

Athletic Director:

The RefPay Arbiter Profile associated with your school should reflect your name and email address as the AD of Record for RefPay purposes.

Once updated by AIA Staff, your email account will receive an email from 'apmessaging@ArbiterSports.com' with the new temporary password OR a link to dialog box to enter and confirm a new password of your choice.

For RefPay ArbiterPay Log In and Password Reset Request

- The AD of record's email address is the one that receives any communications and password resets
- **RefPay/Arbiter links:**
 - <http://www.arbiterpay.com/> <https://www.refpay.com/system/login.php>
- UserName: **schoolnameAIA** (See email for exact UserName – THIS CANNOT BE CHANGED)
- Password Reset Email – this will be a temporary password OR a link to a dialog box to enter and confirm a new password of your choice
- This login may be shared with administrative personnel as this is read only / export to Excel / Print only access. *No transactions may be initiated from member school log in*
- Do not attempt to change *any* profile items as that will de-link the school's RefPay portal from the AIA Officials Payment System. Only password may be reset via email request to the AIA. Email that request to Jake or Amy jlitwiller@aiaonline.org or arichmond@aiaonline.org
- **Security Questions: WHEN they pop up, the ANSWER IS (lower case): aia**
- **The Security Question answer cannot be changed. Regardless of the question – aia is the answer**
- Click on reports on the left side margin – then follow the PDF instructions to see how to view and export data
- If there has been a change in AD at the school – email : School Name / AD Name / AD email