

# *Frequently Asked Registration Questions From Ohio Valley Members*

There are some common questions or problems individuals run into regarding the registration system Ohio Valley Region uses called “**Webpoint**”. Please read below to hopefully answer any questions you may have or find solutions to problems that may arise. Some of these refer to ALL members others are specific to Junior athletes.

If you still have questions, please contact **Al Herbert at [herbert@ovr.org](mailto:herbert@ovr.org) or 330-354-5332**. Make sure to include the name and birth date of the person who needs to be registered when emailing a question.

## **Q1: What do I do if I can't remember my login?**

A: If you do not remember your login or password try the “**FORGOT PASSWORD**” option. If you still cannot obtain the correct info contact Al Herbert at the Region Office for help. See contact info above.

## **Q2: What should I do if I am not very proficient with computers and this looks too complicated for me to handle?**

A: Many parents admit they are still uncomfortable when it comes to computers. You are not alone. The best thing to do is have your son/daughter sit at the computer to navigate the process. It is amazing how easily they will breeze through the screens. As a parent/guardian **YOU** must electronically sign off on the membership so make sure you are there with them throughout the registration session.

## **Q3: What if it's telling me my information isn't found?**

A: Make sure you are on the correct website. Most of the time individuals are attempting to login directly from our Ohio Valley Region Website instead of the USAV WEBPOINT website. The login area on our website is for Club Directors, Officials and Tournament Directors **ONLY**. Look at the OVR Registration page for the correct link to Webpoint.

## **Q4: What if I am sure that I am on the correct website but when I try to use the “FORGOT PASSWORD” option it tells me my information is not found but I know I am in the system?**

A: The system matches up the first 3 letters of the first name, the full last name and the date of birth. Make sure you are using the legal first name of the individual and not a shortened version. For example: Joseph will not match up with Joe, therefore if the legal name is Joseph Brown and you entered Joe as the first name the system would not find a match.

## **Q5: What if I get a pop up stating that my ADDRESS is not a legal address, but I have lived here for many years?**

A: The system is tied into an address verification website that sometimes does not recognize a particular address. This is sometimes due to an incorporated area or a new subdivision. If this occurs- contact Al Herbert at the contact information above. There may be a way around the system through our administrative access area.

## **Q6: Since I'm paying this membership fee, I don't need to pay for tryouts, right?**

A: That is incorrect. Each club establishes their own tryout fee and you must pay this to each club you tryout for. The clubs use this fee to cover tryout expenses such as gym rental, t-shirts, coach's stipends, etc. Contact the individual club for specific information.

## **Q7: If I am not paying this fee for tryouts, then what am I paying for?**

A: This is your membership to Ohio Valley Region and USA Volleyball. Each USAV Club/Team is an affiliate of the Ohio Valley Region and falls under our rules and regulations. The Region is one of 40 Regions that are directly under the National Governing Body which is USA Volleyball. The membership dues go to support the programs and expenses of these two organizations as well as supply both liability and sport accident insurance to each member. Just as in real life you pay taxes to your City, State and Federal Government. Here you pay fees to the Club, Region and USA Volleyball.

**Q8: Which Junior membership do I choose?**

A: If you know your child will make a club/team somewhere, the easiest is to choose the \$62 Full Junior Membership. Once you have registered **AND PAID**, you are done with the registration process and will be covered for membership for clinics, tryouts, practices and tournaments. If you don't know if your child will make a team, choose the \$10 Junior Tryout membership. This is good for September through November. After your child has been selected for a club/team, log back into Webpoint and select "Renew Online" at left. Follow the process like before, this time choosing the \$52 Upgrade membership. You will not be monetarily penalized for first selecting the tryout membership (the total still equals \$62).

**Q9: Why shouldn't I select a club when registering my child?**

A: **SELECTING A CLUB WITHIN THE REGISTRATION PROCESS DOES NOT MEAN THAT YOU WILL BE SELECTED TO THAT CLUB.** You should select "Undecided" and then once your child accepts an offer from a specific club, you must go back in and select the correct club affiliation. Once you select a club affiliation, you cannot change this in the system, the Region office must do this. Again, choosing a club during the registration process does not mean that your child will become a member of this club.

