



RERP Frequently Asked Questions

1. How do we access our Company (RERP) Profile?
 - Log in to retsorg.org with your RERP number and password. Click on “Profile” at the top of the page.
 - Click the “Company” tab to edit your business address, phone number(s), primary email, and website. Be sure to save your changes.
 - To verify authorized Company contacts, click the “Contacts” tab.
 - Company personnel and contact information will be listed.
 - To update your authorized contacts, complete and return the “RERP Information Update Form” located in the RERP Materials section of the RETSORG Library or [CLICK HERE](#) for the form.
 - To view your Sites (ranges), click the “Sites” tab. You will see the following sections:
 - Site List: The active and inactive sites (if any) associated with your RERP.
 - Site Information: Site address and site-specific contact information.
 - Enrollment Settings: Area for creating a site-specific range name, enrollment phone number, enrollment email and to enter directions to the site. If the “available on RES public” box is checked your site information will be visible on the MSF website. Unchecking the box makes the site “invisible” on the website but still active in our system.
 - Site settings: Shows check boxes for “Allowed” course-types, the range dimensions, and maximum students for the site.
 - To edit content in the Sites Tab, click the pencil icon to left of the Site ID, expand the section you wish to edit and make the changes. Be sure to click “Save Site” after making changes. *Note: Some content can only be changed by MSF. If you are unable to make a change, contact rerp@msf-usa.org for assistance.*
2. We have our own liability waiver, is it OK to use it instead of the MSF waiver?
 - a. No. MSF’s liability waiver must be used, and filled out completely, for each student. Changes are prohibited without MSF’s prior review and written approval. Some programs use ADDITIONAL state- or program-specific waivers with MSF’s prior review and written approval.
3. Do we still have to use MSF’s COVID Waiver?
 - a. Yes. All students must sign the MSF COVID Waiver until further notice and all RiderCoaches must sign one at the beginning of each training season.



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4. We found a new range. What paperwork do we send to MSF to add it to our RERP?
 - Login to retsorg.org; go to the RERP Materials section of the Library and locate the Checklist for Adding A New Range/New Course to a RERP. The Checklist guides you through the steps to apply for recognition of your new range.
 - If the new range is in a different state from the one where your original RERP is located, you must apply for a separate RERP that will be set up to operate in that state.

5. How do I add additional course recognitions (3WBRC, ARC, etc.) to my range?
 - Follow the same process outlined in #2.

6. I am selling my business. Can the new owner use the same RERP number?
 - No, the RERP is not transferrable. The new owner must apply for a RERP and, if accepted, will receive their own RERP number.
 - Once the sale is final and your RERP is no longer operating, be sure to notify MSF via an email to rerp@msf-usa.org
 - If you are using MSF eCourse coupon codes, change any unredeemed codes to "Unassigned" status. Then notify MSF Support (msfsupport@msf-usa.org). We will remove the codes from your account so that you are not billed for them. Codes cannot be transferred to the new owner.
 - If you participate in the MSF *RiderCourse* Insurance Plan, be sure to cancel your insurance coverage.

7. Does MSF offer an online enrollment system?
 - The MSF *RiderCourse* Enrollment System (RES) is available at no charge to active MSF RERPs.
 - For more information contact MSF Support. Be sure to include the following in your email:
 - First & last name.
 - Role/title.
 - RERP name & RERP number.
 - Phone number & email address.