



# Event Registration

STAGING United States Bowling Congress

Home Admin Dashboard Manage Tournament Welcome Amy Drescher Logout

## EVENT REGISTRATION

 <p><b>Shawn Test</b> Starts: 7/1/2017, Ends: 8/23/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>	 <p><b>Ben's Tournament</b> Starts: 8/1/2017, Ends: 8/1/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>	 <p><b>Shawn Tournament 2</b> Starts: 1/4/2018, Ends: 1/31/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>
 <p><b>ISC Regional Qualifying - Smyrna TN</b> Starts: 3/9/2018, Ends: 3/9/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>	 <p><b>ISC Regional Qualifying - Fairview Heights, IL</b> Starts: 3/9/2018, Ends: 3/9/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>	 <p><b>ISC Regional Qualifying - Stratford, NJ</b> Starts: 3/9/2018, Ends: 3/9/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>
 <p><b>ISC Regional Qualifying - Dallas, TX</b> Starts: 3/9/2018, Ends: 3/9/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>	 <p><b>2018 Youth Open - Gary B</b> Starts: 7/12/2018, Ends: 7/29/2018</p> <p>This tournament is not available for purchase at this time.</p> <p><a href="#">MANAGE</a></p>	 <p><b>Junior Gold - Team USA Team Trials - Qualifier</b> Starts: 7/16/2018, Ends: 7/16/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>
 <p><b>Survivor (2)</b> Starts: 7/20/2018, Ends: 7/22/2018</p> <p><a href="#">REGISTER</a> <a href="#">MANAGE</a></p>		



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# USBC Event Registration

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This document provides the step by step instructions on how to register for a tournament posted on the [\*\*USBC Event Registration portal\*\*](#). By the end of this document you will have a full understanding of how to:

- ✓ **Log into the Portal**
  - Create new account
  - Login with Existing Account
  - Reset Password on Existing Account
- ✓ **Register for a Tournament**
  - Select squad times
  - Complete the Roster
  - Process payment
- ✓ **Manage a Registration**
  - Modify a lineup
  - Replace a Roster Member (substitutions)
  - Purchase additional events
- ✓ **Help Center**
  - Frequently Asked Question
  - Contact Us
  - Error identification

USBC Event Management supports events like the USBC Open Championships, USBC Women’s Championships, the VIP Program, USBC Open Championship Practice Sessions, and IBC Youth Open Championships.

## Logging into the Portal

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Before beginning the process, all captains must create a login to the portal. This login is not the same as the login used for bowl.com/Find\_a\_Member.

By clicking **Login** at the top of the screen:



or clicking **Register** on the chosen event:



You will be taken to the **Login Screen**:

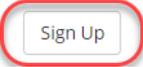
On the Login screen you can **Create** a New Event Registration account, **Login** using an existing account, and **Reset** your password.

## Create New Account

To Create a new account, either click

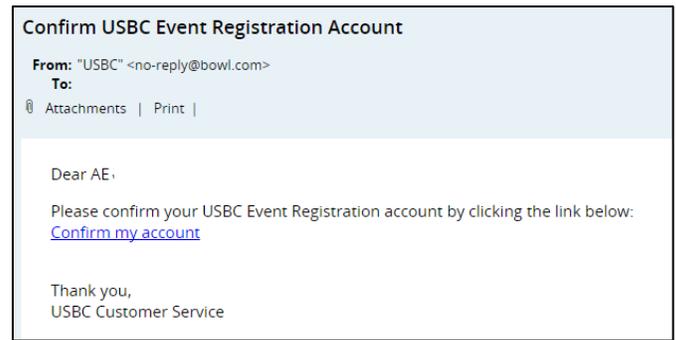
Complete the requested information

(\*indicates a *required* field):

Click  to submit the form. The following message will appear on your screen



You will receive an email requesting you confirm your account. Click the **Confirm my Account** link in the email to confirm.



By clicking the link, you will automatically be logged into USBC Event Registration and can proceed to **Register for a Tournament**.

## Login with Existing Account

Enter your **Email** and **Password** associated to your Event Registration account to login.

