



Online Volunteer Application Assistance

1) How do I volunteer if I am a Skate Canada member?

If you are a current Skate Canada member, have ever been a member, or have ever applied online to volunteer at a Skate Canada event please follow these steps:

- Select yes and proceed to log in to Members Only. You will be required to enter your ten digit Skate Canada number and password or username and password. If you do not remember your number and password please select “forgot your password and/or Skate Canada Membership Number”? and you will be prompted to enter your email address to have the information sent to you. It is important that you go through this process rather than creating a new profile. ** If your email address has changed or you cannot remember which email address is linked to your account please contact the event general email or Samantha at 1.888.747.2372 ext. 2542.*
- Once you have logged in select Volunteer Now from the left-hand side toolbar.
- Select the event that you wish to volunteer for from the drop down list of Skate Canada events
- Select the General Volunteer Application unless you are applying as a Medical Volunteer for the event.
- Select proceed
- Fill in the application form and press submit. It is important that all * mandatory fields are completed on the application form, otherwise your application will not be processed. A box should appear on your screen informing you of any missed fields once you try to submit the application.

2) How do I volunteer if I am not a Skate Canada member?

If you are **NOT** a current Skate Canada member, have never been a member, and have never applied online to volunteer at a Skate Canada event please follow these steps:

- Select no and fill in the appropriate information to create your volunteer personal profile. It is important that all * mandatory fields are completed before selecting submit.
- Create a username and password and select submit. This username and password will be used to log back onto members only at any time.
- Once you have created your personal profile you will be prompted to complete the online volunteer application form.
- Select the event that you wish to volunteer for from the drop down list of Skate Canada events
- Select the General Volunteer Application unless you are applying as a Medical Volunteer for the event.
- Select proceed



- Fill in the application form and press submit. It is important that all * mandatory fields are completed on the application form, otherwise your application will not be processed. A box should appear on your screen informing you of any missed fields once you try to submit the application.

3) What is my username?

For Skate Canada members, your username is your ten digit Skate Canada membership number which appears on your membership card.

For non-members, your username is what you have created in your volunteer personal profile.

Please keep your username and password in a safe place for future use.

4) I forgot my password?

Your password is your last name (unless you have updated your password). If that does not work please select “forgot your password and/or Skate Canada Membership Number”? on the login page to have the information retrieved. It is important that your email address on your personal profile is accurate for this information to be pulled. For further assistance please contact the event general email or call Samantha at 1.888.747.2372 ext. 2542.

5) How to contact Skate Canada regarding questions and inquiries?

2012 Skate Canada International – 2012sci@skatecanada.ca

2013 Skate Canada Challenge – 2013challenge@skatecanada.ca

2013 Canadian Figure Skating Championships – 2013canadians@skatecanada.ca

ISU World Figure Skating Championships® 2013 – isu2013worlds@skatecanada.ca

6) Why is my application submission not successful?

- You must complete all * mandatory fields on the application form.
- A non member must create a volunteer personal profile before completing the online volunteer application form.
- Ensure that the email address on your personal profile is unique. The same email address cannot be used for more than one applicant or Skate Canada member account.

7) What is “timeout”?

Timeout is when your page has had no activity for up to 20 minutes. You will be required to start over.



8) How do I upload my picture for accreditation?

Log on to Member's Only (using your Skate Canada number and password **OR** the user name and password that you created) -

<http://members.skatecanada.ca/memberreg/logon.cfm>

In your personal profile, the menu on the left-hand side toolbar will allow you to move between various options. Select Personal Profile, then General Information and all of your personal information will be displayed. All information in your personal profile is confidential.

Ensure all of the information listed is correct (name, address, date of birth etc.). Skate Canada will be using email as the main means of volunteer communication. Please ensure your email address is current and accurate.

Once you have completed editing, click on the save changes to update and save the changes in your personal information.

To upload your photo, select **upload new picture** and **browse** your computer files for your photo. Once the correct file is selected click **upload**. You will be able to view your photo on your personal profile and can change your photo at any time.

Specifications for accreditation photos

1. Colour photos are preferred.
2. Photo size must be portrait approximately 37 mm (1 1/2 in.) wide and 50 mm (2 in.) long.
3. The photos must be a close-up of the head and shoulders so that the face covers approximately 65 to 75% of the photo.
4. Photos must be clear, sharp and in focus.
5. Photos that are not acceptable include landscape, skating cards, sunglasses, hats and group pictures. Acceptable photos are clear individual photos of passport size containing your head and shoulders only. Please see samples below.





Note: The reason why your photo is stretched when you upload your photo to your personal profile is because it is landscape and the photo is bigger than needed. Photo must be passport size, head and shoulders only.

You can update your personal profile information including your photo at any time by simply logging onto members only.