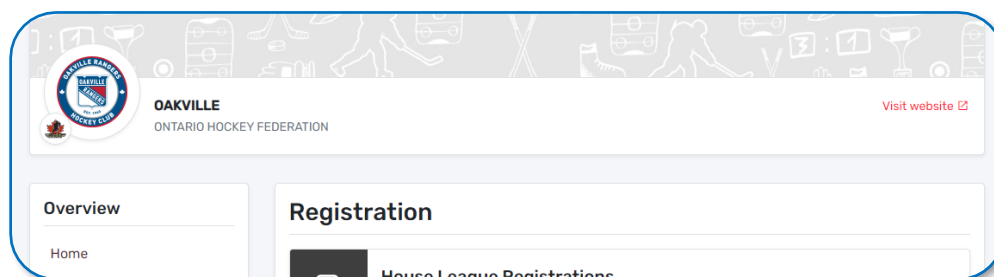




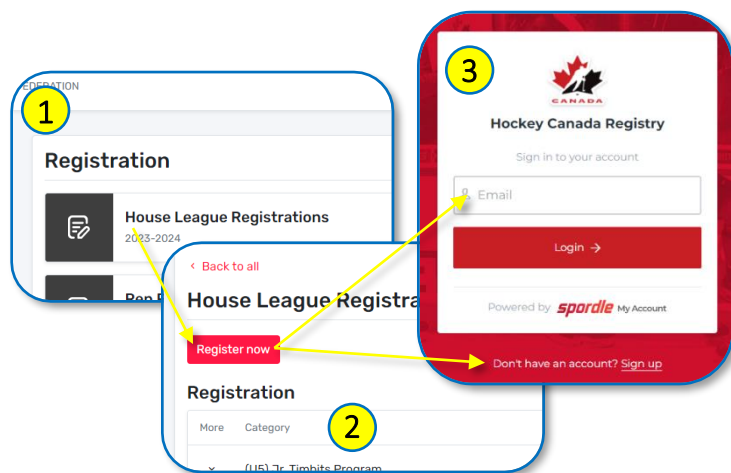
## Registering a Participant in the Hockey Canada Registry (HCR)

### Step One: Go to the Hockey Canada Registration Site

Go to <https://page.hockeycanada.ca/page/hc/ohf/ontario-minor-hockey-association/region-3-f/oakville-rangers-hockey-club/participant>. Please note where it says **Oakville Rangers Hockey Club** at the top of the page. If you do not see this, or if you see the name of a different Hockey Association, you are on the wrong site! You must use the link above (or [click here](#)) to access the Oakville Rangers Registration Site.



### Step Two: Select a Registration Store and Login to your Account



Select the League you will be registering for then click on **Register Now** (note, there are separate stores for House League and Rep). This opens the HCR Login Page. Enter your email address and password then click on **Login**. If you do not have an HCR account there is a link below the login button to create one.

**Not sure which email address you used for your HCR Account?** Enter your email address on the login screen and click next. If there is no account associated with the email address you enter it

will not allow you to proceed to the next screen. If it brings you to the password screen the address you entered is valid.

**Forgot your password?** Click the Forgot Password link on the password screen

**Need help creating an HCR Account?** Double-click the icon below to open a step-by-step guide

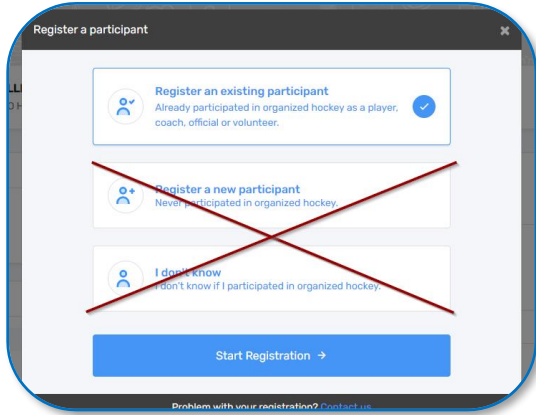


Creating an HCR Account.pdf



## Registering a Participant in the Hockey Canada Registry (HCR)

### Step Three: Select Register an Existing Participant



Click on the *Register an existing participant* box then click on *Start Registration*.

