

Registration FAQs

1. I'm having trouble with registration (I get an error message or the page won't load). What should I do?

Chances are you need to clear out the cache in your internet browser. This can be done by holding down the *CTRL* button and hitting *F5*. Once the system has completed this, you will most likely need to log back in to the website. If you were in the middle of a registration, you will be able to get the registration in your shopping cart (by clicking *Go to Cart* underneath the shopping cart picture) and pick up where you left off.

2. How do I add/update an additional user such as a spouse or guardian?

To add an additional user during the initial registration process, click on "Create Additional Account User" below your information.

To add an additional user after the account is created, access the My Account page, click the gear in the upper right hand corner, scroll to the bottom of the screen and select the green button that says "Add Additional Account Holder", input their information. They will receive an email inviting them to create an account.

3. I signed my child up for the wrong program. Can I change which program my child is enrolled in or can I cancel our registration entirely?

If you have not completed the registration, you can change the division/program by de-selecting the wrong division/program then selecting the correct division/program. If you already completed the registration, email: contactus@kerrvillesoccer.org

4. What does the registration fee cover and what else does my child need?

The registration fee includes a team jersey, socks, supplemental accident insurance through AYSO and a post-game drink or popsicle for the players. Parents will need to provide their child with shin guards, appropriate shoes and black shorts. Players should also have their own soccer ball to practice at home. A water bottle for practices and games is also recommended.



5. The Checkout screen won't accept my credit card. Why?

First, make sure you have entered in all required information for your credit card correctly (i.e. name, address, number, expiration date, etc.). Note: The name on your account must match the name that is tied with the credit card.

Second, make sure you have entered in your billing address as it appears on your credit card statement.

If your security code is 000, try entering 001 instead.

Blue Sombrero will accept only credit/debit cards that are Visa, Master Card, or American Express.

6. The site says there are no available programs for my child - what do I do now?

This means that registration has closed or that your son/daughter is not eligible to participate based on birth date or gender requirements set by HCYSA. Contact the registrar to find out if registration is still available for your child.

Note: Sometimes this will happen if the child's birth date is set incorrectly. You can check this by clicking on *My Account* in the upper right hand corner of the page and then clicking on *Edit Player Info* next to your child's name. Please make sure your child's birth date is correct.

7. When creating a new account, I get a message saying my e-mail address is already in use. What should I do?

This means that you have already created an account. Click on the option to *Email me my account info* and an email will be sent to you containing the username and password associated with your existing account. If you do not receive this email, please check your junk/spam folder.

This email address is already associated with an account.

Continue creating new account

Email me my account info

Already have an account? [Sign in here!](#)
Forgot your [Username](#) or [Password](#)?

8. During registration, the system is telling me all fields marked with an * are required. But I have filled out every field! Why won't it let me get to the next page?

Chances are the required field question is similar to the one listed below. Please click inside the box containing the answer you would like to select in order to highlight that field and move on with the registration process.

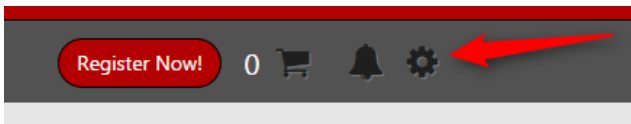
*Date of Last Tetanus shot:

Jan	Day	Year
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9. How can I change my username or email address?

Go to the website and click on the *Login* button in the upper right hand corner of the screen.

Click on the *Gear* button to change any Account Information such as email address, address, or telephone number. Unfortunately, *usernames cannot be changed*.



10. How can I finish the order I see sitting in my shopping cart?

If there is an incomplete registration in your account, you will see the details of the order in the shopping cart section on your account screen.

Click on the *Shopping Cart* button to pick up right where you left off.



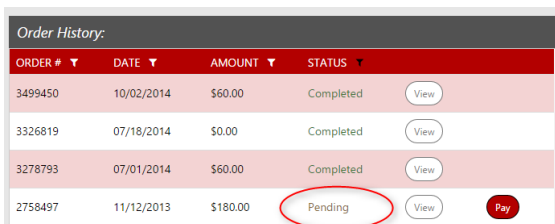
Follow the steps through to the checkout screen and make sure you click on the *Submit* button to complete the registration.

