District Membership and Associate Members  
**CC:** Board of Directors and Staff  
**From:** Patty Forbes, Director of Administration  
**Subject:** Clarification of Participant Registration Procedures

Ontario Soccer understands that [bulletin I2022-019](#), has caused some shock amongst our member administrators and we regret that the tone of the bulletin has triggered concern.

We would like to provide further clarification to ensure the accurate and correct registration of participants in the Ontario Soccer Club Account Registry (OSCAR).

It is critically important that all participants in OSCAR are registered accurately to ensure the proper administration of the game and most importantly to ensure all registrants are covered under our Insurance Policy correctly.

The primary reason that we ask Clubs to utilize real e-mails for all players is to keep the integrity of the SportsEngine/Ontario Soccer Membership number. The email address is the unique identifier for the OSCAR system, and that e-mail is what ensures the SEOS# remains the same throughout the player's playing career. If the same player is added with a real email by one Club and a generic/false email by another Club, the system will treat the second player as a new player. This then can cause issues if players move Clubs, or with double charging or no membership which has been a consistent issue in the past.


Ontario Soccer also recognizes that not every participant has an email address, so we are suggesting the following to ensure the most accurate reporting. If you have other situations that need to be addressed, please advise and we will do our best to find a solution.

Examples:

**Minor players** likely do not have email addresses so it is appropriate that their parents or legal guardian use their email addresses.



ONTARIO SOCCER  
7601 Martin Grove Road, Vaughan ON, L4L 9E4  
905.264.9390 ontariosoccer.net

Proud Member of 

Play.  
Inspire.  
Unite.

This also ensures that the receipt provided electronically from OSCAR is sent to the correct individual for verification where the individual clicks the link to “confirm” it is them and the information provided is correct. This also serves as a security feature.

**Individuals that do not have an email address**, can use a “sponsors” email address, i.e., Coach, Club/District Administrator, etc... However, if a sponsor is using their email address, it is imperative that they have permission to do so and documented on file for future reference if needed. When the “verification” email is received by the sponsor, we recommend you contact the individual to ensure the information is correct and document their approval in writing.

Accurately registering participants in OSCAR has significant impact in a number of areas and if a Club enters incorrect information, for example using generic emails, this information impacts the administration of discipline, creates multiple registrations and hampers the processing of insurance claims. As well, it disrupts the Clubs ability to communicate effectively with their members.

Deliberately providing inaccurate information regarding players or registrants, exposes the Club to potential sanctioning or discipline, something we all want to avoid.

**OSCAR is the official participant registration system of Ontario Soccer and all participants must be registered in the Registry.**

For additional information or to view Ontario Soccer Operational Procedures please visit: [OntarioSoccer.net](http://OntarioSoccer.net).

If you have any further questions, please contact [Patty Forbes](#), Director, Administration.

### **How do I stay connected to Ontario Soccer?**

For further information please refer to the latest bulletins on the [COVID-19 Updates](#) page, which has all the latest information from Ontario Soccer, as well as resources for your members. Please consider placing a dedicated link to the [COVID-19 Updates](#) on the homepage on your website.

If you have not subscribed to our weekly e-Newsletter, [Subscribe to INSIDE THE 18](#). Follow us on [Twitter](#), [Facebook](#), [Instagram](#) and [YouTube](#).