

Souderton Area High School

Athletic Department

Family IDs FAQs (Frequently Asked Questions)

- 1. I am having technical trouble with the Family ID Platform, who should I contact?**
Please contact the Family ID support team through one of the following methods:
E-mail: support@familyid.com
Phone: 888-800-5583 ext. 1
- 2. Exactly what information are you collecting during the Family ID registration process?**
 - o All relevant contact and emergency contact information that will be stored securely on the Family ID Platform.*
 - o PIAA Comprehensive Pre-Participation Physical Evaluation (CIPPE) Forms:*
 - Remember: Section 6 of the form is the one you are uploading; all other sections will be collected electronically through Family ID.
 - The collection of information from these forms is required for all PIAA Athletes.
 - The PIAA CIPPE forms are comprised of 9 sections of information
 - o Acknowledgement of Souderton Athletics policies and procedures:*
Parents and student athletes will have access to review Souderton department policies and procedures and sign off electronically that they are understood and agreed upon.
- 3. Is it ok to upload a physical that is not on the PIAA Section 7 Form?**
No it is not! We can only accept the [PIAA Section 7 form](#) signed off by an Authorized Medical Examiner (MD, DO, PAC, CRNP, or SNP)
- 4. My insurance will not pay for another physical in this calendar year?**
Speak to your family physician about this. They might offer ways to help offset cost. Urgent Care, CVS and Walgreen's offer sports physicals at a reasonable cost as well.
- 5. Do I need to go through the entire registration process just to try out for a team?**
Yes, for safety of the student athlete trying out, it is imperative we have all necessary information to handle any situation that could potentially occur while participating.