

Registration Instructions TeamSnap - Online



This guide is being provided, to assist members through the step-by-step registration process. For easier referencing, you can print this 'How-to', so that you can follow along during the registration process.

All players must register with Southwest Hockey Association (SW) through a specific SW link in TeamSnap. Online registration, is the only acceptable form of registration. Therefore, a step-by-step process is provided, in order to assist with the new procedures.

System Requirements

The TeamSnap mobile apps are designed for iOS and Android devices and are not compatible with Windows Phone or Blackberry. TeamSnap can be accessed via a mobile web browser on a non-iOS or non-Android devices.

Supported Operating Systems		Notes
Web	Windows 10 & Above Mac OSX	Only the latest versions of: <ul style="list-style-type: none">▪ Google Chrome: Recommended▪ Mozilla Firefox▪ Apple Safari▪ Microsoft Edge NOT supported: Internet Explorer
iOS	iOS or later Compatible with iPhone, iPad or iPod Touch	How to Check: <ul style="list-style-type: none">▪ Locate & Open Settings▪ Tap: 'General'▪ Tap: 'About'▪ Current version is under: Software Version
Android	Android 5.0 or later	How to Check: <ul style="list-style-type: none">▪ Locate & Open Settings▪ Tap: 'About Phone' or 'About Device'▪ Tap: 'Android Version' to display

STEP 1:

Returning Participants

Locate **ALL** participant(s) Hockey Canada ID #'s **PRIOR** to starting your hockey registration. Instructions on 'How to' find this number, can be found on the SW website under Parent > Registration.

New Participants

Will be provided their participant(s) HCR ID #'s **AFTER** completing the appropriate Registration Statement, which can be found on the SW website: Parent > Registration.







STEP 2:

To begin registration, with Southwest Hockey:

1. Visit www.southwesthockey.ca then **Parent > Registration** then: **Ready to Register?**
2. Choose the **CORRECT** statement that applies **to the specific participant** you are **CURRENTLY** registering. This means you may need to select different statements for each participant being registered.

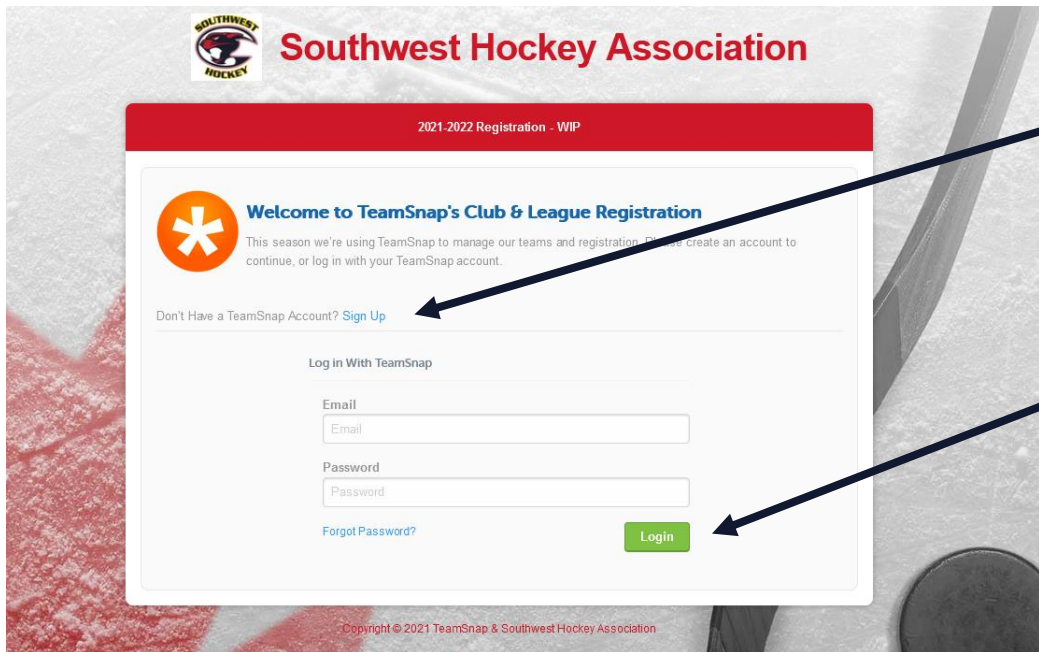
Choosing the WRONG statement WILL result in your participant(s) NOT being properly registered, along with a delay in completing registration.

