RAMP Registration System Account Holder Manual

RAMP
InterActive

Registration Manual

This manual has been created to provide an introduction and basic walkthrough of the RAMP registration site. When you access the registration site through your club's page, the first thing you will see will be a page with the following links:

1. New to the site? Click here to create a new account.
2. Already have an account? Click here to login to your account.
3. No Activation Email? Click here to resend your activation.
4. Frequently Asked Questions
5. Activate Your Account
6. Forgot Your Password?
7. Didn't Receive Your Activation Email? Click Here to Resend.
8. Refund Policy

There is also a Login box on the left side of the screen where you can log in if you have a pre-existing account.

Creating an Account

Access your clubs registration page through the provided URL.
Click on the image under "New to the Site?"
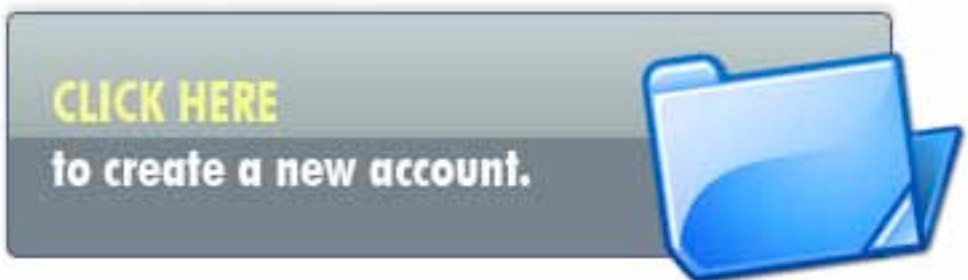
Enter all required fields on the page with your personal contact information. The personal information that you enter in this area is your own, not the registrants. The account holder is the person who will be paying for the registration. Check the "I am also a Guardian/Emergency Contact" checkbox. If you are the registrant's legal guardian, this will ensure that you will not have to re-enter the information later on in the process.

Email

Confirm Email

Password

Confirm Password

First Name

Last Name

Gender   ◯ Male ◯ Female

Home Phone

Work Phone

Address

City

Postal Code/Prov   [   ] [AB ▼]

☐ I am also a Guardian/Emergency Contact

**This is not a participant registration.

[Signup Now!]

Once you have submitted your information, you must check your email to continue with the registration process. **CHECK YOUR JUNKMAIL!** Most often the emails will get routed to your spam folder.

In your activation email, click on the link within to activate your account. If you do not receive an activation email, follow the steps below to have another one sent to you.

Resending the Activation Email

On the main registration page, there is a link to resend your activation email.

No Activation Email?

CLICK HERE
to resend your activation.
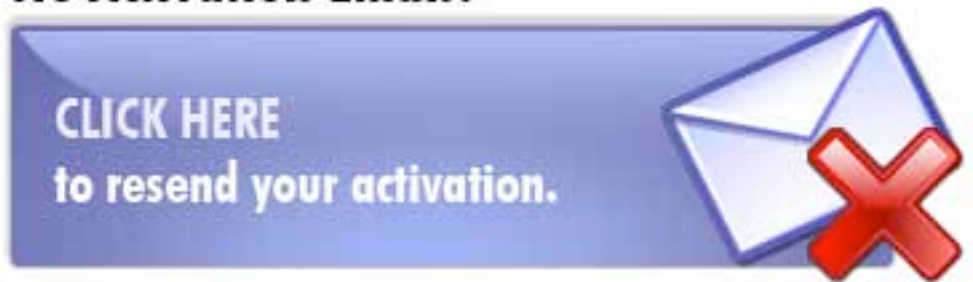
1. Enter your email address in the field provided.
2. Select "Send Activation Instructions" and another activation email will be sent to your account.
3. Once you receive the activation email, click on the link within to activate your account.

Resend Activation Instructions

Email [   ]

(Send Activation Instructions)

Manual Retrieval

If you have forgotten the email you use to log into your account with or you have successively missed the activation emails, you can send in a manual retrieval request. You can access this feature by

1. Clicking the "Resend Activation Email" image.
2. Clicking on "Still having trouble? Click here for a manual retrieval from RAMP Registrations Support"

Email [   ]

(Send Activation Instructions)

Are you still having trouble? Click Here for a manual retrieval from RAMP Registrations Support.

3. Fill out the appropriate required fields. If you have forgotten which email you're using as a login, just enter another email you have access to in the email field. Make sure to enter all your information, as the system matches your account by all the available information.

