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General	Do we have to do the entire setup from scratch?	No, our development team is exploring the best path to migrate existing BigTeams data into Arbiter, with the goal of carrying over as much information as possible.
General	When will pricing information be available for all products?	We're rolling out pricing updates through your Account Managers, who will begin contacting schools by renewal month starting with January. This approach helps ensure you receive the correct pricing for your specific products. If you need a quote sooner, you can reach out to BigTeams@arbitersports.com
General	is there an app for phones?	Yes — Arbiter offers a mobile app for both iOS and Android, allowing users to access schedules, assignments, and information from their phones or tablets.
General	Do I need to use all products. I only want the scheduling piece.	No — clients are not required to use all Arbiter products. You may select only the solutions that fit your school's needs.
General	Should I be using the current ArbiterGame account to schedule for future seasons?	Please continue to schedule via Schedule Star until further communication is received.
Pay	Is paying the officials still the same through Arbiter?	Yes, Arbiter Pay has not changed.
Registration	Will this different language options?	Yes, within AR you can translate into 7 different languages.
Registration	Do I have to use Arbiter Registration? I use Final Forms and don't want to switch.	No — you are not required to move to Arbiter Registration if you are satisfied with your current provider.
Registration	Do families have to register every year for student registration?	Yes, you will register for each year. Participant information will auto-populate if previously entered.
Registration	Will our current coaches carry over?	The technical team is working to ensure that data from BigTeams will be migrated to Arbiter, including coaches.
Registration	What is the approval process for physicals? Do parents still have access to upload them	The approval process is similar to SC. Parents are still required to upload the physical form.
Registration	What about those of us who use state-specific forms, like the PIAA in Pennsylvania?	The state forms will already be in your Arbiter registration platform! The good news is that you will no longer have to wait for a developer to make changes to your forms.
Registration	Will the parents and students both have two different accounts that need to be linked together like Student Central?	No — families will use one account system for accessing registration.
Registration	Can we please find a way to disable the NCSA College Recruiting Spam at the end of the registration. It is very unpopular in our community. Very Spamish!	Yes, please submit a request via support and we can disable that for you.
Registration	We print off the health history form for our physician and it prints both health history and a physical form will we be able to do that with this or will default and print every page	You will still be able to print the Health History form and the Physical form.
Registration	For split families, can kids be linked to more than one email address?	If the school asks, each parent can have their own address as well as the participant's address. So there are ways to have multiple physical addresses connected to a student.
Registration	Are student and parent data from Student Central being migrated?	We're still determining whether student and parent data can be migrated. Due to strict privacy rules and complex data relationships, it may not be feasible. If we recommend starting fresh, know that many schools have done so successfully, and we'll provide full guidance and support. More details coming soon.
Registration	For winter/spring re-certs, will this platform notify Admin to approve?	An admin from your staff will need to review every registration. All "YES" answers will be highlighted in RED for easy identification.
Registration	Is there a physical expiration date?	Yes, there is a physical expiration date within Arbiter Registration
Registration	So coaches can take and track attendance? Is there any way parents can view their student's attendance?	Arbiter allows staff and coaches to track and manage attendance, and parents receive automatic notifications via email or SMS when their student is marked absent or has a change in attendance status. This keeps parents informed without requiring them to access the attendance sheets or download an app. Please note-Parents cannot directly view their student's attendance records within Arbiter.
Registration	My athletic office used FamilyID prior to switching to StudentCentral 3 years ago. Will my account still have all the information it used to if I use the same username?	We do not purge accounts as a general practice, so your data should still be intact--though we cannot make any guarantees.
Schedule	Is there any business partnership now or possibly in the future with Hometown Ticketing?	We do not currently have a partnership with Hometown Ticketing
Schedule	Can you add events in Arbiter Game that are not team-specific? Like youth sports and school activities (like we can in Schedule Star)	Yes, there is similar functionality in Arbiter Game for non-team events.

Schedule	Is it possible to use the Import Games feature to set up a script and automatically import games from an SFTP, or use an API from our student information system?	The SFTP/API are not currently available features for client import use.