Here is a screenshot of the options that will be on the website:

1		CUBS program for 4 year olds (2017) Click Here
2		I am a "TSUUT'INA MEMBER" wanting to play for SOUTHWEST Click Here
3		I am "NEW to HOCKEY" and have NEVER registered with ANY Association before Click Here
4		I am "NEW to SOUTHWEST" BUT I HAVE played with another Association before Click Here
5		I am registering a "NEW FAMILY MEMBER" that has NOT registered with ANY Association before Click Here
6		I am a "RETURNING MEMBER" to "SOUTHWEST HOCKEY" Click Here

3. Once you are at the point of logging in to your TeamSnap Account:

- a) If you do not have an existing TeamSnap account, you can create one. When creating an account, we **STRONGLY** suggest that you use a **PERSONAL** email account.
- b) It does **NOT** matter if your account was created for volleyball, soccer, or hockey. **You will use the SAME login information.**
- c) **BE AWARE** – The system may auto-populate! Be **diligent** when proceeding through each step. Check that the system did **NOT auto-populate a wrong name;** for the participant that you are currently registering.

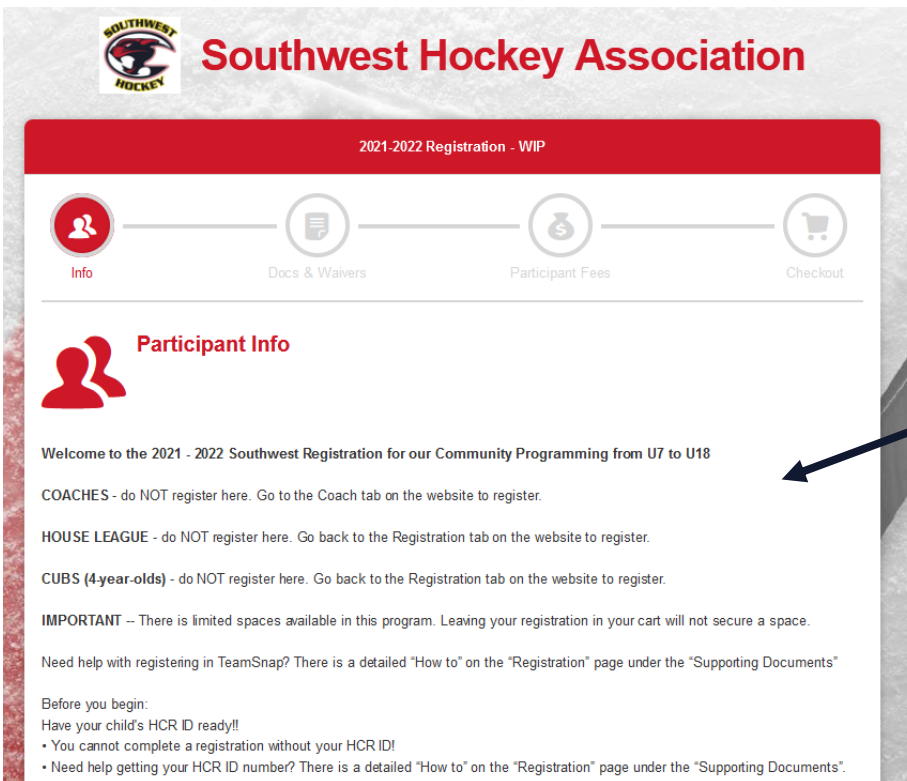


Click "**Sign-up**" if you do not have a TeamSnap Account.

Login here, if you already have a TeamSnap Account.

