



**ALPINE ONTARIO ALPIN**

## **AOA Online Registration System**

### **Introduction**

In order to participate in any Alpine Ontario (AOA) sanctioned event (Races, camps, training, etc), you must register each season with Alpine Ontario. Your seasonal dues covers the costs of programming, event execution, coaches, officials, and insurance. To be eligible to register with AOA, you must be an active member of one of AOA's registered clubs (see full club list [here>>](#)).

Registration to AOA must be conducted via AOA's online registration system embedded on the AOA website at [www.alpineontario.ca](http://www.alpineontario.ca). This is the only method through which you may register.

Included in the registration process is the submission of the Alpine Canada waiver, this waiver is essential to ensure each participant is insured and eligible to partake in any AOA/ACA/FIS events. Because of this, it is absolutely mandatory that the registration process is performed by the legal guardian of any participant under the age of 18.

#### **Top Tip:**

You must be 18 years or older to complete the AOA registration process

### **Getting Prepared**

One family member may conduct the registration process for the entire family, provided he or she is the legal guardian of all participants under the age of 18. Registering all family members for all programs at once will save you from paying processing fees for each registrant were you to conduct registrations separately.

Before you begin the registration process, we recommend you take some steps to ensure you are fully prepared by determining the following:

- Do you know which Club/Division you belong to? AOA is comprised of 4 regions (Divisions): Southern Ontario Division (SOD), Northern Ontario Division (NOD), National Capital Division (NCD), and the Lake Superior Division (LSDA). All AOA clubs are managed by one of these divisions. See a full list of divisions and clubs [here>>](#)
- If your child is racing in the U14 or U16 program at any Southern Ontario Division (SOD) club, you will be asked to indicate if the child will be racing under Division 1 or Division 2 – the cost of registering for these programs is different due to race fees so you must be



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certain before submitting your registration. If you select the incorrect option you will be charged a processing fee to correct the registration. Typically Division 1 is the more competitive program, similar to a rep or extended program, where Division 2 is typically more recreational. We recommend you contact your club race administrator before registering if you are uncertain.

- If you are registering your child or yourself for the FIS program, be sure you are certain if you will be required to register at the International, National, or Provincial level.
- All participants are required to enter their National Card number (unless they are U12 or younger), to find your National Card number, click [here>>](#).
- If you are registering for FIS, you will be required to enter your FIS number. To search for your FIS number [click here>>](#).
- Have your Health card/s and credit card on hand before you begin the registration process.
- If you are registering for the Master's program, will you be registering for the one-off, weekend pass or for the full season?
- If you are registering as a Coach/Official, what is the date and location of the last course/update you attended?

**Top Tip:**

To save on processing fees, before you register consider all the programs that any skiers in your house may wish to participate in and register all family members for all programs at the same time. This includes camps and courses/updates. To see what is scheduled for the upcoming season view our calendar [here>>](#).



