

# Registration FAQ

Q: My child played at Valley last season but I can't login (or I can login but I can't see his/her record)!

A: The most common reason this happens is that you are attempting to sign in with an email address that is not in your family's records. Try a different one. If that doesn't work, you may have simply been signed-up on the Valley mailing list and never have been linked to your child's records. Simply email the webmaster at [vyha.webmaster@gmail.com](mailto:vyha.webmaster@gmail.com) with the email address you would like to use and your email will be input into your child's records.

Q: I've created a login and now I'm stuck! How do I register from the family record I see when I am signed-in?

A: Click on "Options" and "Register online". Look at the screenshot below to see where to find those links.



Q: Help! I can't see how to choose how much I want to pay!

A: The drop-down menu is accessed by clicking on the down-arrow represented by a tiny black triangle. See screenshot below.



Q: How do I edit my player's registration?

A: Sign in on the website to bring up your family account. If you have forgotten your password, click on "Forgot" to reset your password first, and then sign in.



The screenshot below shows where to click to edit either member info or registration info. It is not obvious – you have to mouse over the link to see that it's a link.

**Family Members** Options ▾

Members	Registration History		Date	Cost	Paid	Due
Bat Man	Valley Parent Preregistration 2016-17 Season		07/14/2016	\$0.00	\$0.00	\$0.00
<input type="button" value="Add Adult"/>						
Children	Registration History		Date	Cost	Paid	Due
Bat Outofcheck						
Bat Kid	Squirt Registration 2016-17 Season		07/14/2016	\$615.00	\$0.00	\$615.00
<input type="button" value="Add child"/> <span style="float: right;"><b>Family Balance: \$615.00</b></span>						

**Click here to edit member info**

**Click here to edit registration**

Q: I made a travel deposit or I know a registration has already been started for my child but I don't see it anywhere when I login. (No matter whether a registration has been started, you should be able to see your child's record when you login if your child was a Valley player last season.)

A: If you login with a different email address from the one(s) in your child's record, you will not automatically be linked to his/her records. It must be put in. Try your other email addresses. If none of them are successful, please email the webmaster at [vyha.webmaster@gmail.com](mailto:vyha.webmaster@gmail.com) and it will be put in your child's record. This is the most common error!

Q: Can I still get the Early-Bird Discount if I use the payment schedule? The registration confirmation email shows the payment schedule with the discounted rate.

A: No, sorry. Unfortunately, the payment schedule on the confirmation email is automatically generated and it shows the discounted rate simply because we have not passed the last date for the Early-Bird Discount (July 15). League Athletics sets it up that way because some clubs do not tie early-bird discounts to full payment.

Q: Do we have to upload the forms?

A: No. The option is there for your convenience, if it is more trouble for you to mail them or bring them to the in-person registration session. If it is too much trouble, you can mail them to us, give them to us at the in-person registration session or at the rink, or email them to us, and we will take care of uploading them for you. The Consent-to-treat form can be printed, filled out with a pen, and photographed to email to us. That may be the least troublesome method from your home. We will also have paper copies at the in-person registration.