



# PGMHA Online Registration

## teamsnap

### Guide & Help Document

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If something is highlighted in yellow, it is very important and if not followed, will cause registration issues

# 1 Obtaining Hockey Canada ID & Respect In Sport Certificate

## 1.1 Returning to hockey

- Login to [bchockeyparent.respectgroupinc.com](http://bchockeyparent.respectgroupinc.com)



- Find your players' Hockey Canada ID by going to Profile → Child Management
- Note: do not use [bch.respectgroupinc.com](http://bch.respectgroupinc.com)



## 1.2 Returning to hockey and adding a new-to-hockey player

- Login to [bchockeyparent.respectgroupinc.com](http://bchockeyparent.respectgroupinc.com)



- Add your new player by going to Profile → Child Management → Add Child

## 1.3 Do you have the Activity Leader (coaching) Respect In Sport

- Login to [ehockey.hockeycanada.ca](http://ehockey.hockeycanada.ca)



- You will find your players' Hockey Canada ID on the first page
- From there, you can also Add a Participant

## 1.4 New to hockey

- Create a new profile and complete your Respect In Sport course online at [bchockeyparent.respectgroupinc.com](http://bchockeyparent.respectgroupinc.com)



- Once you are certified, create a new player by going to Profile → Child Management → Add Child
- Once your player has been added, you will see their Hockey Canada ID

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## 2 Season Registration

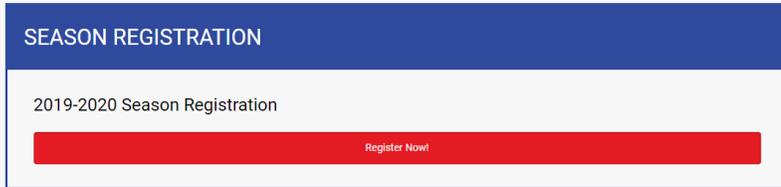
### 2.1 Starting Your Registration

Use only supported browsers: Internet Explorer is not supported

Supported browsers: Chrome, Safari, Mozilla Firefox or Microsoft Edge

Go to the [PGMHA website Registration](#) page select **Register Now!**

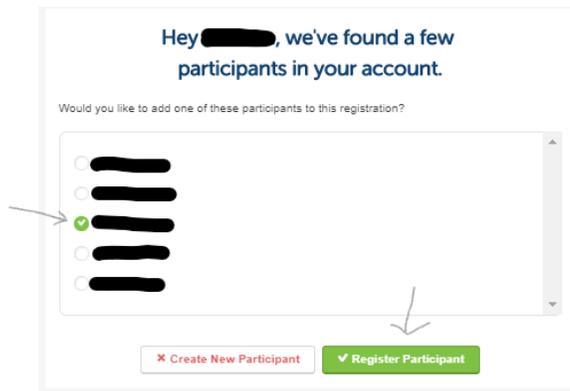
Do not click **Register Now!** again (it will start a new registration; finish your registration in TeamSnap)



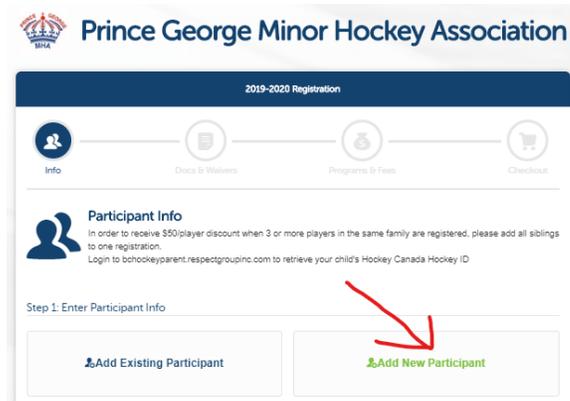
One of three things will happen:

- 1) There may already be an existing registration (it will notify you) or
- 2) TeamSnap may find Participants associated with your account (it will list them) or

To begin here, select one of the Participants it has found and select **Register Participant**



- 3) TeamSnap may ask you to Register Participant



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[technology@pgmha.com](mailto:technology@pgmha.com) for assistance

## 2.2 Step 1: Enter Participant Info



Start to the top and complete this section first:

### Step 1: Enter Participant Info

#### 2.2.1 Are you registering more than one Participant?

**No!** Then please scroll down to the next section Step 2: Enter Parent Info.

**Yes!** Then do not move on! Was the second participant listed on the first screen?

If yes, then choose Add Existing Participant If not, then choose Add New Participant.

