



Participant Online Account Overview

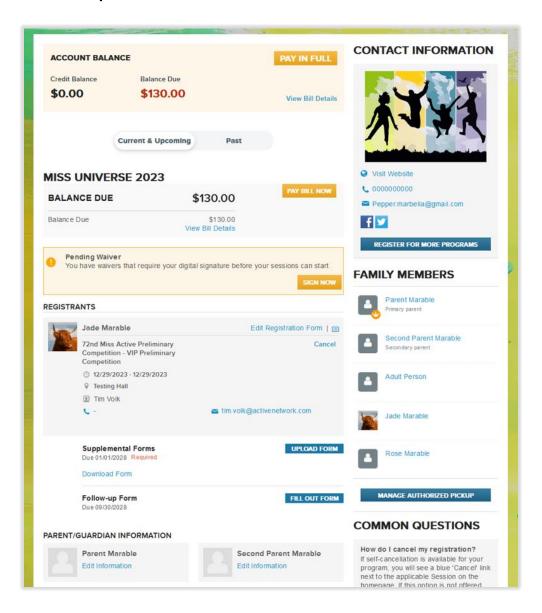




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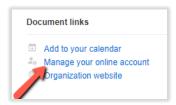
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Accessing Online Account

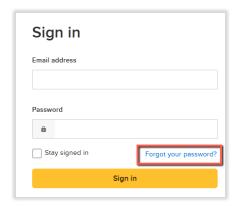
To access your online account, you will need the organization's online account link.

> The link can be located at the bottom of your confirmation email.



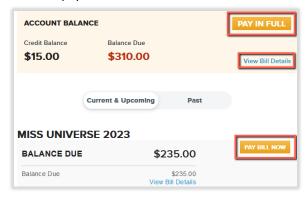
Note: Confirmation emails are received after completing a registration. If you're a new user and was internally registered by an organization Admin, you will receive an invite email that prompts you to create a password/online account.

- The organization can also provide the online account link.
- > Reset your password on the login screen by clicking Forgot your Password?



Make a Payment

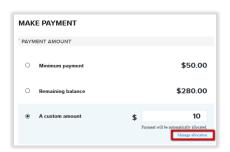
There are 3 ways to make a payment.



- > Pay in Full When there are multiple unpaid orders, pay the account balance total.
 - View Bill Details will allow you to make a payment towards multiple orders across seasons at one time.
- **Pay Bill Now** This option allows you to make a custom payment towards a specific or multiple orders within a season.



- When A Custom Amount is selected, and the order has more than one registration you can manage the allocation of the custom amount manually.
 - EX: If you're making a \$10 payment, and have 2 programs with a balance, you can allocate \$5 to both programs.



➤ Distribute the custom amount between multiple programs or allocate to one program. The remaining amount to allocate must be \$0 to continue.



Default Payment Allocation

- When a custom payment is made without utilizing the **Manage Allocation** feature, the system will automatically allocate it towards the most expensive line item (session/program) first.
- If all line items cost the same amount, the system will allocate the payment to the session/program who's start date comes first.
- If the program's/session's cost the same amount and have the same start date, the system will then allocate the payment to the one listed first on the order.

Manage Payment Plan(s)

Orders on a payment plan are visible in the online account.



Click View Bill Details to see remaining payments.



Click Manage Automatic Payments to Update Card on File.





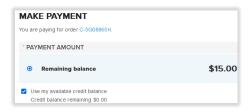
> Payment is not required to update a debit/credit card on file.

Credit Balance

Check Credit Balance amount or use Credit as payment.



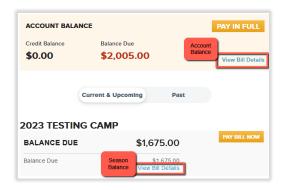
- > Credit Balance amount displays in the upper left corner.
- Use credit at checkout
 - o If credit is less than order balance, select Custom Amount to enable balance for use.



Print Order Details

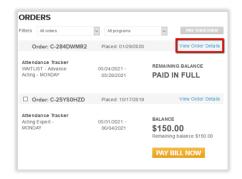
Print detail information per order.

- > To access
 - o click **View Bill Details** under Account Balance or Season Balance.

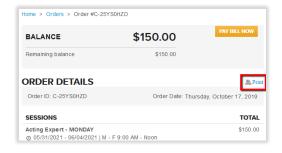


o Then click View Order Details again





Lastly, click Print



Details includes, Payments, Discounts, Balances, Session name, Date, Session Location, Session Cost and Contact info.

Add Purchase

If enabled, Merchandise and Session Options, can be purchased in the online account after registration.

- Item EX: clothing, equipment, lunch items, after school options, etc.
- Full payment, for the additional items, is required at the time of purchase.



If Items aren't listed, contact the organization for a different way to purchase.

Submit a Follow-up Form

- Follow-up forms are completed in the Online Account.
 - The format is like the registration form during online registration.
- It will be displayed under applicable session(s).



- Fill Out Form will be grayed out if it's no longer available/overdue.
 - o Overdue means the expiration date set by the organization has passed.



Contact the organization for assistance.



Upload a Supplemental Form

> Supplemental forms are downloaded first then uploaded into the Online Account.



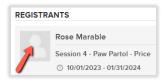
- After form(s) are downloaded, print form(s).
- Next, fill out form(s).
- Scan or take a picture of completed form.
- Then, upload the form (or picture of completed form) back into the system by clicking Upload
 Form
 - Form(s) will need to be saved to your device before uploading.
 - You may upload photos of forms that are completed by pen.
- Click Submit
 - **Note**: Make sure all files you want to submit are uploaded before clicking submit. You won't be able to upload additional files after you click Submit.
- > 20 files can be uploaded at one time.
 - o The maximum size, per file, is 7MB.



Upload a Photo

There are 2 options to upload a photo.

Under Registrants, click blank profile image next to the participant's name.



Or click on Edit Registration Form, then click the blue Upload Photo tab.



- Acceptable files are JPG, GIF and PNG.
- Maximum file size is 2 MB.



Edit Registration Form

If enabled, edit Registration form answers after registration.



- > If Edit Registration Form isn't visible, the organization hasn't enabled this feature.
 - o Contact the organization for assistance.

Add/Edit a Secondary Parent

Adding a secondary parent is only an option if it wasn't added during registration.

> The Secondary parent can receive email communication from the organization.



- Once a Secondary Parent is added it cannot be removed but can be edited.
 - The Primary and Secondary parent's email address, phone number and photo can be edited.
 - o Contact the organization if you want to edit the contact first and last name.



Manage Authorize Pickup

Manage who is Authorized to pick up participants after registration.



- Located under Family Members.
- Changes are made per participant.



- Change the Authorization at any time by clicking on the Authorization status.
- Make changes to their name and/or phone number by clicking Edit.





Sign Pending Waiver

If a participant under 18 years of age is registered internally by Admin from the organization, the parent/guardian will be able to sign the waiver in the online account.



Self-Cancellation

If enabled, cancel your registration from your Online Account.



- > Contact the organization to confirm required conditions.
- Applicable to participating organizations.