



Sectional Series #2 - August

How-To Guide for

Singles & Solo Dance Registration

This guide is intended for users who have created their SkateReg account, added their skater profiles, and are ready to register for an event. If you have not already done so, please follow our How-To Guide on Creating Your Account

Step 1: Select "Singles & Solo Dance"

On the <u>Sectional Series August Event Page</u>, select "**Register Today**" to access

the SkateReg registration page,

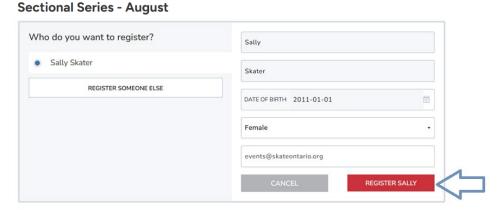
then select "Singles & Solo Dance".

Note: The "Register Today" button will only be displayed when registration is open as per the dates and times outlined on the August event page and event announcement.



Step 2: Select Your Participant

You can select an existing participant on your account or add a new skater profile at this time.





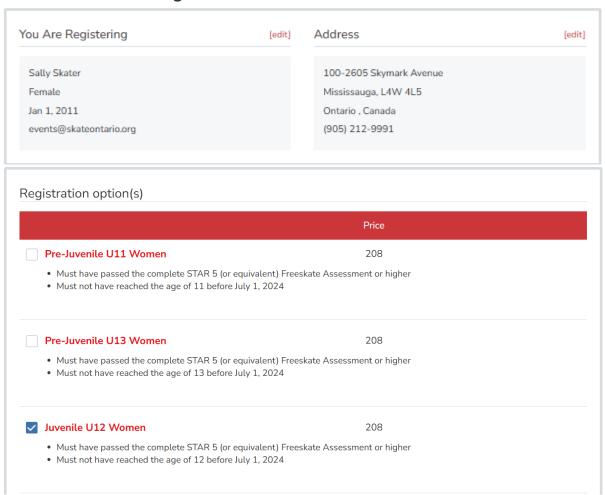


Step 3: Select Your Category

Select the category you wish to register for. You may select more than one category. Only the categories that your skater is eligible for will be available for selection. Once you have selected your desired category(ies), click "Next" at the bottom of your screen.

NOTE: The STAR categories will only appear once registration for those categories open. Refer to the <u>Sectional Series August Event Page</u> or event announcement for registration dates.

Sectional Series - August





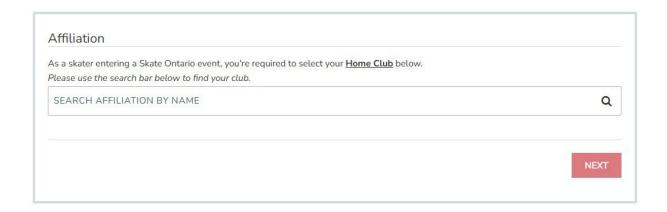


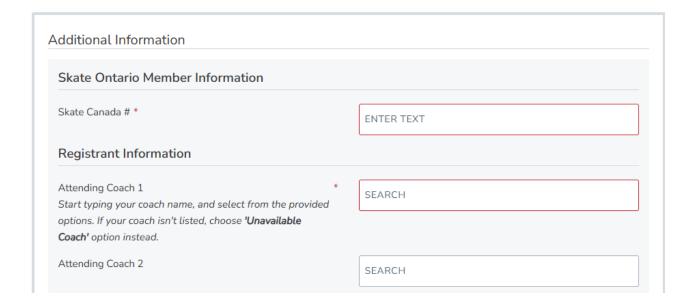
Step 4: Add Your Home Club, Skate Canada #, and Attending Coach

To find your home club, simply search the club's name in the search bar and make the appropriate selection. Click "Next".

Before adding your Skate Canada # and Attending Coach(es), please ensure the category(ies) you have selected are correct. If your Skate Canada # was entered when your skater's profile was set up, the information will pre-populate during registration. You can verify the information is correct or enter the information if the field is empty.

