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ICEREG: MEMBERSHIP UPGRADE

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ABOUT THIS DOCUMENT

Content

This document outlines the membership upgrade process for registration pathway 1 and 2 for Speed Skating Canada's online membership and events management platform, [IceReg](#). Note each registration pathway is unique and a membership upgrade must be executed per the process that corresponds to a club's chosen registration pathway.

Definitions

The following terms are applicable to this document:

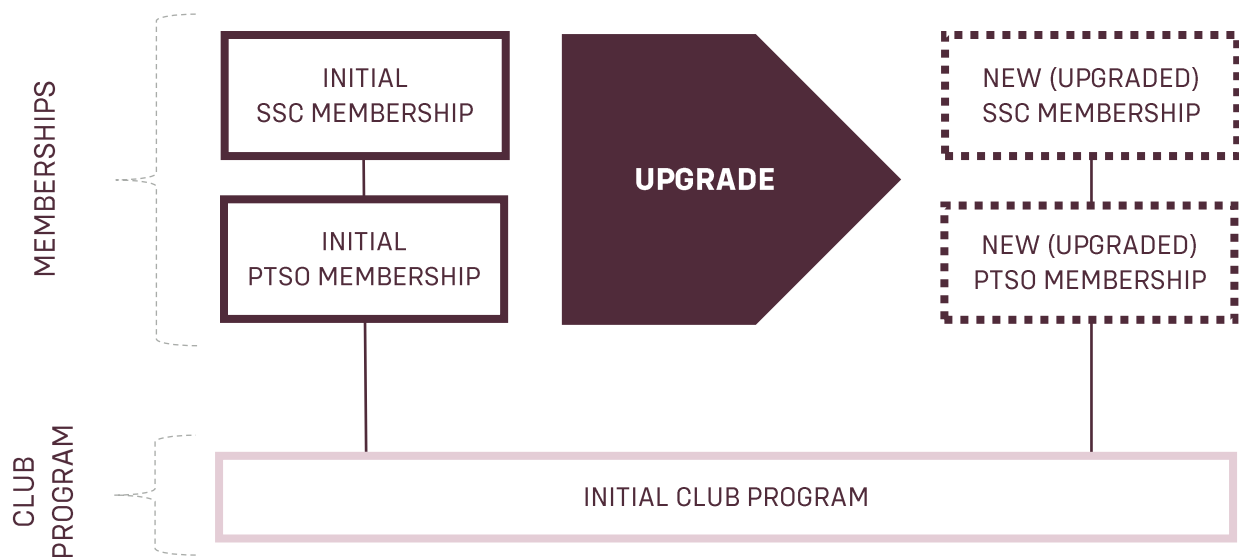
- **SSC** – [Speed Skating Canada](#)
- **PTSO** – Provincial or Territorial Sport Organization
As an example, British Columbia's provincial sport organization is Speed Skating BC (SSBC).
- **IceReg** – Speed Skating Canada's online membership and events management platform

WHAT IS A MEMBERSHIP UPGRADE?

Overview

A **membership upgrade** is when an already registered participant wishes to elevate their PTSO membership **and** corresponding SSC membership level.

IMPORTANT: A PTSO membership and the corresponding SSC membership are always upgraded simultaneously, and a membership upgrade does not affect the club portion of the initial registration.



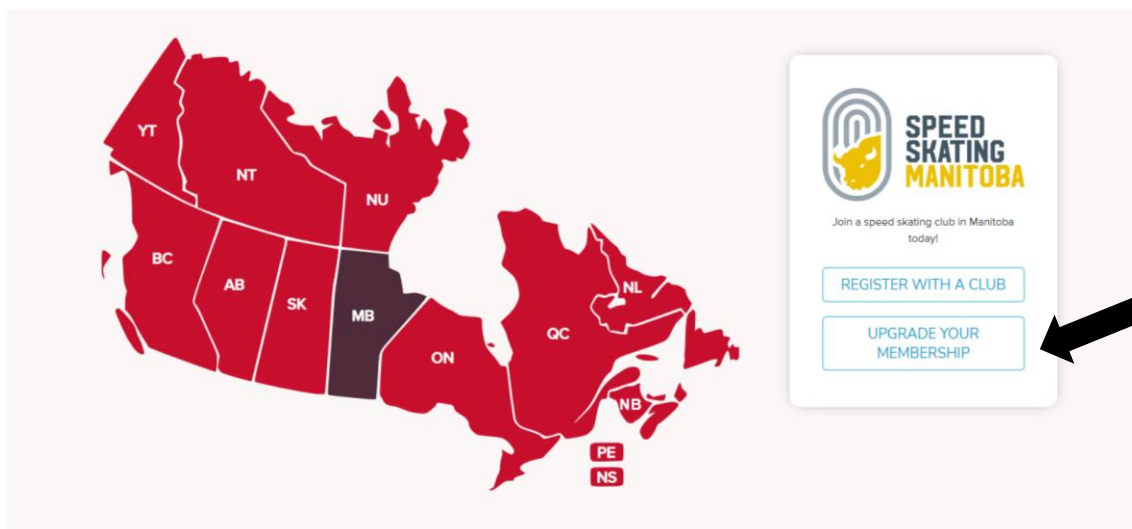
WHAT IS A PTSO MEMBERSHIP UPGRADE PORTAL?