A login form with fields for "Email" (containing "emailname@provider.com") and "Password" (masked with dots). There is a "Remember me?" checkbox which is checked and circled in red. A "Log in" button is at the bottom with a hand cursor pointing to it.

Click the **Remember Me** box for the system to retain your login and password information

You are now logged into the system and can proceed to **Register for a Tournament**.

## Reset Password on Existing Account

If you have forgotten your password, use the **Forgot your Password** link at the bottom of the login page.



Enter your email and submit:

A form titled "Forgot your password?" with the instruction "Enter your email." Below this is an "Email" input field. At the bottom is a "Submit" button with a hand cursor pointing to it. The "Submit" button is circled in red.

The following message will appear on your screen:

You will receive an email requesting you reset your password by clicking the **Reset Password** link in the email.

After clicking the link, enter the requested information and click **Reset** to reset your password:

Your password has now been reset. Log in by clicking **Click here to log in:**

You'll be returned to the Login screen as shown in the **Login with Existing Account** section.

**Forgot Password Confirmation**  
Please check your email for a link to reset your password.

**Password Reset – USBC Event Registration**  
**From:** "USBC" <no-reply@bowl.com>  
**To:**  
Attachments | Print |

Dear AE,

Please reset your password by clicking on the link below:  
[Reset password](#)

Thank you,  
USBC Customer Service

**Reset password**  
Reset your password.

Email

Password

Confirm Password

**Password Reset Complete**  
Your password has been reset. Please [click here to log in.](#)



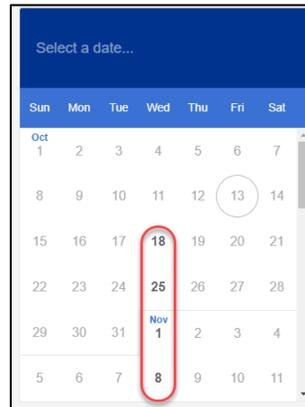
# Register for a Tournament

## Select Squad Times

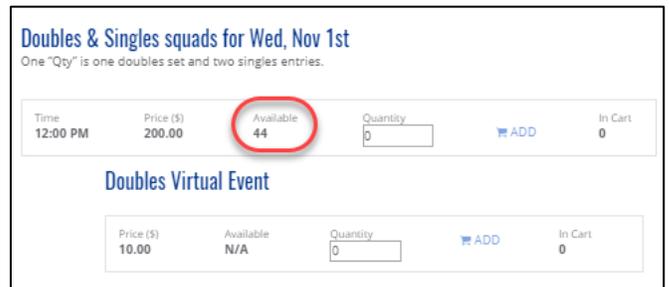
To begin the registration process, click **Register** under the Tournament of choice.



Upon entering the Registration portal, first step is to select a Schedule date. Available Dates of the tournament appear in bold.

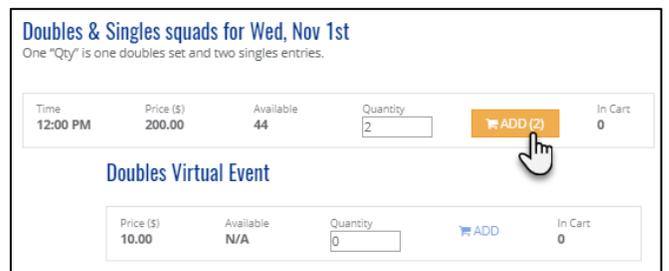


After selecting the day, the events scheduled on the given date and that are available for purchase will appear.

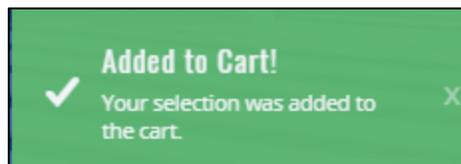


Add the **Quantity** and then Click **ADD** to move the items to the cart.

