

FMC ICE SPORTS REGISTRATION GUIDE



2.16.21 (2)



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

CREATING AN ACCOUNT

- Before creating an account, please read through program information and requirements, COVID guidelines, the COVID Certification, etc.
- Click on a SIGN IN, SIGN UP or CREATE AN ACCOUNT TO REGISTER button. This will prompt a login box.
- Under the credential fields, you will see CREATE AN ACCOUNT. Click on that link.
- Enter in the required account information and submit it. Then validate your account by following the instructions. Sometimes validation emails go to Junk folders

REGISTRATION FOR CLASSES OR FOR A FULL SESSION OF A PROGRAM

(Programs like Learn to Skate, Learn to Play, Specialty Classes, Club Ice Preregistration, etc.)

- Sign in to your account.
- At the bottom of a page, under CLASSES, browse the listings to see what is available:
 - If SIGN UP is next to a program, it is available for registration.
 - If NOTIFY ME is next to it, the program is full, and you can enter in a phone number to be notified via text if space opens. Registration post notification is first-come, first-serve.
 - Prices listed are for the full session. If the session has started, the system will automatically prorate for you.
- Click on SIGN UP button next to any program in the listing to start the registration process. This will bring you to your account home screen.
- You can add participants to be registered at the bottom of the screen. Click on ADD PARTICIPANT. When participants are entered, click SELECT CLASSES at the bottom.
- Click on CHOOSE CLASSES next to the participant you wish to enroll. If you need to add another participant, you can add them at the bottom of the screen.
- A complete listing of all classes that offer preregistration will load. Use the location button 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.
- On the ACKNOWLEDGMENTS page, read through the full page and click each acknowledgment box. Then click REVIEW at the bottom of the page.
- Review the order then click PAYMENT at the bottom. Enter the required information and click CONFIRM at the bottom.
- 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. If logged into your account, enrolled sessions will also show above your account summary, a white space with “WELCOME _____!” above it.

REGISTER FOR PROGRAMS THAT LET YOU CHOOSE DATES (A LA CARTE)

(Club Ice, Adult Hockey, Plymouth Women's Clinics, Learn to Skate Practice Ice, Hockey Practice Ice, Public Skating Preregistration)

- SIGN IN. Click on any sign up or sign in button to prompt a login box.
- Once you are signed in, click on the appropriate tab for the program. A La Carte Sign Up links only show if you are signed in. Links will be down the page next to your account summary, which is a white space with "WELCOME _____" above it.
- Click on the SIGN UP link. This brings you to your account screen. Add PARTICIPANTS as needed being sure to complete all required fields. Please note that the system will not accept the same email address for multiple people. If the participant does not have a different email address, leave it blank.
- Once participants are set up, click on CHOOSE TIMES at the bottom of the screen. On the next page, click CHOOSE TIMES under the appropriate weekday.
- Choose the participant / level and then time and location. Multiple locations and sessions (Fall, Winter, Spring, etc.) may show at once. If you are on a phone, sometimes turning it sideways can help to see all the information.
- After a time is chosen, it will pull up a list of dates available for that day/time/session.
 - The system defaults to all the dates being reserved. Click REMOVE next to any dates that are not needed.
 - With Club Ice, membership is required, and dates will be grayed out if a membership is not applied to the participant. Apply for membership through the portals at the bottom of the Club Ice Membership page
 - You can 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 dates are chosen, the reservation inserts into the calendar and shows any balance due.
- Repeat the process to reserve other sessions.
- When all sessions are chosen, continue to the ACKNOWLEDGMENTS page. Be sure to read through and click all acknowledgment boxes.
- Click through to PAYMENT. Enter in appropriate information. Be sure to choose a payment method.
- When your reservation is complete, you will receive a confirmation message on the screen and a confirmation with full details via email. Be sure to check the confirmation to make sure the appropriate participants are registered for correct days / times / locations and payment was taken.

SELF CHECK IN (Any program)

Self-Check In is available within the hour of the session's start time. To access it:

- Login to your account from a mobile device within the hour prior to a session's start.
- Scroll down to your account summary, which is a white space with "WELCOME ___!" above it. You should see registered sessions listed above that.
- If it is within an hour of a session's start time, a CHECK IN button will be next to the session. Click the CHECK IN button next to the session.
- This will change to CHECKED IN. You're all set.

MANAGE SESSIONS (FOR REGISTRATIONS THAT ALLOW DATES TO BE CHOSEN)

(Club Ice, Adult Hockey, Plymouth Women's Clinics, Learn to Skate Practice Ice, Hockey Practice Ice, Public Skating Preregistration)

- Sign Up links only show if you are signed in so be sure to login first. Click on any SIGN UP or SIGN IN link to prompt a login box.
- Once you are signed in, proceed like you were going to register for the same program.
 - Click on the appropriate tab at the top of the page for the program you are registered for.
 - Scroll down the page to your account summary, which is a white space with "WELCOME _____" above it.
 - Click on the same SIGN UP as if registering for it again.
- Click past the account information screen to CHOOSE TIMES.
- On the CHOOSE TIMES screen, you will see your existing reservations in the calendar. Click on the reservation you wish to change. Each time and date registered will show.
- A WITHDRAW button will appear to the right of each reserved session date. (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. If fees were taken, this will create an account credit. Refunds require approval and a doctor's medical note.

FOR MORE FMC ICE SPORTS PROGRAM INFORMATION:

<https://fmcicesports.com/general-program-information/>