

This document provides more information and How-To Guides covering the topics listed below.

Click on the appropriate topic to jump directly to it.

[Logging In/Signing Up](#)

[Logging In Troubleshooting](#)

[Registering](#)

[Accessing Receipts/Paying Outstanding Balances](#)

[Frequently Asked Questions](#)

[Editing Your Profile](#)

## Logging In/Signing Up

To use the online registration system, you need an account. If you are a returning customer or have used PowerUp to register at another club – you already have an account and do not need to re-create one.

[I have an account at this club.](#)

Use your email address & password to log in using the **Log In** tab.

The screenshot shows the 'Demoville Member Zone' website interface. At the top, there is a weather widget for Weston (-17°) and social media icons. A red arrow points to the 'Log In' and 'Sign Up' buttons in the top right corner. Below these buttons are input fields for 'Email Address' and 'Password', followed by a green 'Log In' button. A 'Forgot your password?' link is also present, with a corresponding input field and a red 'Reset Password' button. The main content area includes sections for 'New Member?', 'Registering a Team?', and 'Existing Member?' with instructions. At the bottom, there is a 'Registration Centre' section with icons for 'Player Registrations' and 'Clubwear'. A left sidebar contains navigation links for 'Login', 'Today's Events', 'Schedules', 'Standings', 'Results', 'Facilities', 'Referees', and 'Support'.

[I have an account at another club that uses PowerUp.](#)

Use your existing credentials (email address & password) from the other club to log in to the new club using the **Log In** tab. The system will ask to share your profile with the new organization. Once this is done, your profile will be associated with both clubs, allowing you to register at both.

I'm not sure if I have an account.

If you are not sure whether you have an account, using the **Forgot your password?** tool can be a good way to check. Enter the email address you might have used, and if it exists in the system you will be sent a link to reset your password.

Alternatively, you can attempt to sign up with a new account under the **Sign Up** tab, and if the email is recognized, the system will guide you through the next steps.

**Note:** if you have an account at another club, see the section above titled "[I have an account at another club that uses PowerUp](#)"

I don't have an account.

If you have not used PowerUp before, you will need to create a new account for you and your family. Click the **Sign Up** tab on the right-hand side of the page to get started.

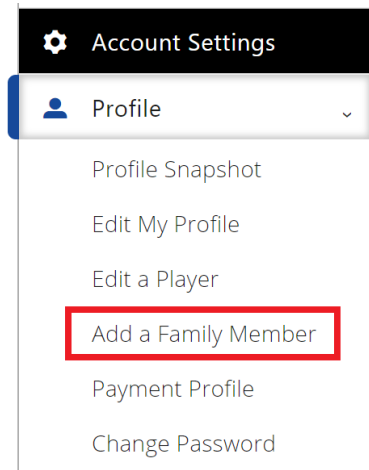
The screenshot shows the Demoville Member Zone interface. At the top, there's a weather widget for Weston (-17°C, Light Snow) and social media icons. The left sidebar contains navigation links: Login, Today's Events, Schedules, Standings, Results, Facilities, Referees, and a Support section with Powerup Connect, How To Register, and FAQ. The main content area is titled 'Welcome to the Demoville Member Zone!' and has three sections: 'New Member?' (with a 'Sign Up' button), 'Registering a Team?' (with a 'Sign Up' button), and 'Existing Member?' (with a 'Log In' button). Below this is the 'Registration Centre' with 'Player Registrations' and 'Clubwear' options. A blue banner at the bottom says 'Player Registrations Available' for '2018 Outdoor Competitive'. On the right, the 'Sign Up' form is visible, with a red arrow pointing to the 'Sign Up' tab. The form includes fields for Email Address, Confirm Email Address, Password, and Confirm Password, and a 'Continue' button.

Enter your email address and create a password in the appropriate spaces. Re-enter your password for confirmation then click Continue.

On the next page you'll be prompted to enter the information for the **Parent/Guardian**, typically, this will be your own personal information. Once you've completed setting up the guardian profile, you can add additional family members (players) to your account.

To add a family member, click the *Add another Player* link at the bottom of the guardian profile, or click the *Add a Family Member* link under the PROFILE tab of the Main Menu; located on the left-hand side of the screen.

Once you've added the family members, they can be registered by clicking on the *Register Now* link on the left-hand side menu (for more information on registration, please see the [Registering](#) section below).