**Q10: What if I have a question about a specific club or tryout where do I find that information?**

A: Each club within the Ohio Valley Region is run independently. Many have posted tryout information, which you can find by clicking on "Junior Info" link from our main page and then select from the options on the left "Tryout Information". You can then select a specific age division to find all tryouts posted by the clubs. For specifics regarding tryout registration, club fees, practices etc please contact each individual club. We have a complete listing of Clubs and their contact information under the Junior Info link.

**Q11: How do I print my membership card?**

A: Log into Webpoint using the link at the bottom of the OVR Registration page". Once you login, click on the "Print Membership Card" link on the left. Do a "Print Preview" on your computer and select the last page, as the membership card is located at the bottom. If you have an unpaid membership, you will not get this link. Your membership must be paid in order to get a membership card.

**Q12: How do I upgrade my membership to a full membership now that my child has made a team?**

A: Click the link at the bottom of the OVR Registration page for "Renewing Members or Managing your Webpoint Account" and enter your existing login information. Once you get in, click on "Renew Online" on the left. Complete the registration process again, this time selecting the \$52 upgrade membership. You should also choose the club from which you have accepted an offer.

The field for CLUB selection is often missed – make sure you pay special attention to page 2 of the renewal and look for this field in the upper right corner of that page. Be careful when choosing the club. Pay careful attention to the club name you pick. Several clubs may have very similar names. Once a specific club has been selected you cannot change it. If you make a mistake contact Al Herbert at the Region Office (see contact info above).

**Q13: I do not have a credit card to pay for the membership, what can I do?**

A: When you get to the payment area in the registration process, select the 2<sup>nd</sup> option that says “Pay Separately Per Region Policy” this will submit the application as UNPAID. You can then write a check made payable to **Ohio Valley Region** and mail it to:

**Ohio Valley Region  
5401 Rochelle Dr  
Stow, OH 44224-5512**

Please list the name of the individual in the memo area of the check along with their date of birth so that it is credited to the correct person. **NOTE:** Membership is not go into effect until payment has been received and processed. Payment must be received within 7 days or the Webpoint membership will be dropped and you will have to start over. You cannot print your membership card until payment has been received.

**Q14: How do I change from Undecided to a club?**

A: Click the link at the bottom of the OVR Registration page that says “**Renewing Members and Managing your Webpoint Account**” and enter your login and password. Once you are in the membership record, click on “MY INFORMATION” on the left. Once on this page, choose a club from the drop down menu in the right, and then click “EDIT CONTACT INFO” at the bottom of the screen. You may only choose a club once. If you choose the wrong club, you must contact Al Herbert at [herbert@ovr.org](mailto:herbert@ovr.org) in order to get this changed. Please email with the name and birth date of the member. Prior to making a correction the Ohio Valley Region must contact the current listed Club Director to ensure that it was just a mistake in choice and that it was not a change of mind after accepting a position with the club. Prior to accepting a position with a particular club make sure you are aware of all of their policies and contracts. Contracts you sign with a club are **LEGALLY BINDING** so do your homework before signing anything.

**Q15: How do I know what age division my child should be in?**

A: Age divisions are based upon the date of birth of the athlete and not the current grade in school. The system will automatically associate the correct age division at the time of registration. The following shows the current age definitions for the 2019-2020 membership season.

**18 and Under Division: (still in High School)**

Players who were born on or after September 1, 2001 or

Players who were born on or after September 1, 2000 *and* a high school student in the twelfth (12th) grade or below during some part of the current academic year

**17 and Under Division:**

Players who were born on or after September 1, 2002

**16 and Under Division:**

Players who were born on or after September 1, 2003

**15 and Under Division:**

Players who were born on or after September 1, 2004

**14 and Under Division:**

Players who were born on or after September 1, 2005

**13 and Under Division:**

Players who were born on or after September 1, 2006

**12 and Under Division:**

Players who were born on or after September 1, 2007

**11 and Under Division:**

Players who were born on or after September 1, 2008

**10 and Under Division:**

Players who were born on or after September 1, 2009

**9 and Under Division:**

Players who were born on or after September 1, 2010

**8 and Under Division:**

Players who were born on or after September 1, 2011

Please be sure to read and follow the registration instructions, these were designated to help you through this process. Thank you for your support of the Ohio Valley Region and USA Volleyball!