



## Table of Contents

1	Registration Set Up	4
1.1	What does Terms and Conditions mean?	4
1.2	What is the membership fee?	4
1.3	What happens when I exclude the membership fee?	5
1.4	How do I set up a Non-player?	5
1.5	How do I set up discounts?	5
1.6	How do I apply discount rules to my multi-child family?	5
1.7	How do you apply discounts to a manual registration?	6
1.8	How do I set-up Early Bird and Late Fees?	6
1.9	Do I have to create the Rowans Law waiver?	7
1.10	Do I have to create the Hockey Canada waiver?	7
1.11	Do I have to create the Member Branch waiver?	7
1.12	Do I have to create a waiver?	7
1.13	7	
2	Installments, Payments Refunds	8
2.1	How do I set up installments?	8
2.2	I have multiple installments 7	
2.3	How do I 7	
2.4	Why can't I set up an Installment at 0%?	9
2.5	Why isn't 'other items' part of installments?	9
2.6	How do I 8	
2.7	How do I 8	
2.8	How do I 8	
2.9	How can I refund an Initial credit?	10
2.10	How can I remove discounts if a child from a multi-child family deregisters and charge the adjusted amount to the parent? 10	
2.11	What happens when an installment payment is declined?	10
2.12	How do I recharge an installment after it is declined?	10
2.13	How do I change or cancel a credit card number?	11
2.14	How do I refund a partial installment payment?	11
		1

2.15	How do I change payment type from Installments to full balance?	11
2.16	I cancelled the 10	
2.17	10	
2.18	How do I register an Overage or Underage child?	12
2.19(a)	<b>(Ontario only)</b> Why am I able to register for the wrong division?	12
2.19(b)	Am I able to set up age restrictions on divisions?	12
2.20	Why can't I cancel an Optional Item?	13
3	Online Store	13
3.1	How do I adjust the dates of my online store?	13
3.2	How do I make an 'Other Item' mandatory?	13
3.3	Why isn't my registration fee showing up in my store?	14
3.4	Why isn't my discount applying in my online store?	14
3.5	How do I add my merchant account to my online store?	14
3.6	How do I get notifications for registration?	14
3.7	How do I turn off notifications for registration?	14
3.8	My parents can only register existing players?	15
3.9	How can I bulk confirm registrations?	15
4	Transfers of Registration	15
4.1	Why 14	
4.2	How can I see if there is already a transfer request?	15
4.3	Why aren't my transfers showing up?	16
5	Exchange of Registration	16
5.1	How does Exchange of Registrations work?	16
5.2	Can I use the exchange of registrations to move the Overage and Underage players?	16
5.3(a)	If I signed up for the wrong try-out fee, how do I change it?	16
5.3(b)	If there is a price discrepancy in the try-out fees how do I refund the difference?	17
5.4	How do I do an exchange if there are installments outstanding?	17
5.5	Why can't I create a team?	17
6	Rostering	17
6.1	How do I roster Overage and Underage players?	17
6.2	How do I release a player?	18
6.3	How do I edit my jersey numbers?	18
6.4	Why is it mandatory to have a position when I am rostering players?	18
6.5	How do I move players from affiliate to active or vice versa?	18
6.6	I accidentally released a 17	
6.7	How can I edit the team category?	19
6.8	Why aren't players and coaches showing up in the search function?	19
6.9	Why can't I add players to the affiliate roster?	19

6.10	Why can't I add a person as a player and coach?	19
6.11	How do I submit my team for approval?	20
6.12	How do I print my official team roster?	20
6.13	How do I double card a player?	20
7	Tryout Packages (will be populated closer to tryout season)	20
8	Reports	20
8.1	How can I run a pre-registration report?	20
8.2	How come I can't link my questionnaire report to registration?	21
8.3	Why isn't my manual registration showing up in my online store report?	21
8.4	How do I run a waiver report that includes all the waivers?	21
8.5	What reports are available in HCR3.0?	21
8.6	What reports are planned for HCR3.0?	22
8.7	Why are cancelled registrations showing up in my reports?	22
8.8	Why when I cancel a registration does it not show cancelled on the questionnaire report?	23
9	Modules Coming Soon	23

# 1 Registration Set Up

## 1.1 What does Terms & Conditions mean?

Question	What does Terms and Conditions mean?
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Answer	This is the last screen you will see before you confirm your payment and this is the online stores refund policy. (Raymi to send me a picture, confirm with legal department before sharing the example)
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## 1.2 What is the membership fee?

