



## **STAR & COMP Registration Guide 2024**

This is an information guide to help Skate Oakville members navigate our registration process.

---

### **Registration is online only**

Skate Oakville will release the schedule for the upcoming season prior to registration. You will be able to locate the schedule on the front-page of the website at [skateoakville.ca](http://skateoakville.ca)

Skate Oakville members who have been registered in one of our programs over the previous year will receive an email about registration before it opens. If you have never registered with us before, or it has been longer than a year, and you would like to receive this email please email [office@skateoakville.ca](mailto:office@skateoakville.ca)

Please check your communication preferences by logging in and clicking “My Account” and “Communication Preferences.” If you would like to receive emails from us, you must ensure these are selected.

Please always check the front page of the website for information regarding registration.

### **Guide to Registration**

**Step 1:** Check your login credentials to ensure you can log into your account prior to registration.

**Note:** Do not create a new account. Please only have one account for your skater. If you have duplicate accounts, we cannot accurately track your skater’s progress. Please click forgot password and follow the prompts if you forget your password. If you have questions or concerns regarding your account, please email [office@skateoakville.ca](mailto:office@skateoakville.ca)

**Step 2:** Look at the schedule located on the front page of the website and decide which programs you plan to register for. Please contact your coach prior to registration to determine their availability.

**Step 3:** Prior to registration, please reach out to your coach to determine which level your skater should be registering for. Skate Oakville has restrictions on their programs to ensure everyone registering for the program is qualified. We do track your skater’s progress, but if your skater is

moving up a level, feel free to email [office@skateoakville.ca](mailto:office@skateoakville.ca) to ensure your skater's permissions have been updated prior to registration.

*Please communicate with your coach about upcoming tests. All tests must be handed into the office two days prior to registration otherwise they will not be recorded, and your skater will not have permission to register for the next level.*

**Step 4 Registration Day:** On the date of registration, Skate Oakville recommends you register right away as spots fill up quickly. Log into your account on [skateoakville.ca](http://skateoakville.ca) beforehand. Locate the registration page by selecting "Registration" followed by "STAR & Comp". When it is time, a countdown timer will display beside the program/class so you have an idea of when you will be able to register. Select the sessions you would like to register for. Select your skater and add the program to your cart. From here, checkout. You must sign off on our policies and pay.

---

#### Tips:

- Any web browser is sufficient for registration, just ensure it is updated to its most recent version
- Decide which programs you would like to register for beforehand
- Let the page load, do not keep refreshing. Refreshing can cause further errors or delays.
- If you are on the registration page before registration has begun, a countdown timer will display beside the program/class so you have an idea of when you will be able to register.
- Please feel free to email the office with questions or concerns but **do not email the office asking us to reserve a spot, we cannot accommodate this request.** Programs are available on a first come first serve basis.
- We only allow online registration. There is no in person registration.