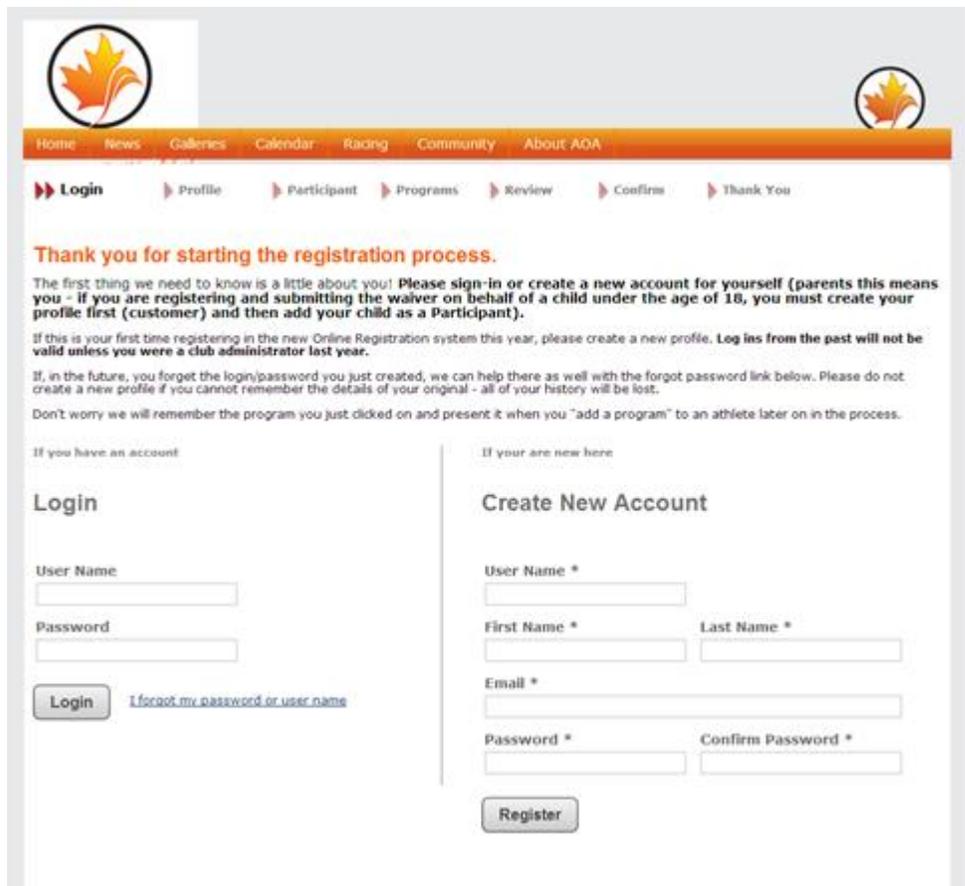
## Getting Started

### Login Page

Access the AOA online registration system by clicking on the  button on our home page at [www.alpineontario.ca](http://www.alpineontario.ca). If you registered yourself or your child on the online system for the 2013/14 season, use the same username and password. If you did not register during the 2013/14 season you must create a new customer profile.

A customer profile must be created by an adult over the age of 18 who intends to register either him/herself and/or other family members as AOA participants for the current season. A customer profile simply holds basic information to allow the user to access the AOA online registration system – creating a profile does not mean you are registered.

The 'Customer' creating the profile will be responsible for submitting the waivers for all participants he or she registers and must therefore be 18 years of age or older and be a legal guardian of any participants under the age of 18. DO NOT enter your child's information in the Create New Account or Customer profile section.



The screenshot shows the AOA online registration system interface. At the top, there is a navigation bar with links for Home, News, Galleries, Calendar, Racing, Community, and About AOA. Below this is a secondary navigation bar with links for Login, Profile, Participant, Programs, Review, Confirm, and Thank You. The main content area features a heading "Thank you for starting the registration process." followed by instructions: "The first thing we need to know is a little about you! Please sign-in or create a new account for yourself (parents this means you - if you are registering and submitting the waiver on behalf of a child under the age of 18, you must create your profile first (customer) and then add your child as a Participant). If this is your first time registering in the new Online Registration system this year, please create a new profile. Log ins from the past will not be valid unless you were a club administrator last year. If, in the future, you forget the login/password you just created, we can help there as well with the forgot password link below. Please do not create a new profile if you cannot remember the details of your original - all of your history will be lost. Don't worry we will remember the program you just clicked on and present it when you 'add a program' to an athlete later on in the process." Below the text are two columns of forms. The left column is for "Login" and includes fields for "User Name" and "Password", a "Login" button, and a link "I forgot my password or user name". The right column is for "Create New Account" and includes fields for "User Name \*", "First Name \*", "Last Name \*", "Email \*", "Password \*", and "Confirm Password \*", along with a "Register" button.

To Create a New Account (you have never registered previously on AOA's online registration system), enter a user name and password you will remember, as well as your full name and the email address you prefer to use for this account (Note: This email address will remain with your profile so be sure to use one you believe you will be able to access long term).

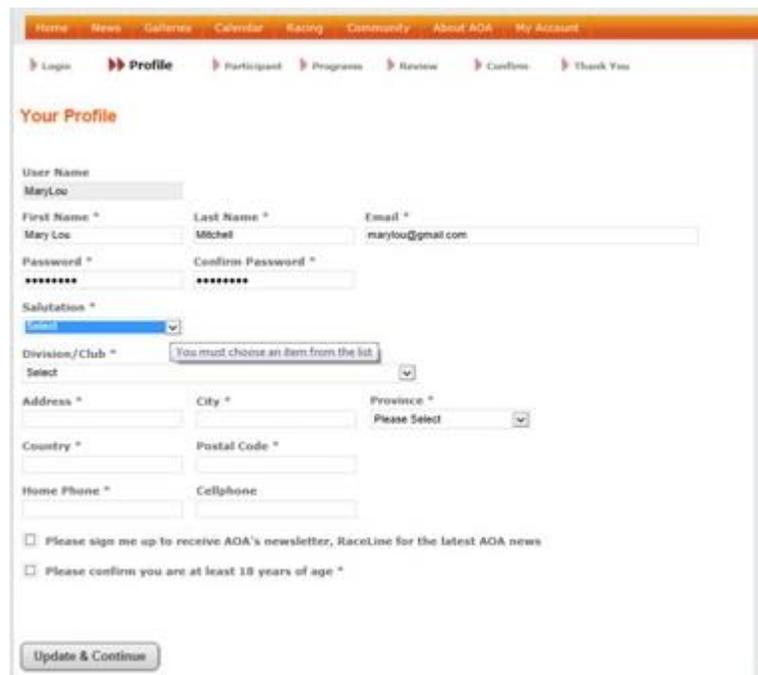
To log in as an existing customer, enter your User Name and Password details on the left hand side of the screen shown above under Login.

