

**USA HOCKEY INDIVIDUAL ONLINE REGISTRATION
& USA HOCKEY REGISTRY PORTAL
Frequently Asked Questions (FAQ)**

What's online registration?

Online registration allows individuals to register directly with USA Hockey at membership.usahockey.com. The USA Hockey fee and Affiliate fees, if applicable, are paid online with a credit card. The USA Hockey Waiver of Liability, Concussion Acknowledgement and Safe Sport Policies Acknowledgement are completed during registration. A confirmation email is sent to the member immediately after the online registration. The member should keep or print the confirmation number to provide to the local program in order to complete the registration process.

Why online registration for USA Hockey?

Online registration will ensure accurate, efficient and direct communication with our members. USA Hockey will have the opportunity to communicate with the membership through email and newsletters throughout the season. It will also provide immediate verification of registration and receipt of payment for the member.

Why do I need a USA Hockey registration?

All participants must complete the USA Hockey registration process prior to participation in a USA Hockey sanctioned event. Participant registration is complete when the individual member registration information and all appropriate fees are received, and the participant is processed by a USA Hockey member program.

When will online registration be available?

Online registration for the 2022-23 season will be available April 1, 2022. The registration will be valid from date of registration through August 31, 2023. **The USA Hockey season date remains September 1 through August 31 of each year.**

What are the fees for registration?

The USA Hockey registration fees for the 2022-23 season can be found online at <https://www.usahockey.com/membership>. Affiliate fees, if applicable, are charged at the time of registration. Affiliate fees are set by the Affiliate or state that you are participating in for the 2022-23 season.

What credit cards can be used?

Online registration will accept Visa, MasterCard, American Express and Discover Cards. Credit or debit cards can be used. A Visa gift card can be purchased if no credit/debit card is available.

How's it going to work?

Local programs will instruct their members to register online with USA Hockey. Then the member will register on the local programs website or bring, mail or e-mail the confirmation number so that it can be processed. The program's USA Hockey Registry will establish a connection to the USA Hockey National Database when you register or process the members with your association in this system. The database will receive the member type (player, coach, volunteer or manager) along with the association code that the member is participating with at the time of the registration. In return the database sends the members information back to the USA Hockey Registry for that association.

My program has a website that collects registration data. How does online work then?

You should contact USA Hockey to learn about some great enhancements to the process that will allow your website to integrate online registration data. Contact USA Hockey IT Department at 800-566-3288, Ext. 140.

What's this confirmation number that I'll be entering?

The confirmation number is a series of 9 numbers and 5 letters. It will appear in print and barcode format on the confirmation page and will also appear in both formats in the confirmation email sent immediately after registration.

Won't some people refuse to register online?

The process is so easy that programs should have 100% participation. If a person doesn't have a credit card, they can always ask a teammate or friend to process the registration for them. All members must register through the online process for us to capture the registration and approval of the waivers and acknowledgements.

We want to have one person register everyone on the team. Is that ok?

The system will allow that but it's definitely NOT the best way to go. First of all, that's a lot of data entry for one person but most importantly, the adult participant registering or the parent of a youth participant needs to be present to acknowledge the USA Hockey waiver. If they aren't then you'll have to get a paper Waiver completed. Each person/parent needs to be responsible for processing their or their child's registration.

What about Coach registration?

We strongly encourage all programs to have coaches process their own individual registration. If your program pays for a coach registration, you can reimburse the coach during the season. By having your coaches complete their own registration online, they will be acknowledging the waivers and each coach will have his/her confirmation page. The coach will need this confirmation page to access the Safe Sport Training, Screening, Coaching Education and if they go to another program to participate as a player.

What if someone has a confirmation page & we can't accommodate them in our program?

Just because someone has a confirmation page and has paid the USA Hockey and Affiliate fee does NOT obligate you to take them into your program. This is clearly stated to the individual during the online process. Also, this statement appears in bold on the confirmation page: "This receipt does NOT guarantee you membership in any local program or placement on a team."

What if someone wants a refund?

There is a statement that appears on the online registration screen that says: "I understand that USA Hockey has a no-refund policy" – the registrant must accept that statement to process the online registration. The registration is needed to participate in a USA Hockey program for one time or a full season.

Where do the Affiliate fees go?

Affiliate fees are transferred to the affiliate (state) where the person is registered or selected that is the area they are participating in for the season. Fees are transferred on a regular basis to the Affiliate bank account via an ACH (bank to bank) credit transfer. A detailed report is also sent to the Affiliate Treasurer with each fund transfer.

What if someone loses their confirmation page?

The confirmation page is available to print at the time of registration and emailed to you immediately following the registration process. A duplicate can be requested online at membership.usahockey.com on the home screen. To request a duplicate confirmation, you need to enter first name, last name, date of birth and zip code that you registered with in order to print the confirmation page.

Does the local program have to keep a copy of the Confirmation page?

USA Hockey does **not** require the program to keep a copy of the confirmation page. It is only needed for the program to process the confirmation number into the Local Program Registry.

Why do I have to process the confirmation numbers through the association Registry?

Each local program needs to process the confirmation number for every participating member so that USA Hockey and your Affiliate will know who's playing in each program and so that your program can build a database of your current members.

Follow these steps for individual online registration:

- Inform your members about online registration via your newsletter, website, program mailings, etc.
- Let them know that online registration is available beginning April 1
- Tell them to go to <https://membership.usahockey.com/>
- Let them know what to do with their confirmation page after they register with USA Hockey Register online at your program site or provide to the local program registrar

USA Hockey Registry

For new associations to have access to the USA Hockey Registry, you will need to contact your District Registrar or the member services staff. For returning associations there will be an application in the Registry, starting in April, that will ask if you will be the returning registrar. Complete the application and this will go to our member services team to set up the USA Hockey Registry for the new season.

Please call or email with any questions to USA Hockey Member Services at 1-800-566-3288 ext. 123 or memberservices@usahockey.org