

# Victoria Dragon Boat Festival Registration System FAQ

## **Who can access the registration page to make changes?**

Only the designated Manager of the Team can make changes to the Team registration. Paddlers may only access and change their personal information.

## **What happens if I chose not to enter my e-mail address?**

The system requires an e-mail address as it assigns this address as the unique username for each participant. If you choose to not enter an e-mail address you will not be able to access the registration system, sign the digital waiver or receive updates from the Festival.

## **Can I register my team before I have a full roster?**

Yes. If you are the Manager of the Team you may register your Team at anytime. You may access the Team registration information at a later date and enter your roster as your participants are confirmed. You must be designated the Manager in the registration system in order to do this.

## **Where is the waiver I'm supposed to sign?**

If you are logging into the system from an e-mail invitation then you will be prompted to sign the digital waiver as part of the registration process. If you need to sign a manual waiver (as a minor or due to duplicate e-mail addresses) then you can access that waiver on the main page of the registration system (<http://register.victoriadragonboat.com/>) or on the Victoria Dragon Boat Festival website:

([http://www.victoriadragonboat.com/EN/main/race\\_information/registration.html](http://www.victoriadragonboat.com/EN/main/race_information/registration.html))

## **My wife and I have the same address but the computer will not accept it more than once what do I do?**

You must either set up a new e-mail address for your partner (they're free!) and use the new address for them, or you will have to enter your address for only one of you and leave the other one blank. E-mail addresses are used to identify the individuals in the registration system, thus no two individuals may share an e-mail address.

## **Do I add the name of both paddlers who have the same email address?**

Yes, enter both of their names, but only the e-mail address once. Whoever is not attached to the e-mail address will not have access to the online registration system and must submit a manual waiver to the office in order to be properly processed on the team.

## **Some team members don't want to give out their email address how can they be registered?**

You may enter their names and basic information on your team roster. They will have to submit a manual waiver in order to complete their registration and will not have access the registration system.

**Is the person who registers the team the only one who can make changes?**

No. However, the person registering the team MUST assign themselves or another team member as the Manager of the team. Only the Manager can make changes to the team, but it does not have to be the person that registered the team. If no Manager is assigned during the initial registration then there is no one that can make changes to the team. If this happens, please contact the Race Registrar and they can assign the Manager role to a member of your team so that changes can be made.

**Can I change my team name online?**

No, you must contact the Race Registrar if you wish to change your team name.

**Can the team manager be changed on line?**

Yes, but only by the current team manager. Once the change is made, the previous manager will lose all manager permissions and the new manager will be able to process changes to the team.

**I don't have an email address can I use a team mates address?**

No. Individuals must have a unique e-mail address in order to use the registration system. The system assigns the e-mail address as a unique username (login) and they cannot be shared.

**Does the person who registers the team have to complete the entire process?**

No. The person who registers the team may assign someone else on the team the Manager designation thus allowing that person to continue with the management of the team roster and other activities on the system. It is important however that if the person registering the team does not appoint a Manager during the registration process that they assign themselves as the Manager so that they may make changes in the future. When registering, the team MUST have a manager assigned, even if that position will change in the future.

**I entered my personal information but didn't receive a password am I registered?**

If you managed to enter your personal information then you should have already used your password to login into the system to enter that information. If you lost or forgot your password, you can contact the Race Registrar and they can reset your password for you.

**As a team manager what changes can I make to my team roster?**

You can add (not remove) people from your team roster and assign various roles to the members of your team. If you wish to remove a member from your team you must contact the Race Registrar.