Question	What is the membership fee?
Answer	This is the evaluation and Hockey Insurance fees. The fee comes from Hockey Canada and covers each player.

## 1.3 What happens when I exclude the membership fee?

Question	What happens when I exclude the membership fee?
Answer	The membership fee represents the amount required from the participant for registration to its governing body for the season. By excluding the membership fee, your organization, for this specific registration, is not responsible for collecting the membership fee. This is usually used for training camps and other activities not related to registration to a hockey season.

## 1.4 How do I set up a non-player?

Question	How do I set up a non-player?
Answer	To set-up a Non-Payer you must first set up your catalogue item in the 'Registration Fees' window. Under 'Member Type' there is a dropdown menu where you can select Non-player types. (please remember to exclude the membership fee). Once this step is completed Non-player types will be available in the manual registration window.

## 1.5 How do I set up discounts?

Question	How do I set up discounts?
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Answer	<p>To add a discount, go to the 'Catalogue' window, under the 'finance' section select 'discounts', you will need to select a choice between 'dollar-amount-off' or 'percentage'. In the same window, you will need to set up a rule for the discount to be applied to. <b>Tip: Setting up a rule for an additional child does not overwrite the first rule.</b> <b>(potential link to user guide)</b></p> <p><b>NOTE: The Membership fee is not eligible for any type of discount. Even if the discounts on the regular fee from the MHA are greater than the total fee. The membership WILL NOT be discounted.</b></p>
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### 1.6 How do I apply discount rules to my multi-child family?

Question	How do I apply discount rules to my multi-child family?
Answer	<p>When setting up your online store, In the 'Payments' section, under 'Terms &amp; Conditions, Discounts &amp; Payments', add the previously set-up discount that applies.</p> <p><b>Note: Only add one discount per family. Even if you try and apply more than one discount to a family, only one discount will work.</b></p>

### 1.7 How do you apply discounts to a manual registration?

Question	How do you apply discounts to a manual registration?
Answer	<p>Applying discounts to manual registration must be done through the credit process. In the Member's profile, under the transaction tab, click 'add' to apply a credit. <b>Tip: You must apply the credit to the transaction not just the Member's Profile.</b></p>

### 1.8 How do I set-up Early Bird and Late Fees?

Question	How do I set-up Early Bird and Late Fees?								
Answer	<p><b>Note: The early fee and late fees are the amounts they are going to pay <u>not</u> the difference in the amount of the regular fee. E.g. If the full fee is \$500 and the early bird discount is \$50, you have to enter \$450. (See chart below)</b></p> <table border="1" data-bbox="354 1732 1372 1850"> <thead> <tr> <th></th> <th>Difference</th> <th>Amount to be entered into HCR3.0</th> </tr> </thead> <tbody> <tr> <td>Regular Fee</td> <td>0</td> <td>\$500</td> </tr> </tbody> </table>				Difference	Amount to be entered into HCR3.0	Regular Fee	0	\$500
	Difference	Amount to be entered into HCR3.0							
Regular Fee	0	\$500							

Early Bird	- 50 (less 50 off to the regular fee)	<b>\$450</b>
Late Fee	+50 (Plus \$50 to the regular fee)	<b>\$550</b>

To set up a fee: In 'Catalogue', under 'Products and Services' then 'Registration Fees', Click Add, set up the 'player' member type, select the division, name the fee, Select the regular registration fee and early fee and/or late fee with a specified date.

To edit a fee: In the same section as above, click on the line item of the fee, a side panel will open. From there, you can use the 'blue pencils' to edit the Fee amount and/or the date.