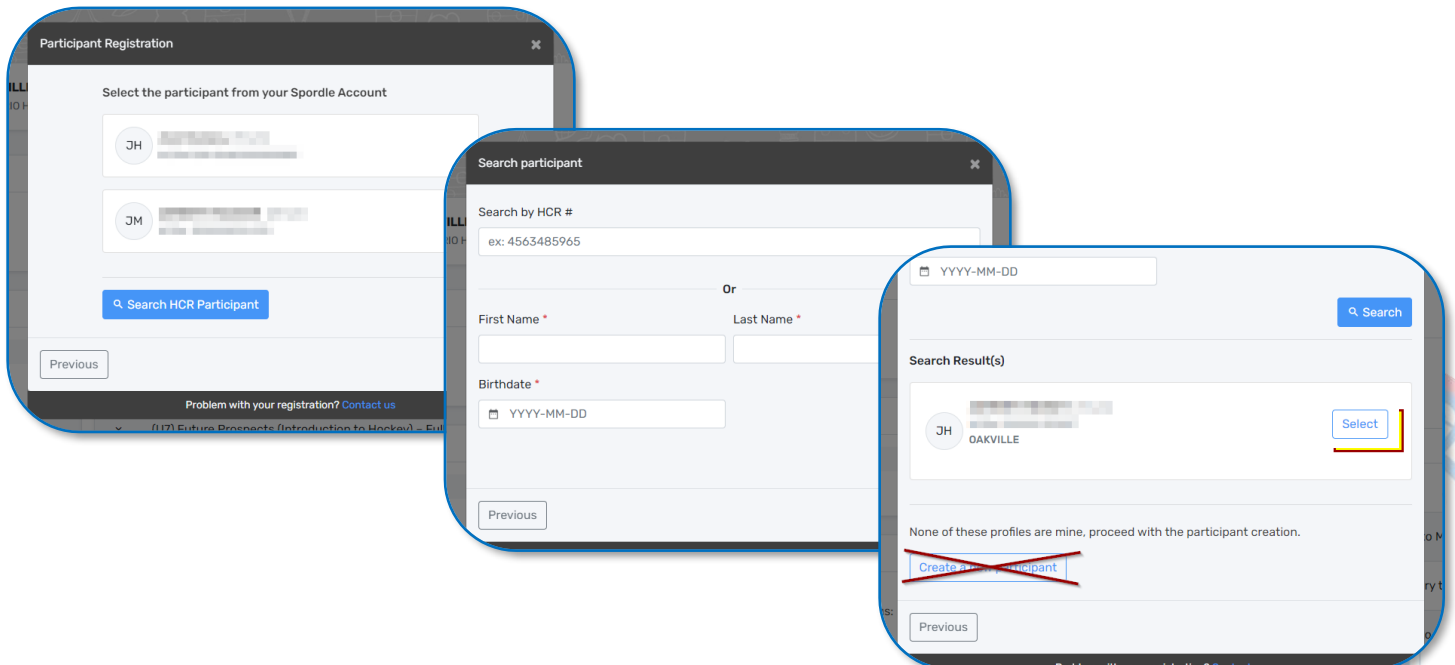
**DO NOT CLICK ON EITHER OF THE OTHER TWO OPTIONS!!**

If you are registering a new player, the ORHC Office must create an HCR Profile for you before you complete these steps!

If you are registering a new participant and you were not directed to complete your registration in the HCR by the Oakville Rangers staff please stop and contact the ORHC Office for assistance.

### Step Four: Select the Participant

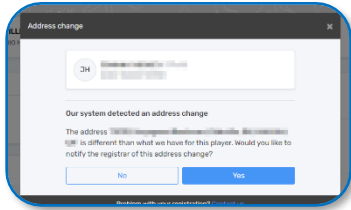
The Participants connected to your account will be listed. If the participant you are registering is listed, click on their box then click Next. If they are not, search for the player you are registering by their HCR Number (if you know it) or by their name AND date of birth – click on *Search*. The Search results will be displayed below the search fields. Locate and click on the participant you are registering and click on *Select*. **DO NOT CLICK ON CREATE A NEW PARTICIPANT!** If you are not able to find the player you are registering in the search results you will need to contact the office for assistance.