Manual Retrieval of Activation Information

If you are still unable to retrieve your activation information. RAMP Registrations Support will manually retrieve your information and email it to the email in which you've created an account with. Please fill out the form below to retrieve the information.

Email [   ]
*Email in which the account belongs.

First Name [   ]

Last Name [   ]

Home Phone [   ]

(Send Activation Instructions)

An email will be sent to you with the information you require to activate your account and continue with the registration process.

Activating your Account

At the bottom of the main page, there are links provided to access the activation portion of the website. This is in case your email provider blocks the URL that is sent in the activation email, or you do a manual retrieval.

1. Simply click the "Activate Your Account" link.
2. Enter your email address and the activation code
3. Select "Activate Account" and your account should be activated.

Activate Your Account

Email	_____ .
Activation Code	_____

(Activate Account)

Registering A Player

Once you account is activated you can log in and register the player. Log in using your email and password. The first time you register your child you will have to enter in the child's information, however, the system stores this information. In the beginning though, you won't have this information set up, so lets start by choosing the season you want to register in.

Registration

Season Select

◉ 2009 Outdoor

(Continue)

2. The next page that appears is a Waiver form. It is very important that you click on the "I Agree" checkbox on the bottom of this page, or you will not be able to proceed through the registration process.

Registration

Player Information

Player First Name*	_____
Player Last Name*	_____
Birthdate*	_____ (mm/dd/yy)
Address*	_____
City*	_____
Postal Code*/Prov*	_____ [AB ⬍]
Gender*	○ Male ○ Female
Home Phone*	_____
Cell Phone	_____
Primary Email*	_____
Secondary Email	_____
Division*	_____ ⬍

☐ I Agree

(Continue) (Back)

(Continue to Step Two) (Back)

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3. Next, you are required to enter in your registrant's information. It is important to note that the primary email address should be **YOUR** email, and the secondary email address should be the registrant's email (if desired). Entering in the registrant's email as the primary email address means that they will be receiving all future correspondence from the registrations system.

When you have filled out this section please click on the "Continue to Step Two" button.

The next page is the guardian information page. You should be able to select your name from the dropdown menu, and the system will automatically fill in the information that you entered when creating the account for you. After you are done, click "Continue to Step Three".

4.

Guardian/Emerg. Contact #2 (Optional)

First Name	
Last Name	
Gender	○ Male ○ Female
Home Phone	
Work Phone	
Address	
City	
Postal/Prov	AB ↕
Email	

(Continue to Step Four) (Back)

The Step Three page is the area where you can add additional emergency contact or guardian information. It is optional for you to enter in this information, but also strongly recommended that you do fill it out. Enter the information for your significant other, grandparent, or other individual you trust to be responsible for your child in case of emergency if the club cannot contact you. When you are finished, click "Continue to Step Four".

5. A page may appear with additional information the club requires, such as volunteer information, medical information etc. Fill out this page, and then click "Continue to Step Four". See the example below. This information is specific to each association/club.

Other Information

Soccer depends on having volunteers. Are you available to help

Are there any health issues that the coach should be aware of?

No

If you answered Yes to the previous question, list any health issues, symptoms and actions required. Please be aware that there may not be any trained first aiders available and it is your responsibility to monitor your child's health needs and provide assistance

Do you have any special requests or comments. We will accommodate your requests if possible. The needs of all the players will be considered before the needs of an individual

Internal Use Only

(Continue to Step Four) (Back)

The next page that appears will ask for your payment information.

5. Select the appropriate package from the dropdown menu, then your payment method. Most clubs will have you choose from cash, cheques, or credit cards. Selecting the credit card option will open a menu for you to enter your credit card information. The registration system will automatically bill your card once you complete the registration process, and provide you with an option to print a receipt. Selecting cheque will open the cheque payable area, which will provide you with the club information to fill out on your cheque. When you are finished, click "Continue to Final Step".

Payment Information

Package

Payment Type Credit Card

○ VISA ○ MasterCard

Name on Card*

Credit Card #*

Expiry*   mm/yy

Security Code*

(Continue to Final Step) (Back)

The final page offers you a last chance to review and confirm your information. If you wish to change any of the previously entered information, click the "*Edit*" link that appears on the right side of the page. **DO NOT CLICK THE BACK BUTTON ON**

YOUR BROWSER! Once you have reviewed your information and it is correct, click "Confirm and Submit"

Registration Complete!

