

Customer Service

- **Date of Birth Verification Policy Reminder:** USATF National Championships require that event registrants shall be date-of-birth verified. Members are required to upload/submit their birth date verification documents while completing their membership profile on the USATF Connect system. There may be other competitions that require birthdate verification. Check event eligibility requirements carefully when registering for an event.
 - Documents submitted for birth date verification will be processed within five (5) business days of submission (excluding holidays). It is the responsibility of the registrant to ensure submission in a timely manner to meet entry deadlines.
- **How to Submit Date of Birth Documentation:** Birthdate verification documents must be uploaded through USATF Connect. If you are experiencing trouble uploading these documents, please contact the [USATF National Office](#) for assistance. Documents sent directly to the National Office will be returned, and the verification will not be processed.
 - If a document is illegible, it will be invalidated and will not be processed. Invalidated documents will not result in an extension of the submission deadline. No extension will be granted for invalidated documents that require re-submission.
- **Accepted Date of Birth Verification Documents:** Copy of Birth Certificate, Passport, Certified Baptismal Record, Driver's License, or U.S. Government Issued Identification.
- **Data Protection:** Documents/data provided to USATF will be hosted on a secure platform in the USATF Connect system. Association Officers/Employees that are permitted to view membership information within the system are required to submit the mandated USATF Data Protection Policy Agreement or will be denied access.