

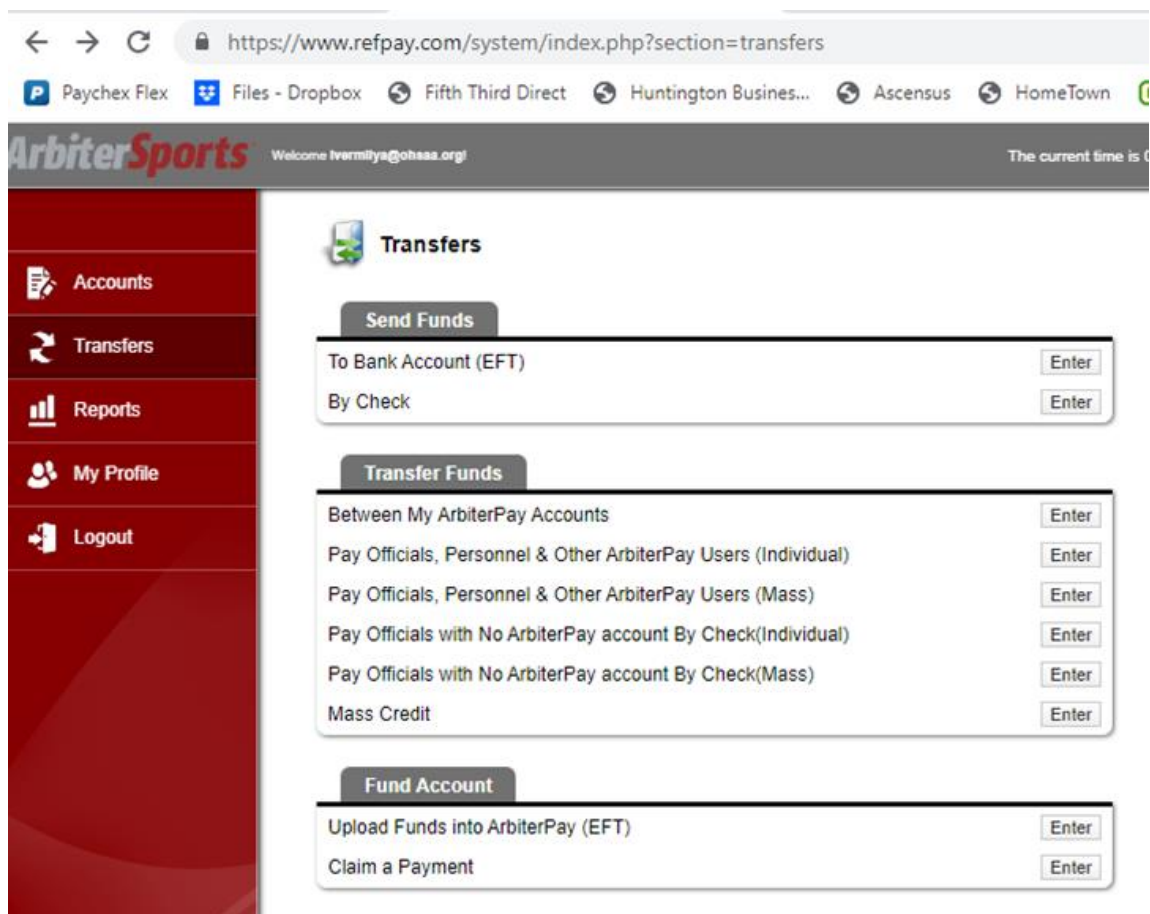
# OHSAA DragonFly Transition

## Frequently Asked Questions – FAQ's

*Last Updated May 25, 2023*

- How will I stay informed?
  - OHSAA will host weekly virtual calls every Thursday at 8:30am at least through June 1<sup>st</sup>. Go to [ohsaa.org/meetings](https://ohsaa.org/meetings) each week to register. All calls will be recorded and posted on YouTube
- Why are we doing this now, so close to the end of the school year?
  - 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 expires 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
- Will I be required to use DragonFly?
  - OHSAA members schools and assigners are required to use DragonFly for game scheduling and assigning officials for at least the varsity level sports. DragonFly system may also be used for all levels including junior high, junior varsity, etc.
  - Schools and assigners are required to use OHSAA licensed officials and the DragonFly system will automatically verify eligibility. Official's eligibility will not be maintained in Arbiter after June 30<sup>th</sup>.
- If my school uses DragonFly for assignments, do I have to pay the officials using DragonFly?
  - 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
- I have exported a copy of my games and assignments from Arbiter – what do I do with it?
  - We asked you to do this as a best practice and for backup purposes. Please maintain the copy as it may be helpful when verifying the data transferred to the new DragonFly system
  - We also encourage you to make another export closer to the end of the year to catch any changes you may have made
- Can I continue using Arbiter Game to schedule?
  - 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 will use Arbiter Game until June 30,2023 when the OHSAA contract with Arbiter expires
- If you wish to use Arbiter Game beyond this time, you will need to contact Arbiter to arrange for a license. Official's eligibility will not be maintained in Arbiter after June 30<sup>th</sup>
- My school is in a contract with Arbiter that goes beyond July 1, 2023 –what do I do? Can I continue using Arbiter Pay to pay officials and workers?
  - Please review your contract terms with Arbiter Pay
  - DragonFly's system has a fully integrated process to pay officials and game workers. However neither OHSAA, nor DragonFly, requires your school to pay officials via DragonFly
  - Arbiter has shared they will release any school who has a contract with them beyond this year if the school wishes to do so
- What happens to my school's unspent bank of money in Arbiter?
  - Within Arbiter Pay there is a Transfer menu option on the left-hand side. Click transfer and a menu appears (see picture below) that has "Send Funds" tab at the top and under that you can choose to have the funds from your school's Arbiter account sent to a bank account (if you have one setup in Arbiter already) or by check.