You will be able to tell that the order is complete because you will see an order confirmation screen with all of the details of the completed registration. You will also receive an *order confirmation email* to the email address you created.

11. Is my order complete?

You can make sure that your order is complete by logging into your account and clicking on *Order History* from the *My Orders* tab.

You can also check your email to see if you received an order confirmation email - this email is like a receipt. **Your child is not considered registered until you have received an order confirmation email.**



ORDER #	DATE	AMOUNT	STATUS	
3499450	10/02/2014	\$60.00	Completed	View
3326819	07/18/2014	\$0.00	Completed	View
3278793	07/01/2014	\$60.00	Completed	View
2758497	11/12/2013	\$180.00	Pending	View Pay

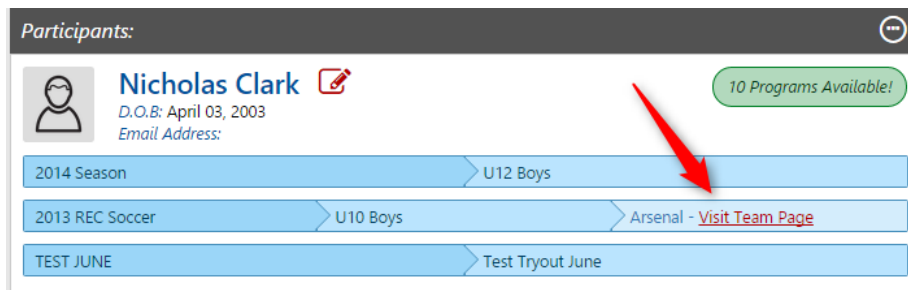
12. I can't pay with a debit/credit card. Are other options available?

Hill Country Youth Soccer Association accepts payment by check and cash. Complete the application online, leave your order in your cart, then bring your money to one of the registration events.

13. How can I view my child's roster and schedule?

Log into the account in which your child is registered.

Click the team that the child is playing on. This should be underneath your child's name:



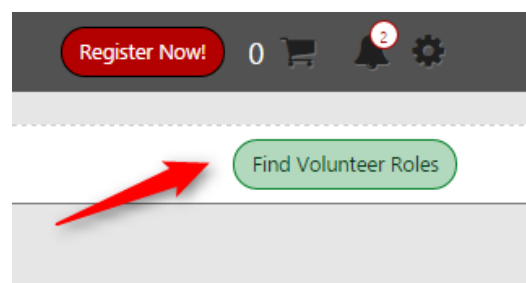
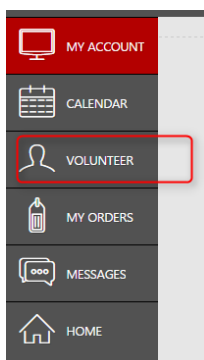
This will take you to your child's Team Page. Then view the *Schedule* tab and the *Roster* tab.

If you do not see a team listed beneath your child's name, look for *Team Central* in the menu. From here, click on *Team Directory* to find your child's roster or *Posted Schedules* to find your child's team's schedule.

14. How can I sign up to volunteer?

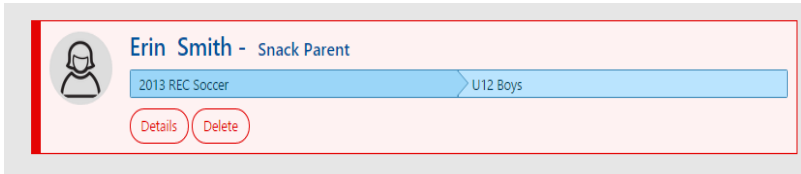
You can sign up to volunteer while you are registering your child. Select the appropriate program and role that you would like to sign up for and enter all required information.

If you did not sign up to volunteer while registering your child, you can sign up by logging in to your account and clicking on the *Volunteer* tab >> and then clicking on *Find Volunteer Roles*.



Select the program, division, and role that you wish to sign up for, hit *Next*, and enter all required information.

Once you are a volunteer, the role will display in your account like the image below:



For all other questions, contact the registrar:
Shirley Leifeste
contactus@kerrvillesoccer.org