



Rebels Soccer Club

Title: Member Account and Player Registration – Frequently Asked Questions

1. When creating a new account, I get a message saying my email address is already in use. What should I do?

This means that you have already created an account for the Rebel Soccer Club. Click on the option for **Forgot Username and Password** and an email will be sent to you containing the User Name and Password associated with your existing account.

2. I already have an account – how do I register my son/daughter for the upcoming season or a training session?

You only need to make one family account for the Rebel Soccer Club. You can continue to use that account for both future registrations and for more children.

- a. Go to the website www.rebelsoccer.net
- b. Click on the **Already a Member - Login** button that is located in the upper right corner of the screen
- c. Enter your User Name and Password and click on **Sign In**
- d. Once logged into your account, click on the **Register Now** button under your child's name
- e. This will bring up a list of all available programs for each participant in your account. Place a check mark in the box next the program you wish to select and click on **Next** to proceed with the registration.
- f. Fill in all required fields and select your desired method of payment once you reach the Checkout section.
- g. When paying by credit card, make sure that all information on the Checkout screen matches your credit card billing information.
- h. Click on **Submit Order** to process the registration



Rebels Soccer Club

Title: Member Account and Player Registration – Frequently Asked Questions

- i. You will receive an order confirmation email once the registration has been submitted

3. Is my order complete?

You can make sure that your order is complete by logging into your account and clicking on **Order History** from the **My Orders** tab. Notice the Order Status difference from 'Pending' to 'Completed'.

Order No: 20132743432				View History	Show Details	Pay Now
Order Date	Order Total	Open Balance	Order Status			
Nov 02, 2013 12:20 PM	\$70.00	\$70.00	Pending			

Order No: 20132639017			View History	Show Details
Order Date	Order Total	Order Status		
Aug 15, 2013 06:08 PM	\$0.00	Completed		

4. The Rebel Soccer website says there are no available programs for my child – what do I do now?

This means that registration has closed or that your child is not eligible to participate based on birth date/year requirements set up by the Rebel Soccer Club. You will need to contact the organization directly to find out if registration is still available for your child. Go to www.rebelsoccer.net and click on **Board of Directors** for email addresses or contact the Registrar (registrar@rebelsoccer.net).

Note: Sometimes this will happen if the child's birth date/year is set incorrectly. You can check the by going to your account screen by



Rebels Soccer Club

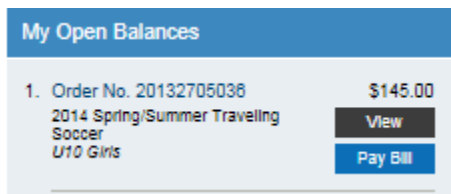
Title: Member Account and Player Registration – Frequently Asked Questions

clicking on **My Account** and then clicking on **Edit Player Info** next to your child's name.

5. I still owe money for my child's registration. How can I make a payment?

To make a payment to an open balance, you will need to first log into the account in which your child was registered. The Rebel Soccer Club does not accept checks as a form of online payment.

- a. Once you have accessed your account, look to the right of the My Account screen and click **Pay Bill**



- b. When you get to the payment screen, make sure your information matches the information on your credit card and enter the dollar amount that you would like to pay.
- c. Submit your payment. A payment confirmation email will be sent to the email address entered in your registration account.

6. How can I finish the order I see sitting in my shopping cart?

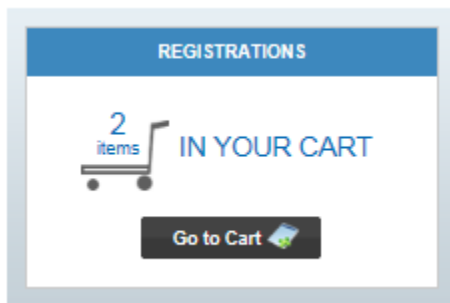
- a. Log into our account at www.rebelsoccer.net



Rebels Soccer Club

Title: Member Account and Player Registration – Frequently Asked Questions

- b. If there is an incomplete registration in your account, you will see the details of the order in the shopping cart section on your account screen.
- c. Click on the **Go to Cart** button and pick up right where you left off.



7. How do I get a refund?

Refunds are approved by the Rebel Soccer Club Board of Directors. Please review the Refund Policy under the 'Forms and Documents' section of the website and then contact the President (president@rebelsoccer.net) and Treasurer (treasurer@rebelsoccer.net) with your refund request. Credit card information is not stored by the website, so all refunds will be provided by check.

8. My child plays with an older age group and the system will not allow me to sign up for the older division. How do I sign up for the older group?

The Rebel Soccer Club only allows players to sign up for a specific age group. If your child plays in an older group and that option is not available during registration, you will need to contact the appropriate



Rebels Soccer Club

Title: Member Account and Player Registration – Frequently Asked Questions

person on the Board of Directors, so that child can be placed in the older age group. The director will then contact the RSC registrar to move your player into the older group.

Girls Program players – [**girlsdirector@rebelsoccer.net**](mailto:girlsdirector@rebelsoccer.net)

Boys Program players – [**boysdirector@rebelsoccer.net**](mailto:boysdirector@rebelsoccer.net)

Training Program players - [**coachingdirector@rebelsoccer.net**](mailto:coachingdirector@rebelsoccer.net)