



## RefPay / Arbiter Pay – New Athletic Director?

Athletic Directors,

IF you are **new** or **new to the school you are now at**, you must notify the AIA Finance Team so that the ArbiterPay (RefPay) credentials can be updated with your name and email.

Please send an email Amy Richmond at [arichmond@aiaonline.org](mailto:arichmond@aiaonline.org) and state the following mandatory information:

- ATHLETIC DIRECTOR'S NAME
- EMAIL ADDRESS
- NAME OF SCHOOL

Once we have this updated in the system – your email address will receive an email from ArbiterSports.

Watch for email from “apmessaging@arbiterSports.com”. This will have a link to create a new password.

**Do not attempt to change *any* profile items, especially UserID.** This is hard-coded. Any changes will de-link the school’s ArbiterPay portal from the AIA assignment & payment system.

Only the Password can be reset, and that request must be made to [arichmond@aiaonline.org](mailto:arichmond@aiaonline.org). Please do not contact ArbiterSports directly. You will re-directed back to the AIA.

When you log in to ArbiterSports.com with your new credentials – the answer to all security questions is and must remain – *lower case*: **aia**

**This is Read / Print Only access. No transactions can be initiated from this access.**

The AIA's ArbiterPay (RefPay) online module as part of the required fiscal in-service is accessed via the Online Workshop link on your AIA Admin Dashboard