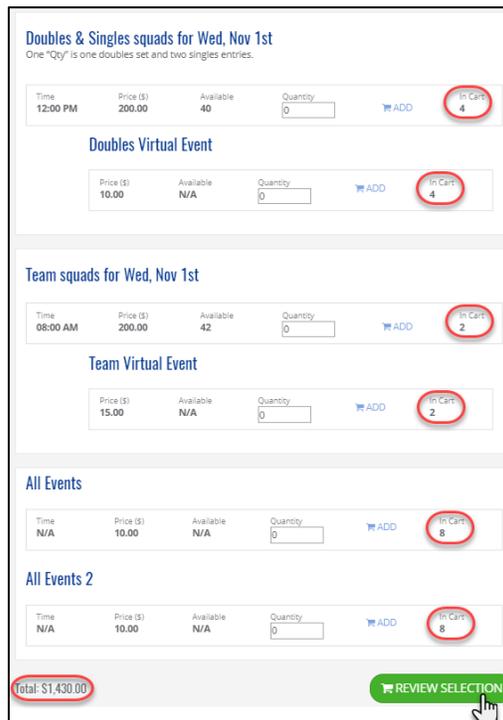
You must click **ADD** for each selected event to add the items to the cart whether it is a bowled or virtual event.



As selections are **Added to Cart** a saved message will appear:



After selecting all necessary quantities and adding them to the cart a total will appear in the lower left. To review the selections, click the green **Review Selection** button.

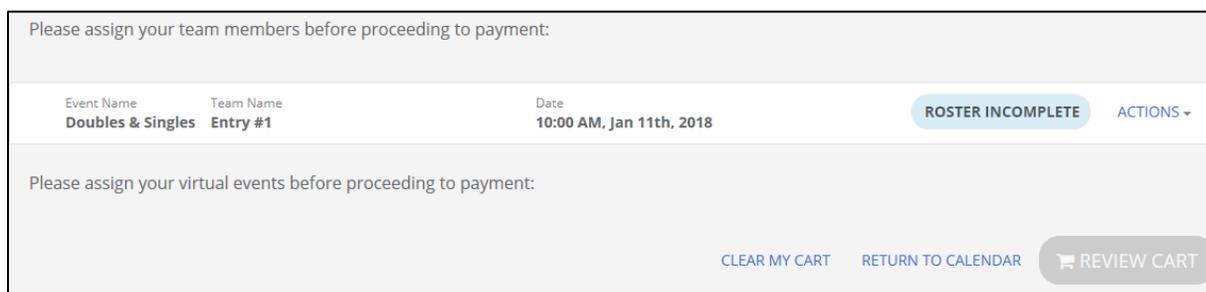


Some Tournaments/Events require you to **Complete the Roster before payment** while other events allow you **Add Roster After Payment** once you **Process Payment**.

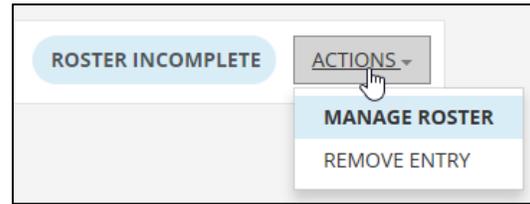
## **Complete the Roster Before Payment**

If the event requires you to Complete the Roster before payment, you will not be able to pay for the event until the required information is added.

You will be brought into the Roster screen where you will see the items you have in your cart and to which Roster information needs added.



Click **Actions** Drop Down to **Manage Roster**.



Proceed to [Complete Roster Details](#).

Once you have finished the roster details, you will be able to **Clear your Cart** to abandon all entries, **Return to Calendar** to purchase additional entries or **Review your Cart** and proceed to [Process Payment](#)



### **Complete Roster Details**

If the entry is for Team, add a Team Name. If event is Doubles or a Singles the Name will be gray and will default to bowler's last name.

<b>Team Name</b>
Team Name

<b>Team Name</b>
Fleming/Faulkner

Using the Drop downs, select the Country and State of residency.

<b>Country</b>
Country ▾

<b>State</b>
State ▾

If there is a request for specific teams to bowl together on the same lanes, enter a **Companion Code** to identify the crossing team.

(Optional) Enter the Reservation Number of the other team you want to bowl/cross with on your pair.
<b>Companion Code</b> ?

To assign virtual events purchased at the team level, click the check box at the team header level. The Amount remaining to be assigned is visible in the parenthesis.

<b>Team Name</b>
There is no I in TEAM
<b>Country</b>
United States
<input checked="" type="checkbox"/> Assign VirtEventTres (0 remaining)



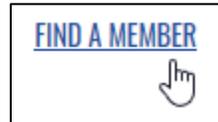
Total Virtual Events Purchased and available are listed above the team purchases.

