

Frequently Asked Registration Questions From Junior Parents

There are some common questions or problems individuals run into regarding the registration system Great Lakes Region uses called “**Webpoint**”. Please read below to hopefully answer any questions you may have or find solutions to problems that may arise. Some of these refer to ALL members others are specific to Junior athletes.

If you still have questions, please contact the Region Office at **630-986-9000** or email us at Greatlakesvolleyball@glrvb.com, be sure to include the legal name and birth date of the person who needs to be registered when emailing a question.

Q1: What do I do if I can't remember my login?

A: If you were a member last year you should have received an email notification listing your login and other pertinent information concerning registration for the new season. If you cannot find that email and do not remember your login or password try the “**FORGOT PASSWORD**” option. If you still cannot obtain the correct info call or email the Region Office.

Q2: What should I do if I am not very proficient with computers and this looks too complicated for me to handle?

A: Many parents admit they are still uncomfortable when it comes to computers. You are not alone. The best thing to do is have your son/daughter sit at the computer with you to navigate the process. It is amazing how easily they will breeze through the screens. As a parent/guardian **YOU** must electronically sign off on the membership so make sure you are there with them throughout the registration session.

Q3: When I try to use the “FORGOT PASSWORD” option it tells me my information is not found but I know I am in the system?

A: The system matches up the first 3 letters of the first name, the last name and the date of birth. Make sure you are using the legal first name of the individual and not a shortened version. For example: Joseph will not match up with Joe, therefore if the legal name is Joseph Brown and you entered Joe as the first name the system would not find a match.

Q4: What if I get a pop up stating that my ADDRESS is not a legal address, but I have lived here for many years?

A: The system is tied into an address verification website that sometimes does not recognize a particular address. This is sometimes due to an incorporated area or a new subdivision. If this occurs- contact the Region immediately. There are ways around the system through our administrative access area.

Q5: Since I'm paying this membership fee, I don't need to pay for tryouts, right?

A: That is incorrect. Each club establishes their own tryout fee and you must pay this to each club where you tryout. The clubs use this fee to cover try out expenses such as gym rental, tournament entry fees, uniforms, coach's stipends, etc. Contact the individual club for specific information.

Q6: If I am not paying this fee for tryouts, then what am I paying for?

A: This is your membership to Great Lakes Region and USA Volleyball. Each USAV Club/Team is an affiliate of the Great Lakes Region and falls under our rules and regulations. The Region is one of 40 Regions that are directly under the National Governing Body which is USA Volleyball. The membership dues go to support the USA Olympic Teams, other programs and expenses of these two organizations as well as supply both liability and sport accident insurance to each member.

Q7: Which Junior membership do I choose?

A: If you know your child will make a club/team somewhere, the easiest is to choose the \$55 Full Junior Membership. Once you have registered **AND PAID**, you are done with the registration process and will be covered for membership for clinics, tryouts, practices and tournaments. If you don't know if your child will make a team, choose the \$10 tryout membership. This is good during the normal tryout time for your child's age division. After your child has been selected for a club/team, log back into Webpoint and select “Renew Online” at left. Follow the process like before, this time choosing the \$45 Upgrade membership.

Q8: I selected the tryout membership, or the Volleykids and/or Summer Camp (instructional only) membership but I'm not getting the "Print Membership Card" link. It also says my membership is still "Pending" when I know I renewed it. Why?

A: Because the tryout and Volleykids/Summer Camp memberships are limited memberships, they will only show "Current" during the valid dates. If you were proactive and registered prior to the official start date of that membership, it will show "Pending" but will change to CURRENT on the first legal start date of that membership period. We will have several different tryout memberships available during the year. Make sure to choose the one that best fits your child's tryout time period.

Q9: Why shouldn't I select a club when registering my child?

A: **SELECTING A CLUB WITHIN THE REGISTRATION PROCESS DOES NOT MEAN YOUR CHILD WILL BE SELECTED TO THAT CLUB.** You should select "Undecided" and then once your child accepts an offer from a specific club, you must go back in and select the correct club affiliation. Once you select a club affiliation, you cannot change this in the system, the Region office must do this. Again, choosing a club during the registration process does not mean that your child will become a member of this club.

Q10: What if I have a question about a specific club or tryout where do I find that information?

A: Each club within the Great Lakes Region is run independently. Many have posted tryout information, which you can find by clicking on "Junior" link from our main page and then select from the option for "Tryout Information". You can then select a specific age division to find all tryouts posted by the clubs. For specifics regarding tryout registration, club fees, practices etc please contact each individual club. We have a complete listing of Clubs and their contact information under the "Junior" link.