To find your coach, you must search by **name**. Please select the correct coach & e-mail address combination for your Attending Coach(es). If you do not see your coach listed, please select "**Unavailable Coach**".









Step 5: Upload Your Music

A music upload field will be available for each piece of music. To upload your music, click "Browse" next to the appropriate music field. You must upload an MP3 file. Please ensure you upload the correct music file in the appropriate field i.e. short program vs free program.

If you do not have your program music ready to upload at the time of registration, you may upload it at a later day, prior to the **Music Upload Deadline of July 28, 2024, at 11:59 PM ET.**

Program music must be submitted through Interpodia as an leave the music field blank, complete your registration, then without uploading your music file, you must log into your ac also edit any uploaded music file up until this date.	MP3 file. You may upload your music file at the log back into your account at a later date to up	e time of registration, OR you may pload your music file. If you checkout
PLEASE NOTE: WE DO NOT HAVE THE ABILITY TO PLAY	CDS	
Music Upload #1 (Short Program) Music Upload #2 (Free Program)	(Maximum 20MB)	Drag file here or browse
	(Maximum 20MB)	Drag file here or browse
		NEXT

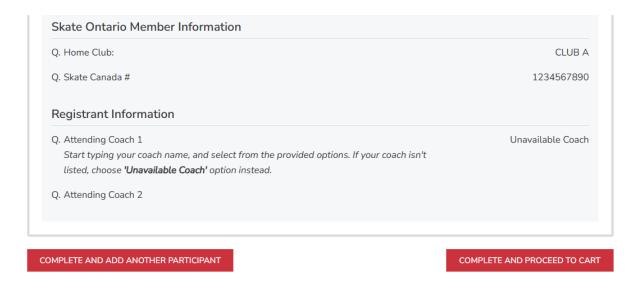




Step 6: Verify Your Information

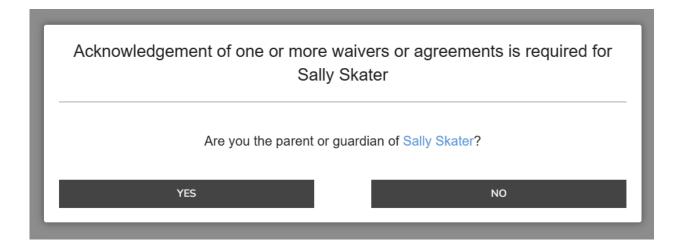
Please review the registration information for your skater. If you would like to register another skater, please click "Complete and Add Another Participant". If you do not wish to register another skater, please click "Complete and Proceed to Cart".

Note: Once you select "Complete and Proceed to Cart", you will be prompted to complete your waivers and will not be able to return to the previous page. Please ensure your information is correct before proceeding to your cart.



Step 7: Waivers

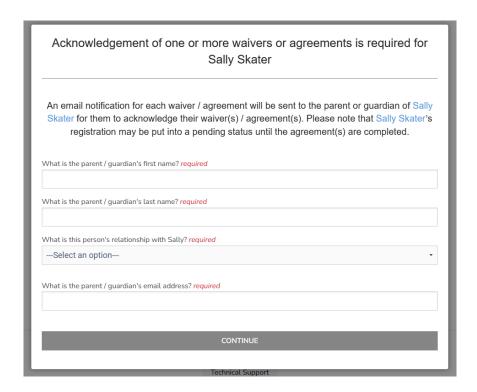
You must identify whether you are the parent or guardian of the skater you have selected. If you are not the parent or guardian of the skater you are registering, please select "**No**".



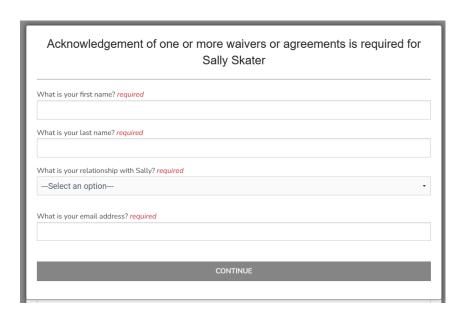




You will be asked to enter the skater's legal Parent or Guadian information including first & last name, relationship to the skater (Parent or Legal Guardian), and their e-mail address. The skater's parent/guardian will be e-mailed waivers to complete.