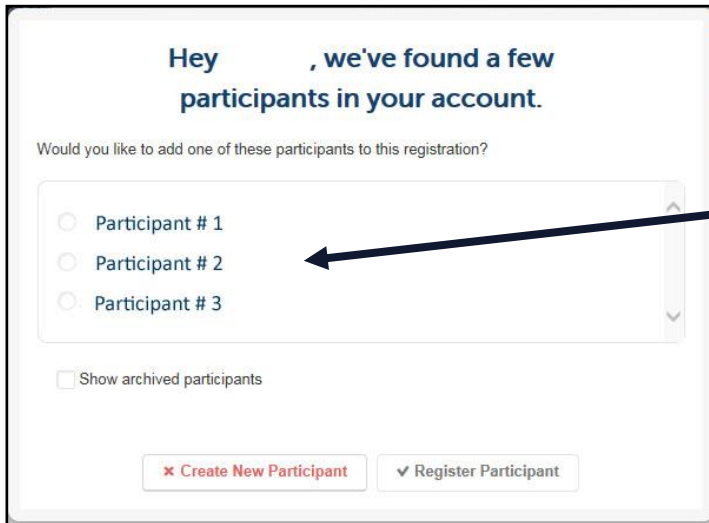
STEP 3:

The Southwest Hockey Registration Form



Be sure to READ the entire "Welcome to the 2021-2022 Registration" message

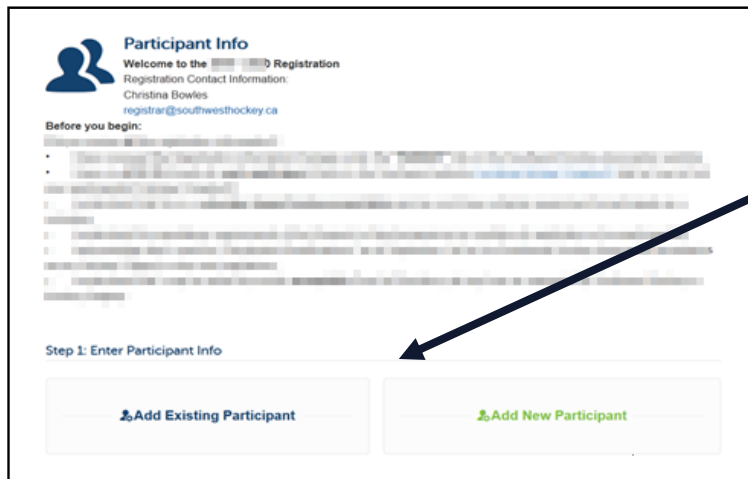
This next 'pop up' may also appear, when the registration form opens, IF you have an existing TeamSnap Account.



You will either checkbox the participant(s) listed, then click "Register Participant(s); **OR**

You will choose "Create New Participant", if the **player** you are trying to register is **NOT** listed, & then go to #5, below.

This is another screen that may appear, if you are creating a TeamSnap Account for the first time.



If there are no participants listed in your account, then you will need to "Add New Participant" and go to #5, below.

Register Participant

Choose your participant(s) from the list, or create 'New Participant'. The participant will be **YOUR CHILD**, and **NOT YOURSELF**. If your name is listed → do NOT select it. **CHOOSE THE CHILD** you are registering.

If your participant(s) are listed in the pop-up, then click the button beside each of the participant's name that you are going to be registering, then click "Register Participant".

After you have selected "Register Participant" all fields that are on your TeamSnap profile will auto-populate. Be sure to **REVIEW the information**, and then fill in the remainder of the requested information.

If you use the auto-populate feature of your browser, you **MUST** double check that the system did **NOT** change the participant(s) name, or other information.

Create New Participant

Enter all required information for your new participant.


All members are responsible for providing their own personal information. This information allows SW to communicate with members during the season. **PLEASE ensure that your contact information is the most current information**, that you check on a **REGULAR** basis.

Any information collected is used solely for the purpose of Southwest Hockey and its governing bodies.

BOTH new, and existing members **MUST** enter and agree to the Hockey Canada Sport Info fields.

