

2024/25 Registration Instructions for New Members

Registration for the 2024-25 swim season will open to new members on Monday, July 15, 2024. Please ensure that you've reviewed the 2024-25 Registration Package prior to requesting an account.

Create an account:

- Go to <https://cp.poolq.net> and click 'Sign In' in the top right corner of the screen.
- Click 'Create Account' and read the instructions, included below for reference.

New members only,

If you would like to register your swimmer for the 2024-25 season, please submit an account request by following the directions below.

- Enter your email address and choose a password.
- In the 'Account Request Message' box, please include your swimmer's name, age, preferred squad (e.g., white, grey, black), and swimming experience (e.g., lessons, swim clubs, stroke camps). Please note the 'Account Request Message' box is limited to **100 characters**, so keep your message brief. **Do not leave this space blank.**
- Click the 'Create Account' button. You will be prompted with a notification screen, instructing you to check your email and confirm your email address. Once your email address is confirmed, a subsequent notification screen will appear, indicating that account approval is required.

The Calgary Patriots will approve account requests within 2-4 days of submission. If your account is not approved within this timeframe, or if you do not receive an email from the club, your child has been placed on the waitlist for the 2024-25 season. Should space become available, a member of our coaching staff or admin team will reach out to you.

Update your Registration Profile

- Once your account is approved, go to <https://cp.poolq.net> and sign in.
- Click on your email address in the top right corner of the screen and select 'My account'.
- Complete your 'Registration Profile' and click 'Save Profile' at the bottom of the page. Please take special care when entering your billing name and billing address.
- **Optional:** Primary account holders have the option to add up to three (3) additional email addresses. Each email address will receive system-generated emails, such as those from coaches and the office. Please note that these email address(es) **cannot** access or manage your account.

Add a Member (Swimmer)

- From the 'My Account' screen, scroll down and click 'Add Member' to complete your child's profile. Required fields are first name, last name, gender, and birthdate. Click 'Save' at the bottom of the page to save your child's profile.

Add your Credit Card

- From the 'My Account' screen, click 'Payment methods' and 'Add Payment Method'. Enter your credit card information and click 'Submit'.

Please ensure that your registration profile is complete before proceeding with registration. Your registration profile should include all necessary contact, billing, and member details, along with a valid credit card.

Register your Swimmer

1. Go to <https://cp.poolq.net> and sign in to your account.
2. From the **Programs menu**, select '**Register Now**'.
 - Take a moment to locate your swimmer's 2024-25 squad and carefully review the **Program Details, Fees & Discounts, and Times & Availability**. Please note that the listed number of practice times per week may be inflated. For the purpose of registration, all practice times, including choice/optional ones, have been marked as mandatory. The actual number of practice times per week for each squad can be found in their respective '**Program Details**'.
 - **Terms & Conditions** can be found at the bottom of the page. Please review them thoroughly before registering your swimmer.
3. Click the '**Register**' button for the appropriate squad.
 - Select the Member (swimmer) you wish to register.
 - If you are registering your swimmer for White Squad, please select a "class" (White Squad 1 - T/Th/F or White Squad 2 - M/W/F).
 - A summary of your swimmer's registration will appear on the screen. Please ensure that you've selected the correct squad. You **DO NOT** need to select practice times. Simply click '**Next**' to proceed with the registration process.

- To confirm your swimmer's registration:
 - Select '**Yes**' or '**No**' for the optional Casino Buyout Fee
 - Read and agree to the **Terms and Conditions** of each Waiver
 - Click '**Confirm and Pay**'

4. Confirmation

- Upon successful registration, you will receive an on-screen confirmation, and a copy of the registration confirmation will be sent to your primary account email address. Please note that the Swim Alberta registration fee has been charged to the credit card on file.