If you **ARE** the parent or guardian of the skater you are registering, please select "**Yes**" and complete the required information.







Step 8: Complete Payment

To finalize your registration, you must complete your payment at this time. Accepted methods of payment include Visa, and MasterCard. Your spot is not guaranteed until payment is complete. Once you have successfully completed your payment, check your email for a receipt.

FAQ'S and Support

1. I entered my skater's information, but their profile already exists.

If the skater you are registering already has a profile that is linked to another account, please follow the steps on your screen to register the existing profile. This helps minimize the number of duplicate skater profiles and will ensure that the skater's account holder/parent/guardian receives important information about their skater's registration. If you do not believe your skater should have an existing profile, please contact the Events Team at events@skateontario.org to assist you further.

2. My desired category is not listed.

The categories available for registration are filtered based on your skater's age and gender – only categories your skater is eligible for will be listed. If a category your skater is eligible for is missing from the available options, please verify the following:

- 1. The category you wish to register for is offered at the event.
- 2. Registration is open for that category. STAR categories open at a later date for this event.
- 3. You have entered the correct date of birth for your skater.
- 4. The category name and age division (if applicable) you are looking for is correct.

If you are still having trouble registering for your desired category, please contact the Events Team at events@skateontario.org to assist you further.





3. I don't see my coach listed.

The list of available coaches is directly linked to the Coach Profiles that have been set up with SkateReg. If your coach has not yet created a SkateReg Coach Profile, their name will not be available for selection. Coaches can contact Jarret Melanson via email at jmelanson@skateontario.org for assistance with setting up their coach profile.

If you are an out-of-section skater and your coach has not set up a coach profile, you may search and select "Unavailable Coach" from the drop-down menu. Skaters who select this option will be contacted to confirm their coach's information. Out-of-Section coaches may also create a Coach Profile to be used when registering for Skate Ontario events.

4. I entered the wrong information.

If during the registration process you realize that you have entered incorrect information including skater name, address, home club, Skate Canada number, or attending coach but have not yet proceeded to the waiver page, simply click the red "edit" button in the top right corner of the information box you wish to edit.

If you have reached the waiver page, you must proceed with the checkout process. Once you have completed your registration, please contact the events team at events@skateontario.org to assist you with updating your registration information.

If you have already completed your registration, including waivers and payment, please contact the Events Team at events@skateontario.org to assist you with updating your registration information.

5. I registered for the wrong category.

If during the registration process you realize that you have selected the wrong category but have not yet proceeded to the waiver page, simply click the red "edit" button in the top right corner of the **Category** box and update your category selection. If you have reached the waiver page, please **stop** and **contact** the Events Team at events@skateontario.org to assist you with updating your category.





If you have already completed your registration, including waivers and payment, please contact the Events Team at events@skateontario.org to assist you with updating your category.

6. I did not receive my e-mail receipt.

If you have completed your registration and have not yet received your e-mail receipt and confirmation of registration, please check your junk mail. If the e-mail cannot be found in your junk mail, please ensure that the e-mail address on your SkateReg account is correct and free of spelling errors. If the information is correct, please contact the Events Team at events@skateontario.org to assist you.

7. My coach did not receive e-mail confirmation of my skater's registration.

With the new SkateReg Coach Profiles, coaches will no longer receive an e-mail confirmation when a skater registers for an event.

Currently in development, when coaches log into their account they will be able to view skater registration information for each event.

Coaches who are having trouble accessing their coach dashboard should contact Jarret Melanson via email at <u>jmelanson@skateontario.org</u>.

Questions about event registration should be directed to the Skate Ontario

Events Team at events@skateontario.org