Virtual Event Name	Available Entries	Total Entries
VirtEventTres	1	2

Enter Members IDs of the Roster Members.



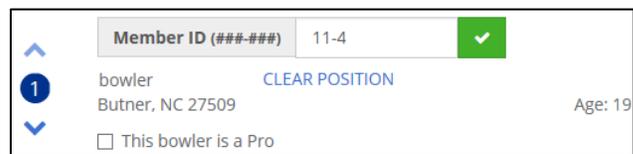
If the Member IDs are not known, use the FIND A MEMBER link available on the page to search for USBC members.



Enter the Bowler's Member ID and hit the Plus + symbol.



The system will Find and return the bowler's information and show them as valid using ✓



To Change the Bowler's Roster position, use the Up and Down arrows to move the bowler to their desired position.



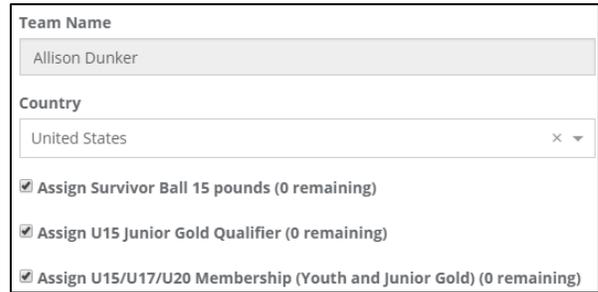
Individual virtual events are assigned at the bowler level after roster completion. Select the Virtual event by clicking **Manage Bowlers** next to the event.



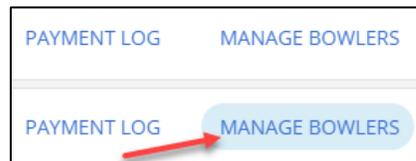
Use the dropdown to view the selection of bowlers available to which the event can be assigned. Only bowlers registered by you can be assigned to individual virtual events.



Be aware that some virtual events are individual event level such as in the example of Survivor. To select the Bowler as the recipient of Virtual events, click the check box.



Individual Virtual Events that still require attention will be identified and highlighted in Blue



Remember to **Save Changes** as requested



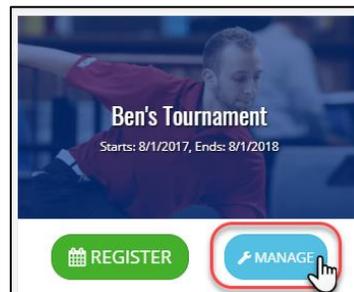
**Roster Incomplete** indicates there is a need to add additional athletes whether one or many into the lineup.



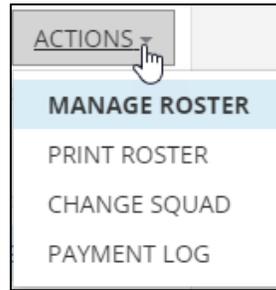
### **After Payment**

In the instance where you complete the roster after payment is made, after payment is successful, you will be directed to the Event Registration Home page.

Select the Tournament Card for which you are registered and click **Manage**.



From here you will take the **Action** to **Manage Roster**. The process to add members is the same as outlined in the [\*\*Complete the Roster Before Payment\*\*](#) Section of this guide.



After each successful **Save Changes**.



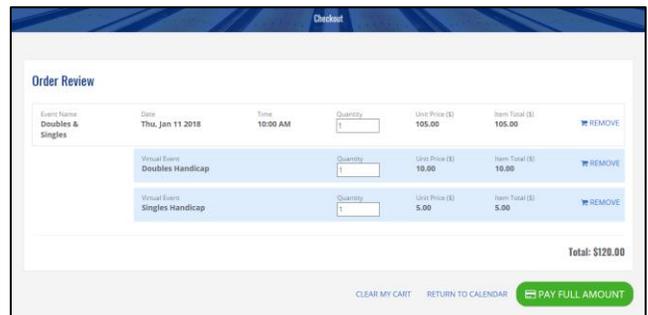
The System generates **Saved!** messages.



