



OAKVILLE RANGERS HOCKEY CLUB
Tryout Registration Portal User Guide

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TRYOUT REGISTRATION PORTAL USER GUIDE

HOW TO REGISTER FOR A TRYOUT REGISTRATION ACCOUNT

Parents must create an account on the Tryout Registration Portal before they can register their child for a Tryout. **If you already have an account from a previous Tryout you can continue to use that account** – you no longer have to create a new account each season. Parent Coaches are also expected to create an account. Your Coach Permissions will be added to the account once it is created, and you can use that same account to also register your own child for the Tryouts.

Please follow the steps below to create a Tryout Registration Portal account:

1. Go to tryouts.oakvillerrangers.ca and click on **Login** in the top right-hand corner of the screen
2. On the Login screen, click on **Sign Up**
3. Enter your email address and select / confirm a password then click on **Sign Up**
4. You will be sent an email to verify your email address. You will be able to access the system but you will not be able to register any Players until your email address has been verified. To verify your email address, go to your email and click the Verification Link.
5. (optional) Log in to your newly created account and click on **User Options** in the top right-hand corner of the screen. Click on **My Profile** and fill on your (the parent, not the player's) First Name and Last Name as well as your Phone Number and Mailing address then click on **Save**.

Didn't Receive The Verification Email?

Log in to your Tryout Registration Portal Account, click on User Options, and go to My Profile. In the bottom left-hand corner of the screen confirm that Email Address is accurate. If so, click on Re-Send Verification. Also be sure to check your Junk Mail folder!

HOW TO REGISTER A PLAYER FOR TRYOUTS

Once you have created a Tryout Registration Portal Account the next step is to register your child for the Tryouts. This process takes you through everything you'll need for the Tryout, and will prompt you if an extra Clinic is required (such as the Body Contact Clinic) or if you require any additional paperwork (such as a Waiver or a PTS).

Made A Mistake?

On the Tryouts I Registered For screen there is an Edit button next to each registration. If you made a mistake you can simply edit the registration to correct it.

Please follow the steps below to register your child for a Tryout:

1. Go to tryouts.oakvillerrangers.ca and login to your Tryout Registration Portal Account
2. On the left-hand side, click on **Apply For <Season> Tryouts**
3. Fill in the details requested then click on **Continue** to proceed to the next screen
4. On the final screen review your information to verify everything is accurate then click **Submit**

At this point you are brought to the *Tryouts I Registered For* screen. Your child is in the system but the registration is not complete until payment has been made. This screen also provides you with additional details regarding your registration, if any, such as Body Contact Clinics.

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If your registration includes the Body Contact clinic the screen will be showing you that option as well, but it may not yet be allowing you to select a Clinic Date. **You are not able to select a Body Clinic Date until you have paid for the Tryout Registration.** If you have paid but it is not yet allowing you to select a Clinic log out then back in.

To complete the registration click on the big, blue **Pay Now** button. You will be taken to PayPal where you can complete payment. You can log in to your PayPal account if you have one, or click on the **Pay with a credit or Visa Debit card** to check out as a guest without creating an account.

