

# **SPORTS TG MEMBERSHIPS AND EVENT REGISTRATION FREQUENTLY ASKED QUESTIONS FOR MEMBERS**

## **CURRENT NSWISA MEMBERS ONLY**

If you currently have NSWISA membership – you do not have to re-register – you only need to verify your email address and set up a password for future event registrations or membership renewals.

Click on the following link – enter your email address and select ‘forgot email’ – this will take you through the process of setting up your password and verifying your email – that’s it – simple.

<https://passport.sportstg.com/login/>

## **ACCESSING THE REGISTRATION FORM**

### **NEW MEMBERS & RENEWALS ONLY**

#### **Where do I find the Registration Form?**

To access a SportsTG Registration Form you will need to obtain a Registration Form URL from NSWISA - these are housed on the NSWISA.com website under info >memberships - If you are unable to find your Registration Form please contact NSWISA Directly. An example of a Registration Form URL is:

<https://membership.sportstg.com/regofrm.cgi?formID=XXXXX>

#### **How do I access a Registration Form?**

Access the appropriate SportsTG URL from the NSWISA website and click on this which will take you to the sign in page of SportsTG . If you have not verified your current NSWISA membership, please do so first by entering your email address and selecting forgot password.

If you have previously verified your email but you are unable to log in - please contact [membership@nswisa.com](mailto:membership@nswisa.com) or [nswisa@nswisa.com](mailto:nswisa@nswisa.com) directly who will assist.

*Note - SportsTG is not authorised to distribute or change Email or Username & Password information. This is the responsibility of NSWISA.*

## **FILLING OUT THE REGISTRATION FORM**

### **Can I register more than one skater/member using the same email address:**

Yes, you can. When you enter your email address, you will be given the option to select any names registered with the one email address - any problems, contact [membership@nswisa.com](mailto:membership@nswisa.com).

### **I am unable to see a Product on a Registration Form?**

A cause could be that a filter applied to a Product is preventing visibility of a Product e.g. Age, Member Type and you may have selected the wrong form for your purpose. Check the NSWISA website to ensure you have selected the registration form appropriate to your requirements.

### **Why is a Product already pre-selected for me?**

If a Product is pre-selected for you (Example ISA Fee on both Membership and Tests), this is for administrative purposes. This product, plus any additional product you select, equals the total payment required. (an example is Synchronized Membership of \$140 total. \$25 would be pre-selected as ISA Fee and a balance of \$115 would be required for the NSWISA component - Total \$140)

### **The Registration Form is not allowing me to move to the next stage**

This is likely due to a Compulsory question that has not been answered and/or a product not being selected. Please ensure you have answered all questions marked with an asterisk.

### **How do I pay using a Voucher?**

There is a capability to pay using either the NSW or South Australian Vouchers. However, NSWISA is not currently activated for this process, but should be in the near future.

## **PAYMENT SCREEN**

### **What Online Payment options are available to me?**

NSWISA have signed up to receive Online Payments only, you will be able to pay your Registration Fees using various methods and everyone should be catered for. Refunds cannot be made via SportsTG, so please select carefully before making your choice of 'products' being purchased. If a refund is required, this would be less fees charged by SportsTG and any bank fees deducted which NSWISA cannot recoup.

### **I have selected the Pay Now button, what should I do next?**

It is important that once you have selected the Pay Now option, you allow the payment to be processed. Please allow time for the system to confirm your payment.

***IMPORTANT*** - Please do not Refresh, or select the Back button during the payment process. Doing so may cause the system to process an additional or duplicate payment. If you have had an additional or duplicate payment taken from your card, please contact NSWISA directly.

*If you are using a mobile/tablet to make payment, please keep the payment screen tab open to enable the payment to be processed. Once the payment has been successfully completed, please close the tab.*

## **POST REGISTRATION**

### **My payment has been processed, what happens next?**

Although Payment has been processed confirmation of registration is dependant upon other criteria being met per Terms & Conditions set out in related documentation (Memberships, Tests & Competition Announcements).

You may have also received Username/Password/Email Sign In instructions from SportsTG. Please retain these details for future registrations.

### **I have paid to enter an event and my personal circumstances have changed and I am no longer able to attend - what should I do?**

Withdrawals and related refunds will be processed per Terms & Conditions set out in related documentation (Memberships, Tests & Competition announcements).

Withdrawal can be achieved by signing in to your SportsTG Account using the original URL supplied on the NSWISA website. Access your registration form, scroll to the bottom of the form to the section on withdrawals and complete details. Email NSWISA/LOC as well.