

**Participant’s Online Account**

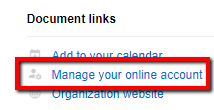
Participant Online Account Overview

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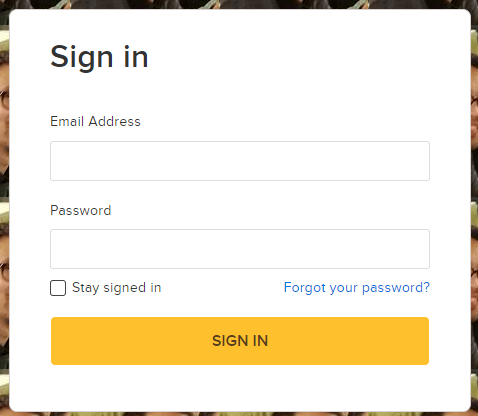
# Accessing online account

* To access your online account, you will need the online account link. The link can be located at the bottom of your confirmation email.

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

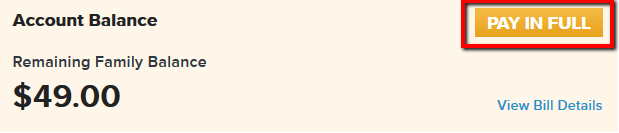


* The organization can also provide the online account link.
* The online account link takes you to the login screen.
* Reset your password on the login screen by clicking **Forgot your Password?**

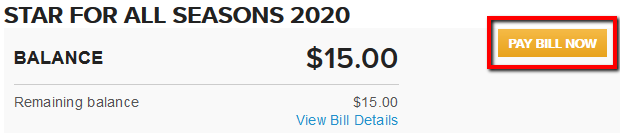


# Make a payment

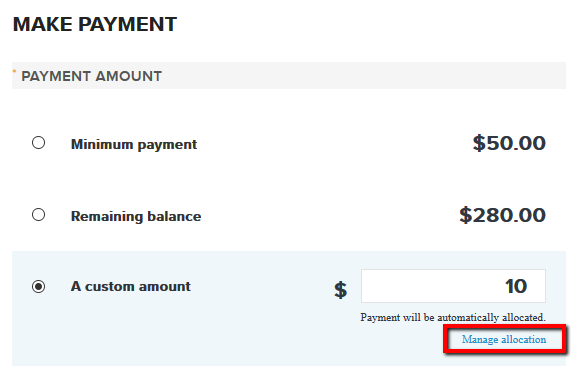
* There are 2 options to make a payment.
  + **Pay in Full** - When there are multiple unpaid orders, you can pay the account/family balance total.



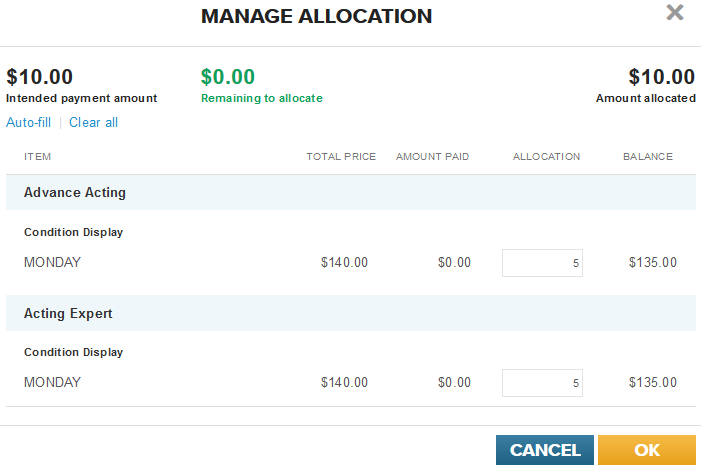
* + **Pay Bill Now** – This option allows you to make a custom payment towards one order or multiple orders.



* + - 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.