Q11: How do I print my membership card?

A: If you did not print out your membership card during the registration process, click the Webpoint Login link on our Region Website from the main Registration link. Once you login, click on the "Print Membership Card" link on the left. If you have an unpaid membership or if your membership is pending, you will not get this link. Your membership must be paid in order to print a membership card.

Q12: How do I upgrade my membership to a full membership now that my child has made a team?

A: Click the Registration link on our Region Website and choose the Webpoint login option. Once you login, click on "Renew Membership" on the left or the "To Apply for Your Membership Click Here" link in the big blue area at the top of the screen. Complete the registration process again, this time selecting the \$45 upgrade membership. You should also choose the club from which you have accepted an offer.

The field for CLUB selection is often missed – make sure you pay special attention to page 2 of the renewal and look for this field in the upper right corner of that page. Be careful when choosing the club. Once a specific club has been selected you cannot change it. If you make a mistake contact the Region office.

Q13: What is the Region's Refund Policy for membership?

A: For Membership, Clinics, Ratings and Seminars:

No refunds, partial or otherwise, will be given for any membership, clinic, seminar or rating session that is more than 30 days after the initial transaction. Refunds due to extenuating circumstances will be considered on a case to case basis.

Some examples of refund requests include: registering in the wrong Region, taking out the wrong type of membership, or registering under an incorrect name are all types of registration issues that may be refunded. In all cases, Great Lakes Region is charged with a credit card fee and a per item fee for both the initial transaction and the refund. The above registration issues are some examples but they are not exclusive to all types of incorrect registration.

Refunds within 30 days of the initial transaction:

If the transaction is between \$10-\$20	Processing fee will be \$2.00
If the transaction is between \$21-\$50	Processing fee will be \$3.00
Any transaction over \$51	Processing fee will be \$5.00

Background screens, once submitted for processing, cannot be refunded.

Q14: I do not have a credit card to pay for the membership, what can I do?

A: When you get to the payment area in the registration process, select the 2nd option that says “Pay Separately Per Region Policy” this will submit the application as UNPAID. You can then write a check made payable to **GREAT LAKES REGION** and mail it to:

Great Lakes Region
745 McClintock Dr. Suite 314 Burr
Ridge, IL 60527

Please list the name of the individual in the memo area of the check along with their date of birth so that it is credited to the correct person. **NOTE:** Membership will not go into effect until payment has been received.

Q15: How do I change from Undecided to a club?

A: Click the Registration link on our Region Website and choose the Webpoint login option and login. Once you are in the membership record, click on “Member Profile” on the left and then select the Main Info tab. Once on this page, choose a club from the drop-down menu in the right, and then click “EDIT CONTACT INFO” at the bottom of the screen. You may only choose a club once. If you choose the wrong club, you must contact the Region Office to get this changed. Please email with the name and birth date of the member. Prior to making a correction the Great Lakes Region must contact the current listed Club Director to ensure that it was just a mistake in choice and that it was not a change of mind after accepting a position with the club. Prior to accepting a position with a particular club make sure you read and are aware of all of their policies and contracts.

Contracts you sign with a club are **LEGALLY BINDING** so do your homework before signing anything.

Q16: How do I know what age division my child should be in?

A: Age divisions are based upon the date of birth of the athlete and not the current grade in school. The system will automatically associate the correct age division at the time of registration. The following shows the current age definitions for the 2018 membership season.

18 and Under Division: (still in High School)

Players who were born on or after September 1, 2000 or

Players who were born on or after September 1, 1999 **and** a high school student in the twelfth (12th) grade or below during some part of the current academic year

17 and Under Division:

Players who were born on or after September 1, 2001

16 and Under Division:

Players who were born on or after September 1, 2002

15 and Under Division:

Players who were born on or after September 1, 2003

14 and Under Division:

Players who were born on or after September 1, 2004

13 and Under Division:

Players who were born on or after September 1, 2005

12 and Under Division:

Players who were born on or after September 1, 2006

11 and Under Division:

Players who were born on or after September 1, 2007

10 and Under Division:

Players who were born on or after September 1, 2008

9 and Under Division:

Players who were born on or after September 1, 2009

8 and Under Division:

Players who were born on or after September 1, 2010

Thank you for your support of the Great Lakes Region and USA Volleyball!