### Top Tip:

The Customer profile is based on your email address; please remember which email address you used to sign in. If you forget your username or password, DO NOT CREATE A NEW PROFILE, simply click forgot username/password to retrieve the information. Creating a secondary profile will result in a loss of all previous history.

## Your Profile

This page allows you to build your Customer Profile. A customer profile only provides access to the registration system; creating a customer profile DOES NOT mean you are registered. Customer Profiles can only be created by persons over the age of 18. If you are registering your child, create the Customer Profile under your name and details and then add you child/children as Participants.



The screenshot shows a web form titled "Your Profile" with a navigation bar at the top containing links for Home, News, Galleries, Calendar, Rating, Community, About AOA, and My Account. Below the navigation bar is a breadcrumb trail: Login > Profile > Participant > Programs > Review > Confirm > Thank You. The form fields include: User Name (pre-filled with "MaryLoe"), First Name (pre-filled with "Mary Loe"), Last Name (pre-filled with "Michell"), Email (pre-filled with "maryloe@gmail.com"), Password and Confirm Password (both masked with asterisks), Salutation (a dropdown menu with "Miss" selected), Division/Club (a dropdown menu with the message "You must choose an item from the list"), Address (a text field), City (a text field), Province (a dropdown menu with "Please Select"), Country (a text field), Postal Code (a text field), Home Phone (a text field), and Cellphone (a text field). At the bottom of the form are two checkboxes: "Please sign me up to receive AOA's newsletter, RaceLine for the latest AOA news" and "Please confirm you are at least 18 years of age", and an "Update & Continue" button.

Follow these steps to complete **Your Customer Profile**:

1. Your **User Name**, **First and Last Name**, **Email** and **Password** will populate from the previous screen.
2. Select your preferred **Salutation**, ie. Ms, Mrs, Mr etc.
3. Select the **District** and **club** you are currently registered with from the drop down menu (you must be a member of an AOA registered club to become an AOA member – all AOA clubs belong to one of 4 regional divisions SOD, NOD, LSDA, NCD).
4. Enter your **Address** details and Phone details.



5. Indicate if you would like to receive **AOA's online newsletter**.
6. **Confirm** that you are 18 years of age or older.
7. Click **Update and Continue**.

## Participant Page

Once you have created your Customer Profile and clicked Update and Continue, you may begin adding programs for yourself as the "Participant" or for your children or other family members. To add programs you will be first asked to complete a Participant Profile, including one for yourself if you intend to register as a participant; i.e. participate as an athlete, Coach, Official/Volunteer, or General Member.

If you are adding a program for yourself, scroll through the list of programs to find the one that describes you.



### Top Tip:

The first time you complete a Participant Profile you will be required to re-enter address and contact details that you may have previously entered in the Customer Profile section. This will only occur once, every subsequent Participant Profile you add will be pre-populated with this information.

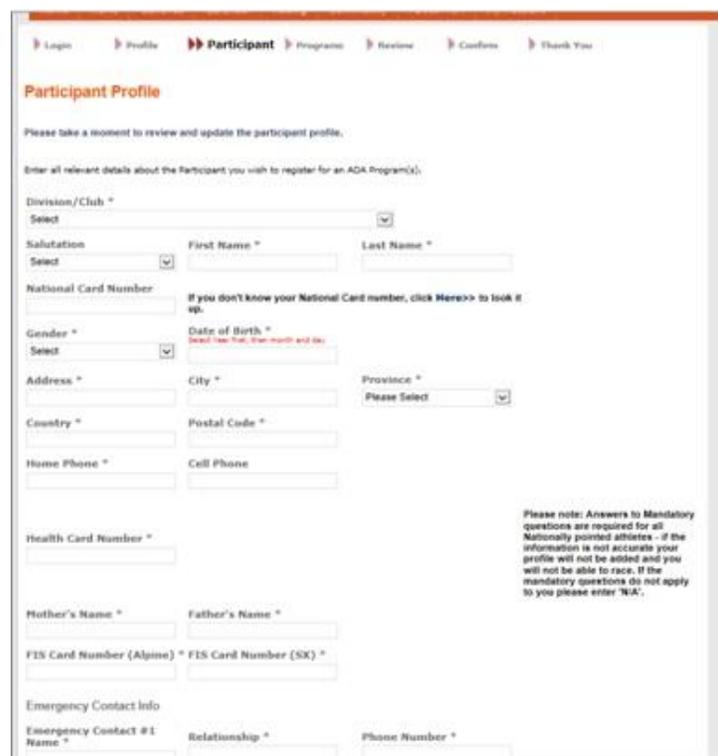
Please note, only those programs you are eligible for will be displayed, eligibility may be determined by age, prerequisite programs, or regions/clubs.

