

2023/24 Registration Instructions for Returning Members

Activate your Account

Returning members already have an account in Pool Queue, our new swim team management system. Please complete the steps below to verify your primary account email address, create a new password, and update your account information.

- Go to cp.poolq.net and click 'Sign In' in the top right corner of the screen. Enter your primary account email address and click '? Forgot Password'. Please **do not** create a NEW account. If your primary email address is not recognized, contact office@calgarypatriots.com for assistance.
- Re-enter your primary account email address and click 'Continue'. Check your email and open the message titled "Reset your Password for Calgary Patriots Swim Club." Complete your **Registration Profile** and click 'Save Profile' at the bottom of the page. Please ensure that your billing name and billing address are correct.
- **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.

Update your Account Profile

- 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 ensure that your billing name and billing address are correct.
- **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.

Update your Member's (Swimmer's) Profile

- From the 'My Account' screen, scroll down and click on your Member's (swimmer's) name to update their information. 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 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.