## [Logging In: Troubleshooting](#)

If you are having some difficulty logging into your club's PowerUp system, please try some of the solutions to common issues listed below.

### [I have forgotten my password.](#)

Enter your email address in the **Forgot your password?** tool. If the email you entered is registered with PowerUp, an email containing a link to reset your password will be sent to the address you provided.

### [I have changed my email address.](#)

You can still log in using your previous email address if you remember your password. If you no longer remember your password and do not have access to your email account at your previous email address, you will need to contact your Club Administrator or Registrar to assist you in updating your profile. Once complete, you will be able to reset your password and log in.

### [Copy/Paste Issues](#)

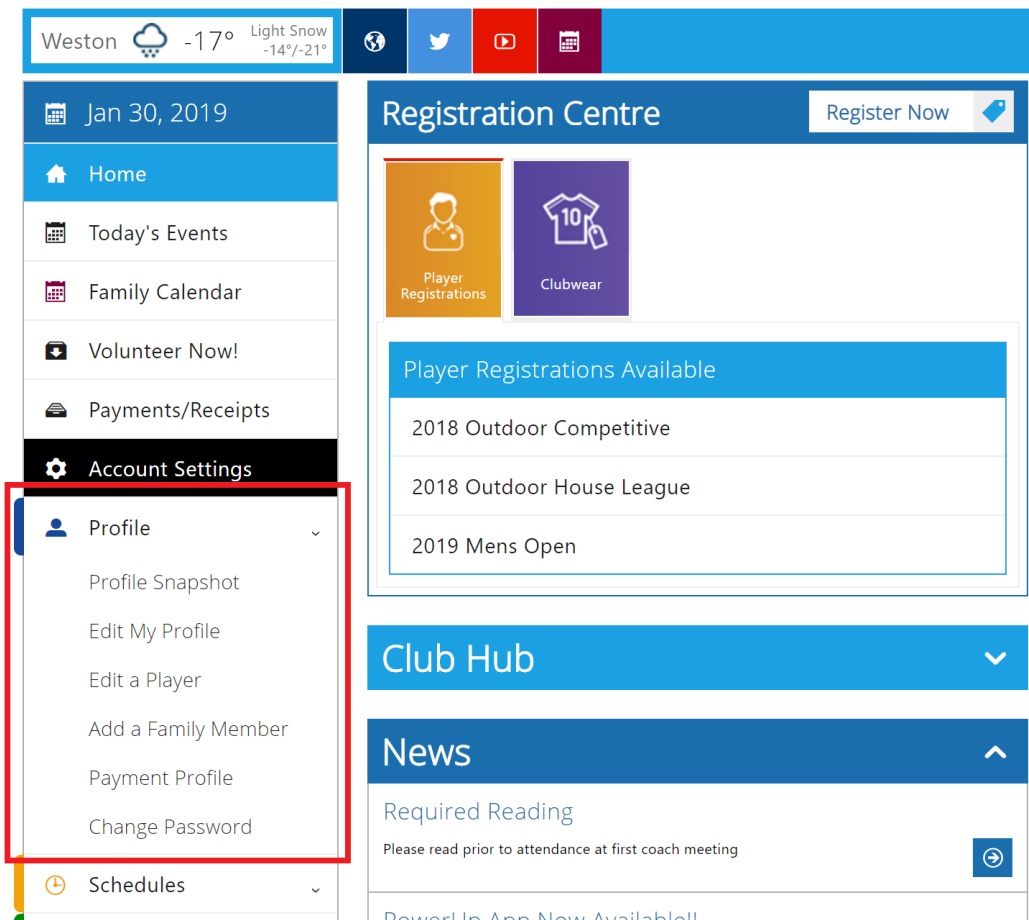
Copying and pasting a password from elsewhere can cause problems. Sometimes you may inadvertently paste extra spaces or different characters from other sources. It is always best to type the (new) password first then save if successful and desired.

### [Saved Password Issues](#)

It is possible that the password saved in your browser is incorrect or out of date. Try typing the password, if all else fails reset your password and type the new one in then save if successful.

## Editing Your Profile

Once logged into your account you can edit various aspects of your profile, including adjusting a player's details, adding a family member, adjusting your payment profile<sup>1</sup>, and changing your password. To access any of these features, open the **Profile** tab via the Main Menu, located on the left-hand side of the screen, then click one of the links below.