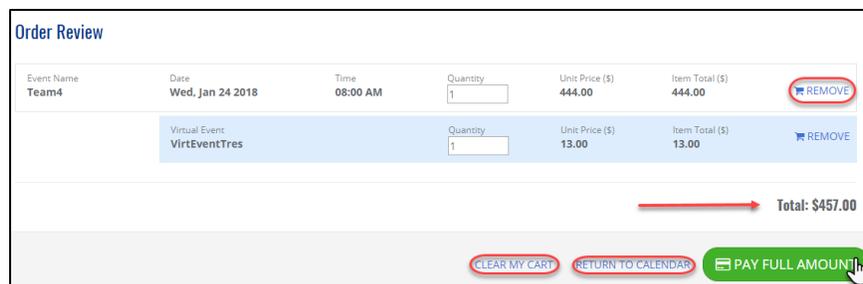
If you receive an error message at any time that you do not understand, first check the [\*\*Help Center\*\*](#) and if your question is not answered, please [\*\*Contact Us\*\*](#).

## Process Payment

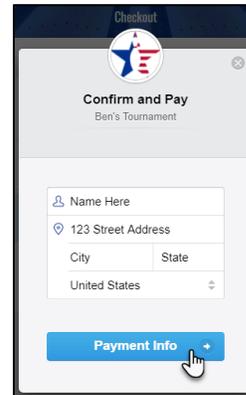
Clicking **Review Cart** enters the Order Review Checkout screen.



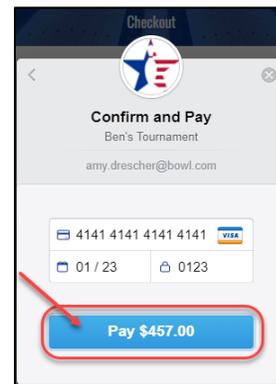
From here you can **Remove** individually selected entries, **Clear my Cart** to remove all selected items, **Return to Calendar** to register more or **Pay Full Amount**. Verify all Squad Dates and Times and Remove any unwanted event items before proceeding to Payment. Take a note of your **Total** Amount due.



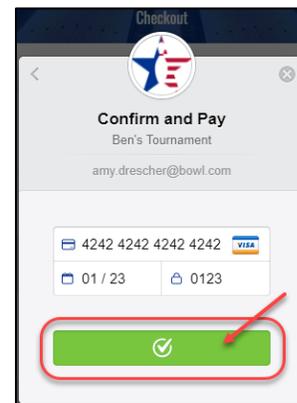
Click **Pay Full Amount** to access the secure payment system. Enter your Payment Info. The system will ask for Billing Address, click **Payment Info**



Enter your Credit Card details. Visa and Master Card are the only accepted payment types. Verify the **Pay** amount listed matches the total from the Order Review



The Payment system acknowledges receipt of payment when the green check is shown



You will also receive a green **Payment Received** message and be taken back to the Event Registration screen where you can now **Manage your Registration**.



# Manage a Registration

Captains can Manage a Registration. You must have an existing registration to Manage a Registration. Management of events consists of several actions. You can **Complete a Roster**, **Modify a Lineup** (including Substitutions), **Change a Squad**, **Change Virtual Event Assignment**, **Purchase Additional Events** and **Print the Roster**.



If the Tournament Card displays the **Manage** button, even after reservations are closed, the ability to amend a Registration is open.

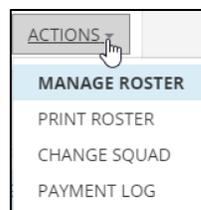


To perform any action on **Manage Registration**, select the Tournament Card and click **Manage**.



