

ONLINE REGISTRATION FAQ'S

HOW TO 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 initially set up to manage your account. You can then begin registering your swimmers. If you are unsure of this information, **DO NOT** create a new account. Email 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" link to set up an online account. You will be prompted to enter an email address and password before continuing. Keep in mind that new families will **ONLY** be able to login and register during the new swimmer registration period.

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. Refer to the instructions below for either **NEW** or **RETURNING** families:

RETURNING MAVERICK SWIMMERS:

- A "returning" swimmer is defined as (1) any swimmer who swam with Maverick Swim Club during the 2010-2011 winter short course season OR (2) an age group swimmer who participated in the Maverick 2011 summer long course season and achieved more than 60% practice attendance.
- "Good standing" is defined as (1) having met all financial obligations AND (2) meeting the minimum attendance requirement for their training group during the previous winter season.
- Returning Maverick swimmers in good standing should register during the returning swimmer registration period. Failure to do so may jeopardize that swimmer's roster position as we expect some of our training groups to be near capacity with returning swimmers.
- Returning swimmer registration will close on Thursday, July 14 at 10am. If you have not registered by that time, you will be required to register during new swimmer registration.
- 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.
- Swimmers who wish to "group up" (please read Core Group document for complete information), should register for the coach-recommended group and check the "group up" box during registration.
- 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 Monday, July 18, for registration to be complete.



MAVERICK SWIM CLUB

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Phone: 630-718-9914
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Email: admin@mavswim.org
registrar@mavswim.org
Website: www.mavswim.org

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NEW MAVERICK FAMILIES & SIBLINGS OF CURRENT SWIMMERS:

- Potential new Maverick swimmers (including siblings) will automatically be added to a waitlist 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; maverick@speedoc.com; registrar@mavswim.org, mavsregistrar@hotmail.com
- To accept and confirm a roster position, "reply" to the email from the registrar and state that you are accepting the position. If you have multiple swimmers, you will receive separate emails & must respond to each one individually.
- Once you have accepted the position, we will transfer your swimmer to the roster and you will receive an email confirming this transfer. At that time, log in to your 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. Alternatively, you may mail a check to the Maverick office at this time.
- 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, you respond to that email with your acceptance, and payment is received.

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, follow online instructions for this field.**
- 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.
- Please read the waivers as you encounter them during registration. You will be asked to acknowledge that you have read and agree to abide by the information and consequences contained in the waivers. A copy of the Maverick waivers can be found on the Maverick website.



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