- My school needs to setup DragonFly as a vendor – how do we obtain a W9 for DragonFly?
  - We have made this available on [https://ohsaaweb.blob.core.windows.net/files/SchoolResources/DragonFly\\_W9.pdf](https://ohsaaweb.blob.core.windows.net/files/SchoolResources/DragonFly_W9.pdf).
- I am an official, how will I get paid in DragonFly?
  - On or before July 1, 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.
- I am an official and I have an Arbiter account – what happens to it?
  - That will remain. It is recommended to transfer funds from that account to your bank account regularly.
- Will DragonFly send 1099's?
  - Yes. DragonFly will send 1099's to officials and game workers paid through the DragonFly system.
- What if I need to change a game for Fall before July 1?
  - Make any changes in Arbiter up until the data transfer is announced
  - We expect there may be a blackout period for future game contests and official assignments
  - Begin using DragonFly July 1<sup>st</sup>
- How will I receive training?
  - DragonFly Academy is available to you at anytime at <https://www.dragonflymax.com/ohio>
  - Live in-person training will be conducted regionally throughout the State starting in June. Trainings will be led by DragonFly. Dates will be continuously posted as they are confirmed. To register go to [www.ohsaa.org/meetings](http://www.ohsaa.org/meetings)
  - We are identifying AD's and Assigners to work with folks in their area in small groups or one on one if necessary. DragonFly will provide "train-the-trainer" sessions and coaching to prepare these folks to train
- How will I get training if I cannot attend a live in-person event?
  - A recording of a live session will be posted online. In addition, pre-recorded training is available at [www.dragonflymax.com/ohio](http://www.dragonflymax.com/ohio).
  - You may request a webinar at [www.dragonflymax.com/ohio](http://www.dragonflymax.com/ohio)
  - We will provide a list of trainers in your area that you can schedule one-on-one trainings with in August

- How will I get support?
  - During the transition, please reach out to the OHSAA officiating staff or Laura Vermilya at [lvermilya@ohsaa.org](mailto:lvermilya@ohsaa.org)
  - DragonFly has many resources available online, including video and printed instruction
  - DragonFly has a dedicated support team for Ohio
- When can I login and establish an account?
- As an assigner, I typically re-apply for certification each year – when and how will I do this for 2023-24?
  - You will re-apply for assigner certification soon in the DragonFly system. More information will be coming in the next week.
- Will I be able to assign league events such cross country, track, tennis, golf, in Dragonfly and pay officials?
  - Yes, licensed officials and game workers can all be assigned and paid in DragonFly for all sports, all levels
- I assign games for non-member OSHAA schools and universities – will these assignments be transferred to DragonFly?
  - Our priority is to transfer our member schools contests and assignments accurately. Unfortunately, we cannot commit that we could transfer over games outside that scope. Additionally, non-member schools’ data would require a different data transfer approach. The best course of action at this time is to plan that these other games/assignments will not be imported.
- Will I be able to use my phone to change game schedules, get notifications, accept assignments, etc.?
  - Officials and assignors use the Center for Officials Services (COS) App, where an assigner can assign from the app, and officials can accept/reject game assignments.
  - Currently, the mobile app for AD’s does have limitations in functionality. The desktop view is fully accessible in a mobile browser. The user interface is less than ideal and requires a lot of “pinch and zoom” on the screen. To get full access to the administrative/game features, a larger screen is such as a laptop or tablet are encouraged.
- I’m an official and 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 withdraw. Why?
  - DragonFly has the fee stated on their website to try to discourage excessive transferring but have not enforced the penalty.

- What if 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?
  - Schools will still be able to pay an official or game worker even if that individual has not completed their bank information
- I am a school treasurer, why am I just hearing about DragonFly?
  - The initial announcement on May 3 about the DragonFly transition was sent to all school administrators in the OHSAA database. Afterwards, it came to our attention that school treasurer contact information has not been captured and stored in our school contact database. On May 12, with information obtained from the ODE, we sent a separate communication to School Treasurers. Unfortunately, the file received from ODE did not have every school treasurer's email address.
  - AD's – please share the transition information with your school treasurer Why were school treasurers not included in the original announcement on May 3<sup>rd</sup>?
- I am having issues logging into DragonFly?
  - [support@dragonflyathletics.com](mailto:support@dragonflyathletics.com)
- I signed up for a DragonFly account but it has been pending for more than 2 business days?
  - Most likely you requested the OHSAA upon sign-up instead of your school. Please select your school not OHSAA. Please log back in and select your school.
- Will transportation information from Arbiter also transfer along with the rest of the game information?
  - These details are not part of the extract files coming out of Arbiter. OHSAA, schools and DragonFly can explore a solution to this type of information.
- I prefer hands-on help when learning something new – what should I do?
  - Attend a live in-person training if you can
  - Go to [www.dragonflymax.com/ohio](http://www.dragonflymax.com/ohio) and sign up for a webinar which will allow you to request a live hands-on web meeting
  - Sign up for small group or one-on-one trainer with a local trainer – coming in July