## Modify a Lineup (Including Substitutions)

Once in your registration, click the **ACTIONS** drop down in the roster screen, the lineup screen will appear



Move bowler's position in the lineup by using the Up/Down Arrow



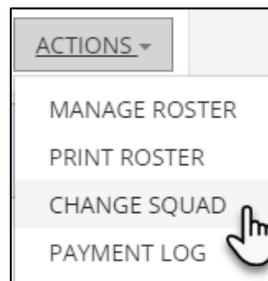
[CLEAR POSITION](#) to add a different bowler.  
Add the new athlete as outlined in [Complete Roster Details](#)



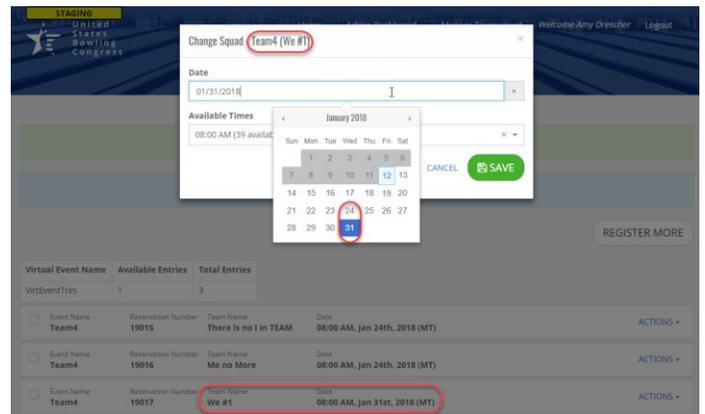
## Change a Squad

As Captain, you can Change the squad dates/times, if there are spots available.

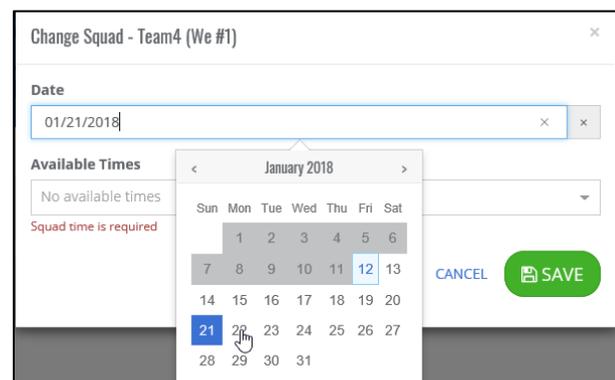
Clicking Change Squad against a specific event



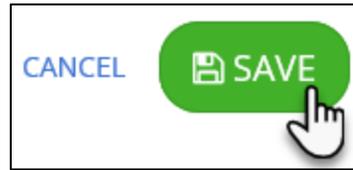
A box pops up allowing you to select an alternate date and available time slot from the drop down. Change your date/time and click Save



If no spots are available on a selected date, you receive No Available times in the time drop down.



Remember to always click **Save**



## Change a Virtual Event Assignment

Move a Virtual Event to a different Athlete by clicking the **Manage Bowlers** to open the event.



Using the Drop down next to Bowler's Name, Select a different athlete

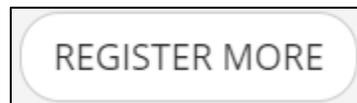


Click **Update** to save the changes.



## Purchase Additional Events

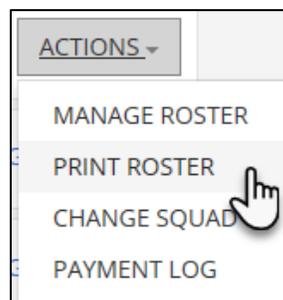
As a Captain, the ability to Purchase additional event is also an option. By using the Register More button, the Captain can add additional events onto their registration.



The purchase of additional events will require you to proceed as you initially did to register. You will need to either **Complete Roster before Payment** or **Complete Roster after Payment**.

## Print a Roster

At the **Actions** Drop down select **Print Roster**.



After selection of **Print Roster**, Redirection is to a print screen displaying the roster information entered, team details, balance due reservation #s and squad date/times.

Pos #	USBC ID	Bowler Name	Bowler Address	Avg	Pro
1					N
2					N
3					N
4					N

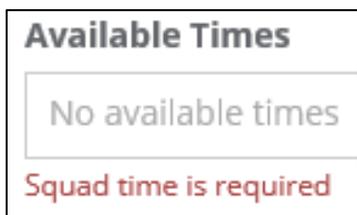
## Help Center

### Warning or Error Messages

Warning or Error messages may appear as you are working through the system. We have made every attempt to create them as clear and detailed as possible, but should you encounter an error you do not see in this list or that you may not understand, please [Contact USBC](#) for assistance.

