

# END-OF-SEASON ICEREG CHECKLIST FOR PTSOs

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"/> Remind clubs within your region that membership upgrades must be completed by March 31, 2024.	<ul style="list-style-type: none"> <li>▪ <b>Where can I find information on membership upgrades?</b> In Speed Skating Canada's <a href="#">resource library</a>.</li> </ul>
<input type="checkbox"/> Process any membership cancellation, refund, and downgrade requests.	<ul style="list-style-type: none"> <li>▪ <b>Where can I find information on processing membership cancellation, refund, and downgrade requests?</b> In Speed Skating Canada's <a href="#">resource library</a>.</li> <li>▪ <b>I found a duplicate account, what do I do?</b> Execute the membership refund process, if applicable, and then <a href="#">merge the accounts</a>.</li> </ul>
<input type="checkbox"/> Process any memberships in a manual hold status.	<ul style="list-style-type: none"> <li>▪ <b>Where can I find a list of memberships in a manual hold status?</b> In the <u>Memberships – Hold*</u> report. If you need assistance updating a membership status, contact <a href="mailto:info@icereg.ca">info@icereg.ca</a>.</li> </ul>
<input type="checkbox"/> Ensure membership waiver(s) are signed.	<ul style="list-style-type: none"> <li>▪ <b>Where can I find a list of waiver signatures?</b> In the <u>Memberships – Valid*</u> report; a blank cell within the <u>Waiver Signature Link</u> column indicates a membership waiver is unsigned.</li> <li>▪ <b>Can I resend a waiver?</b> Yes. Go to the <u>Memberships</u> tab, search for the registrant, click on the 2023/24 PTSO membership, scroll down to the <u>Membership Requirements</u> section, and click <u>Resend Waiver</u>. Upon request, the <a href="mailto:info@icereg.ca">info@icereg.ca</a> team can send a mass reminder email to registrants within your region with unsigned waivers.</li> </ul>

**Need help? Send an email to [info@icereg.ca](mailto:info@icereg.ca). Allow 1-2 business days for a response.**

\*A PTSO's membership reports are available via the PTSO's IceReg dashboard; click the Membership Organizations tab, select the 2023/24 season, and click the Reports sub-tab.