



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



- Find your player' s Hockey Canada ID by going to Profile → Child Management
- Note: do not use bch.respectgroupinc.com



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

- Login to 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



- You will find everyone' s (yourself and your player' s) **Hockey 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



- 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

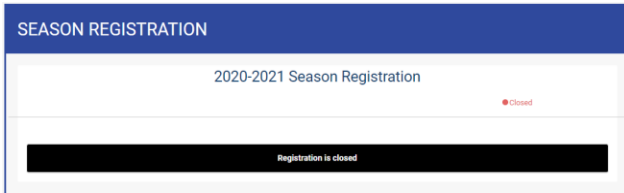
2.1 Starting Your Registration

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!**

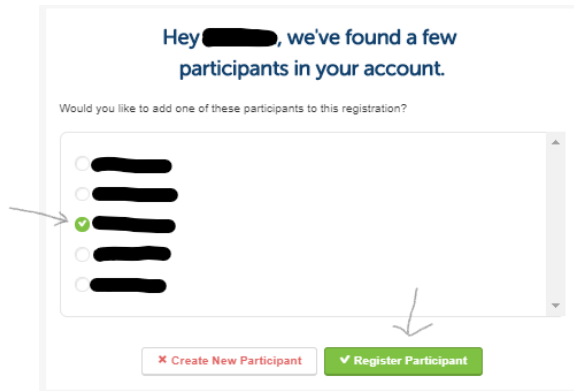
Do not click **Register Now!** again (it will start a new registration; finish your registration in TeamSnap)



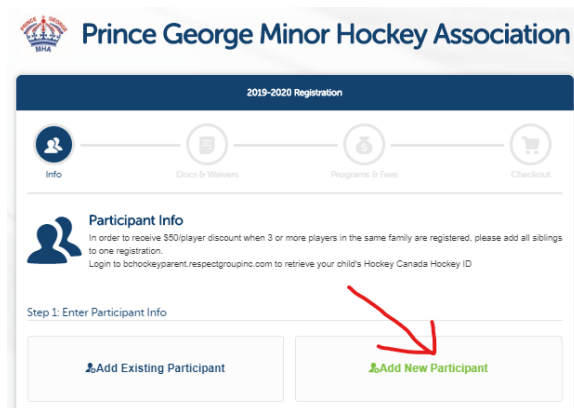
One of three things will happen:

- 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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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.

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.

██████████'s Programs & Fees

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

Participant Name: [REDACTED] Paw Wiew (Male) (Program)	\$530.00
Add Another Participant	

Registration Fees

Sibling Discount (3 or more)	\$0.00
------------------------------	--------

Total Fees

Participant Fees	\$530.00
Registration Fees	\$0.00
Total	\$530.00

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
Checkout Total	\$545.78

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

(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 31st

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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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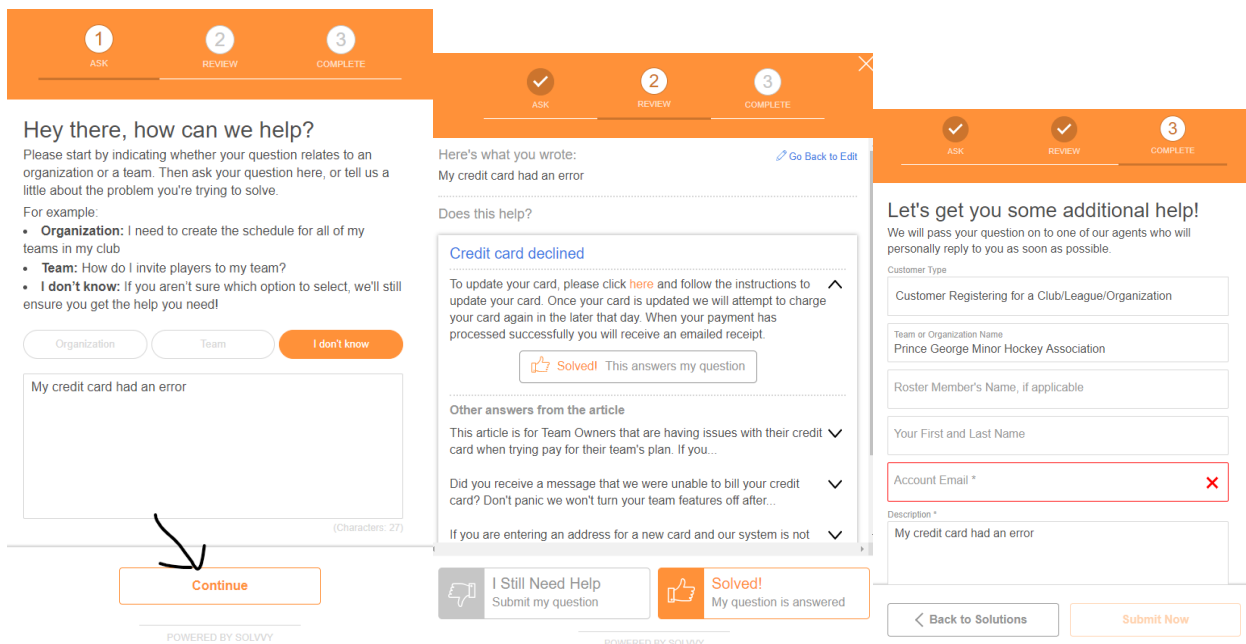
4 I Need Technical Assistance

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 user is prompted: "Hey there, how can we help?" and instructed to start by indicating whether the question relates to an organization or a team. The user has selected "Team" and entered "My credit card had an error". A "Continue" button is visible at the bottom.

Step 2: REVIEW
The user's question is displayed: "Here's what you wrote: My credit card had an error". A suggested article titled "Credit card declined" is shown, with the text: "To update your card, please click here and follow the instructions to update your card. Once your card is updated we will attempt to charge your card again in the later that day. When your payment has processed successfully you will receive an emailed receipt." The user has indicated that this answer solved their problem.

Step 3: COMPLETE
The user is prompted: "Let's get you some additional help!" and instructed to provide additional information. The user has entered "Prince George Minor Hockey Association" for the team name and "My credit card had an error" for the description. A "Submit Now" button is visible at the bottom.

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