Follow these steps for adding yourself or your family member as a participant:

1. Select the **District/Club** the participant is registered to.
2. Select the Salutation the participant uses.
3. Enter the participant's **First** and **Last Name**.
4. Enter the participant's **National Card Number**.
5. All athletes above the U14 level will have a National Card Number, if you are unsure use the search facility linked to the right of the question to locate the participant's number.
6. If the participant is registering in a U8, U10 or U14 program, or is a Coach, Official/Volunteer, or General Member, simply enter **N/A** in the answer field.



7. Enter the participant's **Gender** and **Date of Birth** (be sure to select the birth year first, and then Month and Date).
8. Enter the participant's **Address** and **Phone** details.
9. Enter the participant's **Health Card** number – all athletes must enter this field. If the participant is registering as a Coach, Official/Volunteer, or General Member, simply enter **N/A** in the answer field.
10. If the Participant is under 18 years of age, enter his or her **Parent's Names** as well as **Emergency Contact Details** – **these are both required for insurance purposes**. If the participant is over 18 years of age you may enter N/A.
11. If the athlete is a FIS racer, enter their **FIS Number** otherwise enter N/A.
12. Indicate if the participant would like to **receive their own copy of Raceline**, AOA's e-newsletter.
13. Click **Update and Continue**.



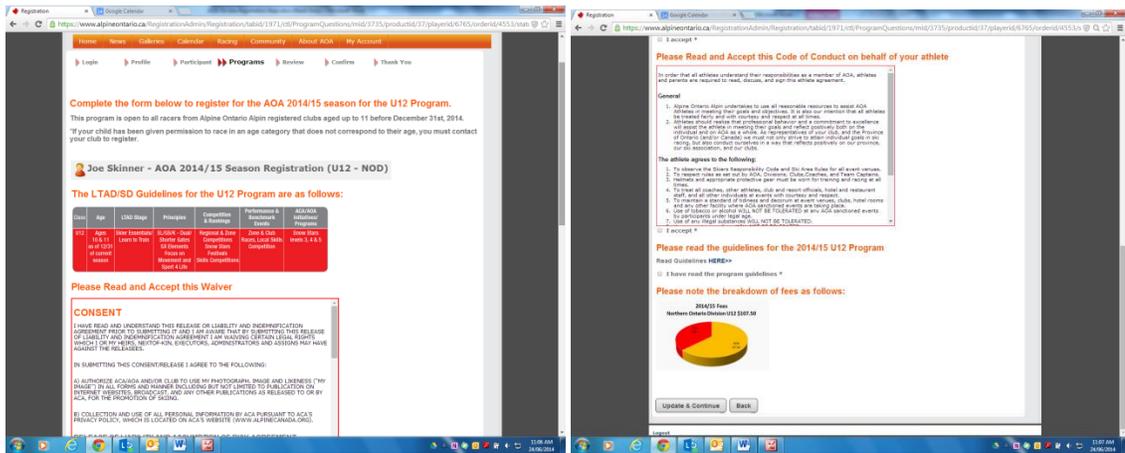
The screenshot shows a web browser window with a navigation bar at the top containing links for 'Login', 'Profile', 'Participant', 'Programs', 'Reviews', 'Confirms', and 'Thank You'. The main heading is 'Participant Profile'. Below the heading, there is a message: 'Please take a moment to review and update the participant profile.' followed by the instruction: 'Enter all relevant details about the Participant you wish to register for an ADA Program(s):'. The form contains several input fields and dropdown menus: 'Division/Club \*' (dropdown), 'Salutation \*' (dropdown), 'First Name \*' and 'Last Name \*' (text boxes), 'National Card Number \*' (text box with a link: 'If you don't know your National Card number, click Here>> to look it up.'), 'Gender \*' (dropdown), 'Date of Birth \*' (text box with a note: 'Select Year, then month and day.'), 'Address \*', 'City \*', 'Province \*' (dropdown with 'Please Select'), 'Country \*', 'Postal Code \*', 'Home Phone \*', and 'Cell Phone' (text boxes). Below these are 'Health Card Number \*', 'Mother's Name \*', 'Father's Name \*', 'FIS Card Number (Alpine) \*', and 'FIS Card Number (SK) \*' (text boxes). At the bottom, there is an 'Emergency Contact Info' section with 'Emergency Contact #1 Name \*', 'Relationship \*', and 'Phone Number \*' (text boxes). A note on the right side of the form reads: 'Please note: Answers to Mandatory questions are required for all Nationally pointed athletes - if the information is not accurate your profile will not be added and you will not be able to race. If the mandatory questions do not apply to you please enter 'N/A'.'

