

ARBITER 101

Montana High School Association

In June 2025, the MHSA and MOA officially announced a partnership with ArbiterSports. The website to login is www.arbiter.io. Since then, we have provided member school administrators with multiple emails and training opportunities. We recognize this has been a lot of information to absorb, so this help sheet is designed to break down each component into manageable steps.

To get started with Arbiter, the MHSA transferred each member school's data from Final Forms into the Arbiter system, creating a foundation to work from. Since then, member schools have been asked to complete specific MHSA requirements, which are outlined in this document. The website to login is www.arbiter.io and should be bookmarked for easy accessibility.

ARBITER TRAINING ROOM

This is a webpage entirely dedicated to Arbiter trainings, tips and FAQ. It is specific to MHSA member schools and will be updated regularly. All trainings that we conduct will be recorded and posted here as well. Below is the link to the page. This is a good site to bookmark on your browser to have easy access in the future.

[ARBITER TRAINING ROOM](#)

Within Arbiter Training Room, you can search for instructions on 'how-to' just about anything. This is a very **powerful** tool and it covers a lot of things that Arbiter does. We also have an Arbiter support team dedicated to Montana member schools, and if you need additional assistance from Arbiter, you can reach them at:

MHSA@arbittersports.com or 1-800-311-4060

MHSA DIRECTORY

The MHSA staff will use the information you put into Arbiter to communicate with Superintendents, Principals, Athletic Directors, Business Clerks, Coaches and Activity Advisors. It is very important for your school to keep email addresses and position changes up to date in Arbiter.

PUBLIC DIRECTORY

Here is a link to the [ONLINE PUBLIC DIRECTORY](#) - This link is also available on our website under the schools tab.

Unfortunately, we will **NOT** be able to mail out a printed directory as we have in past years. The information cannot be exported in a way that allows us to populate a directory.

Only school administrators and administrative staff will have contact information listed on this directory. All coaches will be listed by name only.

If you do not wish for your email to be published, you can set your email to private by editing your account:

1. Click your profile icon in top right corner
2. Click Profile from drop down menu
3. From the Account tab, go to the email field
4. Click three little dots on the right of email field
5. Select make private
6. Click save

ADDING STAFF

You can access instructions for adding staff along with other helpful tips on staff management here:

[ADD/EDIT STAFF](#)

1. From the People Tab > Staff tab > click green 'Add New Staff Member' in top right.
2. Enter email address, click 'next'.
3. Enter name and role. (please use **ATHLETIC** Director for high school personnel and **ACTIVITIES** Director for Junior High personnel in these roles)
4. Click 'invite' and the staff member will receive an invitation email from Arbiter asking them to go in and set up an account.
5. If the staff member is already pre-loaded into Arbiter, they have an account and should login using their email and click forgot password.

Please add the following staff to your school for our directory:

1. **Superintendent**
2. **Principal**
3. **Athletic Director** – Please use this role for high school only. Please use Activities Director for middle or junior high schools please, to keep our directory streamlined.

4. **Business Manager** -- some of you have them in as different titles – please use this title for the person you want in the directory. You can add this role to others if you like. A person can have multiple roles
5. **Head Coaches** - NO contact information will be printed, only their name and sport

SETTING UP PERMISSIONS/ROLES

Each school can go in and set the permissions for the roles as they see fit. Here is a link for instructions on how to change roles and permissions for your staff: [ROLES AND PERMISSIONS](#)

SCHOOL INFORMATION

It is really important to keep your school information up to date as well. Especially if you have a physical address as well as a mailing address. You can edit your school information easily by following these steps:

1. Under the Settings tab > School
2. Click 'Edit' in the top right corner
3. Enter enrollment to allow all other fields to be saved (such as color, mascot, etc)
4. Verify all information is correct and click 'save'

If your school has a PO Box for mailing, this should go in line 1 of address, line 2 of address should be your physical address.

