

# OHSAA DragonFly Transition

## Frequently Asked Questions – FAQ's from Officials

*Updated July 27, 2023*

- Q.** Why did we make this transition so close to the end of a school year?
- A.** We absolutely wish we could have provided more notice and chosen the timing differently. We hoped to provide 12-18 months' notice. The agreement with Arbiter expired June 30<sup>th</sup> and after ongoing talks with Arbiter for an extension on similar terms, Arbiter wanted a multi-year deal at higher costs to schools and OHSAA.

### GENERAL ACCOUNT QUESTIONS

- Q.** When can I login and establish an account?
- A.** Now – **Officials ACTIVE on or BEFORE MAY 5, 2023** - *CLAIM* Your Account instructions were emailed on June 20. Your account must be claimed with the same email address that was provided and highlighted in yellow on the June 20 communication. This is the email address that was pulled from myOHSAA on May 5 and is linked to any existing assignments you had accepted in Arbiter.  
<https://ohsaaweb.blob.core.windows.net/files/Officiating/EmailsToOfficials/2023-24/OfficialsClaimDFAccountmid-June.pdf>
- A.** Now – **New officials or OHSAA officials reinstated AFTER May 5, 2023** – *CREATE* Your Account instructions emailed regularly beginning July 10. You **MUST** create your DragonFly account with the same email address on your myOHSAA account. This is the email address that will be used to import your officiating permit information into DragonFly.  
<https://ohsaaweb.blob.core.windows.net/files/Officiating/OfficialsCreateDFAccount.pdf>
- Q.** I was an active OHSAA official on May 5, but created a DragonFly account with a different email address than myOHSAA, what do I do?
- A.** Submit a merge account request at <https://www.dragonflymax.com/contact> In the 'Message' field, include the DF # of the account you want to keep, found under your name when you login to DragonFly.
- Q.** I have changed my email address, what should I do?
- A.** For permit information to display accurately, your email address in myOHSAA and DragonFly **MUST** be the same. **If you change your email in one, you must change your email in the other.**
- Q.** My 'Prep for 2022-23 Official Eligibility' is less than 100%, why?
- A.** Your DragonFly profile was created during the 2022-23 school year, but the eligibility was not uploaded until the 2023-24 school year. There is no action required by you.

**Q.** How do I add my picture to my profile?

- A.** Login and click the picture icon next to your name.
- To add a picture already saved to your device, click My Device and locate the file.
  - To take a picture with your device, click Camera. You may need to allow access to your camera.

Once your photo displays, click Upload Photo.

## **TRAINING AND SUPPORT**

**Q.** How will I receive training and support?

- A.** -Previous OHSAA virtual official trainings are posted at <https://www.youtube.com/watch?v=XT4wAc9smvQ&list=PLFId40HlxWrRCj02mjYSH-PcSkZhGe5Z6>

-Pre-recorded trainings and printouts are available at <https://www.dragonflymax.com/academyofficials>. Note: 'Registration' and 'Exams' do not apply to OHSAA officials at this time.

-Prefer hands-on help? You may request a live web meeting at <https://www.dragonflymax.com/request-a-live-web-meeting>.

-Search help articles at <https://intercom.help/dragonfly-athletics/en>


-Complete a DragonFly Contact Form at <https://www.dragonflymax.com/contact>

**Q.** I am having issues logging into DragonFly, what do I do?

- A.** Contact [support@dragonflyathletics.com](mailto:support@dragonflyathletics.com)

## **ASSIGNING GROUP AND ASSIGNMENT QUESTIONS**

**Q.** How do I add additional assigners after I claimed/created my DragonFly account?

- A.** Login to DragonFly
- Click on your name in the lower left corner
  - Select 'My Info'
  - Click the 3 dots  in the OHSAA|Ohio High School Athletic Association section.
  - Click 'Add Assigner Groups...' for whichever sport you are adding an assigner group.
  - Select up to 3 additional assigning groups for that sport. If you need to add more than 3 additional assigners, repeat the steps above.

**Q.** What if I do not select an assigning group?

- A.** You are not required to select an assigning group, OHSAA certified assigners and member school athletic directors are able to assign all eligible OHSAA officials.

