

ONTARIO SOCCER
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Proud Member of 

Play.
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Match Official Clinic

F.A.Q.

January 20th, 2026

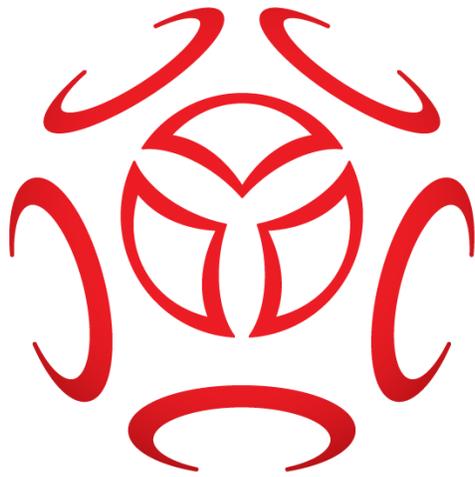
Please also note that all questions related to referee pay and how the scheduling works, should be directed to your local Soccer Club, specifically the Club Head Referee.

Clinics / New Match Officials

Question	Response
I completed the Small Sided Clinic previously, and am interested in “upgrading” to Entry Level this year. What should I do?	<p>Do not complete the annual registration. This fee is included in the Clinic fee.</p> <p>To access the clinic, you must create a new account on https://www.refcentre.com/Ontario/. You must continue to login from that website until you have graduated.</p> <p>Your new account must be created with a new email address that differs from your existing RefCentre account.</p>
I am not connected to a Soccer Club. What do I choose for that field of the registration?	<p>Please select a Club that is geographically close to where you live. You can review Canada Soccer’s Club directory here: https://canadasoccer.com/play-landing/</p>
I’m looking to register for a local course, but there aren’t any local options with any spaces left. What should I do?	<p>Please be patient. More courses are being added regularly. Please reach out to your local Club to see if they are working on adding a course to the system. To determine which Clubs are local to your area, please check out Canada Soccer’s Club directory: https://canadasoccer.com/play-landing/</p>
I am 14 years of age or older, and am interested in refereeing both Small Sided and Entry Level games. Do I need to register and complete both Clinics?	<p>Our recommendation for individuals that are interested in both Clinics is to only take the Entry Level Clinic.</p> <p>Once you graduate, review the Adapted Match Formats Laws of the Game and work with your Club Head Referee so that you are prepared to officiate Small Sided games. Then let all assignors you work with know that you are interested in officiating both Entry Level and Small Sided games.</p>
I registered and paid for a Clinic, but I am now unable to login. Can you help me?	<p>Until you graduate, you should always be logging in on https://www.refcentre.com/Ontario/, not just https://www.refcentre.com/</p> <p>To explain:</p> <ul style="list-style-type: none"> - Clinics and Student Accounts are hosted on https://www.refcentre.com/Ontario/ -Assignments and Referee Accounts are hosted on https://www.refcentre.com/ <p>If you are receiving an error code, please log out, clear your browser’s cookies and cache, and then log back in. This solves most error codes. If the code persists, please contact us.</p>

<p>I applied for a course, but my application was denied by the Host. I can no longer access my account, what should I do?</p>	<p>If your application is denied by a course host, your account is removed from the system. You will need to restart the registration process at www.refcentre.com/ontario. Register for a course by creating a new account. You may need to use a new email address to create this new account.</p>
<p>The system is saying I need to pay for my course, but there isn't a payment link. How do I pay?</p>	<p>You will be paying the host directly. Payment instructions will vary by host. All hosts will list their payment instructions when you register, and a host contact email is available on the left side of your main student dashboard.</p>
<p>I made a payment but can't access the self-guided modules. Can you help me?</p>	<p>Please connect with your host that you submitted payment to. They will need to approve your account before you are prompted to complete the self-guided modules.</p>
<p>I have been approved for a course by the host, but would like to switch to a different course with a different host. How do I do that?</p>	<p>This is a very difficult process, so please carefully consider if you need to switch or not. To switch, you will need to contact your current host and ask them to withdraw you from the course. You will also need to inquire about their refund policy. Once removed, you will need to restart the process at www.refcentre.com/ontario by applying for a new course and creating a new account. Please note, you will need to use a new/different email address to submit this application with the new host. You will then pay the new host so they can approve you for your course. Please be advised, since Ontario Soccer is not managing any payments for clinics, we cannot issue any refunds.</p>
<p>I have been approved for a course by the host, but would like to switch to a different date for the same course with the same host. How do I do that?</p>	<p>Please reach out to the host to make the switch. The host can move you between different courses that they are hosting. If you would like to be moved to a course being provided by a different host, please review the answer in the row above.</p>
<p>I'm an Entry Level student who wants to get a head start on the SmarterU modules before being approved for a course, is that allowed?</p>	<p>Yes – you may begin the SmarterU module journey at any time here: https://canadasoccer.smarteru.com/remote-login/login.cfm As a reminder, you MUST use the same email address for your RefCentre and SmarterU account for the API to work.</p>
<p>I'm experiencing technical difficulties with the SmarterU modules, who should I contact?</p>	<p>Please contact smarteru@canadasoccer.com for assistance. As this is a Canada Soccer system, your local Club and Ontario Soccer cannot assist.</p>
<p>I'm a Small Sided student who wants to get a head start on the self-guided modules before being approved for a course, is that allowed?</p>	<p>Unfortunately, no. You must be approved for a course before you may gain access to the self-guided modules on RefCentre.</p>

I'm experiencing technical difficulties with the Small Sided Self-Guided Modules, what should I do?	Please log out of your RefCentre account. Clear your browser's cookies and cache. Then log back in. If the issues persist, please contact matchofficials@ontariosoccer.net for further assistance.
My classroom & practical session is tomorrow, but I'm not done my self-guided/SmarterU modules yet. Can I still attend?	Unfortunately, no. You MUST complete your self-guided/SmarterU modules before attending your in-person training session.



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