### 1.9 Do I have to create the Rowans Law waiver?

Question	Do I have to create the Rowans Law waiver?
Answer	No. The Rowan's law waiver will be pushed down from the branch.

### 1.10 Do I have to create the Hockey Canada waiver?

Question	Do I have to create the Hockey Canada waiver?
Answer	No. The Hockey Canada waiver will be pushed down from Hockey Canada.

### 1.11 Do I have to create the Member Branch waiver?

Question	Do I have to create the Member Branch waiver?
Answer	No. The Member Branch waiver will be pushed down from the branch.

### 1.12 Do I have to create a waiver?

Question	Do I have to create a waiver?
Answer	You have the option to create as many MHA waivers as needed, but it's not mandatory.

### 1.13 What can't I apply two questionnaires to a registration fee?

Question	What can't I apply two questionnaires to a registration fee?
Answer	You can add a questionnaire with multiple questions, but you can't add multiple questionnaires. <a href="#">(Potential link to user guide)</a>

## 2 Installments, Payments Refunds

### 2.1 How do I set up installments?

Question	How do I set up installments?
Answer	Click 'Menu' and navigate through 'Catalogue' to 'Finances' to 'Installments. To apply the installment plan, go to 'Catalogue', 'Products and Service', 'Registrations Fees'.  <b>Note: You have to pick the number of installments they will have.</b>

### 2.2 I have multiple installments plans how do I give them options?

Question	You need to set up Multiple Installment plans?
Answer	You need to set up Multiple Installment plans. Click 'Menu' and navigate through 'Catalogue' to 'Finances' to 'Installments. To apply the installment plan, go to Catalogue, products and service, products and services, registrations fees.  <b>Note: Each registration fee can only have one option, so you will need to set up multiple registration fees with different names. E.g. U-13 two payment plan, U-13 three payment plan.</b>

### 2.3 How do I apply a credit to an installment?

Question	How do I apply a credit to an installment?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it for future release.

## 2.4 Why can't I set up an installment at 0%?

Question	Why can't I set up an installment at 0%?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it for future release.

## 2.5 Why isn't 'other items' part of installments?

Question	Why isn't 'other items' part of installments?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it for future release.

## 2.6 How do I apply a refund?

Question	How do I apply a refund?
Answer	Go the 'Member's Profile', 'Navigate' to the 'Transaction' tab, click on the line item. <b>(Tip: don't click on the invoice number, that will navigate you off the page)</b> . The side panel will open, click the blue action button. There is an option for refund.

## 2.7 How do I apply a refund by a method other than payment?

Question	How do I apply a refund by a method other than payment?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it for future release.

## 2.8 How do I apply a refund if I haven't accepted the full amount of payment?

Question	How do I apply a refund if I haven't accepted the full amount of payment?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it for future release.



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## 2.9 How can I refund an Initial credit?

Question	How can I refund an initial credit?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it for future release.

## 2.10 How can I remove discounts if a child from a multi-child family deregisters and charge the adjusted amount to the parent?

Question	How can I remove discounts if a child from a multi-child family deregisters and charge the adjusted amount to the parent?
Answer	You will have to create an 'other item' and apply it to the child. Go to Catalogue, products and services, other items (e.g. name it 'fee adjustment'). Then go to the Member's profile, registration tab, click add to do a manual registration of an 'other item', select the 'other item'.

## 2.11 What happens when an installment payment is declined?

Question	What happens when an installment payment is declined?
Answer	The system will try and run the credit card three times. If it was still unsuccessful, their member profile will show the word 'Declined'.

## 2.12 How do I recharge an installment after it is declined?

Question	How do I recharge an installment after it is declined?
Answer	Click the word red word 'Declined' in the Members profile and it will recharge the card overnight. <b>Note: the parent can log in to their account to update their payment information or to push the payment.</b>

### 2.13 How do I change or cancel a credit card number?

Question	How do I recharge an installment after it is declined?
Answer	Go to 'My Account', click on 'payment'.

### 2.14 How do I refund a partial installment payment?

Question	How do I refund a partial installment payment?
Answer	Go to 'My Account', click on 'payment'.