Here is a link for instructions and helpful tips on editing school information and adding things such as online ticketing: [SCHOOL SETTINGS](#)

SCHEDULING AND SCORE ENTRY

You will need to start by adding **Sport** teams to your school Arbiter account. Use this link for step by step instructions on adding teams, using co-op teams, editing a team and assigning officials:

[ADDING AND EDITING TEAMS & CO-OPS](#)

For MHSA sanctioned **Activities** you can now add the teams like any other sport. The activities are:

1. Band
2. Choir
3. Orchestra
4. Speech & Debate (Debate)
5. Drama (Theater)
6. Don't forget to add your coach to the team roster!
 - a. Once your coach is added to the roster, their appropriate clinics will populate into their account
 - b. For activities, the clinics are
 - i. 1) NFHS Understanding Copyright and Compliance
 - ii. 2) CPR/AED Training

Cheerleading should be added as Competitive Cheerleading and coaches added to the roster to allow for those coaches to see their appropriate clinics.

Once your teams are entered, you can import your schedule or input game by game. Each school is responsible for adding their own **home games**.

Below are links to various edits to the schedule:

1. Schedule entry and importing of games: [SCHEDULE IMPORT](#)
2. Add individual games by following these instructions: [ADDING A GAME](#)
3. Score Entry using the desktop version of Arbiter as well as the Mobile App: [SCORE ENTRY](#)
4. Canceling, postponing or forfeiting a game: [CANCELING A GAME](#)

Once the season(s) is under way, it will be the home team responsibility to enter game scores into Arbiter. Schedules and scores will tie directly to the website homepage.

STUDENT ATHLETE MANAGEMENT

The MHSA is requiring schools to enter **student athletes** for eligibility management. This is a free option for student athletes. If your school wishes to utilize student registration for **ALL** students, contact Arbiter for pricing options.

If you currently use another program for student management, you can import your student athletes into Arbiter. A link to step-by-step instructions can be found here: [IMPORT STUDENT ATHLETES](#)

The minimal information that is required for each student athlete is:

- Student ID (will be pulled from other management system – such as Dragonfly, Power School, etc)
- First name
- Last Name
- Graduating year
- Gender

Once your student athletes are entered into arbiter, you need to go to the team roster to add them to the specific teams.

TEAM ROSTERS

The MHSA will utilize your team rosters for postseason tournament management. The rosters will then also be available for tournament managers at the district and divisional level as well.

You can edit your team roster by following the instructions found here: [CREATE/EDIT TEAM ROSTER](#)

Make sure to add your head, assistant and volunteer coach(es) to the team roster. You will need to add them as staff first. This will ensure they will be able to access the appropriate clinics for Coaches compliance.

Make sure to add your student-athletes to your team roster as well. Instructions for mass importing student athletes into the Arbiter system can be found below in the Student Athlete Management section.

COACH COMPLIANCE

This is a way for you to track all of the coaches for your school. It will help by storing contact information and tracking if they have met MHSA requirements. **ALL Coaches Eligibility Requirements NEED to be accessed through Arbiter.** (***)There are alternatives for CPR/AED training at the bottom of this article)

There are 4 requirements for Coaches:

1. Fundamentals of Coaching – one-time requirement in a coach’s career
2. Concussion Education & Compliance – annual requirement
3. CPR & AED Training – annual requirement if using NFHSLearn (alternatives available***)
4. MHSA/MOA Rules Clinics
 - a. General MHSA / MOA Rules Clinic – annual requirement
 - b. Sport-Specific Rules Clinic – annual requirement for each sport they coach
 - c. Coaching Mental Wellness – rotating annual requirement

To get started, the administrator must add each coach into Arbiter. If the coach is already listed in Arbiter, then they already have an Arbiter account. They will need to login at <https://arbiter.io> and click ‘forgot password’. A link will be sent to the email showing in Arbiter.

CREATING COACHES ACCOUNTS

Each administration needs to add each Head, Assistant and Volunteer coach into Arbiter if they are not already listed. Click this link [ADD NEW STAFF](#) for step by step instructions to add your coaches. If you have a large list of coaches, you can import a list into Arbiter by following these steps:

1. From the People Tab > Staff tab > click green ‘Add New Staff Member’ in top right
2. Click Import CSV, and a template will download to your computer
3. Input the coaches information into the template and drag back into the blue square on your Arbiter screen
4. Check – send welcome email and click Import
5. You will have to go in and assign roles to these individuals (head, assistant, etc)
6. Add your coaches to the team roster to ensure the correct clinics show up in their accounts.
(See Team Roster section for specific instructions on this task)

Once your coach has been added, they will get an email invite from Arbiter to go in and finish setting up their account.