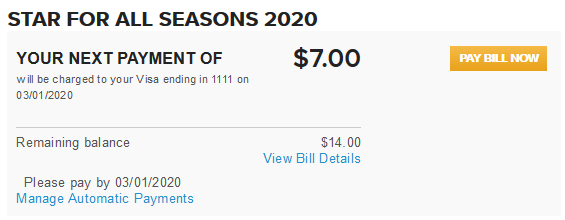


# Default Payment Allocation

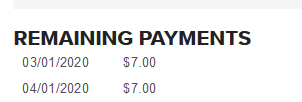
* + When a custom payment is made without utilizing the **Manage Allocation** feature, the system will automatically allocate it towards the most expensive line item (session/program) first.
  + If all line items cost the same amount, the system will allocate the payment to the session/program who’s 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)

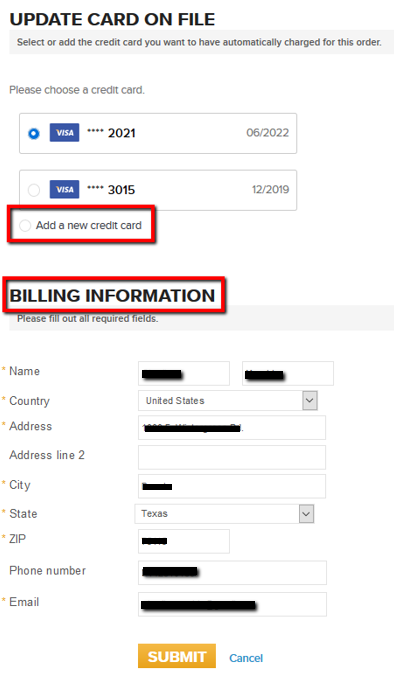
* Orders on a payment plan are visible in the online account.



* + Click **View Bill Details** to see remaining payments.



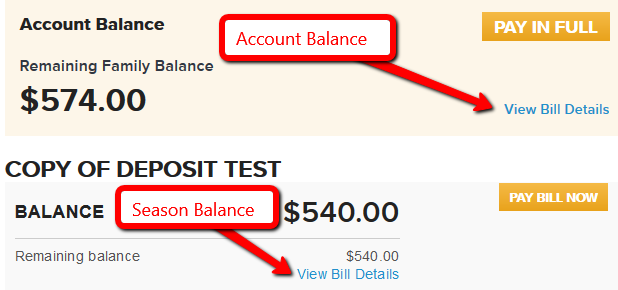
* + Click **Manage Automatic Payments** to **Update Card on File**.



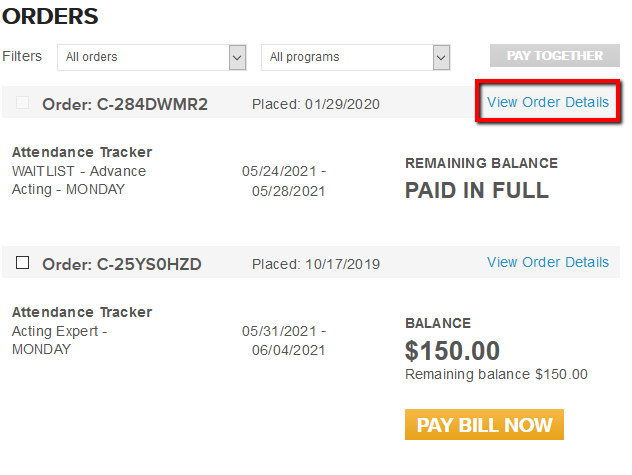
* A payment is not required to update a debit/credit card on file.

## Print Order Details

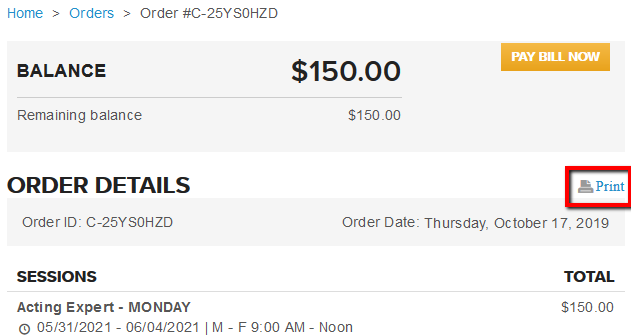
* Print detail information per order.
  + To access
    - click **View Bill Details** under **Account Balance** or season balance.



