

Blackhawk's New Online Registration & Payment FAQ

How do I register a player for a soccer program?

1. Go to blackhawksoccer.org. The Program Info & Registration area on the home page provides the steps to get you started.



Click "My Account Register & Pay" to open the registration system in a new window. You will see the Login/Register screen.

2. There are two buttons at the top of the Login/Register screen:



If you are a new customer click "Register" to create your account then proceed to steps 3-5 below.

If you are a returning customer skip to step 6.

3. Fill in all required fields and enter a username and password. The Primary Contact information is the address that will be used for club correspondence, so it should be the parent/guardian's information. Your username must be entirely unique, so keep trying different letter/number combinations if your first choice is not allowed.
4. You will receive an email notification with your username and password once your account has successfully been created.
5. After creating your account you can register for programs. *Remember that you can use this account for all future registrations for all of your players. No need to create another account!*
6. Login to your account.
7. Click the "Register Now" button.
8. You will see a list of all available programs for each participant in your account based on participant's date of birth / associated program age range. Place a check mark in the box next to the program you wish to select and click **next** to proceed with registration.
9. Fill in all required fields and select your desired method of payment once you reach the checkout screen.
10. If you are paying by credit card, make sure that all information on the checkout screen matches your card's billing information.
11. Click "Submit" to process the registration.
12. You will receive an order confirmation email once the registration has been submitted.

www.blackhawksoccer.org

Online Payment & Registration FAQ

February 2, 2012, R1.2

How do I log into my account?

1. Go to blackhawksoccer.org. Click "My Account Register and Pay."



2. On the Login/Register screen click "Login" at the top:



3. Enter your username and password and click on "Login."

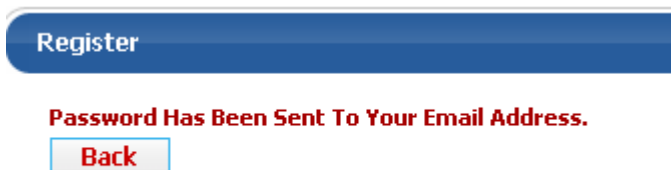
When creating a new account, I get a message saying my e-mail address is already in use. What should I do?

This means that you have already created an account using that e-mail address. Click "Email me my account info" and an email will be sent to you containing the username and password associated with your existing account.

This email address is already associated with an account.



Once you click on the email me my account info link, you will go to a page confirming that the password has been sent. Once you receive this email, **click back button and login** with your existing username and password.



What do I do if I have forgotten my username and/or password?

1. Go to blackhawksoccer.org and select login to your account.
2. Click "Forgot your Username/Password?"



Returning Customer

* User Name:

* Password:

Sign In ▶

Stay Signed In

[Forgot Username or Password?](#)

3. Enter your email address, and click "Email Reminder."



Forgot Username or Password?

If you have forgotten your username or password, please enter your email address and click "Email Reminder."

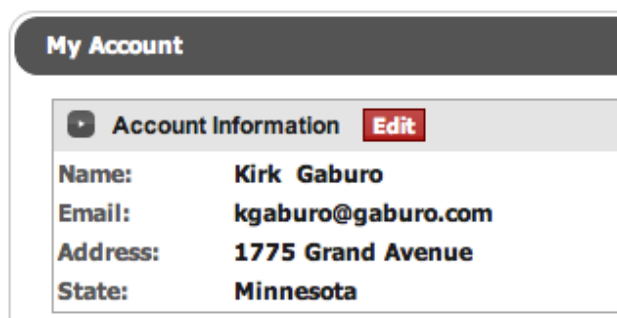
Email

Email Reminder

4. Your username and password will be sent to the email address associated with your account.

How can I edit my account or participant information?

1. Go to blackhawksoccer.org and login to your user account.
2. Click "Edit" option next to the account information area or next to the name of the participant whose information you want to edit.



My Account

Account Information **Edit**

Name: Kirk Gaburo

Email: kgaburo@gaburo.com

Address: 1775 Grand Avenue

State: Minnesota

www.blackhawksoccer.org

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Participant Information

Name : **Julia Gaburo Clark** **Edit**

Name : **Catherine Gaburo Clark** **Edit**

3. Edit any desired information and click "Update" at the bottom of the screen to save changes.

**My child plays with an older age group.
The system will not allow me to register for an older division. What do I do?**

Contact a club director to get permission for your child to play up. If permission is granted, the club administrator will assist you in registering your child.