### 2.15 How do I change payment type from installments to full balance?

Question	How do I change payment type from Installments to full balance?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future.

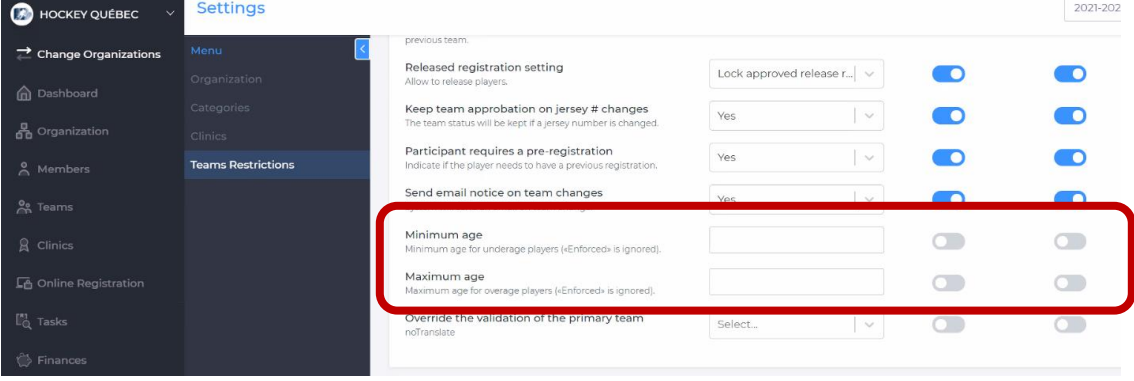
### 2.16 I cancelled the registration why is there a balance owing?

Question	I cancelled the registration why is there a balance owing?
Answer	Cancelling a registration is not the same as refunding the transaction or cancelling future installments. You will need to complete those steps as well.

### 2.17 I have applied the payment to a multi-child invoice but now I want to cancel one of the children's registration, how do I reapply the payment to the remaining children?

Question	I have applied the payment to a multi-child invoice but now I want to cancel one of the children's registration, how do I reapply the payment to the remaining children?
Answer	To be reviewed

## 2.18 How do I register an Overage or Underage child?

Question	How do I register an Overage or Underage child?
Answer	<p>To register an Overage or Underage child, you must first register them in their age group and the roster them to the appropriate team. You will have to use credits, refunds or 'other items' to adjust the fee.</p> <p><b>Note: The functionality is being developed to use the exchange module to handle Overage and Underage registration.</b></p> <p><b>Note: If the player is outside the age restrictions set in the team restrictions page, please contact your branch to make sure the player is eligible.</b></p> 

## 2.19(a) (Ontario only) Why am I able to register for the wrong division?

Question	<b>(Ontario only)</b> Why am I able to register for the wrong division?
Answer	Hockey Canada's age groups are a 2-year brackets. If you register for the wrong division, you will need to use the exchange module to adjust it.

## 2.19(b) Am I able to set up age restrictions on divisions?

Question	Am I able to set up age restrictions on divisions?
Answer	Yes. But please create a support ticket by using the 'Bubble' and mention 'birth year restriction'

## 2.20 Why can't I cancel an optional Item?

Question	Why can't I cancel an optional Item?
Answer	You can cancel these items, but you cannot refund it. You can use a general refund and put a note in for which item the refund is for.

## 3 Online Store

### 3.1 How do I adjust the dates of my online store?

Question	How do I adjust the dates of my online store?
Answer	In the 'Online Registration' window, click on the side panel and select the store you want to modify. In the general information section, select edit. In this window you can edit, start dates, end dates and times. <b>Note: Remember to click save at the end.</b>

### 3.2 How do I make an 'Other Item' mandatory?

Question	How do I make an 'Other Item' mandatory?
Answer	In the online registration window, click in the items and fees section. Click on the item you want to make mandatory and side panel will open. You can select which ones you'd like to make mandatory for registration.

### 3.3 Why isn't my registration fee showing up in my store?

Question	Why isn't my registration fee showing up in my store?
Answer	After you create your registration fee in your catalogue you need to add it to your online store. This can be found in the 'items and fees' section.

