

USA Virtual Competition FAQ's

Recording Your Routine

Do we need a full 9-panel mat to compete?

No. You do not need to mark the floor for the missing panels. Just ensure all skills are performed on the available panel mats.

Should we record athletes running onto and off the floor?

No. Teams should already be on the floor before recording begins, either set or rallying. End the recording before the team exits.

How much time do we have to record?

You will have up to **4 minutes** to complete your recording.

Do we record through the CheerMatch app or on our phone?

Teams will record directly through the CheerMatch app called **Varsity VCS Compete**. You will have **two recording opportunities** and can choose which video to submit.

Do we have to record two videos?

No. If you're happy with your first recording, you can submit that video.

Can we watch our recordings before submitting?

Yes. Coaches have access to review videos within the app before submission.

If we record the first day of the filming window, do we have to submit that same day?

No. You may wait until you've completed both recording opportunities before selecting and submitting your final video. All submissions must be completed before the filming window closes.

Spectators & Crowd Participation

Can parents, coaches, or spectators cheer during the recording?

Yes. Spectators may cheer, count, or respond to the cheer as long as:

- They are not visible in the video.
- They do not overpower the team's voices.

The athletes should remain the primary focus for the judges.

CheerMatch App & Technical Questions

Can I record with CheerMatch if I have an Android device?

The recording app is currently available only on **iOS (iPhone)** devices. Coaches with Android devices will need to use an iPhone belonging to a co-coach, athlete, or parent.

What if my login says my email is invalid?

Please contact support@cheermatch.com for assistance.

We submitted our video but never received confirmation. Who should we contact?

Email support@cheermatch.com and include:

- Team Name
- Virtual Event Name (Ex. USA Virtual Spirit Regional I)

Team Registration

Where do we add our team roster?

Please contact your event Registration Specialist for roster submission instructions.

What information should I include when contacting the Registration Specialist?

To help our team assist you as quickly as possible and minimize back-and-forth emails, please include the following information in your message:

- Team Name
- Customer Number
- Number of Female Athletes
- Number of Male Athletes
- Division

Providing these details upfront will help us respond more efficiently and resolve your questions faster.

Video Submission Requirements

Do we need to hold up a sign with our team name or division at the beginning of the video?

No. Your team information will automatically be attached to your submission through the Varsity Capture app.

What is the submission deadline time zone?

All deadlines are based on **Central Time (CT)**. Videos must be submitted by **11:59 PM CT** on the submission deadline date.

Scoring, Bids & Results

How are bids awarded when teams from across the country compete together?

Bid qualifications follow the same standards outlined in the official **Rules & Regulations** used at all qualifying events.

Will we receive a performance schedule when videos are posted on Varsity TV?

No. A performance schedule will not be released for this event.

Will our USA score sheet indicate whether we received a bid?

No. Score sheets will be released before official bid announcements are posted in BAND.

What happens if a team in our division has already earned a bid at another event?

Bid eligibility is evaluated independently for each event. Teams that meet the bid qualification criteria at the virtual event will still earn the appropriate bid, even if they previously earned one at another qualifying event.

Need Additional Help?

For technical issues related to recording, login access, or video submission, please contact:

 support@cheermatch.com