Congratulations, your player registration has been complete.

Click here to register another participant.

My Registrants

Bobby Sue

History Register

In subsequent seasons you can choose your child's name from the "My Registrants" box on the left side of the screen once you have logged in, simply click on the "register" link and you won't have to type in most of the information again!

You can also view the history of each registrant for each season, and print off receipts by clicking "History" beside your child's name in the "My Registrants" section.

Registering your Child for Multiple Clubs/Camps/Seasons

In many cases clubs offer online registration for their regular season, and evaluations or special camps. Sometimes, two different clubs will both offer registrations through the RAMP system. To register your child for multiple activities with the RAMP system is easy, since the system stores your information, so you don't have to type it over and over again!

To Register your Child the Second Time

First, log into the system on the clubs page you wish to register with, using you existing login information.

My Registrants

Bobby Sue

History Register

On the left side of the screen is a box that reads "My Registrants", and in this box are your registrant's names that you have already entered into the system when you previously registered them for activities. Beside each name are two links, "History" and "Register". Click on the "Register" link. Doing this will load up all the information you previously entered into the system, such as your names, contact information etc.

For this example, we'll register Bobby Sue for the regular season at a soccer club. Bobby Sue is already registered for the tryouts for this club, but she has made the team and now needs to register for the regular season.

When the "Register" link beside Bobby Sue's name is clicked, it brings up the screen shown below.

Clicking on the check box for the 2009 Season and clicking "Continue" will launch the registration process as previously shown.

Multiple registrations must be undertaken this way. If you log in and simply click the 2009 season checkbox without completing the previous steps, the system will think that you are attempting to register a new registrant. Once you enter in all the information for the registrant, the system will do a search, see that there is already a registration for that registrant, and return an error message similar to the one shown below.

FAQ's

I did not receive an activation email.

   1. Check your spam folder as your email application may have mistaken the email as spam.

   2. Select the "No Activation Email? Click here to resend your activation." This will send an email directly to your email account with the activation instructions.

   3. Select the "No Activation Email? Click here to resend your activation." And select the "Are you still having trouble? Click here for a manual retrieval form RAMP Registrations Support". This will send an email to the RAMP Support desk, they will reply with your account status information.

I do not have an email address to complete the registration process.

   1. Contact your registrar to see if an offline registration is possible.

   2. Create a new personal email account (eg. http://www.gmail.com)

I have forgotten my password.

Select the "Forgot your password". This will send an email to your personal email account with your login information. Please check your spam folder.

I don't have access to the email account I created my registration account with anymore, and I forgot my password.

Please contact your registrar. They will initiate a manual retrieval on your behalf with RAMP Support, who will send the email to your new email account instead of the old one you no longer have access to. You can then login and change your login to your new email address by clicking on the "Email" tab and then entering your new email (which will in turn become your new login).

I try to login but receive an "Invalid Password" notice every time I try to login.

Select the "Forgot your password". When your email address has been set up you will receive an email in your personal email account that will contain a completely new login and password. Please login with this information and reset your login and password to your liking. Please check your spam folder.

I registered for the wrong division within the right association.

Please login to your family account and select the "Contact" tab at the top. Notify your association registrar with that contact information. If no information is provided select the "Support" tab at the top. Enter the player's name, club and division they are supposed to be in, support will reply and cc the association's registrar on the email. **Please include the association name that you are registered with.**

I'm trying to create a family account and receive an error when I try to enter my phone number into the field.

1. This error may be caused by an auto-fill set to your browser. Please try entering the information manually field by field.
2. If this problem persists please try creating an account in a different browser.

I receive an error when I try to enter my credit card number.

1. Please make sure you are entering your credit card expiry date in the mm/yy format.
2. This error may be caused by an auto-fill set to your browser. Please try entering the information manually field by field.
3. If the system will not accept your credit card number etc, please select one of the other payment options and contact your registrar.

When I log in, the system tells me that the association I want to register with is not accepting registrations.

The registration period may be over. Select the "Contact" tab at the top. Notify your association registrar with that contact information. If no information is provided select the "Support" tab at the top. Enter the player's name, club and division they are supposed to be in, support will reply and cc the association's registrar on the email.

The system says that my child is already registered.

Please refer to the "Registering your child for Multiple Clubs/Camps/Seasons" portion of this manual for detailed instructions on how to register your child for more than one activity with the registration system.