### 3.4 Why isn't my discount applying in my online store?

Question	Why isn't my discount applying in my online store?
Answer	After you create your discount in your catalogue you need to add it to your online store. This can be found in the 'Terms & Conditions, Discounts and Payments' section.

### 3.5 How do I add my merchant account to my online store?

Question	How do I add my merchant account to my online store?
Answer	In the online registration, go to 'Terms & Conditions, Discounts & Payments', go to the payment options and select your merchant account from the drop-down menu.

### 3.6 How do I get notifications for registration?

Question	How do I get notifications for registration?
Answer	In the online store set-up under the General Section, under the registrar e-mail address there is a check box that says, 'send an e-mail with each registration'.

### 3.7 How do I turn off notifications for registration?

Question	How do I turn off notifications for registration?
Answer	In the online store set-up under the General Section, under the registrar e-mail address unclick the check box that says 'send an e-mail with each registration'.

### 3.8 My parents can only register existing players?

Question	My parents can only register existing players?
Answer	This means your member branch has turned of the option to add new players. Please contact them for best procedure to create and HCR number for the new player.

### 3.9 How can I bulk confirm registrations?

Question	How can I bulk confirm registrations?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future.

## 4 Transfers of Registration

### 4.1 Why can't initiate a transfer?

Question	Why can't initiate a transfer?
Answer	There are a few potential causes, the most common are: <ol style="list-style-type: none"><li>1. Outstanding Balance,</li><li>2. Existing pending balance,</li><li>3. Player is already shared to them,</li><li>4. Documents attached exceed 10MBs.</li></ol>

### 4.2 How can I see if there is already a transfer request?

Question	How can I see if there is already a transfer request?
Answer	Go the Member's profile and under 'history' all transfer for that player will be there.

### 4.3 Why aren't my transfers showing up?

Question	Why aren't my transfers showing up?
Answer	You need make sure the 'action required' check box is not selected.

# 5 Exchange of Registration

## 5.1 How does Exchange of Registrations work?

Question	Why aren't my transfers showing up?
Answer	<a href="#">Potential link to the user guide</a>

## 5.2 Can I use the exchange of registrations to move the Overage and Underage players?

Question	Can I use the exchange of registrations to move the Overage and Underage players?
Answer	Please see question 2.18

## 5.3(a) If I signed up for the wrong try-out fee, how do I change it?

Question	If I signed up for the wrong try-out fee, how do I change it?
Answer	Please use the exchange of Registrations Module, <a href="#">(Potential link to User Guide)</a>

## 5.3(b) If there is a price discrepancy in the try-out fees how do I refund the difference?

Question	If there is a price discrepancy in the try-out fees how do I refund the difference?
Answer	You will need to use a general refund and add a note

## 5.4 How do I do an exchange if there are installments outstanding?

Question	How do I do an exchange if there are installments outstanding?
Answer	You need to cancel the installments before you can complete the exchange.

## 5.5 Why can't I create a team?

Question	Why can't I create a team?
Answer	This means your member branch has turned of the option to add new teams. Please contact them to create a team.

# 6 Rostering

## 6.1 How do I roster Overage and Underage players?

Question	How do I roster Overage and Underage players?
Answer	Please see question 2.18

## 6.2 How do I release a player?

Question	How do I release a player?
Answer	Open the Team, Go to the 'team roster' tab, select the player by highlighting their line, click the action button and select release  <b>Note: Some branches have restricted this access, please contact them directly if you have questions</b>

## 6.3 How do I edit my jersey numbers?

Question	How do I edit my jersey numbers?
Answer	Open the Team, Go to the 'team roster' tab, click the 'edit roster' button. This will give you access to edit jersey numbers

## 6.4 Why is it mandatory to have a position when I am rostersing players?



Question	Why is it mandatory to have a position when I am rostering players?
Answer	If you are unsure of the player's position, you can select 'player' as a position

### 6.5 How do I move players from affiliate to active or vice versa?

Question	How do I move players from affiliate to active or vice versa?
Answer	You will have to release the player from their current roster spot and re-add them in the correct position. Please contact your branch for assistance with this.

