

## 2023/24 Registration Instructions for New Members

### Create an account

- Go to [cp.poolq.net](http://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,

Calgary Patriots approves all new account requests. In the event that your account is not approved within 48 hours or if you do not receive an email from the club, your child will be placed on the waitlist.

To continue, enter your email address and choose a password. In the **message box**, please include your full name, your swimmer's name and age, the preferred squad for your swimmer's registration (e.g., green, white, grey), and the preferred practice days (applicable to green and white squads only).

Click the 'Create Account' button. You will be prompted with a notification screen, instructing you to check your email and confirm your account. Once your account is confirmed, a subsequent notification screen will appear, indicating that account approval is required. You will receive an email notification as soon as your account is approved (please allow up to 48 hours).

### Update your Registration Profile

- Once your account is approved, go to [cp.poolq.net](http://cp.poolq.net) and sign in to your account.
- Click on your email address in the top right corner of the page 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. The last field, Medical Notes, is optional. 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 [cp.poolq.net](http://cp.poolq.net) and sign in to your account.
2. From the **2023/24 Registration menu**, select **'Register Now'**.
  - Take a moment to locate your swimmer's 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 before registering your swimmer.
3. Click the **'Register'** button for the appropriate squad.
  - If you are registering your swimmer for Green or White Squad, you will be asked to select a **"class"** (Green/White Squad 1 or Green/White Squad 2).
  - 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
    - Add a **Comment or Remark** in the comment box (OPTIONAL)
    - Read and agree to the **Terms and Conditions** of each Waiver
    - Click **'Confirm'**
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 the Swim Alberta fee has been charged to the credit card on file.