

Frequently Asked Softball League Questions:

Why is the registration process and forms online only?

- It is greener and more efficient
- Makes it easier to access information & create reports
- All required fields are completed
- Information is updated, accurate and legible

Why do I have to enter the same information if it was the same as last year?

- To ensure all participants information is accurate

Where can I find the team info sheet?

- This is included in the registration process via a series of questions

Where can I find the preliminary roster?

- The preliminary roster is now called the "Manager's Roster" which can be accessed under the "Additional Forms and Files" within the online softball program registration.

Why am I receiving emails from Parks and Recreation?

- This is our main form of communication to update participants if there are changes, cancellations, etc. Emails from our email database come from an email address (noreply@myrecdepartment.com)
- Emails received ending in (@newmilford.org) are from work email addresses, sent manually by a member of Parks and Recreation.

Why am I not receiving emails from Parks and Recreation?

- You may have opted out of receiving emails from our database (if you think this has happened, please call or email our office so we can assist you).
- Your email provider may have blocked the email due to detecting it as spam

Why is there a "fee adjustment" on my bill?

- Team leagues cannot be determined prior to the due date so we have created a fee which we believe is going to be close to the final team fee by using previous season fees. After all teams have registered we will adjust the fee.
- If the fee adjustment is less than the amount previously paid, an account credit will be issued for the difference. If you'd like a refund rather than an account credit, please email us this request with the name and address to send the check to.

Why can't I use my team's account credit to pay for player fees?

- Money cannot be transferred from one account to another due to limitations with our system.

How do I register a team or player?

- Please read Softball "How to Register (Teams)" or "How to Register (Players)" under the "Additional Forms and Files" within the online softball program registration.

Why don't I see my team listed for my players to register after I registered my team?

- The department will activate player registration within one business day of the team registration and deposit being completed.

How can I see what players have registered on my team?

- Team managers and assistant managers will be able to view their team's rosters under the "Rosters" soccer ball icon on their NewMilfordRec accounts once they've logged in.

Where can I find the due dates for fees and paperwork?

- Due dates are located under "Additional Forms and Files" within the online softball program registration and on receipts once registered.

How do I know what the field locations are?

- There is a "fields key" under "Additional Forms and Files" within the online softball program registration.