

Common SkateReg User Questions

Skate Ontario has transitioned to a new registration platform for all events, SkateReg. As the 2024-2025 season is underway, we wanted to share answers to some commonly asked questions about SkateReg and setting up your account and skate profile(s).

Q. How can I avoid error messages when I'm trying to register for an event?

A. The most common cause of error messages is the use of Safari as your internet browser. SkateReg recommends using Google Chrome whenever possible. Other helpful tips include clearing your browser's cache and using an incognito window.

Q. What is the difference between a User Account and a Skater Profile?

A. The User Account is held by the parent/guardian/member who will be completing the payment and the "manager" of the skater profile. The User Account should be created by someone 18+. The Skater Profile is used to identify the skater that will be registered for an event.

Q. Can two different User Accounts manage the same Skater Profile?

A. Only one User Account can manage a Skater Profile. While another User Account can register an existing Skater Profile that does not belong to them, only the User Account that created the Skate Profile can upload music files or PPCs (if applicable). We ask that you do not create duplicate Skater Profiles and that at the time of registration you select the existing skater profile that matches your skater's information. Every skater should only have **one** SkateReg profile. If no profile exists, please go ahead and create a new one.

Q. Should I be adding my child/skater's own email address to their profile?

A. The email address that is listed on the skater's profile should be that of someone 18+. This email address may receive important communications about the event registration. If you want to ensure that you, the parent/guardian/account holder, receive this information, please use your own email address.

Q. How can I update my information if I made an error on account setup?

A. Please don't hesitate to contact the events team at events@skateontario.org if you need to make any changes to your or your skater's account information – we will be happy to assist in updating this for you.

Q. How do I upload music for a Skater Profile that I did not create? I have successfully registered them for an event.

A. If you've registered a skater for an event but the skater's profile was created by another user (i.e. another parent/guardian), only the owner of that profile may upload music for that skater by logging into their own user account.

Q. My skater's coach is not available for selection under Attending Coach.

A. For a coach to be available for selection under Attending Coach #1 or #2 at the time of registration, that coach must complete their SkateReg profile AND pay their accreditation fee for the 2024-2025 season. Coaches should [click here](#) to activate their coach status and renew their accreditation for the 2024-2025 season. Questions about coach accreditation should be directed to [Monica Pisotta](#), Administrator, Sport Department.

Questions? Please contact the [Skate Ontario Events Team](#).