## Programs

Once you have created profiles for all the participants (including yourself if you will be participating), you may now begin registering participants for AOA programs. Programs are typically the current season registration per discipline (i.e. U16, U12, Coach, Masters etc); but may include registrations for camps, courses, and special events.

To register to a program, select **Add a Program** under the relevant participant's name; you will be redirected to the **Select Program** screen.





Once you have completed all mandatory questions, click **Update and Continue**.

You may now continue to add additional programs for the same participant, i.e. camps, or add programs for other participants following the same process. Please note: the system will automatically discount duplicate service charges if you are registering for more than one program where these charges overlap.

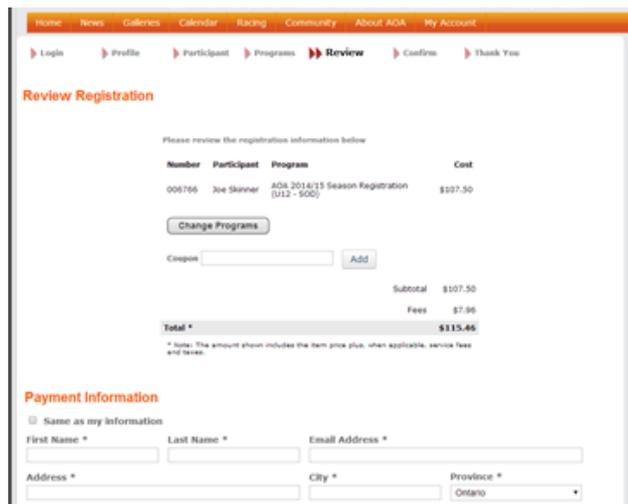
You will see registrations pending checkout listed under each participant's name. If you have accidentally added the incorrect program, you may click the red 'X' beside the program name now to remove that program before checkout.

Once you have completed registering for programs for all participants, click **Done – Continue to Checkout** at the bottom right of the summary page.

## Review Registration and Checkout

The Review Registration page allows you to review the total charges for all of the programs you have registered for plus transaction and credit card fees.

There is an option for a coupon code, coupon codes are typically given to address specific issues and are not generally given out. If you have been given a coupon code by your club administrator, enter it in the field next to **Coupon** and click **ADD**. The coupon discount will be applied to your total.



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Scroll down to **Payment Information**

If your billing information is the same as the address information you entered earlier, click the **Same as my information** tick box, this will populate the address details accordingly. Otherwise, enter your other billing information.

Click the **Pay by Credit Card** box (please note: there is only the option to pay by credit card), and select which credit card method you prefer.

Enter your credit card information including type of card, number, expiration, security code, and name on the card.

Click **Continue**.

If the transaction is successful you will see a verification screen that gives you the option to select a button to **Receive an Email** receipt, or simply **FINISH**. Your email receipt will list the programs you registered for as well as the total cost.

Once complete your registration will be placed in PENDING status until your club administrator confirms that you are a member in good standing at the club you nominated as your home club. This may take several days but you can rest assured that the transaction has taken place and this is just an administration detail.

At any stage you may log into the system again by login in to your profile by clicking the Register button on the front page and view your status or update your information. If you have any difficulties reach out to us at [communications@alpineontario.ca](mailto:communications@alpineontario.ca) or 705-444-5111 ex 132.



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## FAQs

### 1. How can I edit my Customer or Participant Profile?

Click on My Account on the top menu bar here:



and click on the  beside the participant you would like to edit.

### 2. Why is the program I need to register for blocked out?

You may have entered the Customer or Participant's year of birth incorrectly or selected the incorrect club. Follow the directions above to edit the profile and correct the year of birth and check club selected and then proceed to add a program again.

### 3. How do I get back to the Participant Page?

At any time in the process, click on My Account on the top menu bar to go back to the Participant Page.