COACH ROLLOVER FOR THE NEXT YEAR

Every year the coaches eligibility piece will 'rollover' to track compliance and eligibility requirements within Arbiter. You can rollover your coaches by watching a quick 30 second video at [COACHES ROLLOVER](#) or by following these steps:

1. From the Resources tab, click on the Teams sub-tab
2. Click into your team and click on Team Roster sub-tab
3. Check all the coaches you are rolling over
4. Click the 3 little dots to right and choose Copy to Different Team from the dropdown menu
5. Choose 2026-27 or the next year from the dropdown menu
6. Click Copy Coaches button on the bottom

COACH REQUIREMENT ACCESS

From here, each coach can go into their arbiter account and complete their requirements:

1. Sign into <https://arbiter.io/> with the email address your AD added you with.
2. Once signed in, click on your name at the top right corner (drop down).
3. Then click on My Account.
4. Then click on Eligibility.
5. Then you can click on the sport and eligibility requirements that are required by the MHSA.

****The AD must add the coach to a team roster before they are enrolled into an eligibility as a coach -- If you aren't seeing "My Account" then here is a direct link: <https://app.arbitersports.com/eligibility/coach>**

Here is a link to a quick one-minute video showing coaches how to access their clinics from their account. [Coaches Eligibility Video](#)

SYNC with NFHSLearn

Once each requirement is completed, your status will automatically update in Arbiter. If you have already completed The Fundamentals of Coaching in NFHSLearn, **it will sync over into Arbiter If your NFHSLearn email matches your Arbiter email.** If it is not syncing to Arbiter, and you have completed the course on NFHSLearn, you can log into your NFHSLearn account and change your email in that account to match your Arbiter email. If you do this step, and are still having trouble with your NFHSLearn syncing, please email MHSA@arbitersports.com for help and they will take care of you.

*****CPR/AED TRAINING**

Coaches can complete the CPR/AED Course in their Arbiter account via NFHSLearn and it will need to be completed annually. Alternatively, some accepted two-year courses or certificates are:

- American Heart Association
 1. Basic Life Support (BLS) CPR & AED Training

- 2. Advanced Cardiovascular Life Support (ACLS)
- 3. Advanced Cardiovascular Life Support (ACLS) for Experienced Providers
- 4. Heartsaver CPR/AED
- American Red Cross
 - 1. In-person class and skills check OR online class and in-person skills check
 - 2. Advanced Life Support (ALS)
 - 3. Pediatric Advanced Life Support (PALS)
- Others with approval from the MHSA

If your coaches complete any of these other CPR/AED requirements, the administration can add a custom badge under coaches eligibility.

CUSTOM ARBITER REQUIREMENT

If you have a coach or multiple coaches that take an alternative CPR/AED course, you can add them by:

1. Eligibility Tab > Monitor Eligibility > shows list of coaches and requirements
2. To the left of the coaches name, check the box (individual or all)
3. In the top right corner, click the 3 ellipses (...) dropdown
4. Click 'Mark Requirement Complete'
5. From 'Requirement Type' choose Custom Requirement
6. In Requirement field choose CPR & AED Training
7. Enter expiration date of certificate

You can also do this in mass by selecting all of the coaches that took the class together or you can go in to each individual coach and enter if the certificate dates are different.

MIDDLE SCHOOL TEAMS

The MHSA does not oversee junior high (JH) or middle school (MS) activities and sports. However, each district is welcome to use Arbiter to manage these teams and assignments.

Our suggestion to those of you adding middle school teams is to label them all as MS teams, so other schools can choose them when scheduling. For instance, School A set up their JH Football team as a MS team, and School B set theirs up as a 7th and 8th team. School B could not add School A JH Football to their home schedule.

Any questions regarding Middle School management issues should be directed to arbiter support at MHSA@arbitersports.com.

ASSIGNING OFFICIALS

Here is a link to instructions on Assigning Officials within Arbiter: [How To Link your ArbiterOne Assigner to your Teams](#)

Under the Resources Tab > Teams Sub-tab, once you have updated the default Assigner Group, you can mass update the assigner group for your already scheduled games. Instructions for updating already scheduled games are:

1. From the Schedule tab, check the boxes of the games you wish to update
2. From the Action Dropdown menu, choose 'Update Assigning Group'

STUDENT TRANSFERS

The MHSAA will manage ***ALL*** winter and second semester transfers and hardships through Arbiter. The transfer portal went active on 11/10/25. The previous method of using a paper Record of Transfer form is discontinued and no longer accepted.

