

FAQ – Events Registration

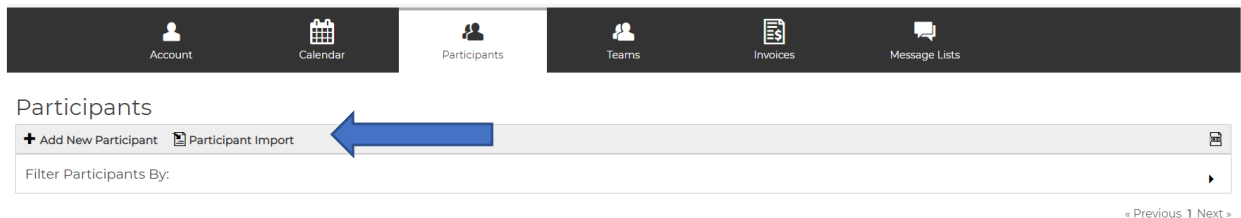
- **I'm having trouble adding my coach's email. What do I do?**
 1. Make sure your coach's email is correct
 2. Ensure there are no blank spaces before or after the coach's email
 3. Once you have typed in your coach's first and last name, be sure to click 'add'

- **Music MP3 File Problems?**
 1. If you do not have a MP3 file from your coach, please make a request to your coach.
 2. Please do not transfer music from your CD to a MP3 file. The quality will not be sufficient.

- **What do I do if my club is not listed?**
 - Call Skate Ontario office 905-212-9991 to have your club added

STAR 1-4 Events

- **How do I add a Team Member for Team Elements or Group Showcase?**
 - Under My Account:
 - Step 1: Click the “Participants” tab
 - Step 2: Add New Participant
 - Fill out your Team Members Information
 - **Only ONE Team Member will need to register a Team for both Team Elements and Group Showcase**



When registering for Team Elements or Group Showcase be sure to add your Team Members to the registration by clicking “Add Participant”

A screenshot of the 'Team Elements STAR 5 - Snowflake Skate' registration form. The form title is 'Team Elements STAR 5 - Snowflake Skate' with a price of '\$40.00'. Below the title, it shows the dates '12 January, 2019' and 'January 12-13'. The main section is titled 'Which participants are to be enrolled in this event?'. It features a list of participants, currently showing '1.' and a dropdown menu. Below the list, it states '0 participants selected. You must select between 2 and 4 participants.' To the right of this text is a blue arrow pointing to a '+Add Participant' button. Below the participant list, there are three input fields: 'Attending Coach #1' (with a red asterisk), 'Attending Coach #2' (with a red asterisk), and 'Home Club' (with a red asterisk). Each field has a 'Coach Email ...' label and a dropdown menu. At the bottom left is a blue 'ADD NEW PARTICIPANT' button. At the bottom right are 'CANCEL' and 'ADD' buttons.

For any additional registration questions, please read ‘How to Register’ here:
<https://registration.skateontario.org/pages/how-to-register/>