

Support Tickets

Teams use Support Tickets to communicate with USA. Teams must log into the team account to use this feature.

- Support tickets communicate directly with the proper USA official.
- Support tickets are monitored by more than one person, and the correct person will answer.
- No need to communicate with multiple USA officials.
- Dialog is stored and can be reviewed later, unlike email.
- Must be used for game change requests to notify USA.

Support tickets are opened from the main screen of the team account. Select the event, then select Request under the support header.

FLORIDA YOUTH SOCCER ASSOCIATION

Soccer > Teams > Accounts Staff #31565

User: USA/Trea
Board Member:
[2 Open Support](#)

Home Events Game History Email Team College Search Rewards Help Log Out

Overview Team Profile Manager Coach Roster Roster History Account Assistance

Team - Boys U18 TBD 1
GotSoccer TeamID # 548787

[Update Team Age and More](#) [View Team Rankings Page](#) [View/Print Team Contacts Sheet](#) [Team Fundraising](#)

Event Registration History

Items 1 - 6 of 6

Name/Date	Type	Status	Applied	Accepted	Paid	Roster	Schedule	eTravel	Support
United Soccer Association 2013-2014 8/1/2013 - 7/31/2014	League	Pending	07/11/2013	No	No	Default	View	Request	Request
United Soccer Association - Assignors Demo 2 10/28/2012 - 7/1/2013	League	Accepted	03/26/2013	Yes	Yes	Default	View	Request	Request
United Soccer Association - Assignors Demo 10/28/2012 - 7/1/2013	League	Accepted	10/21/2012	Yes	Yes	Default	View	Request	Request
United Soccer Association Reshuffle 9/1/2012 - 4/1/2013	League	Accepted	09/13/2012	Yes	No	Default	View	Request	Request
United Soccer Association Senior Season 7/26/2012 - 6/1/2013	League	Accepted	07/24/2012	Yes	No	Default	View	Request	Request
United Soccer Association Demo league 3 10/1/2011 - 1/1/2013	League	Accepted	03/16/2012	Yes	No	Default	View	Request	Request

Items 1 - 6 of 6

<https://home.gotsoccer.com/login.aspx>

While in event click on support and feedback, then open a support ticket.

The screenshot displays the Florida Youth Soccer Association website interface. At the top, the logo for the Florida Youth Soccer Association is visible, along with navigation links for Soccer, Teams, and Accounts (Staff #31565). Below the header, there is a menu with options like Home, Events, Game History, Email Team, College Search, Rewards, Help, and Log Out. A secondary menu includes My Events, Search Events, and Permission to Travel. The main content area shows a breadcrumb trail: Team > Hotels > Rooming > Sales > Application Status > Schedule > Requests > Misconduct > Guests > Support & Feedback. The current event is identified as 'United Soccer Association Demo league 2' (10/1/2011-7/31/2012) for 'Boys U12 C1YUS UNITED TEST 3 (FL)'. A red box highlights the 'Support & Feedback' link in the breadcrumb trail. Below this, another red box highlights the 'Event Support Tickets' section, which contains an 'Open a Support Ticket' button. The feedback form below asks 'How would you rate your experience at this event?' and includes radio button options for Event Organization (Poor, Acceptable, Average, Good, Excellent), Competition (Biased, Unbalanced, Fair, Well Balanced), Field Condition (Unplayable, Messy, Average, Good, Immaculate), and Would you return next year? (No, Maybe, Definitely). The Overall Rating section has radio buttons for 0%, 25%, 50%, 75%, and 100%. There is also a text area for 'Other Thoughts' and a 'Submit' button. The footer indicates the site is powered by gotsoccer.com.

USA can communicate with team in support ticket if more info is needed, and team sees answer in the team account

Request Support [Handle Support](#)

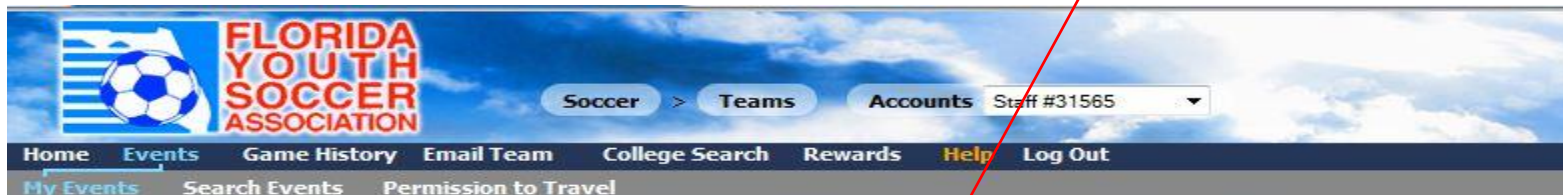
Support Tickets - Event & Club Level

Search Filters Page Size 10 Status **Open** Level All

Event (All Events) Type Search Apply Filters

Items 1 - 2 of 2

ID#	Status	Level	Type/SubType	Contact	Comments or Question	Response to User	Internal Comments
153038	OPEN Close Escalate		Schedule	Linda Lathrop	Team: B12 C1XUS UNITED TEST 3 (FL) Event: United Soccer Association Demo league 2 (10/1/2011) I have made a game change request	We are going to need more information. Edit	VP can see and reply here. Edit



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My Events Search Events Permission to Travel

Team Hotels Rooming Sales Application Status Schedule Requests Misconduct Guests [Support & Feedback](#)

United Soccer Association Demo league 2
10/1/2011-7/31/2012
Boys U12 C1XUS UNITED TEST 3 (FL)

Event Support Tickets
Open Tickets

Subject	Comments/Description	Response
11/19/2011 6:24:23 PM RE: Schedule	I have made a game change request Add Comment	We are going to need more information.