Schedule	Is there any relationship between Arbiter and GoFan?	Yes, they are an integration partner of Arbiter.
Schedule	If you put in game workers, does that mean we must pay them through Arbiter?	No, you continue with your current process.
Schedule	How would paying gate workers through Arbiter work? Would they get a paper check? Do they have to have a direct deposit account set up?	Paying game workers through Arbiter Pay is the same as paying officials; it will be direct deposit.
Schedule	I may have missed this? When will the merge from Schedule Star and Arbiter occur?	The product migration will be complete in time for the 26-27 school year.
Schedule	Some (many?) of us likely have some level of an arbiter account that looks similar to what you are showing us based on using ArbiterPay or working with our league assignors of officials. Two questions relating to that:  If we do have that account with all of the capabilities you have shown here, is your suggestion to begin future years' scheduling in the ArbiterGame system naturally, or is your suggestion to continue to use ScheduleStar for now and allow the merge/import process to play out.	Arbiter Pay is a different platform. We'll cover that in upcoming sessions. For Arbiter Game, once we finalize the data migration plan (moving data from Schedule Star to Arbiter Game, we'll invite schools to start exploring the Arbiter platform.
Schedule	Why can't we postpone or cancel a tournament like we can a regular season contest in arbiter.	Tournaments can be postponed or canceled in Arbiter using the same process as single games by updating the event status to "Canceled" or "Postponed" for the tournament, just as you would for an individual game. This change will notify all involved parties, including officials, staff, and opponents, ensuring clear communication and efficient management of schedule changes.
Schedule	In ScheduleStar, I'd go under the 'by sport' tab and it'd pull up my list of all games in the season (like freshman basketball). Then I'd schedule from there and just click on new dates on the calendar to add games. Will this be a function again?	Arbiter has similar functionality to the 'By Sport' tab. We will cover it in our next session.
Schedule	Will I still be able to get the color report in excel that I send out to our district each week ? And the color reports that I can download for each sport - with dates I want to and from ?	At this time, Arbiter does not currently offer a feature to generate reports with different colors.
Schedule	Will this new platform be compatible / talk to Blackbaud?	Arbiter does not have a direct integration with Blackbaud solutions. We are in the process of implementing an integration with Clever which may provide a solution for that connectivity.
Schedule	Will the release be over the summer and will schedules we put in now for next year be sent over	We anticipate full integration with Arbiter to be ready well ahead of the 26-27 school year. All schedules will be moved over from Schedule Star. Please continue to use Schedule Star until further communication is received.
Schedule	Will we lose all access to current SS once ArbiterGame and websites go live?	No, we plan on offering a period of overlap, for you to get familiar with the Arbiter Game.
Schedule	Will I be able to add my own officials ?	Yes, schools can add their own officials in Arbiter, especially for sports that do not use an ArbiterOne assigner. This can be done by navigating to the People tab, selecting the Officials sub-tab, and either adding officials from the assigner's roster or manually entering new officials' information. If an official already has an Arbiter account, it's important to use the same email address to avoid duplicate accounts. Once added, schools can assign officials to specific sports as needed. Only the official can modify their personal contact information after being added by the school.
Schedule	Will we be able to upload eligibility lists to the state?	Our state partner schools will be able to share eligibility data directly to their state associations. All others can download data for reporting purposes.
Schedule	If you choose to join early migration, do you lose access to schedule star when the migration occurs?	No; we will have a period of overlap-you will have access to each product for a period of time.
Schedule	Our schedule star schedule currently syncs into Master Library which our school district uses. Will Arbiter also sync to Master Library?	Yes, Arbiter Game can sync with Master Library's Facilities Schedules platform. The integration is achieved by creating an iCal link in ArbiterSports and adding it to the integrations section of Facilities Schedules.
Website	Do we have to wait to migrate to website? Or what's the first step?	We are still working through the migration process and will provide additional information when it's available
Website	Regarding the website, will the domain name remain the same as it currently is or will a new one have to be created and or purchased?	Yes, the transition process is designed to ensure you retain the exact same vanity domain name you requested for BigTeams to purchase.