The participants **Legal Name, Hockey Canada (HCR) ID Number AND birthdate MUST match the system.**

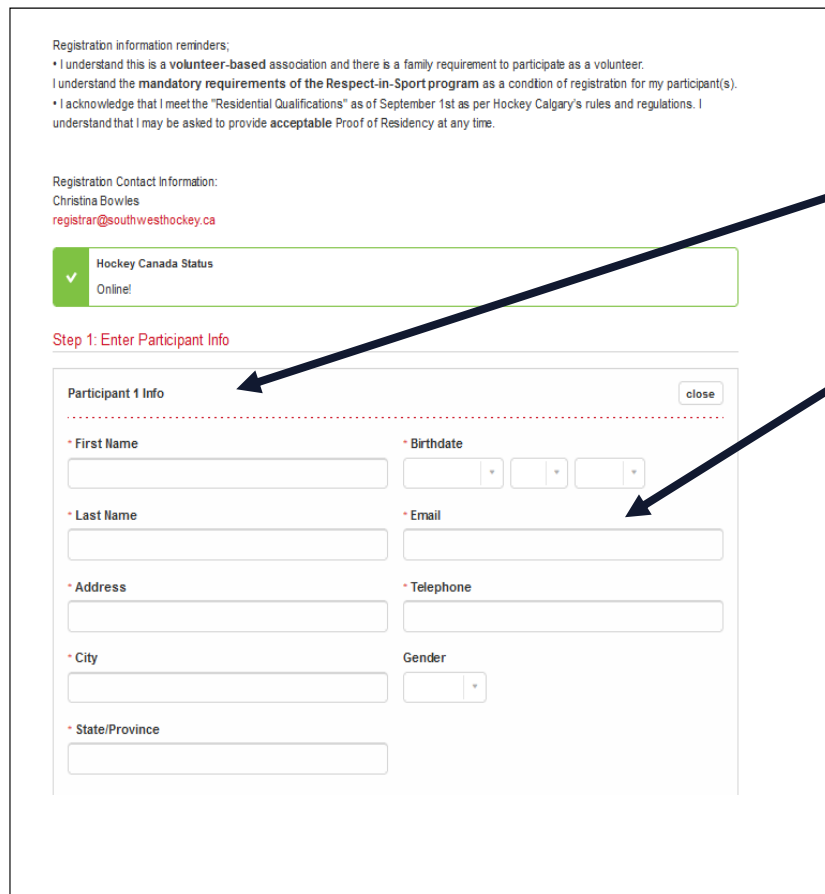
Hockey Canada Position – Specific position is required for U13 to U18 participants ONLY.

Hover your cursor over any of the question mark for helpful tips, and information → 

Please proceed through each section during registration carefully and ensure ALL is fully completed.

STEP 4:

Entering Participant Information



Registration information reminders;

- I understand this is a **volunteer-based** association and there is a family requirement to participate as a volunteer.
- I understand the **mandatory requirements of the Respect-in-Sport program** as a condition of registration for my participant(s).
- I acknowledge that I meet the "Residential Qualifications" as of September 1st as per Hockey Calgary's rules and regulations. I understand that I may be asked to provide **acceptable Proof of Residency** at any time.

Registration Contact Information:
Christina Bowles
registrar@southwesthockey.ca

Hockey Canada Status
Online!

Step 1: Enter Participant Info

Participant 1 Info close

* First Name * Birthdate

* Last Name * Email

* Address * Telephone

* City * Gender

* State/Province

The Participant Info is **YOUR CHILD's LEGAL NAME & BIRTH DATE** **NOT** yours.

The email entered here should be the **MAIN** email that is checked on a **REGULAR** basis

STEP 4:

Enter Sport / Additional Participant Information

NOTE: If you get an error entering the Hockey Canada ID, check the legal name, digits of the ID, and make sure the birthdate was entered correctly.

The Birthdate and HCR ID #, **MUST** match what's in the Hockey Canada database.

IMPORTANT

If you do **NOT** choose the correct division for your player(s), the payment at the end of registration will **NOT** SHOW accurately!

All questions requiring an answer will have an Asterisk beside the question.

For helpful tips/information, **hover over the question mark.**



The Hockey Canada position **ONLY** needs to be filled out specifically for U13 to U18

* Hockey Canada Hockey ID

15000

Hockey Canada Privacy Policy

Additional Participant Info

* Hockey Canada Division

* I want to play "NON-BODY CHECKING (U15 & U18 only)"

* I plan to attend Elite Tryouts (U13,U15 & U18 only)

* I understand the boundary rules and that I may be required to provide proof of residency at any time.

