

## REGISTRATION TIPS

If you are sure you do not have a Sail Canada profile, you will need to CREATE A PROFILE to register for an Ontario Sailing course or event ... but ...

If you have taken sailing lessons (CANSail 1, CANSail 2, etc.) at a club, sailing school or camp and/or participated in an instructor course, you will already have a Sail Canada profile where your certifications are stored. Therefore, you will already have a username and password and will need these credentials to register. Creating a new profile with similar information will be recognized by the system and give you an error message of “Your registration could not continue because of an error: You are already registered.” If you don’t know your password, please enter your username (your last name plus the first 3 letters of your first name – no capitals, hyphens, or spaces) and click on the FORGOT PASSWORD button and check your email (both inbox and your junk/spam folder). If you fail to get a Password Reset email, please reach out to one of the contacts below for further assistance. Please include identifying information (date of birth, address, etc.) in the email so that they can identify you among the profiles.

Once you log in with your username and password, your profile will be displayed. It will display as a number of pre-populated fields that need to be corrected and/or filled in. If ALL the fields are blank OR just your first and last names are blank, please access the website via another browser (Firefox, Chrome, Explorer, Safari, Edge, etc.) ... simply filling in the blank fields will not get you past this page. All fields with an asterisk (\*) beside them must be filled in as they are mandatory (including date of birth and emergency contact information). Also, if/when changing a phone number or postal code, do not put any spaces or characters between the digits ... and ensure that your province and country are selected from the dropdowns.

Once you SAVE CHANGES to your profile ... if it doesn’t automatically take you to the next page of the registration process (entitled STEP 1 of 3), click on one of the choices under the REGISTRATIONS section found in the top right corner. On that page, click on one of the TWO CHOICES and then click REGISTER beside the listing again. This should automatically land you on the next page (STEP 1 of 3) as you are already logged in.

Please note that Ontario Sailing only accepts Visa and Mastercard and our system is not set up to accept Debit Cards, Visa Debits, or Mastercard Debits.

Confirmation emails and receipts will be sent to the email address that you have listed on your profile. Please remember to check your junk/spam folder if you don’t see these emails in your inbox.

For further assistance:

Instructor courses ... Cam ... [programs@ontariosailing.ca](mailto:programs@ontariosailing.ca)

Race Officer, Judge, and Mark Layer Courses / Maple Leaf Fund ... Krystal ... [info@ontariosailing.ca](mailto:info@ontariosailing.ca)

Receipts ... Laura ... [sales@ontariosailing.ca](mailto:sales@ontariosailing.ca)

If you would like to change your password, you can go to the Sail Canada website at <https://www.sailing.ca/> and log in (at the top of the page) using your username and password. Once you change it on the Sail Canada website, it will automatically update your information for use on our Ontario Sailing website as the profiles and login credentials are interchangeable. You will also be able to see your profile and a list of certifications within the list of options once you log in.