



Digs – Winter 2015 Issue

From the Registrar: USAV, CHRVA Registration and Membership FAQs

Barb Cline, CHRVA Registrar

Q: HOW CAN I UPGRADE MY MEMBERSHIP?

- Log into Webpoint using your Username and Password.
- At the top of the screen you will see TO RENEW ONLINE CLICK HERE.
- Click there and complete the following screens.

Q: HOW DO I PRINT A MEMBERSHIP CARD?

A: Membership cards are only available with a CURRENT membership status (NOT pending or lapsed). Once you log into Webpoint using your Username and Password, on the left-hand side click on MEMBER AREA, and click on PRINT MEMBER CARD.

Q: WHY CAN'T I CHANGE REGIONS?

A: Region changes have to be made **before** you register on line and pay. [Email me](#) and I will help you. Since we don't transfer memberships and monies between Regions, if you pay before you make the Region change, email the Registrar from the other region. Your membership will be canceled in the wrong Region; they will issue any refund based on that Region's policy; they will change your Region to the correct one; and only then you can login and re-register in CHRVA and pay our fees.

Q: WHY CAN'T I MAKE ANY CHANGES TO MY MEMBERSHIP RECORD?

A: Many fields within Webpoint are locked for security purposes after you register. Individuals cannot make changes to: Name, Birth Date, Gender, Region, Club (unless they chose UNDECIDED) when they initially registered. Just [email me](#) with the changes needed and I will make them for you.

Q: I AM AN ADULT MEMBER COACHING FOR A JUNIORS TEAM AND PLAYING ON AN ADULT TEAM. CAN I BE AFFILIATED WITH BOTH CLUBS?

A: You can only be affiliated with ONE club and that must be with the Juniors Club you are coaching for. Once the Adult Team Registration form is submitted to the Registrar, you will be manually added to the correct Adult Team Roster.

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Q: WHAT IS A COLLEGIATE MEMBERSHIP?

A: A Collegiate Membership is for a full-time college student who will be playing on an adult team only (not coaching a Juniors Team). You will need to [email a copy of your college schedule to me](#) before you can be put on an Adult Team Roster (the Registrar is the only person who can add this type of membership to an adult team roster.) If you are a college student and will be coaching for a Juniors Team, you will need the full season membership; or upgrade your Collegiate Membership if you chose this by mistake.

Q: IS THERE A REFUND IF MY DAUGHTER DOESN'T MAKE A TEAM?

A: The \$20 One-Event Memberships are **non-refundable**. The \$50 full season memberships have a partial refund (\$22.50 for the 2014-2015 season). The families should [email me](#) requesting a refund (please include the player's name and reason for refund). This will cancel the current membership and the refund will go back to the credit card used at the time of initial registration.

Q: CAN A JUNIOR PLAYER ALSO BE AN ASSISTANT COACH?

A: Yes. The Junior will still register with a Junior Membership (as they are under 18 yrs old) and pay the \$50 full season fee. They will have to sign the Junior Code of Ethics form, which can be obtained via [the CHRVA website](#) or by [emailing me](#). The form will need to be forwarded to me and then you'll need to complete the IMPACT Training. Club Admins can't add them to team rosters. They will have to ask me to do this. Then if they turn 18 during the season, they will have to request a Background Check to be completed within 30-days of their turning 18. I will email the Club Admins letting them know this must be done.

Q: WHY CAN'T A CLUB SEE A MEMBER IN THEIR DATA-BASE TO ADD THEM TO A TEAM ROSTER?

A: If you can't add someone to your team roster it is one of these reasons. For each of these reasons the family/player needs to [contact me](#) directly:

1. They are registered in another Region and need that changed.
2. They paid \$20 for a one-event membership and did not upgrade to a full season membership.
3. They chose the wrong club affiliation.
4. They entered the wrong birth-date so their record is showing up in the wrong age group.
5. They chose the wrong Gender so are not able to be added.
6. If it is an Adult Player who is also a coach for a Juniors Club; they must be affiliated with the Juniors Club they are coaching for so you won't see them in your data-base of players and I can add them for you.
7. If it is an Adult Player and chose a Collegiate Membership they need to submit their schedule to the Registrar for verification and then will manually add to Team Roster.

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Q: WHY IS A PERSON IS BEING LISTED MORE THAN ONCE ON MY TEAM ROSTER?

A: Usually this is due to the fact that there is more than one certification in the same category (Referee or Scorer). [Contact me](#) if you see this on your team roster.

Q: WHAT HAPPENED TO MY CLUB ADMINISTRATOR'S ACCESS?

A: Club Administrator rights are linked to your membership record and expire at the same time as your membership does. If you re-register prior to October 31 of any year, then your Club Admin rights will continue. However, if you register after October 31 and your membership expires, so do your Club Admin rights. You will have to [email me](#) so I can reactive them in your record.

Q: CAN I MAKE CHANGES TO MY TEAM ROSTER AT A TOURNAMENT?

A: Junior Tournaments – the ONLY thing you can write on a team roster are Jersey Numbers (however, we prefer that you enter jersey numbers into Webpoint). You cannot write in any names for players or coaches. If you want to move any girls between teams (they can play up to a higher age level), please [contact me](#).

Adult Tournaments – yes, you can write in any subs you are using. Include the name of the person, membership number, club/team they are being borrowed from.