



# Timberline Figure Skating Club

## Entryeeze Online Registration System

### Frequently Asked Questions (FAQs)



**Q: What is Entryeeze?**

A: Entryeeze is an online member management system specifically for figure skating clubs. It's also used by many clubs as a vehicle to register for competitions and test sessions – you may have used Entryeeze registering your skater for Badger State Games!

**Q: Why is Timberline using this system?**

A: We hope through the use of Entryeeze all of our processes, forms, and payments will be streamlined into one location. We are a volunteer run organization, and anything that can make club business easier for our volunteers, and members, will help make the club more successful.

**Q: My skater is in Learn to Skate. Do I need to register them in Entryeeze?**

A: Yes – you can renew their Learn to Skate membership in Entryeeze, register them for upcoming sessions, and sign all the necessary documents online.

**Q: Where do I register my skater for Learn to Skate in Entryeeze?**

A: Under the Contract Ice tab, click on Browse and Purchase. If necessary, select the skater you are registering for Learn to Skate, then click on Expand next to Packages Available. Click on Add to Cart next to the Learn to Skate session you're registering for. Also, make sure you've registered your Learn to Skate membership for the year and updated the Personal Information and Additional Information tabs.

**Q: I already sent in a paper form to register my membership for the next year, do I need to register in Entryeeze?**

A: No, we will enter your registration for you.

**Q: Where do I register my membership for the year and sign the necessary forms?**

A: Under the Apply/Renew tab. Please remember to also update the Personal Information and Additional Information tabs on the home page. This is where you'll find the necessary permission forms to sign.

**Q: How do I purchase private ice time?**

A: Under the Contract Ice tab, click on Browse and Purchase. If necessary, select the skater you are purchasing ice for, then select Greenheck or Marathon Park under Sessions available. Click the Add to Cart button for the sessions you wish to purchase. As outlined on the Entryeeze homepage, the more ice you purchase at a time, the less it costs. Entryeeze will automatically calculate the price reduction for you!

**Q: Why won't it let me select ice time for tonight?**

A: You have up to midnight two days before a session to purchase ice time. After that, if there are spots open, you will have to pay walk-on ice at the rink (\$20).

**Q: What do I do if I have purchased ice, and I will no longer be able to use it?**

A: You have up to midnight two days before the session of ice you have purchased to make a change. You will need to contact us at timberlinefsc@gmail.com or via messenger on our Facebook page and we can move your skater to a different session or issue a refund.

**Q: I don't have access to the internet. How do I register my skater?**

A: No problem! Simply let us know and we'll have you fill out a paper form. We'll enter the information for you into Entryeeze. This is not the preferred method, but we are happy to accommodate.

**Q: Entryeze accepts debit & credit card payments, what if I want to pay by cash or check?**

A: Again, no problem! There are two ways you can reserve a session of ice and pay by cash or check. The preferred method is to prepay – paying us a certain amount ahead of time that will be credited to your account. Then, you are able to log in to your Entryeze account and reserve the session(s) your skater wants on your own. The other method is to let us know to reserve a spot for your skater for the session(s) your skater wants, and pay us once you come to the rink.

**Your skater will not be allowed on the ice until payment is made.** For either method, you will need to contact us at timberlinefsc@gmail.com or via messenger on our Facebook page to let us know you want to purchase ice by cash or check ahead of the date you wish to buy ice – **remember you need to buy ice 48 hours in advance.**

**Q: I don't want to become a Timberline member or associate member. Can I still skate on your ice?**

A: Yes – we allow guests to skate on our ice a total of **2 times** before requiring membership. You can either walk-on, if there are spots available, for \$20 or reserve a spot and prepay through Entryeze. To do this, you will need to register as a guest by clicking on “Create a new account” under Guest Skaters on the main page Entryeze. Next, click on Browse and Purchase under contract ice. Click expand next to Packages Available and you can add one or two sessions to your cart. Once you are checked out and paid for, contact us at timberlinefsc@gmail.com or via messenger on our Facebook page to let us know which session(s) you would like your skater added to.

**Q: Why is there a fee to pay with my debit or credit card on Entryeze?**

A: This simply covers the fee we are charged for debit and credit card transactions.

**Q: Why are there volunteer requirements?**

A: Timberline is a non-profit organization run solely by volunteers without whom we would not exist. There has always been a volunteer requirement for introductory, full, and associate members, but without a means of tracking hours, it was not always enforced. Entryeze will allow Timberline to track the hours each family contributes. If you prefer, an opt-out option is also available.

**Q: My skater has a Learn to Skate level of membership – am I required to fulfill a volunteer requirement?**

A: No – but we welcome your help, and becoming an active and involved club member will enhance your and your skater's experience.

**Q: Where can I find out what volunteer opportunities are available?**

A: You can see a list of what's currently needed in Entryeze under the Volunteer Requests section on the Volunteer tab. We'll also post opportunities to the website and Facebook page, and send out requests in emails and newsletters. Rink monitoring is a need year-round, and an easy way to fulfill the requirement. If you're looking for a way to volunteer and not sure what to do, just ask!

**Q: How do I sign up to rink monitor in Entryeze?**

A: On the volunteer tab, select volunteer requests, and then the link for the day you want to volunteer, and if necessary, the skater. If you wish to change the name of the volunteer rink monitoring, click no next to the skater's name and add the name of the volunteer rink monitoring in one of the spaces provided, and click yes next to that name.

**Q: I've never rink monitored before and I don't know what to do. Will someone explain it to me?**

A: The day before you're scheduled to rink monitor we'll send you an email with the instructions and list of skaters signed up for the time slot you will be responsible for. You'll want to print the skater list, if possible, in case there isn't one at the rink. If it's your first time let us know and we'll try to have someone there to help you and show you the ropes – it's especially helpful when you sign up to note that it's your first time so we can make sure someone is there.

**Q: How are my volunteer hours recorded?**

A: You will be responsible to track your volunteer hours yourself in the My Volunteer Hours section on the Volunteer tab. It is suggested to track your hours as you complete them and not wait until the end of the year. All recorded time will be verified by a TFSC Board member.

**Q: Why does it state skaters above Pre-Freeskate need to have a full club membership, even if we don't use private ice?**

A: We have always required full club membership above Basic 6; however, we are now requiring full club membership above Pre-Freeskate. This will allow us to look for opportunities to offer unique instruction for those in Freeskate levels during private ice in addition to, or in the place of, Learn to Skate to help keep them progressing and excited about the sport of figure skating.

**We will keep updating this document as questions arise – check back often and let us know if you have any questions not answered above. Thanks for all you do!**

**See you on the ice!**