* Do you or your company have a sponsorship opportunity that you would like to discuss with the Association?

* TTN members are responsible for a portion of the fee. Contact the TTN for the amount owing and the repayment plan.

* Hockey Calgary Consent for Media Release

* Hockey Calgary Consent to Receive Communication

* A valid Respect in Sport certificate is mandatory for your registration to be considered complete

STEP 5:

Additional Participants

If you have more than one (1) participant that you are registering, click on 'Add Another Participant'.

[Add Another Participant](#)

Step 2: Enter Parent Info

Parent 1

STEP 6:

Parent Information

Once all participants have been added, enter the parent / legal guardian information in Parent 1 and Parent 2 section.

EMAIL ADDRESS – ensure the email addresses are ones that are checked on a **REGULAR** basis. These will be the emails that the Association will use for communications this season, such as; evaluations, and updates.

Various other questions will be asked in this section, such as; volunteering and coaching interest, proceed with answering all questions presented.

Step 2: Enter Parent Info

Parent 1 close

* Parent 1 First Name * Parent 1 Home Phone

Holden

* Parent 1 Last Name * Parent 1 Cell Phone

Parent 1 Relation

* Parent 1 Email

Parent 2 edit

Review **ALL** information on this page to ensure **CORRECT** & complete → **ESPECIALLY** the participant's name.

Step 3: Show or Hide Info

Hide all contact information from teammates

Save & Continue ▶

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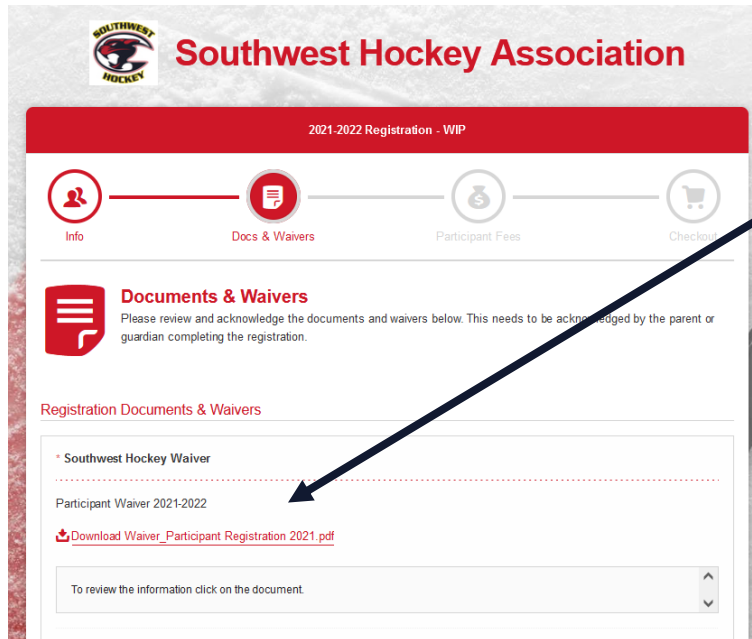
AFTER you have double checked **ALL** info on this page, then click 'Save & Continue'

STEP 7:

Documents & Waivers

Complete all the required Documents and Waivers as listed.

All waivers must be read, and will be signed by the Profile Name of the person who is logged in to TeamSnap. Each waiver will be signed / acknowledged separately. This is completed by **printing your name in the box**, then **Click 'Sign Waiver'**.



To read the waiver, click on 'Download Waiver'

Registration Documents & Waivers



There are multiple waivers to be filled out for the 2021-2022 season.

Read each one, and they will be 'signed' separately.

In the "Sign Here - Expecting Name" box, you **MUST** see **YOUR** name. If you see your child's name, **IMMEDIATELY STOP** registration now and contact TeamSnap directly.

Your child is a MINOR and they can NOT sign a waiver.

Not having the proper name also affects your child's hockey registration.

To contact TeamSnap – use the 'Help' or 'Chat' button in the account.

Waiver Completion

There will be a **green** check mark beside all documents and waivers **AFTER** they have been completed/signed.

