INDOOR LEAGUES ONLINE REGISTRATION

Online registration is now available for teams wishing to participate in Seacoast United Indoor Leagues. This registration process is simple and much more convenient in keeping track of team payments for both team contacts and Seacoast United staff. This document will walk you through the process and answer commonly asked questions.

To register:

1. Locate the league registration page on the Seacoast United website. A direct link to our Indoor Leagues & Programs page can be found here:
   http://www.seacoastunited.com/programs/leagues
   Choose the facility you wish to play in, and follow the registration links.

2. Click on the registration link for the league you wish to submit a team. This will redirect you to our online registration page for that specific league. As the team contact, you will need to submit your contact information. This system will allow you to pay the balance in full, or submit a $100 deposit to reserve your space in the league. *Space cannot be reserved without payment.* Leagues fill on a first-come first-served basis.

3. Please use the Notes/Comments field to address any special requests, for example: divisional requests A/B/C, conflicts for specific days, defining Over-30 or Over-40 for the Men's O30/O40 league, etc.

4. Once your payment has been submitted, the system will prompt you to add players to your roster.

Note: If you do not have the information for all players on your roster, you will be able to add them later. Our system will send you a confirmation email with a link to access your player roster:

Thank you for registering Merrimac with Seacoast United. Don't forget, you can manage your roster and enable individual payments from your team by visiting the following page:
http://login.ezfacility.com/APP/OnlineRegistrations/ManageMembership.aspx?SubGroupID=163939&ClientID=1234567

**If you should delete this email, please contact David Burgess at dburgess@seacoastunited.com to have the link resent. We will need to know your team name, & league.

Clicking the link to add players will bring you to a similar registration page:

If you provide an amount, the player will receive a link in their email to a website where they can make a credit card payment against the invoice. You (as the team contact) can also submit payments on their behalf using links on this page; you must do this for any player who cannot pay by credit card, or for any player who has paid you personally in cash/check. To change this amount, remove the player from the roster and enter their information again. Once a payment is received for a player, you cannot remove them. The total amounts supplied here may not be more than the invoice total. Your balance includes any remainder.

Once your player has been added, the roster at the top of the screen is updated:

This software will allow you to evenly distribute your player payments according to who is listed on your roster. All players must be entered on your team roster with their email addresses. As you enter their information, you can set the amount for each player to pay, and it deducts the total from the team contact's balance. The amount per player needs to be entered where it says "Amount this player should pay", the system does not automatically divide the total by the number of players on your roster.

After each player has been added, he/she will receive an email stating:

Ellen Lynch, you were registered for Merrimac by Kelly Kelly. Your registration fee is $75.00. Pay securely online at
https://login.ezfacility.com/APP/OnlineRegistrations/MemberView.aspx?SubGroupID=163939&ClientID=1234567

**If your player should delete this email from their inbox, you will need to contact David Burgess at dburgess@seacoastunited.com to have the link resent. We will need to know your player's name, team name, & league.

When your player clicks on the link, they will be brought to a page similar to this:

After entering their personal information and payment information, scroll to the bottom of the page for the waiver section. The very bottom of the waiver will appear as:

Be sure to click "I accept" on the waiver form prior to clicking on the submit button.

Player Waivers

All players must electronically sign their medical release waiver. This is now required by our insurance company. This is done as they complete their player information from the link received after the team contact adds them to the roster. If the player is already in the database (from other programs or previous sessions), the "waiver" column on the roster will appear as a green check mark. If they have not completed their personal info online, the column will display the red 'no smoking' sign.

Accessing Team Roster Information

Please note that once registered, you can not access your team roster from the Seacoast United website. We do not post links to access team rosters for personal security reasons. The only way to access your team roster is via the email sent by the automated system. Problems/questions with this should be directed toward David Burgess at dburgess@seacoastunited.com. We will need to know your team name, & league.

Known Registration Issues:

- Each player link is unique and generated based off of your Indoor team ID and your profile ID. **Please do not forward your link to someone else to have them fill in their personal information or their child's information.** For example, on the page for the specific player, it will say "Welcome Ann Smith!", so you can tell who that link is created for.
- Please do not enter 2 email addresses when registering your team. For example, the system will generate an error if emails are entered as: "xxxxx@gmail.com;yyyyy@yahoo.com" and you will not receive the invoice or team link emails from EZFacility. Please enter only one email address.
- If you do not receive your team invoice or roster link after registering your team, please check your spam/junk mail folder. Sometimes they are picked up by the spam filters because they are automated emails.
- When you fill in player info to generate your rosters, if the "amount to pay" per player is left blank (or $0), their email will appear as if they owe nothing. They will receive an email asking them to fill in their contact info, but they will not be prompted to submit payment. Best practice is to wait until you have all player info for your roster, figure out what each player will pay, then enter their personal info and amount due at the same time.
- Please do not hit the submit button twice. Be patient and allow the system to refresh.

Frequently Asked Questions

Q: Why are some players on my team not receiving their roster emails?

