



Central Lakes Hockey Referee Association
Your assignor on Refr Sports · clhra.com

REFR SPORTS · OFFICIALS

Setting Up Your Referee Profile

Everything an assignor sees before they hand you a game. The one thing that trips people up: **Refr splits this across two places.** Your profile, certifications and availability all live in the mobile app. Payouts live in Stripe.

Where each thing actually lives	Check here first — it saves the hunt
Pairing with an assignor	MOBILE APP
Photo, phone, city/state, bio	MOBILE APP
Certifications	MOBILE APP
Availability	MOBILE APP
Changing payout info	STRIPE

Pairing with your assignor

MOBILE APP

Do this first. Everything else on this page only reaches CLHRA once you are paired.

- 01 Go to **Profile** → **Assignors**.
- 02 Search for **CLHRA**, or for **Central Lakes Hockey Referee Association** if the acronym returns nothing.

- 03 Send the pair request. Until it is accepted, CLHRA cannot see your availability or your certifications, and you will not receive game assignments.

Do this even if your certifications are not finished. Anything you add later becomes visible to a paired assignor on its own, and pairing early makes the season smoother on both ends.

Basic profile info

MOBILE APP

This is the card an assignor reads when deciding whether to pair with you. Fill all of it.

- 01 Open the app and tap the **Profile** tab in the bottom navigation bar.
- 02 Tap your initials icon at the top to upload a headshot.
- 03 Add your phone number.
- 04 Set your city and state. Assignors filter on location, so a blank or wrong city keeps you out of searches.
- 05 Write a short bio: years of experience, which certifications you hold, and which sports you work.
- 06 Tap **Save Changes** at the bottom. Nothing on this screen persists until you do.

Certifications

MOBILE APP ONLY

There is no way to add a certification from the website. Repeat this flow once per credential — one entry per sport and level.

- 01 Go to **Profile** and scroll down to the **Certifications** section.
- 02 Tap **Add Certification**.
- 03 Pick the type from the dropdown — USSF, USA Hockey, USA Baseball, and so on.
- 04 Fill the two required fields: **issue date** and the **state or region** it was issued in.

05 Fill the optional fields anyway:

- Certification ID number
- Sport
- Certification level — Grade 8, Level 3, and the like

Assignors filter games by level. Leaving it blank quietly costs you assignments.

06 Upload the certificate or card file if you have it. Optional, but it settles questions before they get asked.

07 Tap **Add**.

08 Then tap **Save Changes** at the bottom of the profile.

FLAG Tapping **Add** by itself does **not** save the certification. If you back out without tapping **Save Changes**, the entry is gone. This is the number one reason certs "disappear."

Two things worth knowing: certifications become visible to your paired assignor the moment they save, so you never have to re-send anything. And USSF and USA Hockey have direct integrations — register through USSF and your credentials can link to your Refr profile automatically, with no manual entry.

Availability

MOBILE APP

Refr works in reverse from most scheduling tools: you mark the times you **cannot** work, and everything else is assumed open.

01 Tap the **Availability** tab in the bottom navigation bar.

02 Check the banner at the top. **Not Submitted** means no assignor can see anything yet, no matter what you have marked.

03 Tap any day to block it — the full day, or a specific time range.

04 For standing conflicts, set the block to repeat **daily** or **weekly** instead of tapping each date.

05 Tap **Submit Availability** in the bottom-left corner. The banner turns green and reads **Submitted**.

06 Resubmit each month. After that first submission, later edits save automatically — no need to hit submit again.

 Red X — fully unavailable	 Yellow — partly blocked	 Green — available	 Whistle — game assigned
--	--	--	--

Getting paid

STRIPE

Refr Pay runs on Stripe. First-time setup happens inside Refr; every change after that happens in Stripe.

- 01 First time:** **Profile** → **Payout Information** → **Add Payout Option**, then connect your bank details through Stripe.
- 02 Changing it later:** open the **Stripe Express** dashboard from your earnings page in Refr, or log into Stripe Express directly.
- 03** Go to **Settings** → **Business details** → **Payout details**.
- 04** Click **Edit**, enter the new bank account or debit card, and save.

FLAG If you have already received a payout, Stripe requires your **previous bank account details plus a 6-digit SMS code** before it will let you change anything.

No longer have the old account info? Ask Refr support for a payout update link and they will email you a validation code instead.

Update a debit card **before** it expires, or payments bounce and get delayed. Payout details are per-platform — changing them in another assigning app does not carry over to Refr. Tax documents and 1099s are handled through Refr Pay as well.

If something is not saving

Nine times out of ten it is the **Save Changes** button at the bottom of the profile screen. Check that before anything else. For everything else, Refr support answers within about 24 hours.

Sources — Getting Started as a Referee · Certifications · Availability Setting · Pairing with Assignors · Updating Payout Info · Refr Sports Help Center