Once ALL documents and waivers have been completed, click 'Save & Continue'

STEP 8:

Participant Fees

Boston 'Test' Bowles's Participant Fees

If you registered more than one participant, then select EACH registration by clicking the circle

If you are trying out for Elite Hockey, review the information and check the appropriate circle.

Select if you are trying out for body checking or NON body checking? * (Required)

Body Checking Tryouts Bantam

NON Body Checking Tryouts Bantam

If you are a U15 or U18 player, you must indicate if you are trying out for **Body Checking** or **NON-Body Checking**. Click the appropriate circle.

If you need to go back and edit any information, **NOW is the time!**

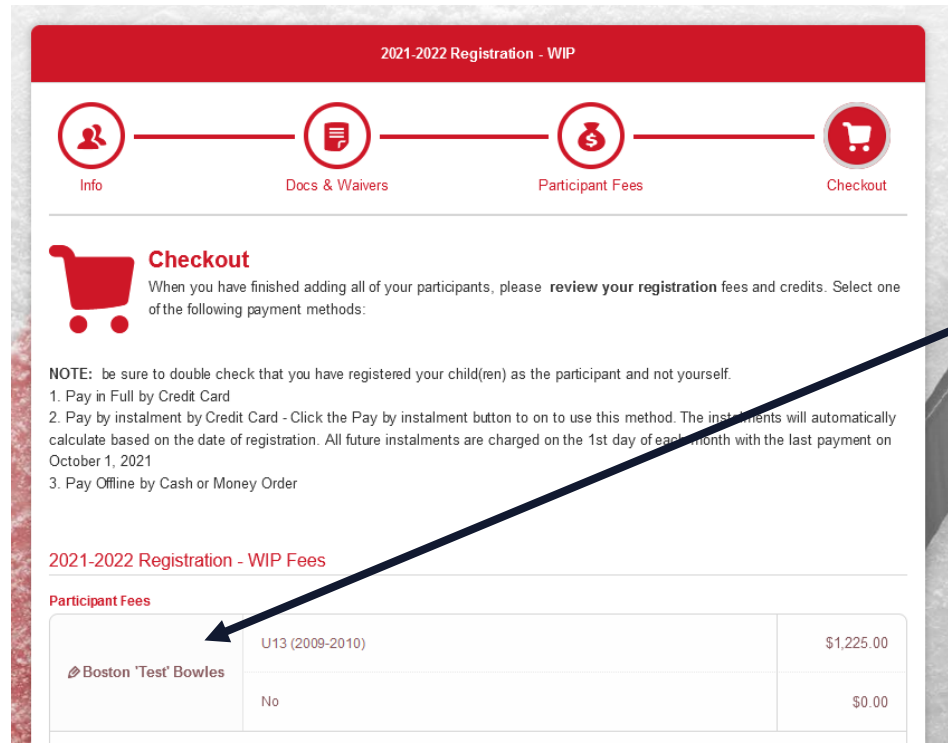
Click on the appropriate circle to go back, and then on the right-hand side will be an 'edit' button.



Once ALL fees have been reviewed and selected, click 'Save & Continue'.

STEP 9:

CHECK OUT – Review your shopping cart **BEFORE** completing the payment!



If you are registering your child, **ENSURE** this name is showing as your **CHILD'S** name

2021-2022 Registration - WIP Fees

Participant Fees

Boston 'Test' Bowles	U13 (2009-2010)	\$1,225.00
	No	\$0.00
Add Another Participant		

If you missed adding a participant, you have another chance.


ALL participants MUST be entered PRIOR to paying

Total Fees

Participant Fees	\$1,225.00
Form Fees	\$0.00
Total	\$1,225.00

Step 1: Choose a Payment Method

[Pay Online](#) [Pay Offline](#)


Pay With Card
All Major Cards

Payments will be by Credit Card, or "off-line" by Money Order or Cash.


If you have used the system before, then a credit card may already be in your file, **OR** you will need to add 'New Credit Card' information in order to process the payment.

Step 2: Confirm Payment and Finish Checkout

[Past Credit Cards](#) [New Credit Card](#)

Name On Card

Credit or Debit Card

 Split payment into installments*
\$307.96 due today + 3 payments
[View Payment Details](#) off

PAY IN FULL – is the default option, however you can choose to pay in instalments.

