

## AAU Junior National Volleyball Championships Online Registration FAQ

1. How do I create an account?
2. Can I use an account from last year?
3. What if I don't know my username or password?
4. How do I add a team to my account?
5. How do I update my team information (change age division, team contact, etc.)?
6. How do I pay my entry fee? How do I pay for multiple teams?
7. How do I pay by check?
8. How do I delete a team?
9. How do I add athletes, coaches, and chaperones to my roster?
10. I'm trying to add an athlete/coach to the roster, but they are not showing on my club list?
11. What is the transfer athlete feature and how do I use it?
12. How do I know the AAU membership number for an athlete or coach?
13. Why is there a red flag in the age eligibility column?
14. How do I upload athletes' birth certificates? Do I have to do this?
15. How do I upload my team photo?
16. How do I submit seeding information?
17. What is the "Coaches View" feature?
18. How do I print my team roster?
19. How do I view the events that I'm signed up for?
20. How do I know if my team is accepted into the event?
21. How do I get a receipt?
22. What if I win a Super Regional or Grand Prix tournament?

### 1. How do I create an account?

If you are a **New User**, you will need to create an account. This is separate from your "Member Login" for the Club Admin Area.

- a. On the first page of the Online Registration System, click on "Create an Account" located [or click here.](#)
- b. Complete all required fields then click register.
- c. You will be directed back to the Login page and will see the message "Your account was created."
- d. Check your email for details on activating your account. The email will be sent in a matter of minutes. You will need to click on the link provided in your email in order to activate your account. If you did not receive the email, please check your spam folder in your email. If you still do not have your email, contact [volleyball@aausports.org](mailto:volleyball@aausports.org).
- e. Once you activate your account, return to the Login page and type in your username and password.

## 2. Can I use an account from last year?

Yes, you can login in with last year's username and password. To update information on your account, click "Update Contact Info." **Be sure to also update any team information, such as age, division, etc.** Click on the team name and select "Update Your Team Info."

Your 2016 Club Code will not be automatically updated. Click on the Team Name and then "Update your Team Info" to put in your 2017 Club Code.

## 3. What if I don't know my username or password?

On the Login page, click "Forgot Password." You will be asked to enter your email address associated with the account. The information will be emailed to the contact listed on the account.

If there are multiple accounts with the same email address, you will see an error message that multiple accounts exist. Contact [volleyball@aausports.org](mailto:volleyball@aausports.org) to receive your account information.

## 4. How do I add a team to my account?

After logging into the system, you will be on the Coaches View page. Click "Add New Team." Complete all required fields and click "Save Team."

## 5. How do I update my team information (change age division, team contact, etc.)?

From the Coaches View page, click on the team name to be taken to the Team Roster page. Click "Update Your Team Info." Here you can update your club code, age group, division, hotel, etc. When finished, click "Save Team."

**Note:** Once you pay the entry fee for the Nationals, you cannot change any information on this page. Email [volleyball@aausports.org](mailto:volleyball@aausports.org) to request a change.

## 6. How do I pay my entry fee? How do I pay for multiple teams?

**American Express, Visa, MasterCard and Discover are accepted online.**

If you are on the Coaches View page, click on the team name to get to the Team Roster page. From the Team Roster page, click "Event Sign-Up." Select the event you want to enter and click "Continue."

- a. ***If you wish to pay for this team now:*** Click on "Check Out" on the Team Events page. Be sure your team is entered in the correct age group and division before you check out!

**OR**

- b. ***If you wish to add another team:*** Click on “Return to Coaches View.” Click on the team name to get to the Team Roster page. From the Team Roster page, click “Event Sign-Up.” Select the event you want to enter and click “Continue.”
- c. ***If you wish to pay for multiple teams at once:*** Repeat steps under 6.b. Once you have selected the event for each of your teams, click on “Return to Coaches View.” On the Coaches View page, click on “Check Out.” Be sure your team is entered in the correct age group and division before you check out!

## **7. How do I pay by check?**

For the AAU National Championships, you may pay with a credit card online or mail a cashier’s check or money order payable to AAU. No personal checks will be accepted.

Follow the steps listed in #6. Once you have entered your teams, click on “Check Out.” Print this page and mail it with your payment to the following address.

AAU Volleyball  
1910 Hotel Plaza Blvd  
Lake Buena Vista, FL 32830  
407-828-3561

Payment must be **received** by the entry deadline date. All teams will be accepted into the event on a first-come, first-served basis according to date of receipt, until brackets are full. Postmark date is irrelevant.

## **8. How do I delete a team?**

If you have teams in the system from previous years, you can change the team name and division by clicking “Update Team Information.”

If you want to delete the team, click “Update Your Team Info,” then delete. **DO NOT DELETE YOUR TEAM IF YOU HAVE ALREADY PAID AND REGISTERED FOR 2017.** You cannot delete a team if there are members on the roster. You will need to delete the athletes/coaches or transfer them to a new team, before deleting the team from your account. For information on transferring athletes, see #11.

## **9. How do I add athletes, coaches, and chaperones to my roster?**

Athletes, coaches and chaperones must have current AAU memberships before adding them to your team roster for the event.

On the Coaches View page, click on the team name. You will be taken to the Manage Team Events page. In the list of events under roster, click on “Add Roster.” Here you can click on Add New Athlete, Add New Coach or Add New Chaperone.

