



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 RefPay/ArbiterPay credentials can be updated with your name and email.

IF you are new, please send an email to ddoser@aiaonline.org

Please 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

ddoser@aiaonline.org

Please do not contact ArbiterSports/RefPay 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 Only / Print Only access.

No transactions can be initiated from this access.

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

Should questions remain, please contact:

AIA Director of Finance & Operations, Denise Doser,

ddoser@aiaonline.org 602.385.3819

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