## Registering a Participant in the Hockey Canada Registry (HCR)

### If HCR Detects An Address Change

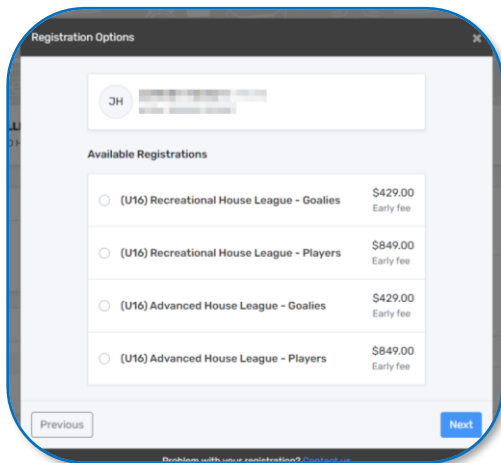


Once you have selected the Participant you are registering HCR will compare the Primary Address on your profile to the Primary Address on the Participants profile. If those two addresses are not an EXACT match you will see the screen below. It is possible (its quite common, actually) that you will be presented this screen even if the address is correct.

**If the address displayed on this screen is actually is wrong, click Yes**  
**If you are presented this screen but the address it shows is actually correct, click No**

### Step Five: Select Your Division and Package

The system will display the packages available for the player you are registering, based on their year of birth. Note, the U18 and U21 Division names can be somewhat confusing and misleading. If you are registering for a Rep Package, U18 includes both 16 and 17 year-old players, In House League, U18 is only 16 year-olds. U21 includes 17 - 19 year-old players.



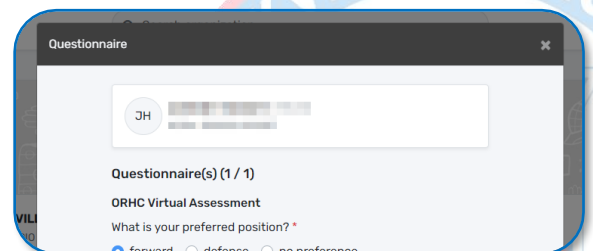
Select the Package you are registering for (Player or Goalie) then click **Next**.

If you are registering for House League and are seeing Rep Packages or vice versa you selected the wrong store in Step Two (above). You will need to back out of this registration and start over.

If you have been granted an exception to play up a year, complete the registration using your correct birth year then contact the office to have your registration corrected.

### Step Six: Complete the Questionnaire (HL Registration Only)

Most House League Registrations also include a questionnaire, gathering information about the participant's hand and preferred position, their playing history, things like that. Complete the questionnaire, scroll to the bottom, and click **Next**.





## Registering a Participant in the Hockey Canada Registry (HCR)

### Step Seven: Proceed to Checkout or (optional) Add Another Participant

After selecting your Package you will be prompted to review and accept each of the Waivers. Following the waivers you can either **Register Another Participant** or **Proceed to Checkout**. If you are registering multiple participants you will select that option then repeat steps Three and Four (above) for each of them. When you are ready, click on **Proceed to Checkout** to continue.

#### If You Are Registering Multiple Participants

If you have more than one participant to register you can do so on a single transaction. However, please note that the Rep and House League stores are separate from each other – if you are registering one or more for House and one or more for Rep you will have to do that in two transactions – one for each store.

If you are registering four or more participants and are eligible for the Multi-Player Discount the system will only apply the discount automatically if all of the players are in the same store. For example, if all four or more of your participants are all in House League the system will apply the discount automatically upon checkout. If the players are split between HL and Rep the system will not apply the discount. Once you have completed your registration contact the office to have your discount applied manually and refunded back to you.

### Step Eight: Review Your Registration or (optional) Add Additional Participants

You will first be shown a summary of your order. Review this carefully – if there are any mistakes, use the **Previous** buttons to go back and fix them (do not use the back button on your browser).



