



REGISTRATION & SESSION MANAGEMENT

QUICK REFERENCE GUIDE 10.12.20

Access the site through this link: <https://fmc.myhalix.io/pages/allprograms>

CREATING AN ACCOUNT

- Please read through all program information, particularly the COVID waiver / guidelines
- Click on any SIGN IN, SIGN UP or CREATE AN ACCOUNT TO REGISTER buttons
- When the login box comes up you'll see CREATE ACCOUNT underneath the login spaces; click on that link
- Create your account and validate it via email

PREREGISTRATION (Classes, Club Ice Preregistration)

- Sign in to your account.
- At the bottom of a program page, under CLASSES, click on the SIGN UP button next to a program in the listing. This will bring you to your account home screen.
- Make sure that the participant that is to be registered is at the bottom of the screen. Click on ADD PARTICIPANT to add a new one.
- When your participants are set, click on SELECT CLASSES at the bottom
- Click on CHOOSE CLASSES next to the participant you wish to enroll. If you need to add a participant, click GO BACK at the bottom. ADD PARTICIPANT is on the bottom of your account's home screen.
- A complete listing of all classes that offer preregistration will load. Use the location buttons at the top to narrow down your options. Click SELECT next to the program you want to register your participant for.
- Repeat the process with different participants as needed. Click NEXT at the bottom when you are ready to move forward.
- This brings you to the ACKNOWLEDGMENTS page. Be sure to read through and click the acknowledgment boxes. Click REVIEW at the bottom of the page.
- Review the order then click PAYMENT at the bottom. Enter your payment information and continue to the confirmation.
- You will receive a confirmation and a receipt via email. Be sure to check your receipt to make sure you are registered for the correct day / time / location and that payment was taken. Enrolled sessions will show on the homepage after you login to your account.

REGISTERING FOR A LA CARTE SESSIONS (Club Ice, Adult Hockey, Plymouth Women's Clinics)

- Once the account is created, click on CHOOSE TIMES at the bottom of the screen.
- Click on the day

- Choose the participant / level and then time and location. Multiple locations and sessions (Fall, Winter, Spring, etc.) may show at once. If you're on a phone, turn it sideways to see all of the information so you choose the right time and location.
- After a time is chosen, it will pull up a list of dates available for that day/time and session.
 - The system defaults to all of the dates being reserved. To remove a date, click REMOVE next to the date that isn't needed.
 - With Club Ice, membership is required and dates will not be made available to you. Apply for membership through the portals at the bottom of the Club Ice page
 - You are able to manage sessions up to the session start time (see below for directions). Withdrawing from a session will generate an account credit. Refunds require approval and a doctor's medical note.
- Once your dates are chosen, the reservation will show on the page along with the balance due.
- Repeat the process to reserve other sessions.
- When all sessions are chosen, the next step is the ACKNOWLEDGMENTS page. Be sure to read through and click the acknowledgment boxes.
- Click through to PAYMENT. For now, we do not have the ability to save a card for later and if chosen, this often stalls the transaction. Please skip for now.
- You will receive a confirmation and a receipt via email. Be sure to check your receipt to make sure you are registered for the correct day / time / location and that payment was taken. Enrolled sessions will show on the homepage after you login to your account.

SELF CHECK IN

- Login to your account from your mobile device.
- You should see your sessions listed on your homepage.
- Within an hour of a session's start time, a button will appear that says CHECK IN
- Click this button. It will change to CHECKED IN.

MANAGING A LA CARTE SESSIONS (Club Ice, Adult Hockey, Plymouth Women's Clinics)

- Login to your account.
- Click CLUB ICE SIGN UP as if you are going to register for something new.
- Click past the account information screen to CHOOSE TIMES.
- When on the CHOOSE TIMES screen, you will see your existing sessions in the calendar. Click on the session you wish to change.
- Each time and date registered will show and if you did not register for all sessions in a series, a WITHDRAW button will appear to the right. (Note: sometimes the button will not show at all or completed if your window is not maximized.)
- Click WITHDRAW next to a date to remove it from your schedule. This will create an account credit.