Figure One: A Player and a Goalie registered, payment has not yet been made

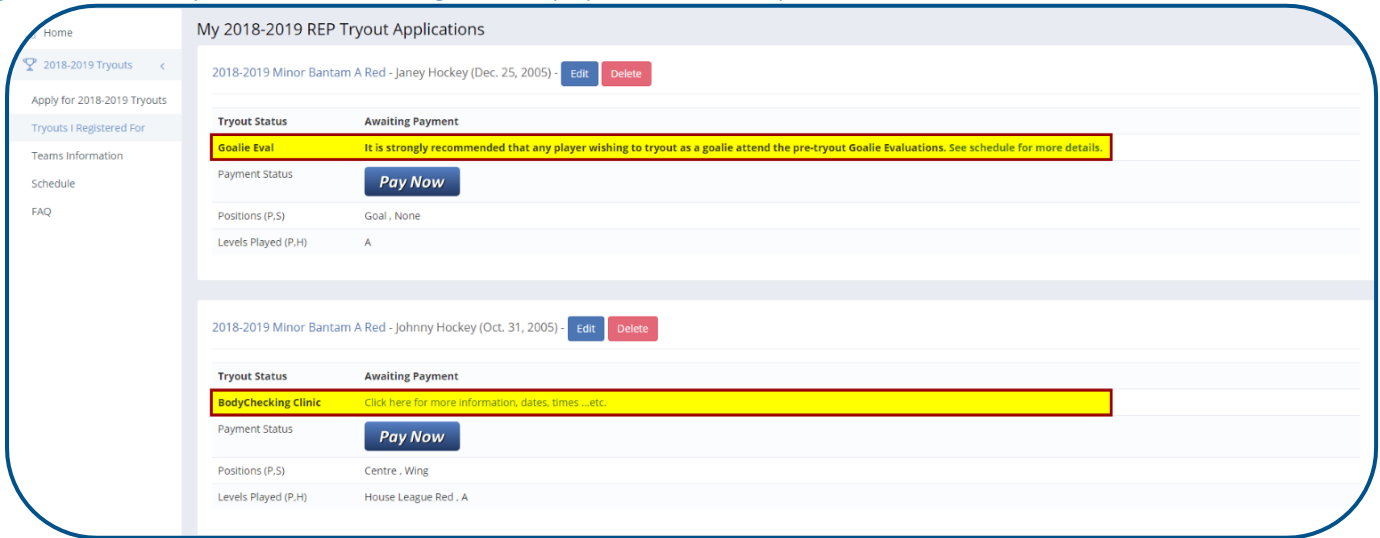
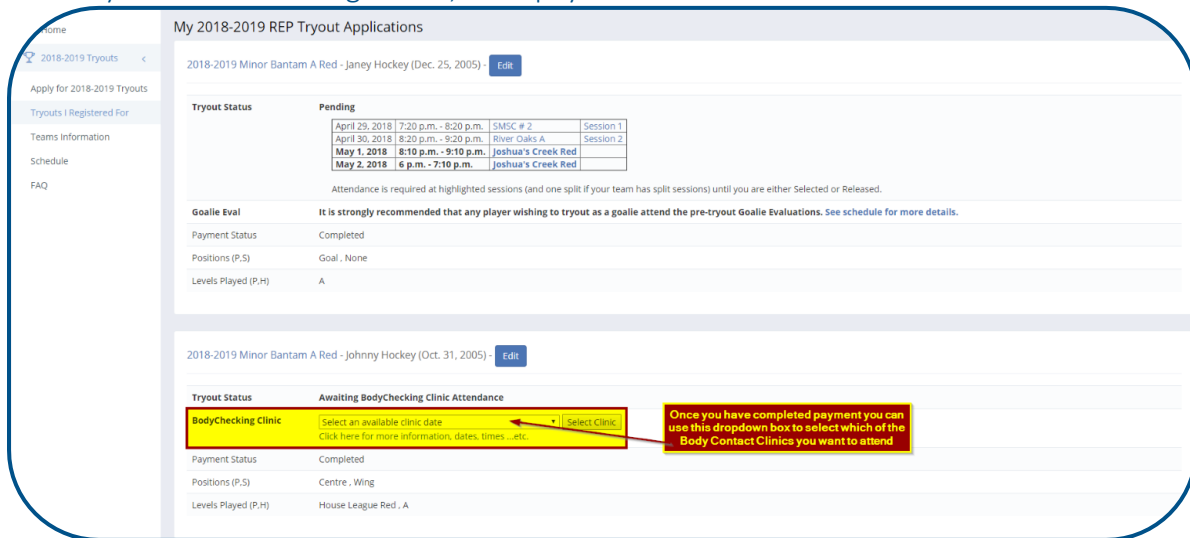


Figure Two: A Player and a Goalie registered, after payment has been made

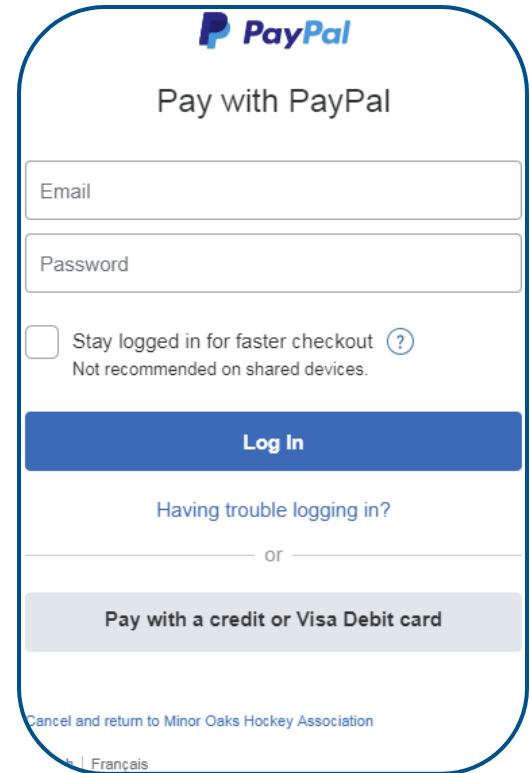


HOW TO PAY THE TRYOUT REGISTRATION FEE

Your child's Tryout registration is not complete until the Tryout Registration Fee has been paid. **You must pay the Tryout Registration Fee in advance – cash payments will not be accepted at the arena.** Payment is made via PayPal using American Express, Discover Card, MasterCard, Visa, or Visa Debit.

