



## **ONLINE REGISTRATION Frequently Asked Questions (FAQ) 2008-09 Season**

### **What's online registration?**

Online registration allows individuals to register directly with USA Hockey through an Internet connection at [www.usahockey.com](http://www.usahockey.com). The USA Hockey Waiver is completed, and USA Hockey and Affiliate fees (if applicable) are paid online with a credit card. A confirmation email is sent to the member immediately after an online registration. The member prints out the confirmation receipt to take to the local program to complete the registration process.

### **Why online registration for USA Hockey?**

First, to reduce the workload of local program volunteers – you'll no longer need to collect USA Hockey fees and Affiliate fees, request and receive checks, reconcile fees paid, collect and retain signed waivers, do data entry, create disks, print reports to go with disks, and make trips to the post office! Second, online registration will ensure accurate, efficient and direct communication with our members. Many members don't know about USA Hockey...by registering directly, we have the opportunity to inform them of the organization. It will also provide immediate verification of registration and receipt of payment for the member.

### **When will online registration be available?**

Online registration for players and coaches for the 2008-09 season will be available on May 1, 2008 (August 1 for Referees and all Inline members). The registration will be valid from September 1, 2008 through August 31, 2009. **The USA Hockey season date remains September 1 through August 31 of each year.**

### **What credit cards can be used?**

Online registration will accept Visa, MasterCard, American Express and Discover Cards. Credit or debit cards can be used. A Visa gift card can be purchased if no credit/debit card is available.

### **How's it going to work?**

Local programs instruct their members to register online and bring, mail or e-mail their confirmation page so that the confirmation number can be processed by the local program. The program's USA Hockey/Cyber Sport Software will establish a connection to the internet and confirmation numbers will be sent in a couple of simple steps.....(we'll get to that later). The online transmittal will send the Association Code and participant's member type (player or coach) to the USA Hockey database. At the same time, all participant information entered during the online registration process will be sent to the Cyber Sport system and those records will be marked as transmitted and ready to place on rosters.

### **My program has a website that collects registration data. How does online work then?**

You should contact USA Hockey to learn about some great enhancements to the process that allow your website to integrate online registration data. In a nutshell, you'll have your members register online at [www.usahockey.com](http://www.usahockey.com), then go to your website and enter their confirmation number. You will then export the numbers to your Cyber Sport and transmit online to complete the process. Contact Chris Smith at [chriss@usahockey.org](mailto:chriss@usahockey.org) to learn more about website integration. Please note that the USA Hockey Waiver **cannot** be acknowledged online at an Association's website. The Waiver can **only** be completed online through USA Hockey's online registration process.

### **What's this confirmation number that I'll be entering?**

The confirmation number is a series of 9 numbers and 5 letters. It will appear in printed and barcode format on the confirmation page and will also appear in both formats in the confirmation email sent immediately after registration. USA Hockey will provide bar code scanners at no cost to local programs using online registration.

### **How do I get a barcode scanner?**

If your program received one last season, be sure to get it from last year's Registrar. If you don't have one yet, you can order it at the time you order your software or email us to request one at [memberservices@usahockey.org](mailto:memberservices@usahockey.org).

### **How do I know if a confirmation number is valid?**

Every confirmation number has a 'check-digit' in it that remains constant for that season. For the 08-09 season, the 4<sup>th</sup> digit of each confirmation number must be a 9.

### **Won't some people refuse to register online?**

Possibly...especially your first year. However, the process is so easy that many programs had 100% participation this season. If a person doesn't have a credit card, they can have someone else process the registration for them. Or, they can purchase a Visa gift card for the amount to be spent. And, you can still transmit the "old fashioned way" – disks and checks. We've put reports in Cyber Sport that allow you to easily keep track of online and disk transmittals.

