

## **EMSA Member Sign Up FAQ**

### **What is the difference between Member Sign Up and Member Registration?**

Signing up creates a member's account. Once a member exists they may, or may not, choose to register as a player or team official within a season.

### **Should I sign up as myself, or as my child?**

Any member that will register for a season as a player or team official will need a distinct Member Account.

Member accounts can be linked together after creation. This allows any family's situation to be accommodated. Member accounts can share the same email address, so you can create a member account for multiple children as well as a personal member account with a single email address. You can create additional accounts via the Linked Profile tab of the Member section of your account.

### **I didn't get a confirmation email, what can I do?**

Please first check your spam and junk folders. If the confirmation email is still not located, please email EMSA Main with the member name and email address.

### **I try to login but it says incorrect username?**

In the EMSA portal usernames are not email addresses. Please ensure you have correctly input the username. You can request a reminder here, or search for your profile activation email.

### **When I enter my postal code it says "No home community league matches this address", what does this mean?**

This could be the result of a few things:

1. Your residence is outside of Edmonton, Sherwood Park, Spruce Grove, and St. Albert catchment areas as they relate to the District organized Community Soccer programs.
2. You have input an incorrect postal code and it needs to be adjusted.
3. Your postal code is correct, you do reside in the Community Soccer program area, but the system does not have a record of your postal code. If this is the case, please report it here.

### **I added my address but the associated community or area is not correct, what can I do to resolve this?**

Please send an email to EMSA with the postal code you have tried to use, and the incorrect information the system has supplied. It is possible the postal code and community boundaries have shifted or are new and the EMSA portal has not had a chance to update these yet, or one community league is taking registrations for a neighboring community.

**I tried to send an invite to link or be linked to another account and it says it can't find that member. What is wrong?**

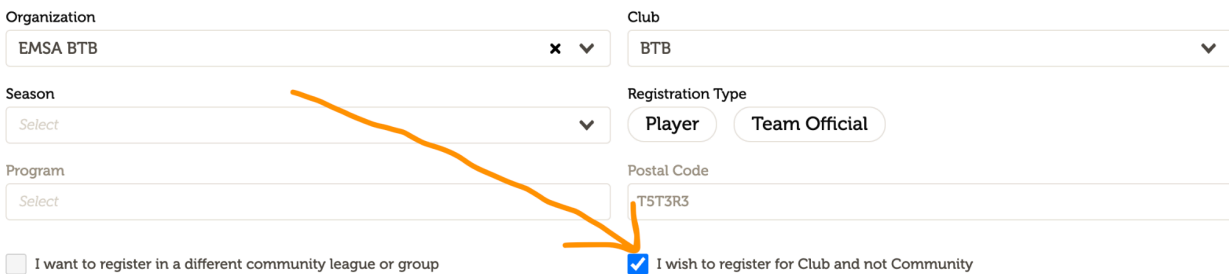
A member must be located that exactly matches the values of first name, last name, email, and date of birth for the member you are attempting to link. Please confirm all three values are accurate, and the other member account already exists.

**I don't see any programs to select during registration. What is wrong?**

It is possible the registrant's DOB is not correct. The programs will only display options based on the member's date of birth. It is also possible the program does not exist for the chosen Organization, Club, or Community League. If the DOB is correct, please send the information of your attempted registration to your Zone/Club.

**I want my child to play Club Soccer. Should I register for my community or the club?**

If you intend to play club soccer, you should register with your club. In order to do this in the EMSA portal, select the, "I wish to register for Club and not Community" option. You will then need to select your Club's organization, and Club name from the registration dropdowns. *Note: most clubs require registration through the Club's registration system in addition to the EMSA portal.*



The screenshot shows the EMSA registration form. At the bottom, there are two radio button options. An orange arrow points from the 'Season' dropdown menu to the 'I wish to register for Club and not Community' option, which is selected with a blue checkmark.

Organization EMSA BTB x v	Club BTB v
Season Select v	Registration Type Player Team Official
Program Select	Postal Code T5T3R3
<input type="checkbox"/> I want to register in a different community league or group	<input checked="" type="checkbox"/> I wish to register for Club and not Community

If your child ends up not playing club, your club registration will either be transferred to Community, or cancelled, and then you will be able to register for your community.