CREATE ARBITER REGISTRATION

The first step involves the creation and establishing ownership of an Arbiter Student Registration organization. This is a stand-alone platform that Arbiter offers as a registration product and therefore will require its own set of credentials. ***NOTE** - if you have purchased Arbiter Registration, please disregard this part as you are already set up for future steps. **There is no additional cost** to schools for the use of this new transfer portal.

You should have received an email from Arbiter in the past weeks with a subject stating "Arbiter Registration has invited you to join [your school name]." You will follow the link in the email and "Create Account." ***NOTE-** the link does expire in 2 days! So if you did not create an Arbiter Registration account when you originally got the email, you will need to reach out to registrationadmin@arbitersports.com and request another invite.

1. Arbiter Registration will send you an invitation via email
2. Click 'Create Account'.
3. Complete the 'User Sign Up' page - ***NOTE** - do NOT check the box to create a new organization - this has been done for you!

If you would like to invite other users to your Organization, this [HELP ARTICLE](#) gives step-by-step instructions to do so.

If you are having issues getting your account set up for Arbiter registration, or you missed the 48 hour window, please email support at registrationadmin@arbitersports.com

TRANSFER PORTAL USE

1. From the Eligibility Tab, choose 'Student Registration' sub-tab
2. Log in to Arbiter Registration (the account you set up in above steps)
3. Create your Student-Transfer "Program" Using the Official State Template
 - a. [Step by Step resource](#) - using MHSA example
 - b. [Help article](#) for using the State Template
 - c. 3 Minute How-To Video [Screen Recording 2025-11-05 213405 1.mp4](#)
4. Submit a Student Transfer
 - a. [Step by Step resource](#) - using MHSA Example
 - b. [Help article](#) for submitting a Student Transfer

Here is a link to a 10 minute video that walks you through the process of submitting a transfer step-by-step. [Student Transfer Tutorial Video](#)

Remember you can visit the [Arbiter Training Room](#) at any time for help on any topic or email mhsa@arbitersports.com to reach a Montana dedicated help team.

ANNUAL MEMBERSHIP DUES AND CATASTROPHIC & CONCUSSION INSURANCE REGISTRATION

Membership Dues and Insurance applications will be accessed via Arbiter starting the 2026-27 academic year. This takes the place of paper applications that have, in the past, required a school board chair to sign. You will fill out the sports/activities portion by checking the box of each offered sport/activity just like you did with the paper form. The catastrophic dues and concussion insurance premiums will auto calculate based upon your fall enrollment for the previous year. ***You will have the option to pay using ArbiterPay, credit card or print an invoice and send in a check.*** To access the new registration feature, please follow the steps below:

1. Under the Eligibility Tab, click the School Registration Sub-tab
2. Choose 2026-27 MHSA Annual Dues and Insurance Application
3. Click on Blue Box that says 'Register'
4. Read Welcome, Click 'Next'
5. Choose ***ANY and ALL*** school sports and activities you will be offering to your students in the 2026-27 academic year. If you offer the program, check the box! In the event you do not have participation, you are eligible for a refund if you notify the MHSA prior to the first day of competition.
6. When you have checked all offered programs, click 'Next'

7. Read through the Insurance Information page and check the box titled 'I agree' and Click 'Complete Consent'. You will see the option to print this information at the bottom of the page.
8. Review your fees calculations and choose payment method. You have the option to pay using ArbiterPay, credit card or mail in a check.
9. If you choose:
 1. 'ArbiterPay' it will pull from your school account and be directly deposited into MHSA ArbiterPay account
 2. 'Pay by Check' then please print an voice and mail a copy along with your check to 631 N. Last Chance Gulch, Helena, MT 59601 – Attn: Jenise Cockhill
 3. 'Pay by Credit Card' it will navigate to a credit card vendor called RapideFund to enter your card information.
10. Click 'Finish'

A confirmation email that you have completed registration will be delivered.

Please contact Jenise Cockhill at jcockhill@mhsa.org or 406-442-6010, option 1 with any questions.