**Q.** What if I don't see my assigner's group?

- A.** If you have an assigner, you should reach out to them to find out what they have named their group in DragonFly. If you do not have a specific assigner, all assigners are able to see and assign you regardless of whether you are in their group.

- Q.** Is there an OHSAA assigning group for playoff games that I must select?
- A.** The OHSAA and its District Athletic Boards have access to all active officials, you do not need to select an assigning group for OHSAA tournament contests.
- Q.** My assigner or an athletic director says they have assigned me to a game, but I don't see it on my future assignments, why?
- A.** In some cases, the assigner or school may not have published the game to you. Check with the school or assigner to make sure the status next to your assignment is not 'unpublished.'
- Q.** I declined a game, will other assigners be able to assign me to a different game?
- A.** Yes, if you decline a game, you will show as blocked in that assigner's group only. Other assigners are able to add you to a different game for that same date and time. Note: Even the initial assigner whose game you declined can override the block for that date and time, and assign you to the same or a different contest.
- Q.** How can I view my assignments in a calendar view, or export the entire list?
- A.** This is not currently available, but has been requested as an enhancement for OHSAA officials.
- Q.** I have exported a copy of my assignments from Arbiter – what do I do with it?
- A.** If a game you had accepted in Arbiter does not appear in DragonFly, contact your assigner to make sure the game is added to DragonFly.
- Q.** Can schools and assigners continue using Arbiter Game to schedule OHSAA contests?
- A.** No. DragonFly will be the required software to schedule and assign games beginning July 1, 2023. Schools and assigners are required to use OHSAA licensed officials, which the DragonFly system will automatically verify eligibility.
- Schools and Assigners were able to use Arbiter Game until June 30, 2023, when the OHSAA contract with Arbiter expired.
- Q.** What happens to my Arbiter account?
- A.** Your Arbiter account will remain until you request Arbiter to remove it. It is recommended to transfer funds from that account to your bank account regularly.

## **MOBILE APP**

- Q.** Will I be able to use my phone to get notifications, accept assignments, etc.?
- A.** Officials and assigners use the Center for Officials Services (COS) App, where an assigner can assign from the app, and officials can accept/decline game assignments.

## PAYMENT THROUGH DRAGONFLY

**Q.** Do OHSAA member schools have to pay officials using DragonFly?

**A.** DragonFly's system supports paying officials and game workers in an easy-to use manner that is fully integrated, it does not require a separate module or a contract.

Schools are not required by OHSAA, nor by DragonFly, to pay officials via DragonFly's system.

**Q.** How do I receive payment from DragonFly?

**A.** You will log into DragonFly and set up your bank information. Your DragonFly cash account will link to your bank account. As payments are made to your DragonFly account, you can transfer funds to your bank account. The July 26 virtual officials training reviewed this process in depth, posted at

<https://www.youtube.com/watch?v=XT4wAc9smvQ&list=PLFId40HlxWrRCj02mjYSH-PcSkZhGe5Z6>. A tutorial and printed instructions can also be found at <https://www.dragonflymax.com/officials/academy/pay>.

**Q.** How do I confirm my bank account has successfully been added to my DragonFly account?

**A.** -When you are logged into DragonFly, click the My Money link on the left side of the screen.  
-Click on the Manage Accounts tab in the top left.  
-An account successfully added will have a green check mark and the word "Verified" next to it.

**Q.** I saw on DragonFly's website that officials and game workers can withdraw funds up to 4 times per calendar month. Any additional transfers beyond 4 per calendar month will result in a \$5 fee per withdrawal. Why?

**A.** DragonFly has the fee stated on their website to try to discourage excessive transferring but have not enforced the penalty. There are no fees for officials to transfer money to their bank account.

**Q.** What if an official has not entered their bank information in DragonFly, can they still be paid in DragonFly? Does a school have to issue them a check?

**A.** Schools will determine how they pay officials and game workers, and are still able to pay an official or game worker through DragonFly even if that individual has not entered their bank information.

**Q.** Will DragonFly send 1099's?

**A.** Yes. DragonFly will send 1099's to officials and game workers paid through the DragonFly system.

Arbiter will provide a 1099 to officials who were paid through the Arbiter system prior to the transition.