A: With the volume of junk emails in the world on the rise, the measures used to combat them have had to become more and more aggressive. As a result, legitimate emails can sometimes be inadvertently flagged as spam. EZFacility email administrators are doing everything they can to prevent legitimate emails from our software from being flagged as spam. What EZFacility administrators mainly do is contact various ISPs (Internet Service Providers) and ensure that our email domain is added to their white lists. As well, EZFacility email administrators structure our sending schedule to comply with rules on the volume of messages sent to a particular domain at once.

However, spam processing is also done on the recipients' side, either by their ISP (Internet Service Provider), or by their email client (such as Outlook Express, Windows Mail, Mozilla Thunderbird, etc). There exists an area in which the email senders and their administrators have no control over.

Your players should be advised to regular check their junk mail and trash folders for emails that have been delivered there in error. If they are still unable to find the emails that were sent, they should contact their ISP (Internet Service Provider) for further assistance. A lot of times ISPs block certain emails from being sent to their customers. That is a setting on the recipient's ISPs side.

Q: What does the email look like when it is sent to a player added to my roster?
A: The email will come from "Seacoast United" and have a subject line of "You have been added to the roster for <team name>."
The body of the email will appear as:
<your name>, you were registered for <team name> by <team contact>. Your registration fee is $75.00. Pay securely online at

https://login.ezfacility.com/app/OnlineRegistrations/MemberView.aspx?SubGroupID=123456&ClientID=1234567

For example: David Burgess, you were registered for Seacoast United Blue by Kelly Kelly. Your registration fee is $75.00.
Pay securely online at:
https://login.ezfacility.com/app/OnlineRegistrations/MemberView.aspx?SubGroupID=123456&ClientID=1234567

Each player's link will be unique, referencing their own personal ClientID associated with their personal profile. Personal links should not be forwarded to other players.

Q: If I register for this current session, will I need to register my entire roster again next session?
A: Yes, rosters need to be kept current for each session. The waiver is good for 1 year, however the balance per player will need to be kept current for each session, this is why the roster will need to be completed from session to session.

Currently there is no way to import your roster from "last session" to the upcoming session within the software. We understand this is a bit of leg work on the part of the team contact to re-enter the names and email addresses (and individual player payment amounts) each session but the waiver is already

stored in the system for players that were on a roster last session. Feature requests have been logged to add this functionality to the software.

Q: I deleted my email containing the link to my team roster. How do I access my team page?

A: Team roster pages can only be accessed via the email sent from the automated system. You can not access your team page from the Seacoast United website. If you should delete this email from your inbox, you will need to contact David Burgess at dburgess@seacoastunited.com to have the link resent. We will need to know your team name, & league.

Q: Where do I find the waiver information for my players to sign?

A: When a player is added to your roster, they will receive an automated email from EZFacility with a link to pay their player balance and electronically sign their medical waiver.

Q: What if players don't have Internet access, is there a hard copy waiver?

A: Electronically signed waivers are preferred and recommended. Local libraries have free Internet access. If you do not have an email account, there are several free web-based email programs available (Yahoo!, Gmail, Hotmail, etc) for you to set up an account. Under extreme circumstances, we can generate hard copies if requested.

Q: What if I want to pay the entire balance online and have players pay me?

A: That is perfectly fine, you would still need to have the players complete their personal information for your roster & electronically sign their waiver. You can leave the amount owed per player as $0 if you intend on paying in full and having all players pay you.

Q: What if I want to collect checks and pay via the "old" method?

A: Payments can still be submitted by check. They would need to be turned into the Seacoast United Staff either at the outdoor complex in Epping (outdoor leagues) or at the front office (Indoor Arena). You will be issued a receipt for all payments, and we will credit your account balance through the online system. **Checks MUST be noted with team name, session, and player name so we can credit the correct individual.**

Q: What if changes need to be made to my roster affecting the amount each player pays?

A: If the team roster is set, changes can be made to players who have not yet made a payment. Once a player makes a payment, they can not be changed/deleted (adjustments will have to be done outside of this system).

> Example: Team ABC has 10 players, with an assigned amount owed of $75 each. Another player is added to the roster, so the amount per player has changed. Each player will need to be deleted and re-added with the new total. The system does not automatically calculate the amount owed for each player by dividing the total amount by the # of players, this is done by the team contact.

Q: When trying to add a player to my roster, the website generates an error saying that the entry matched more than one record in the system. What does this mean?

A: The message means that there are duplicate entries of that person in our player database. Please contact David Burgess at dburgess@seacoastunited.com to report this problem so the duplicates can be merged.
Something as simple as how a name is entered (Joe Smith vs. Joseph Smith) or a telephone number entered differently (926-8444 vs. 603-926-8444 for example) can cause a duplicate entry.

Q: I noticed the email address for one of my players was entered incorrectly. How do I go about correcting this?

A: Modifications to a player's personal information in their profile can only be done from the admin side. Please email David Burgess at dburgess@seacoastunited.com to make the changes.