### 6.6 I accidentally released a player how do I get them back?

Question	I accidentally released a player how do I get them back?
Answer	This is a branch only tool, please contact them for assistance

### 6.7 How can I edit the team category?

Question	How can I edit the team category?
Answer	Under the 'team profile' in the tab 'team information', if there are no players on the team you can edit this in the team information section. <b>NOTE: Once you add a player or coach, this feature is locked. Please contact your branch for assistance in making a change.</b>

### 6.8 Why aren't players and coaches showing up in the search function?

Question	Why aren't players and coaches showing up in the search function?
Answer	The most common reason for this is that the coach or player is not shared or a member of the organization.

### 6.9 Why can't I add players to the affiliate roster?

Question	Why can't I add players to the affiliate roster?
Answer	You need to be rostered to a team as an active player before you can be rostered as an affiliate.

### 6.10 Why can't I add a person as a player and coach?

Question	Why can't I add a person as a player and coach?
Answer	This is not permitted currently.

### 6.11 How do I submit my team for approval?

Question	How do I submit my team for approval?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future.

### 6.12 How do I print my official team roster?

Question	How do I print my official team roster?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future. <b>Note: it is available to print in .CSV format. However, unfortunately, at this time, the PDF version is not available.</b>

### 6.13 How do I double card a player?

Question	How do I double card a player?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future.

## 7 Tryout Packages (will be populated closer to tryout season)

## 8 Reports

### 8.1 How can I run a pre-registration report?

Question	How do I double card a player?
Answer	Pre-registration is now called 'registration' in HCR3.0.

### 8.2 How come I can't link my questionnaire report to registration?

Question	How come I can't link my questionnaire report to registration?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future.

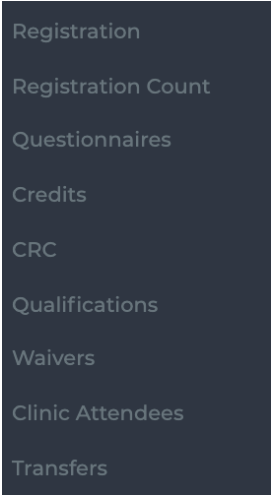
### 8.3 Why isn't my manual registration showing up in my online store report?

Question	Why isn't my manual registration showing up in my online store report?
Answer	<p>The online registration option is not where all the registration will be listed. This module is only for those who register online. You can create registration fees without linking them to an actual online store. The manual registrations you created will be visible in the actual player's profile.</p> <p>Click the word registration (this box is next to the blue search button). Click search. This will provide a list of all registrations (from all your online stores and all your manual registrations).</p>

#### 8.4 How do I run a waiver report that includes all the waivers?

Question	How do I run a waiver report that includes all the waivers?
Answer	Currently you can only run a waiver report that the MHA created. Future functionality may include a push of the other waivers.

#### 8.5 What reports are available in HCR3.0?

Question	What reports are available in HCR3.0?
Answer	Current reports below: 

#### 8.6 What reports are planned for HCR3.0?

Question	What reports are planned for HCR3.0?
Answer	A few reports that are planned are below: <ul style="list-style-type: none"><li>- Registered Participants not on a Team</li><li>- Deficiencies</li><li>- Non-Returning Participants by Registration</li><li>- Participants on Multiple Team</li></ul> <p><b>Note: 'Pre-registered' from HCR2.0 is now called 'Registered'</b></p>

## 8.7 Why are cancelled registrations showing up in my reports?

Question	Why are cancelled registrations showing up in my reports?
Answer	We need to keep a historical record of each transaction for tracking purposes. However, there is a separate column you can use to filter these from your report.

## 8.8 Why when I cancel a registration does it not show cancelled on the questionnaire report?

Question	Why are cancelled registrations showing up in my reports?
Answer	Unfortunately, at this time, this feature is not available. However, we are reviewing it in the future.

# 9 Modules Coming Soon

Travel Permits

Suspensions