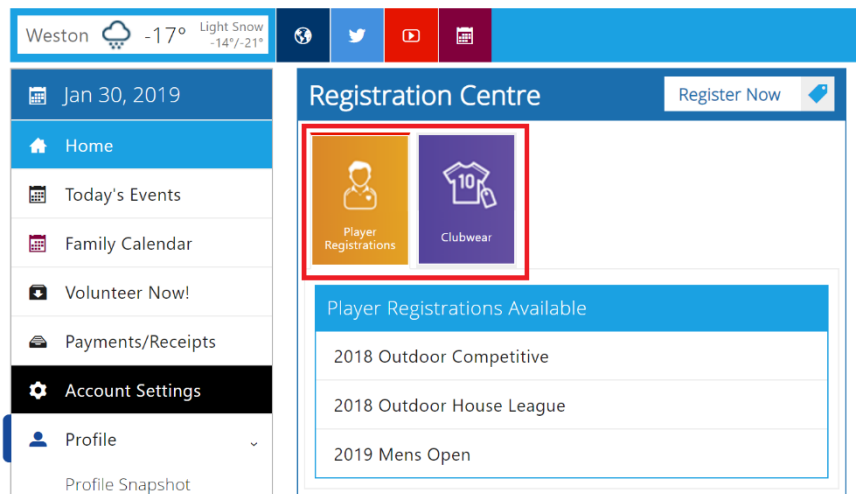
<sup>1</sup> if your club/organization uses this feature

## Registering

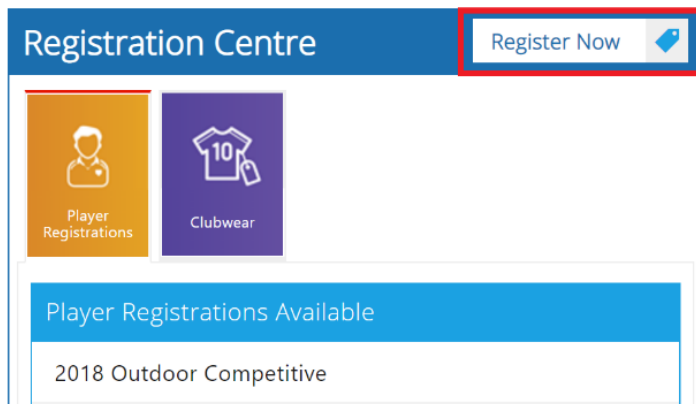
From the Member Zone Home Page, locate the **Registration Centre** in the middle of the page. Depending on your club's offerings, there may be many types of products available for purchase. This could include (but is not limited to) Player Registrations, Team Registrations, Clubwear, Sponsorships, and Tickets for special events.

### To view all available offerings:

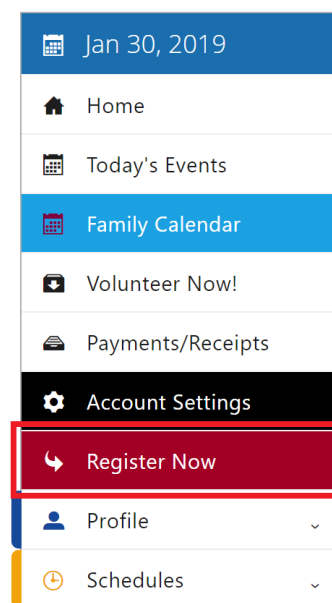
Click on any of the coloured tabs in the **Registration Centre** to view the various offerings sorted by product type. The product type is displayed under the icons of the Registration Centre tabs (eg. *Player Registrations, Clubwear, Tickets, Sponsorships, etc.*)



Clicking on the **Register Now** link or any one of the listed registrations will take you to the Registration Selection page.



From any other page, you can click the red **Register Now** link via the Main Menu, located on the left-hand side of the screen to go to the Registration Selection page.



## Step 1 – Choose Programs

Once you have clicked on the register button, the programs that are available for your family members will be displayed. To select a program, click the box displayed beside it.

If your club offers *other kinds* of products, such as Team Registrations or Clubwear, you will be able to switch your view to that list by selecting the Product Type via the links in the bar along the bottom of this page.



When you are finished making all your selections, click **Add to Basket**.

