

## 2023-24 Registration System at the SACC

### On-line Registration Powered by 'Curling IO'

#### – FAQs –

1. What is Curling IO?

Curling IO is a registration and competition management system developed by Curling Canada. Curling IO is being used by more than 70 curling clubs and curling associations across the country. Currently SACC is using Curling IO for registrations, lockers and voting memberships (not competition management).

We are able to customize the implementation of Curling IO to support the SACC's unique league and discount structure.
2. Why do I have to register on-line? Why can't I register on paper?
  - a. Reduction of administration costs, time, and effort
  - b. Completeness of information
  - c. Consistency of information for all curlers in an accessible format
  - d. Accuracy: automated calculation of fees
3. What if I have changed my email address?
  - a. It is **VERY IMPORTANT** to login using the same email address that you used last year.
  - b. *Using a different email will set up a **duplicate** account* – you won't receive your voting membership discount as it is registered to a specific email account. You will need to re-enter curling profile/s you entered last year!!
  - c. If you can't remember which email you used or if you have changed emails? Contact the Office by emailing [registration@salmonarmcurling.com](mailto:registration@salmonarmcurling.com) or call 250-832-8700. (No, *you can't solve this on your own.*) Do not submit your order.
4. How do I Login?
  - a. Click the Login link in the top right of this screen. If you don't see a "Login" link, click on "Account" or on the three bars. If you see a "Logout" link instead, then you're already logged in, and can skip the rest of these instructions.
  - b. You should now see a screen giving you two options: i) Send me a Login Link and ii) Login with Gmail.
  - c. If you use Gmail, then the fastest way to login is simply selecting the red Login with Gmail button and you'll be logged into Curling IO and can skip the rest of these instructions. (If you are not currently logged into Gmail you will need to enter your Gmail password at this point.)
  - d. If you don't have a Gmail then simply enter your email address and select the 'Send me a Login Link' button. (After you enter your email, it shows a screen that says you can also use a 'token' you can find in the email, but it's much easier to just click on the link in the email.)
  - e. Curling IO immediately sends you an email containing a link that you can click on, which automatically logs you in.
  - f. If for some reason you can't click the link, (maybe you opened your email on your phone but are using the Registration System on a computer), you can instead use the "Token" from the email, typing it into the "Token" field back in Curling IO. (No need to save/remember the Token, you get a new one each time you login.)
5. Will I need to remember yet another password?

No, Curling IO utilizes Passwordless Authentication. This is much more secure than a password and instead sends a login link to your email that you click on.
6. Can I curl at the SACC without registering on-line?

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Each Curler must register on-line. If you need assistance, come into the office or ask a friend if they could complete the registration with you.

7. I'm not comfortable registering on-line. How can I get help?
  - a. Come into the SACC office before the curling season begins. Check for office hours on the website under Registration. The manager will be happy to help you.
  - b. Other curlers will be registering on-line. Many of them may be able to help you on your computer or their computers.
8. Where do I find information for each League?

At the top of the page in Curling IO to the right of the SACC logo, click on 'Leagues'. A list of the Leagues will appear. Click on the *name* of the League you would like to see more information for.
9. Why does Curling IO require me to enter my Date of Birth?
  - a. Date of Birth is required by Curling Associations to determine fees payable to the associations.
  - b. Aggregated Dates of Birth are valuable in the analysis of services based on Curler demographics
  - c. Some leagues, fees and discounts are age dependent.
10. How is my personal information used?
  - a. SACC may use the information collected to:
    - i. ensure the provision of high-quality member services;
    - ii. inform you about member services, updates and events;
    - iii. enable us to contact you to advise of schedule changes;
    - iv. invoice you for products and services;
    - v. assist us in complying with legal and regulatory requirements;
    - vi. provide you with information concerning the business operations of the Curling Centre
  - b. See SACC privacy policy: <https://salmonarmcurling.com/service/privacy-policy/>.
  - c. Only with your express permission will we include your name and contact information on published Team Rosters.
11. Can I register my spouse / children / friend in Curling IO?

Yes. Once you are logged into Curling IO, you can create profiles for more than one Curler.  
**(However, adults with separate emails might want to have access to Curling IO through their own emails.)**

You can add Leagues, Lockers and Memberships to your cart for each Curler for which you have created a profile. (Note: You will have to enter "I agree" on a Waiver of Liability for each Curler you register in a League. You should have their permission to enter this agreement on their behalf. It is expected that a Parent is entering the agreement for a Junior Curler.)
12. Can I purchase a Locker when I register?

Yes. You can purchase a Locker rental by selecting "Product" at the top of the page.
13. How do I ensure I get the same locker as I had last year?

Locker selection is available upon payment of League fees.
14. Can I purchase a Voting Membership when I register?

Yes. It is best to add your membership to your Cart before you order any Leagues to ensure your Member Discount of \$30 for a full year league/\$15 half year is applied correctly. Select "Product" at the top of the page. You may purchase a Voting Membership for the price of \$200.
15. I have a Voting Membership, why am I not seeing the discount against Leagues in my Cart?

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- a. Voting Membership discounts cannot be combined with a multi-league discount. And, the maximum Voting Membership discount for a season is \$60.
  - b. Did you login with a different email than you used last year? Using a different email will set up a ***duplicate*** account - you won't receive your voting membership discount since it is registered to a specific email.
  - c. If you can't remember which email you used or you changed your email, contact the office. Do not submit the order.
  - d. If you have a membership from a prior year but have never purchased a league in Curling IO before, contact the office for assistance in setting up your membership in Curling IO.
16. If I'm not finished my order, can I logout and come back in later to finish it?  
If you logout, no. Unfortunately, your Cart will be empty the next time you login.  
However, you can close the Registration System window without logging out. If you come back into CIO within one week, your Cart will still be there with items as you left it.
17. How can I change an Order?
- a. If your Cart has not been submitted, no Order has been created. You can add and delete items in your Cart at any time.
  - b. Once an Order has been sent to the SACC you can still change it, with the support of the SACC manager, but only if no Payment has been made against the Order. To make a change, you must contact the SACC office and request one of the following:
    - i. delete the Order, then you can recreate the Order the way you want it by putting items in your Cart and resubmitting it.
    - ii. send the Order back to your Cart where you have full control over the items to modify your order and resubmit it.
  - c. If a Payment has already been made against the Order
    - i. to add items, simply create a new order with additional Leagues or items
    - ii. to remove an item, contact the SACC office to request the removal and a refund.
18. Why do I have to enter 'Roster Permissions' for each League I register in?  
System constraint. We have raised this constraint with Curling IO developers.
19. Why can't I pay on-line with my credit card?  
We have not set up this option with Curling IO.  
You can pay online with an eTransfer to [accounting@salmonarmcurling.com](mailto:accounting@salmonarmcurling.com).  
Otherwise, payment is accepted by cash, cheque, debit or credit card (if necessary) in the SACC office.
20. Why do I have to pay Association Fees?  
Curl BC and Curling Canada assess a fee for all curlers who play a minimum of 3 times during a season:  
Curling Canada - \$2 per curler regardless of age  
Curl BC - \$18 per curler aged 13 and older  
See Curl BC Membership Services & Benefits: <https://www.curlbc.ca/wp-content/uploads/2020/02/Curl-BC-Member-Benefits-Brochure-2019-FINAL.pdf>
21. What are the SACC office hours?  
See the SACC website Registration page for preseason office hours or call office at 250-832-8700.