

END-OF-SEASON ICEREG CHECKLIST FOR CLUBS

The checklist below outlines key action items to be completed by **March 31, 2024**.

! All club registration pages, Try Speed Skating registration pages, and membership upgrade pages will close at midnight on March 31, 2024.

CHECKLIST ITEM	FREQUENTLY ASKED QUESTIONS
<input type="checkbox"/> Review the Complete Registration w/ Membership Info* report and validate the membership information.	<ul style="list-style-type: none"> ▪ Where can I find a complete list of registrants with membership information? In the Complete Registration w/ Membership Info* report, in the Purchased Groups column (provincial / territorial membership(s) only). ▪ What if I need to make edits after March 31, 2024? Contact info@icereg.ca. Note additional fees shall apply for any changes required after March 31, 2024. ▪ I found a duplicate account, what do I do? Submit a membership cancellation / refund request, if applicable, and then ask your Provincial / Territorial Sport Organization (PTSO) to merge the accounts. Note club administrators can also have access to the merge tool; please send a request to info@icereg.ca.
<input type="checkbox"/> Submit any membership cancellation, refund, and downgrade requests.	<ul style="list-style-type: none"> ▪ Where can I find information on membership cancellations, refunds, and downgrades? In Speed Skating Canada's resource library. Note clubs are strongly advised to submit these requests in advance of the March 31, 2024, deadline.
<input type="checkbox"/> Cancel and refund any "test" registrations.	<ul style="list-style-type: none"> ▪ How do I cancel and refund "test" registrations? "Test" registrations (and their corresponding memberships) must be cancelled and refunded just like any other registration. See Speed Skating Canada's resource library for information on cancellations and refunds.



Review list of incomplete registrations and complete them, if needed.

- **What is an incomplete registration?**
An incomplete registration occurs when a registrant does not complete their registration in IceReg. For example, if a registrant stops at the cart and does not click the [Submit & Complete](#) button, the registration will be classified as incomplete.
- **Where can I find a list of incomplete registrations?**
In the [Incomplete Registration](#)* report.
- **How do I complete an incomplete registration?**
The registrant needs to login to their IceReg account and complete their registration.



If your club is using IceReg for waiver signing, ensure all registrants have signed your club's waiver(s).

- **Where can I find a list of waiver signatures?**
In the [Waiver Report](#)*; a blank cell within the [Waiver](#) column indicates a club waiver is unsigned.
- **Can I resend a waiver?**
Yes. Go to the [Registrations](#) tab, search for the registrant, click on the relevant 2023/24 club program, scroll down to the [Waivers](#) section, and click [Resend Waiver](#). Upon request, the info@icereg.ca team can send a mass reminder email to registrants with unsigned waivers.



If your club is using a payment group, ensure the contact information and billing address is up to date.

- **Where can I review and edit the contact information and billing address?**
Go to the [Payment Groups](#) tab, click the relevant payment group, and scroll down to the [Billing Information](#) section.
- **How do I validate a payment group?**
DO NOT validate your club's payment group(s). Speed Skating Canada shall validate all 2023/24 payment groups in April 2024. Once the validation process is complete, Interpodia shall invoice the relevant organizations for any processing fees owing.
- **How will clubs be invoiced for the Speed Skating Canada membership fees and provincial / territorial membership fees owing in a payment group?**
A club's Provincial / Territorial Sport Organization (PTSO) shall invoice the club. Contact your PTSO for more information.

Need help? Send an email to info@icereg.ca. Allow 1-2 business days for a response.

*A club's registration reports are available via the club's IceReg dashboard; click the [Clubs](#) tab, select the 2023/24 season, and click the [Reports](#) sub-tab.