* Payments are processed automatically with your submitted credit/debit card. A processing fee will apply to each payment.

If you would like to pay in instalments, members can view what the payment installments could be.



Split payment into installments*
\$307.96 due today + 3 payments
[View Payment Details](#)

* Payments are processed automatically with your submitted credit/debit card. A processing fee will apply to each payment.

Due Today

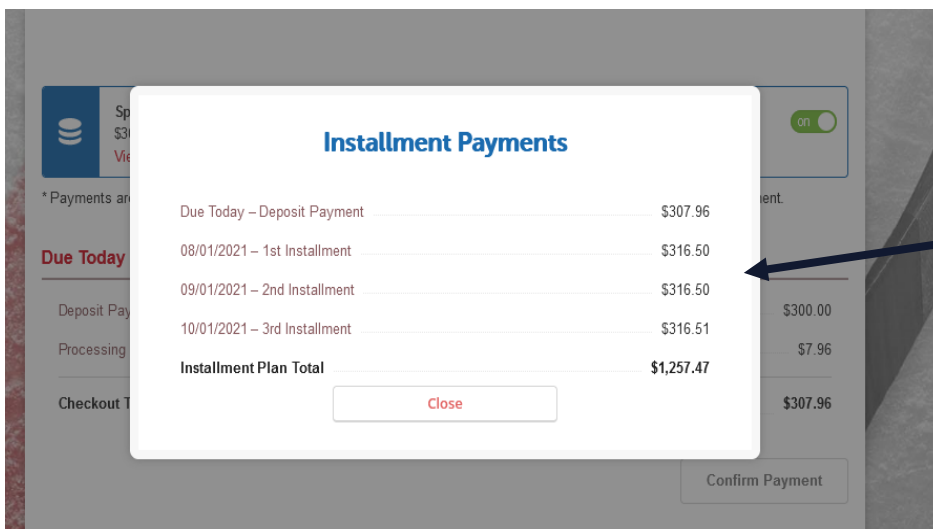
Deposit Payment	\$300.00
Processing Fee	\$7.96
Checkout Total	\$307.96

Confirm Payment

If you would like to pay in instalments:

You must click the 'OFF' button to 'ON'.

You'll also see the amount due 'today'.



Installment Payments

Due Today – Deposit Payment	\$307.96
08/01/2021 – 1st Installment	\$316.50
09/01/2021 – 2nd Installment	\$316.50
10/01/2021 – 3rd Installment	\$316.51
Installment Plan Total	\$1,257.47

Close

Then click on 'View Payment Details' to see

the Installment Payments

Once you are ready → click **Confirm Payment**, if the system returns you to the Checkout page, it may be due to your settings with 'pop-ups' being blocked.

You must allow pop-ups on your browser settings. You may also need to try a different browser. Information on System Requirements (Operating Systems), was provided on Page 1, of this guide.

This checkout example is for the “Pay Off-line” method.

Step 1 : Choose a Payment Method

Pay Online **Pay Offline**



Checkout Instructions

Please continue to our offline payment confirmation screen to print your offline voucher and complete checkout.

Order Summary

Registration Fees	\$1,225.00
Checkout Total	\$1,225.00

[Continue Checkout >](#)

Pay Offline

If you chose this option, your registration is **NOT completed** until payment(s) have been received.

Important

This means if NO payments have been received by the last day of registration, **late fees will be applied PER participant.**

Southwest Hockey Association

2021-2022 Registration - WIP

Thanks for Registering!
Please print and return your voucher with payment to make sure you don't get lost in the shuffle. [Print Voucher](#)

If you are paying by cash or money order you must contact the Registrar to advise and make payment arrangements. Registrations received without payment will remain in a "pending status".

Do not send cash or money orders in the mail. Southwest is not responsible for items lost in the mail.

MONEY ORDER Instructions;

- Payable to "Southwest Hockey Association"
- Include invoice # and child's name
- Address the envelope to "Southwest Registrar"
- Drop the money order off at the "Reception Office" at Cardel Rec South
- Email the Registrar at registrar@southwesthockey.ca to advise the payment "has been" dropped off.
- You will receive confirmation of the payment once you see it posted to your account.