This is directly below the last field you completed for your first participant.

Hockey Canada Division 

Peewee ▾

[Add Existing Participant](#) [Add New Participant](#)

**Do not click Add New Participant again if you are only registering one Participant; it is not a save button, it opens a second section for additional participants.**

Continue adding all the participants in your family to Step 1 before continuing to Step 2.

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## 2.2.2 Step 2: Enter Parent Info

### Step 2: Enter Parent Info

Complete all sections:

Parent 1

Parent 2

Additional Parent Info

Parent 1

Parent 2

Additional Parent Info

Emergency contact phone

use the following format: 12505630303

(no spaces, no dashes, put a 1 before the number with area code)

\* Emergency contact phone

12505630303

Before you Save & Continue, scroll back up to ensure AutoFill has not overwritten your child's name with yours or else you will end up registering yourself for Minor Hockey.

Save & Continue



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## 2.3 Documents & Waivers

Carefully read and then sign each Waiver presented; there are multiple waivers to sign. The first ones are per Participant, the second section are per family.

By entering my name in this box I agree to the terms of the waiver.

sign here

Expecting: [REDACTED]

 Sign Waiver



# Prince George Minor Hockey Association

2019-2020 Registration



Info



Docs & Waivers



Programs & Fees



Checkout



### Documents & Waivers

Please review and acknowledge the documents and waivers below.

[REDACTED]

✓ Waiver of Responsibility

edit

#### Registration Documents & Waivers

✓ Respect in Sport and Sportsmanship in the Stands

edit

✓ Important Registration Information

edit



Save & Continue ▶

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## 2.4 Programs & Fees

Review and select each fee then Save & Continue

**Prince George Minor Hockey Association**

2019-2020 Registration

Info — Docs & Waivers — **Programs & Fees** — Checkout

### Programs & Fees

Please select the fee(s) that apply to each participant.

**2019-20 Season Registration** \* (Required)

- Pee Wee (Male) | \$530.00

#### Registration Fees

**Sibling Discount**

- Sibling Discount (3 or more)

[Remove Selection](#)

**Save & Continue**

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## 2.5 Checkout

**Prince George Minor Hockey Association**

2019-2020 Registration

Info — Docs & Waivers — Programs & Fees — Checkout

### Checkout

Please review your registration fees and select a payment method.

2019-2020 Registration Fees

**Participant Fees**

Paw Wiew (Male) (Program)	\$530.00
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~~Add Another Participant~~

**Registration Fees**

Sibling Discount (3 or more)	\$0.00
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**Total Fees**

Participant Fees	\$530.00
Registration Fees	\$0.00
<b>Total</b>	<b>\$530.00</b>

**Step 1: Choose a Payment Method**

**Pay With Credit Card**  
All Major Cards

**Pay Offline**  
By check or cash directly to the club or league

**Step 2: Confirm Payment and Finish Checkout**

Next Credit Cards    New Credit Card

You don't have any credit cards on file.  
If you checkout with a card now, you'll be able to easily use it for future registrations.

+ Add a New Credit Card

**Pay by installment** \*Total is divided into 2 payments

**Order Summary**

Registration Fees	\$530.00
Processing Fee	\$15.78
<b>Checkout Total</b>	<b>\$545.78</b>

Confirm Payment

### Do not use this field for Adding Another Participant

Please go to **Info** to add additional participants to your family membership

#### 2.5.1 Pay Offline E-Transfer

[payment@pgmha.com](mailto:payment@pgmha.com)

(no password required)

Or

Cheque mailed or dropped off at the office

#### 2.5.2 Pay by installment

Toggle **ON** to pay \$250 now and remainder by July 31<sup>st</sup>

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# Prince George Minor Hockey Association

2019-2020 Registration



## Thanks for Registering!

You will receive an email shortly confirming payment.



## Visit Your Dashboard

Log in to TeamSnap and visit your dashboard to see your status.

[Go to my TeamSnap Dashboard](#)



## What's Next?

Once assigned to a team your coach should send you an email.

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### 3 Using TeamSnap

Once you have completed your Registration, you may view your registration(s) by logging into



From there, you can view Your Registrations, Teams, print receipts, make payments and much more!