To complete the payment process you can either log in to your Tryout Registration Portal Account then click on the big, blue **Pay Now** button or you can click on the link in the Invoice Email the system sent to you when you submitted the registration. Both links bring you to the same place.

From here you can feel free to create a PayPal account if you want, or you can log in to your existing PayPal account if you already have one. There is no requirement to do so, however. If you simply want to check out without logging in or creating an account, click on the **Pay with a credit of Visa Debit card** button at the bottom.



HOW TO WITHDRAW FROM A TRYOUT AND REQUEST A REFUND

Players can be withdrawn from a Tryout up to 48 hours prior to the first Session of the Tryout and receive a full refund of the Tryout Registration Fee. For example, in [Figure Two](#) (Page 4, above) Janey Hockey's first Session is on April 29th, 2018. In that scenario she could withdraw from the Tryout and receive a refund up to April 27th – 48 hours prior to the first Session of the Tryout.

Please follow the steps below to withdraw from a Tryout and request a refund:

1. Go to tryouts.oakvillengerangers.ca and login to your Tryout Registration Portal Account
2. On the left-hand side, click on **Tryouts I Registered For**
3. Locate the Tryout you want to withdraw from and click on the yellow **Request A Refund** button
4. Provide an explanation of why you are withdrawing from the Tryout and are requesting a refund then click on **Request Refund**
5. You will be returned to the **Tryouts I Registered For** screen and the Tryout Status will have changed to **Pending Refund**

Haven't Paid The Tryout Registration Fee?

If you need to withdraw from a Tryout you haven't paid for yet, when you go the Tryouts I Registered For screen you will see a Delete button instead of a Request A Refund button

Your Tryout Registration Fee will be refunded back to the card you used to pay the fee. Be patient! Your request first has to be processed by the ORHC office which can take up to 5 business days. Once the office has processed your request the Tryout Status will change to **Application Refunded**. From there, it can take up to 14 days for the funds to reappear on your card.

WHAT HAPPENS WHEN A PLAYER IS RELEASED

It is important that Players and Parents understand what happens in the system if a Player is released from their Tryouts. The answer to that question changes depending on whether or not the Player is being released from a Red team.

If The Player Is Being Released From A Red Team:

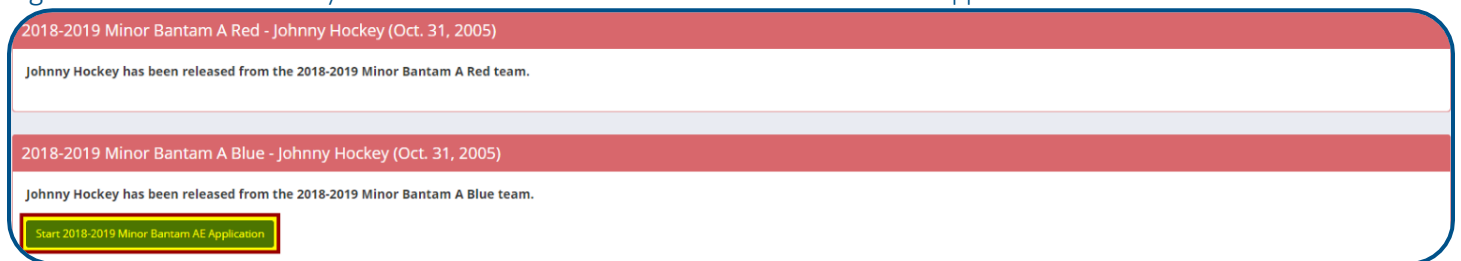
When a Player is released from a Red team they are automatically registered for the Blue Tryouts. For example, Johnny Hockey registered for Minor Bantam A Red and didn't make the cut – he was released from the team. When the Minor Bantam A Red marked Johnny as released in the Tryout Portal he was automatically enrolled in the Minor Bantam A Blue Tryouts, and an email was sent to him letting him know as much.

If The Player Is Not Being Released From A Red Team:

When a player is released from anything other than a Red team (for example, any of the AAA teams) they are automatically released but not registered for the next Division down. For example, a Player cut from Minor Bantam AAA is automatically released to Minor Bantam AA Red. Or, a Player cut from Peewee A Blue is automatically released to Peewee AE.

When a player is released to the next Division down they are not automatically registered, but the system does create a One-Click registration for them. Going back to our example above, when Johnny Hockey was cut by the Red team he was automatically registered and enrolled for the Minor Bantam A Blue Tryouts. In the Screenshot below, Johnny has now been released from the Blue team. He has been released to the Minor Bantam AE team but no registration was created. To compete the registration he simply has to click the ***Start 2018-2019 Minor Bantam AE Application*** button then complete payment of the Tryout Registration Fee for that Division.

