



Stack Sports Customer Support Update

NJYS Member Club Officials,

As all clubs, teams, players and parents continue preparations for the start of the Fall 2018 season, we know registration is the top priority. In relation, Stack Sports has been focused on augmenting its US Soccer Connect support team. Since the beginning of July, eight staff members have been added and support hours have been expanded. Below is a reminder on the various options for you to obtain help:

1. Stack Sports Connect Knowledge Base ([click here](#)): Search for articles and videos on Association Connect, Club & League Connect or Team Connect.
2. Email: clubandleaguesupport@ussoccerconnect.com
3. Chat: Log in to your association or club/league, select 'Help' in the top right menu, select 'Contact Support' or 'Online Help Guide and Resources.' In club and league, if you select 'Resources' it brings up an option for live chat.
4. Phone: (866) 892-0777 (first press "2" for Support, then press "1" for Connect, then press "3" for NJYS),
staffed Monday through Friday: 8:00am to 1:00am

In terms of call times, Stack Sports advises that the call times below present the likelihood of the quickest response time (all times EST):

- 11:00am - 12:30pm
- 4:00pm - 5:30pm
- 7:00pm – 1:00am

(Please note that callers can leave a callback number after 2 minutes on hold.)

Thank you for your support and efforts to benefit youth soccer in New Jersey.

Sincerely,

NJ Youth Soccer