

# Athlete Registration FAQ

**Disclaimer:** SportsEngine is a website host company and therefore does not own any registration sessions. If you have any questions regarding the registration such as: how to fill out the form, what to sign up for, questions about pricing, errors on the registration, etc, please reach out to an admin at that organization for assistance.

## WHERE DO I REGISTER?

The organization that you are registering with will provide you a registration link—which is usually sent to members through an email or promoted on their website.

Contact an administrator at the organization if you can't find the registration link or you were not sent any information.

## HOW DO I REGISTER?

After you have the registration session, click [HERE](#) to learn how to fill out a registration session.

**NOTE:** All registration sessions are different. Please contact your organization if you have any questions during the registration process.

## DO I NEED TO CREATE AN ACCOUNT IN ORDER TO REGISTER?

In most cases, yes. A SportsEngine Account will allow you to take advantage of SportsEngine tools, such as RSVPs, messaging, viewing past orders, etc.

This requirement is setup by the organization you are registering with.

## WHO DO I CONTACT WITH QUESTIONS?

Questions regarding the registration, payments, scheduling, divisions, apparel, etc. should be addressed to an administrator at your organization.

Most organizations have Registrar contact information on the registration session that you are signing up for.

## CAN I REGISTER MORE THAN ONE PERSON?

Yes, but not at the same time. After you register one player, the *Review* page of the registration gives you the option to “Register Another Person.” Choosing this option brings you back to the “Welcome” page of the registration to start the process over again for the second, or more, registrant.

## HOW DO I CLAIM A REGISTRATION ENTRY?

If an admin registers an athlete, a parent/guardian will need to claim the registration entry to connect it to a SportsEngine account. Click [HERE](#) to see how to do this.

## **HOW DO I REQUEST A REFUND?**

SportsEngine does not have the ability to refund a registration payment. Please reach out to an admin at your organization to request a refund.

## **HOW DO I CANCEL OR UPDATE A PAYMENT PLAN PAYMENT?**

You are locked into your payment plan after you sign up. Please reach out to an admin at your organization to request a cancelation or update.

## **HOW DO I UPDATE MY CREDIT CARD ON FILE?**

Click [HERE](#) to see how you can update and change your credit card that is associated to a payment plan.

## **CAN I UPDATE MY REGISTRATION ENTRY AFTER I'VE SUBMITTED IT?**

Sometimes! It all depends on how your organization has the registration setup. Organizations can choose if they want their registrants to update their own registration entries or not. Usually, since registrations collect money, organization admins will need to update a registration entry for you. If so, please reach out to your organization admin to request a change in your entry.

If your organization allows you to edit your entry, click [HERE](#) to see how you can change your registration entry.

## **WHAT IS REGSAVER INSURANCE?**

Regsaver offers insurance for non-refundable athlete registration fees in case of injury, illness, job layoff, military leave, and more. Click [HERE](#) to learn more.

## **THE REGISTRATION WON'T ALLOW ME TO REGISTER MY PLAYER — I CAN ONLY REGISTER MYSELF.**

If you only see the option to register the owner of the SportsEngine account and you can't choose 'Register New Player', the registration may be setup incorrectly.

Please reach out to the organization that you are trying to register under, as they will need to update their registrations' settings.