

Beach Registration Online: Help Guide

1. I have registered before, but I am told *'There is not any account matching this email in our database'*, or *'Your password is invalid'*.
 - a. Have you created an account on the SVA page before? If not, you will have to 'create a new account', either as an SVA member or as a new member. You may wish to try this, even if you think you already have an account, as the system will not let you create two accounts for the one membership.
 - b. Are you using the correct login/ email address? If you have previously registered with another email address, this address must be used to log in. If you are a club administrator, try logging in with your administrator's username.

If neither of these solutions work, please contact the SVA office.

- c. Have you forgotten your password? If so, contact the SVA office and we will reset it for you.

2. I have not registered before, and I am not already an SVA member. If you select 'New member registration', you will be taken through the process of becoming an SVA member. **You must be an SVA member to play in the Beach tour.** You can pay by cheque or PayPal, but the office must receive your payment before your membership will be validated, and allow you to continue in the beach registration process.

Therefore, you should register in sufficient time to allow the payment to be processed- if you haven't done this, call the SVA office and we may be able to conditionally validate your membership.

3. I selected 'existing member registration' and entered in my details, but I am told *We couldn't find any member matching these criteria.*
 - a. Are you a member for the current season? If you are not a member, go back and select 'New member registration'.
 - b. Have you paid your £5 and given time for the office to validate it? If you have just applied for membership, you will have to wait for payment to be received and validated before you can proceed. If you contact the SVA office, we can let you know when you are free to proceed. You should then try again.

If neither of these solutions work, contact the SVA office.

3. I am unable to select the event I want to register for.
 - a. Check the closing date has not passed. This date is the Wednesday before the tour date. If the date has passed, you still may be able to enter but this

is at the discretion of the organiser and may be subject to a late fee. If you wish to do this, contact the SVA office immediately.

- b. Ensure you have selected what competition you wish to enter: 2-a-side or 4-a-side.

If neither of these solutions work, please contact the SVA office.

4. My partner is not on the drop down list.
 - a. Check they are an SVA member for the current season. The player should know this, but if in doubt, contact the SVA office.
 - b. Check they have an account on the SVA website. Although you only have to register the team once, both players have to have an account. This is **in addition** to the requirement that both players are members, but it does not cost anything extra. To create an account, select 'login' in the top right hand side of the SVA website, and 'create an account'. They should now be on the list.

If neither of these solutions work, please contact the SVA office.

5. I do not wish to pay over the internet.

That is absolutely fine, select 'cheque' from the payment options and send the appropriate amount into the SVA office immediately.

6. I'm trying to use PayPal, but the payment will not process.

This is not part of the SVA's system so the assistance we can give you in this area is minimal. If you are having problems, check the following

- a. The card you are using is still operative, it is accepted by PayPal, and you have entered the correct information. You may wish to use another card.
- b. Check the billing address is correct.

If you are unable to solve the problem, contact the SVA office and send a cheque for the appropriate amount to us.