Figure Three: When Johnny was released from Minor Bantam A Blue a One-Click Application was created for Minor Bantam AE



The Tryout Portal will reflect the status of your Tryout throughout its various levels. If you are released from a team that status will show you how to proceed so you can move on to the next Division. It also shows you when you've been Selected or Released from a team. If there is no Status, that means the coaches are currently working on your profile, and your status will be updated soon.

Figure Four: The coaches are editing your profile – an approximate time is provided of when to expect an update.

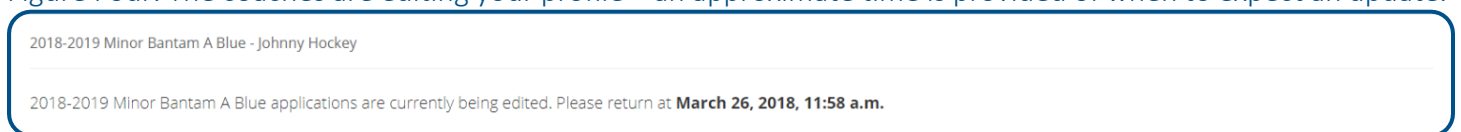
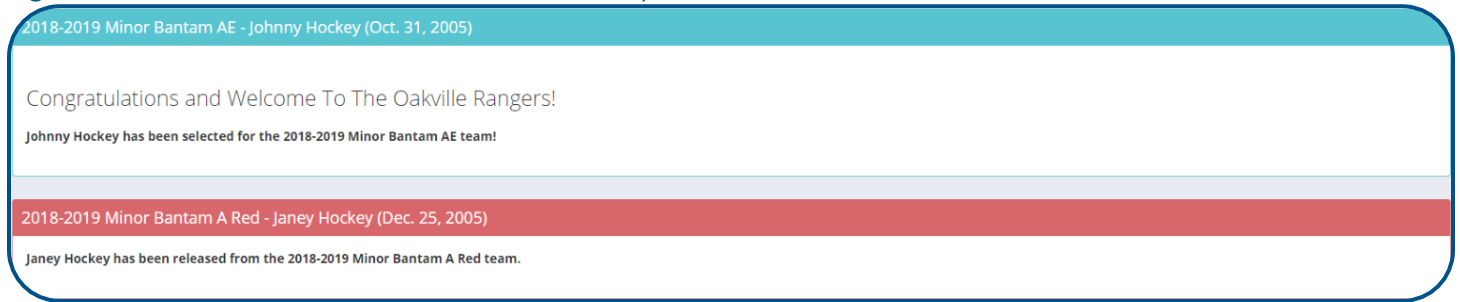


Figure Five: Once the email has been sent the Players and Parents can see the Release or Selection



THE TEAMS INFORMATION SCREEN

On the Teams Information screen Players and Parents can get pertinent information regarding the Tryouts for each Division. This screen provides information on when the Tryout for each Division is beginning, the cost, and who can apply as well as some explanatory information about what happens if you are released from a Team.

THE SCHEDULE SCREEN

The schedule screen provides the full and upcoming Tryout Schedule, broken down Division by Division. By default, this screen only shows the Tryout Sessions that are coming up but if you click the **Show All** checkbox at the top of the screen it will also show the Tryout Sessions that have already passed. The screen also shows which Tryout Sessions are Split Session Tryouts. Sessions that have **Split: Session ____** in the details column are considered a single evaluation. For Example, Minor Bantam AA Red on April 22nd and the 23rd have **Split: Session ____** in the details column. That is considered a single Session and players will only be required to attend one of those Sessions.

SPLIT SESSION TRYOUTS

Some Divisions have a Tryout Session that is labelled as a **Split Session Tryout**. Certain teams are known to have a very high turn-outs for their Tryouts. In these scenarios we must split-up the players into multiple sessions for all players to receive a fair evaluation. Prior to the tryout the Coach will advise you of which Session you are to attend, usually via email. If you must attend a particular session due to a schedule conflict or if the Coach has not assigned you a time by the day of the tryout, you will need to contact the Coach directly.

FREQUENTLY ASKED QUESTIONS

If you have any questions please refer to the FAQs found on the Oakville Rangers Website. There is also a link to the FAQs in the Tryout Registration Portal. If you are unable to find the answer to your question or if you face any issues please contact the ORHC Office at (905) 338-9220, extension 205.

Haven't Been Assigned To A Split Session Yet?

You can see which of the Split Sessions you have been assigned to by going to Tryouts I Registered For in the Tryout Registration Portal. If it is less than 24 hours until the first Session of the Split and you still haven't been assigned to a Session please contact the coach directly. The Coaches and their contact info are listed on the ORHC Website.