## Registering a Participant in the Hockey Canada Registry (HCR)

### Step Nine: Select Payment Options

Payment Schedule

Select

- Full payment
- 2 installments

Previous Next

the system will automatically charge *the same card you use today* on September 1<sup>st</sup>. If, between now and then, that card becomes no longer valid (for example, if the card were to expire) please make sure you contact the ORHC Office to provide a new card for the second payment.

Next you will be prompted with the Instalment Plan options. You have the option to either (a) pay the full amount today, or (b) pay half today and the remaining balance on September 1<sup>st</sup>.

Note, if you select the Payment Plan

Payment Schedule

2 installments

Pay now	\$424.50
2023-09-01	\$424.50
Total:	\$849.00

Previous Next

Once you have selected your Payment Schedule you be prompted with the Payment Terms & Conditions and the ORHC Refund Policy. Click the checkbox to indicate you have read and accept the Terms and Conditions then click **Next** to proceed. Click on **Credit Card** to select Credit Card as your method of payment then click **Next**.

Payment Terms and Conditions

All Withdraw, Refund, and Cancellation requests must be submitted using our Online Form ([please click here](#)). Refunds will only be issued on requests received prior to October 31st and will be granted according to the date that the application is received in the ORHC office. An administration fee will be applied to all refunds as per the below schedule:

Requests Received Prior to August 1st: **\$50**  
Requests Received between August 1st and 31st: **\$100**  
Requests Received between September 1st and October 31st: **\$200**

**Requests for refunds will not be accepted after October 31st for any reason, including but not limited to injury or illness**

All refunds are processed back to the credit card that was used for payment. Please inform the office immediately if this card has expired or is otherwise no longer valid.

I have read and accept the terms and conditions \*

Previous Next

Select Payment Method

Pay online now

Credit card

You have selected a payment method with SportsPay. You will be redirected to SportsPay's payment gateway to process your transaction. Once completed, you will be redirected here with a confirmation message and a link to you invoice.

Previous Next

**Registration Payment is only accepted via Credit Card  
Visa / Visa Debit or Mastercard / Mastercard Debit**



## Registering a Participant in the Hockey Canada Registry (HCR)

### Step Ten: Complete Payment

A popup window will open for Sportspay, the Oakville Rangers payment processing provider. Enter your Credit Card information then click on **Pay**.

**Pay with Credit Card**

Minor Oaks Hockey Association

Invoice: [Redacted]

Pay Now: \$849.00

Name On Card

Enter name on card

Card Number Expiry MM Expiry YY

Enter card number -- --

Your card data is securely managed

CVV

Enter CVV

These are the 3 digits on the back of your card.

Cancel Pay

sportspay

If there are any issues you will come back to the Payment Method selection screen (see above) with an option to try again. Unfortunately, the system does not tell you what the issue is... It could be that your card was declined, it could also be as simple as a typo when you entered your info or the system timing out while awaiting your entry. The payment collection screen can time out quickly – if it takes you more than two or three minutes to enter your credit card info (for example, if you had to run to the other room to get your card) the system will give you an error.

If you get an error click the **Try Again** button to give it another go. If you continue to have issues please check with your Credit Card provider first to ensure it is not an issue on their end. If they advise you that all is well, please contact the office for further assistance.

Once your payment goes through you will see a confirmation screen, and you are good to go! The system will send you two emails at this point – one with an invoice for your order and one with the receipt for your payment.

Registration Confirmation

OAKVILLE RANGERS HOCKEY CLUB

Thank you for registering!

Your receipt number is # [Redacted]

An email confirmation has been sent to [Redacted]

**Thank you for being a Ranger!**

Thank you for registering for the upcoming 2023/24 House League season. Please note, the DRHC is implementing a new means of communicating with you and keeping you up to date as the season is rolled out, using the SportsHeadz Mobile App. More information on this app and how to get it will be sent to you soon.

If you selected the Installment Plan option in your registration, the 2nd half of your Registraton Fees will be deducted from your credit card on September 1st. If your card becomes invalid for any reason between now and then please notify the office at registration@oakvillerrangers.ca right away so your information can be updated.

Please donate to the Hockey Canada Foundation.

Problem with your registration? [Contact us](#)

Start date: 2023-04-24  
End date: 2023-10-31

Member ty  
Player  
Player  
Player