CASH Instructions;

- email the Administrator at admin@southwesthockey.ca to arrange a mutual time to meet to drop off

Further instructions are provided in this 'Thank you for Registering' section.

Make Payment to: _____ Send to: _____
Southwest Hockey Association Calgary, AB

Please print this receipt and return the bottom portion with payment.

Registration ID: #7023634

Participant Fees		
Boston 'Test' Bowles	U13 (2009-2010)	\$1,225.00
	No	\$0.00
Total Fees		
Total Amount Due		\$1,225.00

[Print Voucher](#)

Ensure to 'Print Voucher' AND submit with payment to ensure the money is applied to the correct account.

STEP 10:

What's Next?

What's Next?

Thank-you for registering with the Southwest Hockey Association!

RESPECT IN SPORT – Registrations without a VALID RIS certificate will be considered incomplete and will remain in a pending status.

PAYMENT - If you selected to pay by Cash/Money Order your child's registration will NOT be completed until payment has been "received". If you are applying for FINANCIAL ASSISTANCE then you are NOT registered until the completed application form is "received".

EVALUATIONS - Team Placement is expected to occur in September and will be communicated on the website and directly to members.

If your contact information changes be sure to advise the Registrar as the email information provided is what will be forwarded to the Evaluation Committee for your division.

CONTACTS – if you need assistance with registration
Visit the website at <https://southwesthockey.ca>

Contact the Registrar registrar@southwesthockey.ca

Visit your TeamSnap dashboard to check your status, re-print your voucher, or pay online.

[Go to Dashboard](#)

Review the "What's Next" section,

Then click on 'Go to Dashboard'.

When you go to the 'Dashboard', under 'My Registration', you'll see payment details, and if there are payments that the Association is waiting for.

My Registrations

Southwest Hockey Association
2021-2022 Registration - WIP
Submitted: 07/ 1/2021

Participants

Boston 'Test' Bowles	
Division	Southwest Hockey Association
Team	Unassigned

Payment Details

Type: Pay Offline
Transaction Total: \$1,225.00
Total Paid: \$0.00

[Pay Now](#)

Waiting for payment

Please print and return your voucher with payment. [Open Voucher](#)

Remaining Balance \$1,225.00

Waiting for payment

If you decide to pay online, then click on the 'Pay Now'

That will take you to the screen below

Managing all your non-sport groups, too!

Pay Now

Pay with a Credit Card

Name On Card

Credit or Debit Card

Card number

MM / YY CVC

Payment Summary

Remaining Balance	\$1,225.00
Processing Fee	\$30.99
Total Amount	\$1,255.99

As you'll see the only option here is to pay online with a credit card.

Enter credit card information then click on the 'Pay Now'

ADDITIONAL INFORMATION

If you choose to **complete registration later**, in a different browser or on another computer, **you will NOT have to re-do the entire form**. Login to the **desktop version of TeamSnap** and you will see "My Registrations" – with the option to "Pay Now". Late Fees will be applied to registrations that are **completed** after the Late Fee Date.

In '**My Registrations**', this is where you can manage your instalment payments – if you want to pay an instalment **BEFORE** the next scheduled date. Instalments can NOT be changed to a later date. **This is also where you can update your Credit Card information.**

Official Receipt. After you have clicked the "Confirm Payment" button, you will only receive a confirmation of payment from TeamSnap. If you require a receipt, you will need to:

- Log in to the desktop version of TeamSnap, and under "My Registrations", you will see an option to "View Receipt". This will show you the full registration receipt, and who the fees were collected by (SWHA), all fees per participant, payment totals and payment summary. The payment summary indicates the date and amount of the payment(s).
- It is **STRONGLY** recommended to print and keep your receipt in a **SAFE** place. Receipts will only be available for **ONE YEAR** after the registration has been completed, and SW will NOT have access to your receipt if this time period lapses.

You have successfully registered with the Southwest Hockey Association!

If you have any questions or concerns with the registration process, please be sure to review the Registration page on the Southwest Hockey Association website. If you still have questions, please do not hesitate to contact me.

Christina Bowles | Registrar
registrar@southwesthockey.ca