**For adding athletes,** click on “Add New Athlete.” You will then see a list of athletes registered using your club code. Select the athletes you want to add to your team and click “Add Athletes.” These athletes will be added to your team roster; **however,** on the next page (Team Roster page) you will still need to fill in any missing information such as uniform number, graduation year, etc.

If the athlete was not registered for AAU membership using your club code, you can still add her/him to your roster. After clicking “Add New Athlete” from the Team Roster page, on the next page you will need to type in the AAU membership number and zip code for that athlete. If you do not know the membership number, click on the Reprint/Update Membership option at the bottom of the page. Once you enter the membership number and zip code, click “Insert Record.” You will be directed to the next page to complete any missing fields (uniform number, graduation year, etc.).

**For adding coaches and chaperones,** click on “Add New Coach” or “Add New Chaperone.” Follow the same steps as above.

#### **10. I’m trying to add an athlete to the roster, but they are not showing on my club list?**

Only athletes that were registered for membership using your club code will be listed on your club membership listing. You can still add an athlete to your team, but will need to have the membership number and zip code in order to do so. If you do not have the membership number, click “Reprint/Update Membership” or [click here](#).

To have a club code added to a membership, email [membership@aausports.org](mailto:membership@aausports.org).

#### **11. What is the transfer athlete feature and how do I use it?**

The transfer athlete feature is used to transfer athlete(s) from one team to another team that is within the same club and the same account. You can transfer athletes from last year’s teams to a new team for this year. Click on **“Transfer Participant”** and select the team to transfer the athlete. You will need to set up the team first, before being able to transfer. Please note if the athlete has a valid membership, this will transfer with the athlete. Additional information such as uniform number, position, etc. will still need to be completed.

#### **12. How do I know the AAU membership number for an athlete or coach?**

To look up a membership number for an athlete or non-athlete (coach or chaperone), click on “Reprint/Update Membership” or [click here](#).

If the member was registered using your club code, he/she will be on your Club Membership Listing. For access to your club listing, you will need to be listed as the Club Contact on the Club Membership. Go to [www.aauvolleyball.org](http://www.aauvolleyball.org) and click on MEMBER LOGIN to log into your account, or [click here](#). This is separate login information (username/password) from the online registration system.

### 13. Why is there a red flag in the age eligibility column?

A red flag will appear for athletes that age disqualifies him/her from the age division for the AAU National Championships. No age waivers are allowed. **It is the team contact's responsibility to enter the team in the correct age and to know if any athletes are ineligible to compete based on age, regardless if the red flag appears or not.** For the age division requirements, please [click here](#).

### 14. How do I upload athletes' birth certificates? Do I have to do this?

You can no longer upload birth certificates to the online system.

Birth Certificates must be brought to Team Check-In and carried with the coach or club director during the tournament in case of a question.

### 15. How do I upload my team photo?

From the Team Roster page, click on "Add Team Photo." Select the Choose File button and locate the image you want to upload. Select your image and click on Open. Click the "Save and Continue" button to upload your image. After your image uploads, you will see it at the bottom of the page. If you do not see the image, it did not properly update. Contact [volleyball@aausports.org](mailto:volleyball@aausports.org) for assistance.

### 16. How do I submit seeding information?

Submitting the Seeding Information is required and is a 2-part process.

From the Team Roster page, click on "Seeding Information Part I." This is required to be submitted online. Complete all applicable information. When finished, click "Update Team." **Please note, this information should be completed towards the end of the season to accurately describe the level of your team at the time of the event.**

Part II of the Seeding Information is to submit your team's results from the season.

For more details regarding Seeding Information and Results for the Girls Nationals, [please click here](#).

### 17. What is the "Coaches View" feature?

Coaches View page is used to manage multiple teams and to update your contact information.

#### **18. How do I print my team roster?**

From the Team Roster page, click on “Print Team Roster” on the right hand side of the screen. You do not need to submit a team roster by mail.

#### **19. How do I view the events that I’m signed up for?**

From the Team Roster page, click on “View Your Events.” Here you will see the event(s) your team has signed-up for. If the status is listed as “Waiting Payment,” be sure to check-out and pay your entry fee.

#### **20. How do I know if my team is accepted into the event?**

Once you pay for your entry online (or your cashier’s check or money order is received), you will receive a confirmation email that your payment has been accepted. At this point, your team is entered into the event; however, still must complete all the necessary steps by the appropriate deadline to complete your entry. Failure to do so could result in your team being disqualified from the event.

#### **21. How do I get a receipt?**

Once you pay for your entry online (or your cashier’s check or money order is received), you will receive a confirmation email. That is your receipt.

A copy of your receipt can be accessed online at any time. From the “Coaches View” page, click on “View Account History.” Here you can see any payments that you have made for this event. Click on the order number to view a copy.

#### **22. What if I win a Super Regional or Grand Prix tournament?**

If you have already paid and entered the event, and win a free or discounted entry fee at a Super Regional or Grand Prix tournament, email [volleyball@aausports.org](mailto:volleyball@aausports.org) or call 407-934-7200.

If you have not previously paid and entered the event, register your team online. Once you get to the Check Out page, email [volleyball@aausports.org](mailto:volleyball@aausports.org) or call 407-934-7200.