* + - Then click **View Order Details**



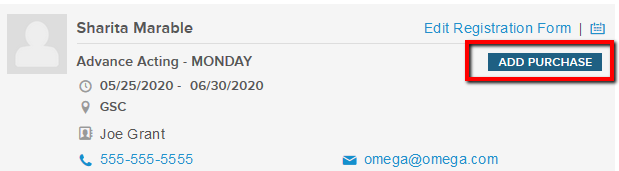
* + - Lastly, click **Print**



* + Includes, Payments and Balances
  + Session name, date, location, cost and contact info

# Add Purchase

* Items, such as merchandise and session options, can be purchased in the online account after registration.
  + EX: clothing, equipment, lunch items, after school options, etc.
  + If Items aren’t listed, contact the organization for a different way to purchase.



* + A full payment, for the additional items, is required at the time of purchase.

# Submit a Follow-up Form

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

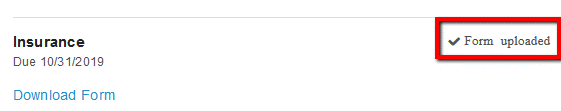


* **Fill Out Form** will be grayed out if it’s no longer available/overdue.
  + Overdue means the expiration date set by the organization has passed.
  + Contact the organization for assistance.



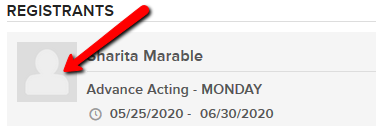
# Upload a Supplemental Form

* Supplemental forms need to be downloaded first then uploaded. 
  + After form(s) are downloaded, print form(s).
  + Next, fill out form(s).
  + S**can** 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.
  + 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.
  + The maximum size, per file, is 7MB.

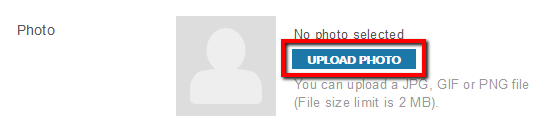


# Upload a Photo

* There are 2 options to upload a photo.
  + Click on the blank profile image next to the participant’s name.



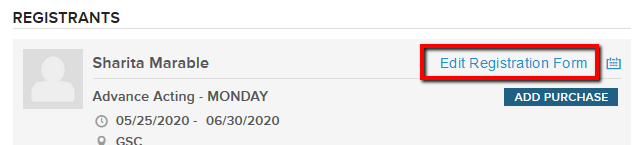
* Or click on **Edit Registration Form**, then click the blue **Upload Photo** tab



* Acceptable files are JPG, GIF and PNG.
* The maximum file size is 2 MB.

# Edit Registration Form

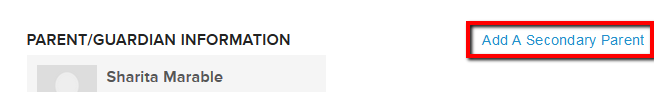
* Edit answers from the Registration form and Follow-up form.



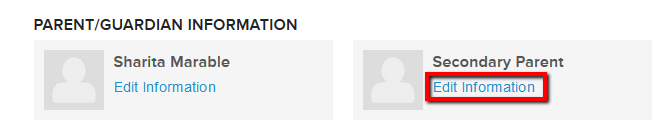
* If **Edit Registration Form** isn’t visible, the organization hasn’t enabled this feature.
  + Contact the organization for assistance.

# 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.
  + Contact the organization if you want to edit the contact first and last name.

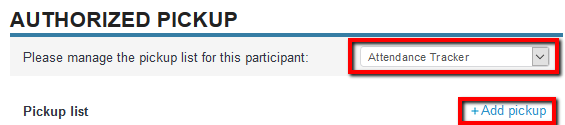


# Manage Authorize Pickup

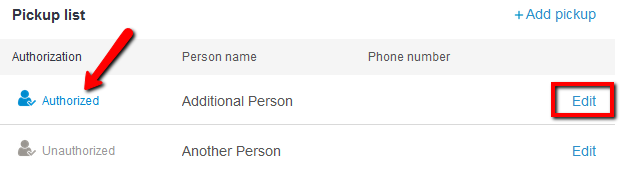
* Manage who can pick up participants.



* Add a pickup person for participant after registering.



* 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.