*If you find that there are no selections available for you, it may be that you or your family members do not meet the age or gender requirement for the available programs. If this is the case, contact your club for assistance.*

## Step 2 – Review Your Basket

The programs you selected will appear along with their prices in your shopping basket. If you are satisfied with the information, click the **Checkout** button to continue.

If you need to add another registration, you can click the **Register Now** button, which will return you to Step 1 (*Choose Programs*).

Depending on the club's offerings, you may be asked whether you would like to volunteer. If you choose **Yes**, you will be presented with a volunteer application to complete later in the checkout process.

**Note:** if your spouse will be volunteering, they will need to complete an application via their own account. They can do this by logging into their account (or creating one if needed) and clicking on **Volunteer Now!** via the Main Menu, located on the left-hand side of the page once they are logged in.

If your selected registration has a payment plan available for it, you will be given the option to use the payment plan, or pay in full.

You can return to your basket at any time by clicking the basket icon located in the upper right of your screen, if you have items in your basket.



## Step 3 – Additional Info

Complete the questionnaire as directed. The information is typically required for each player or family member registered.

Your club may offer you the opportunity to volunteer specifically for certain registrations, such as coaching your child. Complete this form and click **Submit** to apply as a volunteer.

## Step 4 – Payment Methods

Choose from the available payment methods and then click **Continue**.

For some Payment Plans, credit card payment is mandatory.

## Step 5 – Payment

Review all the contents of your order. If you selected to pay by Credit Card, you will need to enter the credit card information then click **Submit**.

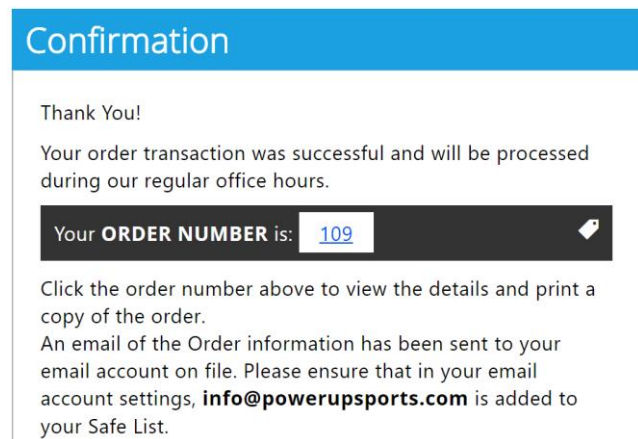
## Confirmation

If your transaction was successful you will see a screen similar to the one shown to the right.

To view or print your receipt, click on the Order Number link. You will also automatically be emailed a copy of your receipt.

If you do not see the Confirmation Screen or do not receive an email confirming your purchase, you may wish to contact your club to ensure that your order was received.

You should also verify that [postmaster@powerupsports.com](mailto:postmaster@powerupsports.com) is set as a **trusted email address** in your email account. This will ensure you always receive communications from your club.



**Confirmation**

Thank You!

Your order transaction was successful and will be processed during our regular office hours.

Your **ORDER NUMBER** is: [109](#)

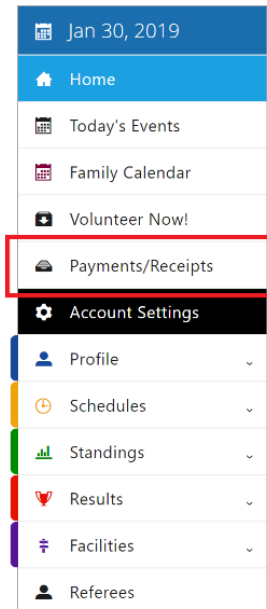
Click the order number above to view the details and print a copy of the order.

An email of the Order information has been sent to your email account on file. Please ensure that in your email account settings, [info@powerupsports.com](mailto:info@powerupsports.com) is added to your Safe List.

## Accessing Receipts/Paying Outstanding Balances

You can review your Purchase History, Print Receipts and access Tax Receipts at any time by clicking on **Payments/Receipts** link via the Main Menu, located on the left-hand side of the screen

From the **Payments/Receipts** page you will also be able to see any Outstanding Balances and pay them online via credit card – where applicable.



## Have an unanswered question?

Check the Frequently Asked Questions page by clicking the **FAQ** link in the Support Menu, located on the left-hand side of the screen