### **We want to have one person register everyone on the team. Is that ok?**

The system will allow that but it's definitely NOT the best way to go. First of all, that's a lot of data entry for one person but most importantly, the adult participant registering or the parent of a youth participant needs to be present to acknowledge the USA Hockey waiver. If they aren't, you'll have to get a paper Waiver completed. Each person/parent needs to be responsible for processing their or their child's registration.

### **What about Coach Registration?**

In order to keep the online registration process as simple as possible, individuals do not select a member type when registering online. Everyone (over the age of 6) will pay the USA Hockey registration fee of \$30. We strongly encourage all programs to have their coaches register online. If your program pays for coach registration, you can reimburse them during the season. By having your coaches register online, each coach will have his/her confirmation page making it easier for them to go to another program to register as a player. More importantly, CEP (coaching education program) information comes into your Cyber Sport instantly when you process a confirmation number.

### **What if someone has a confirmation page & we can't accommodate them in our program?**

Just because someone has a confirmation page and has paid the USA Hockey and Affiliate fee does NOT obligate you to take them into your program. This is clearly stated to the individual during the online process. Also, this statement appears in bold on the confirmation page: "This receipt does NOT guarantee you membership in any local program or placement on a team."

### **What if someone wants a refund?**

There is a statement that appears on the online registration screen that says: "I understand that USA Hockey has a no-refund policy" – the registrant must accept that statement to process the online registration. However, we do make exceptions for special circumstance as necessary.

### **Where do the Affiliate fees go?**

The USA Hockey fees and Affiliate Fees (if applicable) are deposited into the USA Hockey account. On a regular basis, the Affiliate fees collected to date are transferred to the Affiliate bank account via an ACH (bank to bank) credit transfer. A detailed report is also sent to the Affiliate Treasurer with each fund transfer.

### **What if someone loses their confirmation page?**

The confirmation page is available to print at the time of registration. It is also emailed to the registrant so that it can be saved on their hard drive. If the form is lost, a duplicate can be requested by logging onto [www.usahockey.com](http://www.usahockey.com) and accessing the online registration page.

### **Does the local program have to keep a copy of the Confirmation page?**

USA Hockey does **not** require you to keep a copy of the confirmation page. You don't have to collect the pages at all. You just need the number so you can enter it into your software.

### **What if a program doesn't process their member's confirmation numbers?**

To complete the registration process, all participants' confirmation numbers need to be transmitted by the local program. If they are not, the local program doesn't gain access to the personnel data of their members, the program doesn't get 'credit' for their members with the Affiliate/District and participant accident claim processing is hampered. Finally, the participant's member card is not printed and mailed until the confirmation number has been processed.

### **What if someone registers online and their program isn't participating in online registration?**

A program will accept the confirmation page as proof of registration and payment of the USAH and Affiliate fee. If the program has an Internet connection, they can transmit the confirmation number. If there's no Internet connection, the program would transmit the participant as 'previously registered'.

### **Our program would like to register online...what's the next step?**

There's nothing special you need to do and no charge to participate in online registration. Cyber Sport Version 10.0 for the 2008-09 season has the online component installed and ready to go...all you'll need is an Internet connection.

### **Follow these steps for online registration:**

- Inform your members about online registration --
  - Via your newsletter, website, program mailings....however you communicate –
  - Let them know that online registration is available beginning May 1, 2008
  - Tell them to go to [www.usahockey.com](http://www.usahockey.com) and click on "register online"
  - Tell them to select the **2008-09 Season**
  - Be sure to inform them of any applicable Affiliate fee
  - Let them know what to do with their confirmation page.... mail to your program, bring to a registration event or email to your program registrar.
  
- Complete your application for Cyber Sport version 10.0 for 2008-09
  - Order a barcode reader or, if your program has one already, make sure you get it from last year's Registrar
  - Collect Confirmation Numbers/Barcodes
  - Scan Barcodes or enter Confirmation numbers and transmit online...no data entry necessary!

### **Please call or email with any questions:**

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### **For program website integration information, contact:**

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