

Frequently Asked Questions about Registration

I forgot my password. How do I find it?

Click on the “**Forgot your password**” link located on the **Registration** page. You will be asked to enter the email

address you use to login. The password will be emailed to you. Or you can send an email to registrar@tcmha.ca. **DO NOT CREATE A NEW ACCOUNT EVEN IF YOU CHANGED YOUR EMAIL ADDRESS.**

Is there a way of changing my password?

Yes. You may edit your password by clicking on the “**Change your Password**” link located under “Other Options” on your main Registration page once you login.

Where do I get my child fitness receipt for tax purposes?

The copy of your receipt when registering can be used for tax purposes.

I could not print my invoice/confirmation page. Is there a way of printing my invoice after I have already registered?

Yes. If you log back into the Online Registration site, you will receive a listing of all of your Registrants and you will be given the option to view and print the receipts from there.

How will I know if my child has been accepted to play this year?

You will be contacted by a coach at the start of the season.

Can I use my cell phone?

The full application for the Online Registration or the TCMHA website does not appear. You should use a computer.

Why should I register before July 1st?

We use the registration numbers to determine number of teams and number of players per team, decide on programs go/no go. If not enough people sign up, we may cancel a program, or conversely it could fill up and we have to close enrollment. You could end up losing out should the division become full.

Can I pay with cheques?

TCMHA is only accepting payment by credit card.

Is using online credit card payment secure?

Online Credit Card Payment (Visa or MasterCard only):

Using online credit card payment is **absolutely safe**. Hockey Canada secures your personal information from any unauthorized use. We secure your personal information such as names and phone numbers by protecting it through the use of the industry standard 128-bit Encryption using Secure Socket Layer (SSL) protocol. At no time does Hockey Canada store your credit card number.

Can I pay with cash?

New for 2013, we will not be accepting cheque or money order payments.

Can I pay in installments?

No. Contact Registrar registrar@tcmha.ca if you require making installments.

If I require assistance to pay for my child's hockey, what do I do?

Contact the Registrar registrar@tcmha.ca . This is kept discreet.

How do I know my registration is confirmed?

You will see the member's name and receipt in the list of registered members on your home page on the online registration.

When will I be contacted as to what team my child is on?

Everyone should be contacted within the first 2 weeks of September. If you have not been contacted by this date, please email the registrar, registrar@tcmha.ca with your child's name, age and your phone number.

When does the hockey season start?

The season starts in September with REP/AE tryouts. Keep an eye on the website for schedules and firm dates.

Can I specify a certain coach or local league team that I want my child to play for?

No, as we set players on teams by skill level to make all teams as competitive as possible.

Will there be an AE team in my child's division?

This will be decided on when the number of players in the divisions are known and if there will be a league for the team to play in.

Why has registration fees increased?

All of TCMHA costs are increasing so the executive had to increase registration fees as well.

How do I obtain a Hockey Registration Refund?

Should you require a hockey registration refund, a written request needs to be sent the Registrar at tcmha.registrar@gmail.com. Your request will be presented to the executive to determine the amount of the refund. See under the TCMHA Constitution Section III-General Regulations, Guidelines & Policies Number 22 Withdrawals & Refunds for further information in how it will be determined.

For any other questions please email registrar@tcmha.ca.