#### **"No Available Time" or "Squad Time is Required"**

**Encountered:** When attempting to change a purchased squad date/time



**"No Available Times"** means there are no squads schedules on the selected date/time.

**"Squad time is required"** identifies you must complete the field with information before moving forward.

**Resolution:** Select a different date and time with available squads.

#### **"Warning: this bowler is already on other rosters for this event"**

**Encountered:** When adding roster Members

*Warning: this bowler is already on other rosters for this event*

This message does not stop you from registering your roster, but it will identify when a bowler has already been added to a roster position on another team

**Resolution:** Contact the bowler to confirm availability status.



## ***"Member ID entered is not for a Youth member"***

**Encountered:** When adding roster members to a tournament that has a Membership level restriction.



There is a restriction on the tournament that requires roster members to be a Youth Member. The ID you have entered does not have a Youth Standard or Collegiate Youth membership.

**Resolution:** Select a new roster member or to confirm membership status [Contact Us](#).

## ***"Bowler not found with the provided USBC ID"***

**Encountered:** When adding roster Members

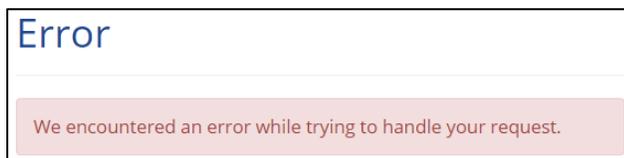


When the bowler's USBC ID entered is not found.

**Resolution:** Verify bowler has current membership. If no emebrship, bowler must purchase a membership. [Contact USBC](#).

## ***"We Encountered an error while trying to handle your request."***

**Encountered:** After your session has timed out and you log back into Event Registration



After you have been logged into the portal without activity for some time, your session will expire.

**Resolution:** Refresh your browser and click ***Go To Event Registration***.



## ***"There are too many <<VirtualEventName>> entries for your Team(s)"***

**Encountered:** When purchasing events.

The following errors occurred:

- There are too many VirtEventTres entries for your Team(s)

A Captain/Coach/Coordinator can only purchase the same number of virtual events as the number of bowled events.

**Resolution:** Verify the number of bowled events being purchased and revise the number of virtual events being purchased. If necessary [\*\*Contact USBC\*\*](#) for assistance.

## ***Frequently Asked Questions***

In this section we will highlight the frequently asked questions. If you are unable to locate your question and answer, please [\*\*Contact USBC\*\*](#) assistance.

### ***Who do I contact For Help?***

If you experience issues with the Event Registration system, have a membership or general question, please Contact USBC.

#### **Membership** questions contact

- Phone: 1-800-514-2695 ext 8953
- Email: [bowlinfo@bowl.com](mailto:bowlinfo@bowl.com)

#### **Adult** events (Open Championship, Women's Open, VIP, Practice Lanes, etc.) contact

- Phone: 1-888-910-2695
- Email: Women's Championship: [usbcwomenschampionships@bowl.com](mailto:usbcwomenschampionships@bowl.com)
- Email: Open Championship: [usbcopenchampionships@bowl.com](mailto:usbcopenchampionships@bowl.com)

#### **Youth** events (Youth Open, Intercollegiate Singles, etc.) contact

- Phone: 1-800-514-2695 ext 8426
- Email: [tournaments@ibcyouth.com](mailto:tournaments@ibcyouth.com)

#### **General** questions contact

- Phone: 1-800-514-2695
- Email: [bowlinfo@bowl.com](mailto:bowlinfo@bowl.com)
- [\*\*Contact USBC\*\*](#)

### ***Can I register more than one team?***

Yes, you can register and pay for as many teams as you wish to coordinate. Some tournaments allow you to enter roster details after you pay while others require you to pay before making a payment. Please consult the tournament specific rules for details.



***Can I purchase more squad times after I've already checked out?***

Yes, the Event Registration system affords you the ability to purchase events up until the time registration closes. You can purchase more of the same squad or even additonal squad times or event after you have already purchased some.

***Am I able to purchase different tournament entries at the same time?***

No, we do not allow you to purchase different tournament tentries on the same transactions. Each tournament must be purchased separately.