How can I sign up to volunteer?

1. You can sign up to volunteer while you are registering your child for a program.
2. During the registration process, select the appropriate program and role that you would like to sign up for.

Volunteer Selection

Volunteer for Division

Please select program(s) to volunteer.
Programs marked bold have participants registered.

Program	Details	Participant Names	Volunteer Role	Select
2012 Summer League U9-U11				<input checked="" type="checkbox"/>
2012 Summer League U9-U11	U10 Boys		Team Manager	<input type="checkbox"/>
2012 Summer League U9-U11	U10 Girls		Team Manager	<input type="checkbox"/>
2012 Summer League U9-U11	U11 Boys		Team Manager	<input type="checkbox"/>
2012 Summer League U9-U11	U11 Girls		Team Manager	<input type="checkbox"/>
2012 Summer League U9-U11	U9 Boys		Team Manager	<input type="checkbox"/>
2012 Summer League U9-U11	U9 Girls	Catherine Gaburo Clark	Team Manager	<input checked="" type="checkbox"/>

Then enter all required information.

Additional volunteer Info

All fields marked with an asterisk (*) are required.

Additional volunteer Info -Team Manager for - 2012 Summer League U9-U11 - U9 Girls

* First Name:

* Last Name:

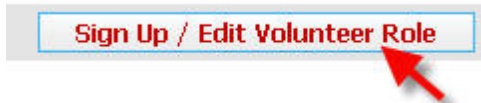
* Telephone:

Cell Phone:

* Email Address:

Special Comments/Request

- If you did not sign up to volunteer while registering your child, you can sign up at a later date. Log in to your account and click on "Sign Up for New Volunteer Role" (located under the participant information section).



- Select the program and role that you wish to sign up for and enter all required information.

The program I want to register my child for is not available. Why not?

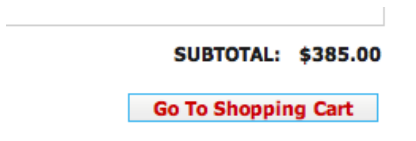
One possibility is that registration for that program has closed. Programs usually have a limit on the number of participants. When that limit is reached, the registration system automatically turns off registration for that program. Go to the Program Info & Registration area on the Blackhawks web home page to check the registration status for the program. If the program is indeed closed, you will see "closed." Some closed programs have a wait list option. For those programs you will see a "wait list" link under registration status. Click the link to get on a wait list.

Another possibility is that your child's birth date is set incorrectly. You can check this clicking "Edit" next to your child's name on your My Account screen . See "How can I edit my account or participant information?" above.

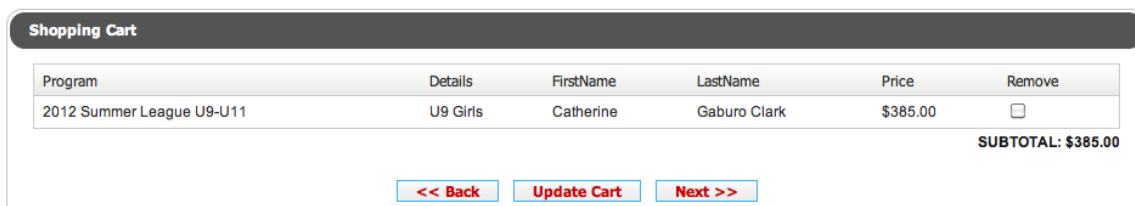
Or perhaps your child's birth date simply falls outside the allowable range for the program. In this case you will need to contact a club director to discuss.

How do I complete the order in my shopping cart?

- If you are not already on the shopping cart screen click "Go to Shopping Cart."



- From the shopping cart screen click "Next."



3. Follow the steps through to the checkout screen. Steps can include supplying additional information and volunteer options.
4. On the checkout screen, provide information payment type, donation option, address and payment information. Then click "Submit" to complete the registration.
5. You will receive confirmation of registration by email.

What are my payment options?

You can pay with Visa, MasterCard, or mail in a check.

What kind of computer equipment do I need to have in order to submit a registration online?

The system supports ALL major browsers including, Internet Explorer, Firefox, Safari and Chrome.

I get an error message or my system saying I do not have access to view a page. What now?

Chances are, you need to clear the cache on your web browser. To do this, follow the instructions specific to your browser. After that, log out of the website and then log back in. If you were in the middle of a registration, you will be able to get the registration in your shopping cart and pick up where you left off.