Overview

A **PTSO membership upgrade portal** is a free-standing IceReg portal where already registered participants purchase a membership upgrade.

Important things to know

- Each season, PTSOs must configure a membership upgrade portal for their region. A PTSO can configure their membership upgrade portal from their dashboard:
 - Click the **Membership Organizations** tab
 - Click on the correct season
 - Click **Configuration**
 - Click **Primary Content**
- The public can access the membership upgrade portal via the unique URL (click the **View Membership Page** button) or the map on the IceReg landing page. Note the **Upgrade Your Membership** button and the PTSO's IceReg portal go 'live' simultaneously.



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- Each membership upgrade portal is unique to each PTSO and will **only** display membership categories offered by the PTSO.
 - A membership upgrade portal accommodates all registration pathways (#1, #2, #3, and #4).

PTSO Reports

To validate a membership upgrade was successfully executed, PTSOs can download any membership report (ex., the **Memberships - Issued** report) and consult the **PTSO Valid Groups** column.

IMPORTANT: Within the PTSO membership reports, the initial membership will be replaced by the newly upgraded membership in the **PTSO Valid Groups** column. And in the membership details page, the initial membership will be labelled as **cancelled**, and the newly upgraded membership will be labelled as **complete**.

REGISTRATION PATHWAY 1

Important things to know

- An already registered participant shall only pay the difference between their initial memberships and their newly upgraded memberships.
- PTSO memberships and SSC memberships are always upgraded simultaneously, and a membership upgrade **does not affect the club portion of the initial registration.**
- **Note processing fees shall apply, where applicable.**
- Once a membership upgrade is successfully executed, IceReg shall issue the purchaser a new receipt.

How does an already registered participant purchase a membership upgrade?

An already registered participant can purchase a membership upgrade via their [PTSO's membership upgrade portal](#) and pay by credit card.

Club Reports

To validate a membership upgrade was successfully executed, clubs can download the **Complete Registration w/ Membership Info** report and consult the **Purchased Groups** column. Note only the PTSO membership(s) is listed within the **Purchased Groups** column.

A membership upgrade does not affect the club program portion of the initial registration. Therefore, the **Category** column – within the **Complete Registration w/ Membership Info** report – will always list the club program selected during the initial registration.

REGISTRATION PATHWAY 2: CREDIT CARD PAYMENT

Important things to know

- An already registered participant shall only pay the difference between their initial memberships and their newly upgraded memberships.
- PTSO memberships and SSC memberships are always upgraded simultaneously, and a membership upgrade **does not affect the club portion of the initial registration.**
- **Note processing fees shall apply, where applicable.**
- Once a membership upgrade is successfully executed, IceReg shall issue the purchaser a new receipt.

How does an already registered participant purchase a membership upgrade?

An already registered participant can purchase a membership upgrade via their [PTSO's membership upgrade portal](#) and pay by credit card.

Club Reports

To validate a membership upgrade was successfully executed, clubs can download the **Complete Registration w/ Membership Info** report and consult the **Purchased Groups** column. Note only the PTSO membership(s) is listed within the **Purchased Groups** column.

A membership upgrade does not affect the club program portion of the initial registration. Therefore, the **Category** column – within the **Complete Registration w/ Membership Info** report – will always list the club program selected during the initial registration.

REGISTRATION PATHWAY 2: PAYMENT GROUP

Important things to know


- A membership upgrade consists of removing the initial memberships and then purchasing new memberships.
- The difference between the initial memberships and the newly purchased memberships must be collected by the club by cash, cheque, or EFT, if applicable.
- Once the new memberships are successfully purchased, IceReg shall issue the purchaser a new receipt.

How does an already registered participant purchase a membership upgrade?

<p>STEP 1 CLUB</p>	<p>Remove the participant’s initial PTSO / SSC membership fees from the payment group that tracks PTSO / SSC membership fees by following the steps outlined in this Knowledge Base article. This action will remove the participant’s initial PTSO membership fee and initial SSC membership fee simultaneously from the payment group and will also update the PTSO membership status and the SSC membership status to cancelled.</p>
<p>STEP 2 PURCHASER</p>	<p>Purchase new (upgraded) memberships via the PTSO’s membership upgrade portal.* This action will add the newly purchased (upgraded) PTSO membership and SSC membership to the payment group and will also update the PTSO membership status and the SSC membership status accordingly.</p> <p><i>*The purchaser will be asked to select the relevant PTSO / SSC payment group.</i></p>

Club Reports

To validate a membership upgrade was successfully executed, clubs can download the **Complete Registration w/ Membership Info** report and consult the **Purchased Groups** column. Note only the PTSO membership(s) is listed within the **Purchased Groups** column.



A membership upgrade does not affect the club program portion of the initial registration. Therefore, the **Category** column – within the **Complete Registration w/ Membership Info** report – will always list the club program selected during the initial registration.