

# ONLINE REGISTRATION FAQ'S

## TIPS & TRICKS FOR MAVERICK REGISTRATION

### WHERE DO WE START THE ONLINE REGISTRATION PROCESS?

To get started on online registration, go to the Maverick website and click on the blue "Registration" link in the upper left corner. A new box will open—follow the directions for either Returning or New Families:

- **RETURNING** Maverick Families: Enter the email address and password that you set up to manage your account. You can then begin registering your swimmers. If you are unsure of this information, please **DO NOT** create a new account. Email [registrar@mavswim.org](mailto:registrar@mavswim.org) to get the necessary information.
- **NEW** Maverick Families: The first time you enter the Active online registration system, click on the "New User" button to set up an online account. You will be prompted to enter an email address and password before continuing. New families will only be able to register during New Family Registration.

### HOW DO WE KNOW REGISTRATION IS COMPLETE?

To complete your swimmer's registration, you may pay online by credit card, e-check (electronic transfer from your bank account) or by paper check to the Maverick office. Be sure to read specific instructions for each payment type and have payment information ready when you begin online enrollment. Potential new Maverick families, please familiarize yourself with the process below:

#### NEW MAVERICK FAMILIES:

- Potential new Maverick swimmers will automatically be added to a wait list during the registration process and will receive an email confirming "waitlist" status.
- While it is advisable to register during the first day of open registration, the "time stamp" on registration is not the only factor in determining placement in a Maverick practice group.
- Swimmers will be moved from waitlist status to the Maverick roster on a "space available" basis taking into consideration: siblings of Maverick swimmers, prior proven USA Swimming club experience, swimmer evaluations, and the Club's interest in balancing group size, ages, and genders.
- Within 2-3 business days of registration, new swimmers will be contacted if a roster position is available. If a roster position is offered, it will be done **via email** from the Maverick Swim Club. To ensure you are receiving these emails, please add the following emails to your "safe" list. It is the responsibility of the enrolling family to ensure they are receiving and responding to any email offers of roster positions.
  - [admin@mavswim.org](mailto:admin@mavswim.org); [maverick@speedoc.com](mailto:maverick@speedoc.com); [registrar@mavswim.org](mailto:registrar@mavswim.org)
- To accept and confirm a roster position, log in to the Active account created during the initial portion of online registration by clicking the blue "My Account" link on the Mavswim.org website. Once logged in, you may pay the registration fee.
- Payment must be made **within 72 hours** of the emailed offer. If payment is not arranged during this time, the offer of the roster position will be withdrawn.
- New swimmer registration will be considered complete only when the roster offer email is sent and payment is received.



#### MAVERICK SWIM CLUB

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### RETURNING Maverick Swimmers:

- Returning swimmers are advised to register for the core practice group that is recommended by the coaches. Failure to do so may jeopardize that swimmer's roster position by delaying acceptance of their registration. Coaches' recommendations are located on the Maverick website.
- Returning swimmers who have paid electronically may consider their registration complete.
- Returning swimmers paying by check must have their check in the Maverick office by Thursday, July 15, for registration to be complete.

### GENERAL TIPS FOR ALL REGISTRATIONS:

- Use the LEGAL first, middle & last name for each swimmer. Their USS swimmer ID is generated from this information. **If the swimmer does not have a middle name, enter an asterisk in the middle name field—per the online instructions.**
- Fill in all required information on each screen (indicated by an asterisk by the question).
- For the fields that are not "required", please complete as much information as possible. For example, please provide our coaching staff with relevant information about allergies or medical conditions.
- You may find it helpful to review the Core Group offerings on the Maverick website prior to going into online registration. Returning members should follow coaches' recommendations for group placement— these can also be found on the Maverick website.
- Please read the waivers as you encounter them during registration. You will be asked to acknowledge that you have read and agree to the information contained in the waivers. A copy of the Maverick waivers can be found [HERE](#) on the Maverick website.



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