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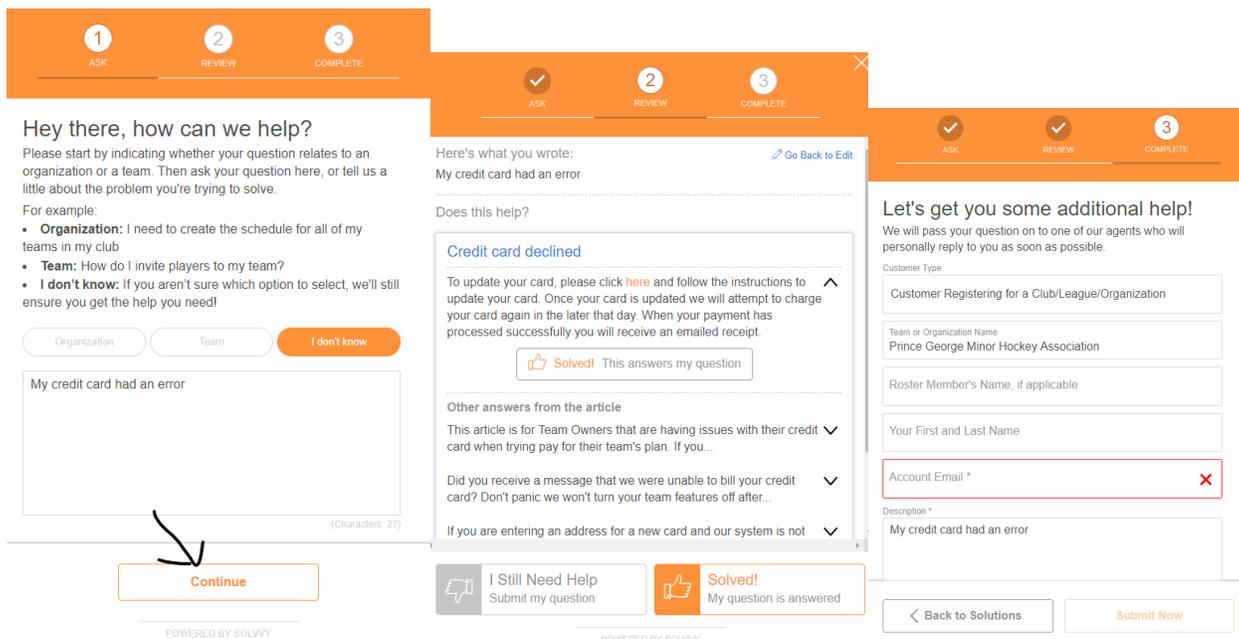
## 4 I Need Technical Assistance

Can you have your registrants try these troubleshooting steps in order of escalation.

1. Check to make sure that you are using a supported browser. Important Note: Internet Explorer is not supported, if registrants are using Internet Explorer the full checkout screen might not appear, they should switch browsers. The following browsers are supported. Google Chrome: latest version \*Recommended, Mozilla Firefox: latest version, Apple Safari: latest version, Microsoft Edge: latest version.
2. Clear your browser cache, then close and re-open your browser window. For instructions on clearing the cache for your specific browser type, see <http://www.refreshyourcache.com>
3. Restart your computer or device
4. Try an incognito window
5. Try a different browser (if you use Chrome, try Firefox, and vice versa)

If the problem persists after giving the above troubleshooting steps a try please let us know. It will be important for us to know the browser being used, the error or issue you are seeing, whether you are on a work network or home network if you have a firewall on your network, and confirmation of troubleshooting steps taken already.

[Ask TeamSnap for help](#) click the  in the bottom, right and complete the 3 steps!



The image displays three sequential screenshots of the TeamSnap help interface, illustrating the 'ASK', 'REVIEW', and 'COMPLETE' steps of the help request process.

**Step 1: ASK**  
The interface prompts the user with "Hey there, how can we help?" and provides instructions on how to ask a question. It includes a text area for the question, a character count (27), and a "Continue" button. A yellow highlight is present on the "Continue" button.

**Step 2: REVIEW**  
The user's question "My credit card had an error" is displayed. The system provides a suggested answer: "Credit card declined" with instructions to update the card. A "Solved! This answers my question" button is visible. A yellow highlight is present on the "Solved!" button.

**Step 3: COMPLETE**  
The user is prompted to provide additional information to help the support team. The form includes fields for "Customer Type", "Team or Organization Name" (filled with "Prince George Minor Hockey Association"), "Roster Member's Name", "Your First and Last Name", "Account Email" (with a red error message), and "Description" (filled with "My credit card had an error"). A "Submit Now" button is visible. A yellow highlight is present on the "Submit Now" button.

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