



2024 LISA Referee Development Day
PowerUp Registration Guide

Version 2.0



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Introduction

Lower Island Soccer Association (LISA) is proud to announce the 2024 Referee Development Day (RDD). The RDD is intended to provide learning and development opportunities to all registered officials within LISA ahead of the 2024/25 season.

There is no cost to register for the 2024 LISA RDD.

Event Details:

Date: Sunday, August 25th, 2024

Time: 9am - 3:30pm

Location: Gorge Clubhouse - 258 Hampton Rd, Victoria, BC V8Z 1H1

Registration Platform: LISA is using PowerUp for participant registration.

Registration Platform Link: <https://lisa.powerupsports.com/>

This document provides instructions on using the PowerUp platform for the 2024 LISA RDD including:

1. PowerUp Account Login or Account Creation
2. How to Register
3. Troubleshooting Registration Error Messages
4. General Troubleshooting



PowerUp Account Login or Account Creation

Please Note: Cowichan Valley, Saanich Fusion, Sooke, and Westcastle do not use PowerUp at the club level. Therefore, you will be required to create a PowerUp account directly on the LISA PowerUp site.

PowerUp Account Login

I already have a PowerUp account with my member club association.

Visit the [LISA PowerUp Website](#) and log in with your existing member club association credentials. Use the email address and password used to access your member club association PowerUp account.

The screenshot displays the LISA PowerUp Member Zone interface. On the left is a navigation menu with options like 'Log In', 'Today's Events', 'Schedules', 'Standings', 'Results', 'Facilities', 'Support', 'Mobile Apps', 'How To Register', and 'FAQ'. The main content area is titled 'Welcome to the LISA Member Zone!' and includes sections for 'New Member?' (with a 'Sign Up' button), 'Existing Member?' (with a 'Log In' button), and a 'Registration Centre' (stating no current registrations are available). A 'Log In' form is visible with fields for 'Email Address' and 'Password', and a 'Log In' button. Below it is a 'Forgot your password?' section with an 'Email Address' field and a 'Reset Password' button. The footer contains the PowerUp logo, GeoTrust and McAfee Secure security badges, and contact information for the Lower Island Soccer Association.

A diagrammatic representation of the login and password reset forms. It shows a 'Log In' button and a 'Sign Up' button at the top. Below are two input fields: 'Email Address' and 'Password'. A green 'Log In' button is positioned below the password field. A 'Forgot your password?' section follows, with an input field for 'Email Address' and a red 'Reset Password' button below it.



PowerUp Account Creation

I do not have a PowerUp account.

If you do not have a PowerUp account, you can sign up on the [LISA PowerUp Website](#).

Note: If you are 18 years old or younger, your parent or guardian will need to create an account and add you as a family member. PowerUp will prompt them to add family members during the account creation process.

The screenshot displays the LISA Member Zone interface. The main content area includes a 'Welcome to the LISA Member Zone!' message, instructions for new members to click the 'Sign Up' button, and instructions for existing members to click the 'Log In' button. A 'Registration Centre' section indicates that there are no current registrations available. To the right, a detailed view of the 'Sign Up' form is shown, including fields for Email Address, Password, and Confirm Password, and a 'Continue' button.



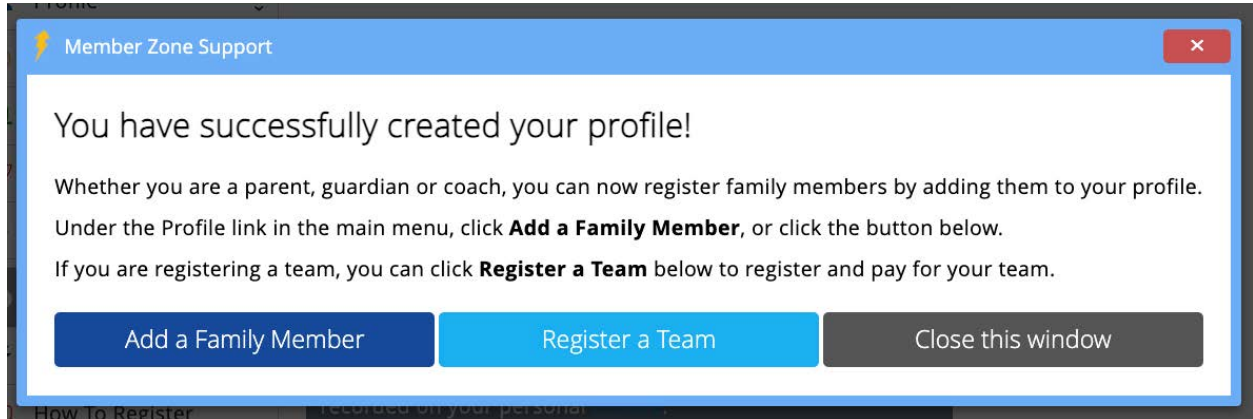
Below is the landing page that appears during the PowerUp account creation process.

A screenshot of the PowerUp registration page. The page has a dark header with the "POWERUP" logo and mobile app icons. Below the header, there's a navigation bar with the "Lower Island Soccer Association Member Zone" logo and weather information for Victoria (18°C). The main content area is titled "Customer / Guardian Profile" and contains a form with fields for "First Name", "Middle Name", "Last Name", "Chosen Name", "Email Address", "Home Phone", "Business Phone", "Mobile Phone", "Street # and Street Name", "City/Town", "Address2", and "Province". A "Member Zone Support" pop-up window is overlaid on the form, titled "Register in Three Easy Steps". The pop-up contains the following text: "1. Enter your information as a parent or guardian", "2. Enter the players from your family.", "3. Register for available playing events". A blue button below the list says "You can skip this step if you are an adult player or the only player in the profile". Below the pop-up, there's a "Club Information" section with a "See what you could be missing out on" button. A "Get Started" button is also visible at the bottom of the pop-up.

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Once your parent or guardian creates an account, they will be able to select “Add a Family Member” and create a profile for you (applies to youth 18 years or younger).



Member Zone Support

You have successfully created your profile!

Whether you are a parent, guardian or coach, you can now register family members by adding them to your profile. Under the Profile link in the main menu, click **Add a Family Member**, or click the button below.

If you are registering a team, you can click **Register a Team** below to register and pay for your team.

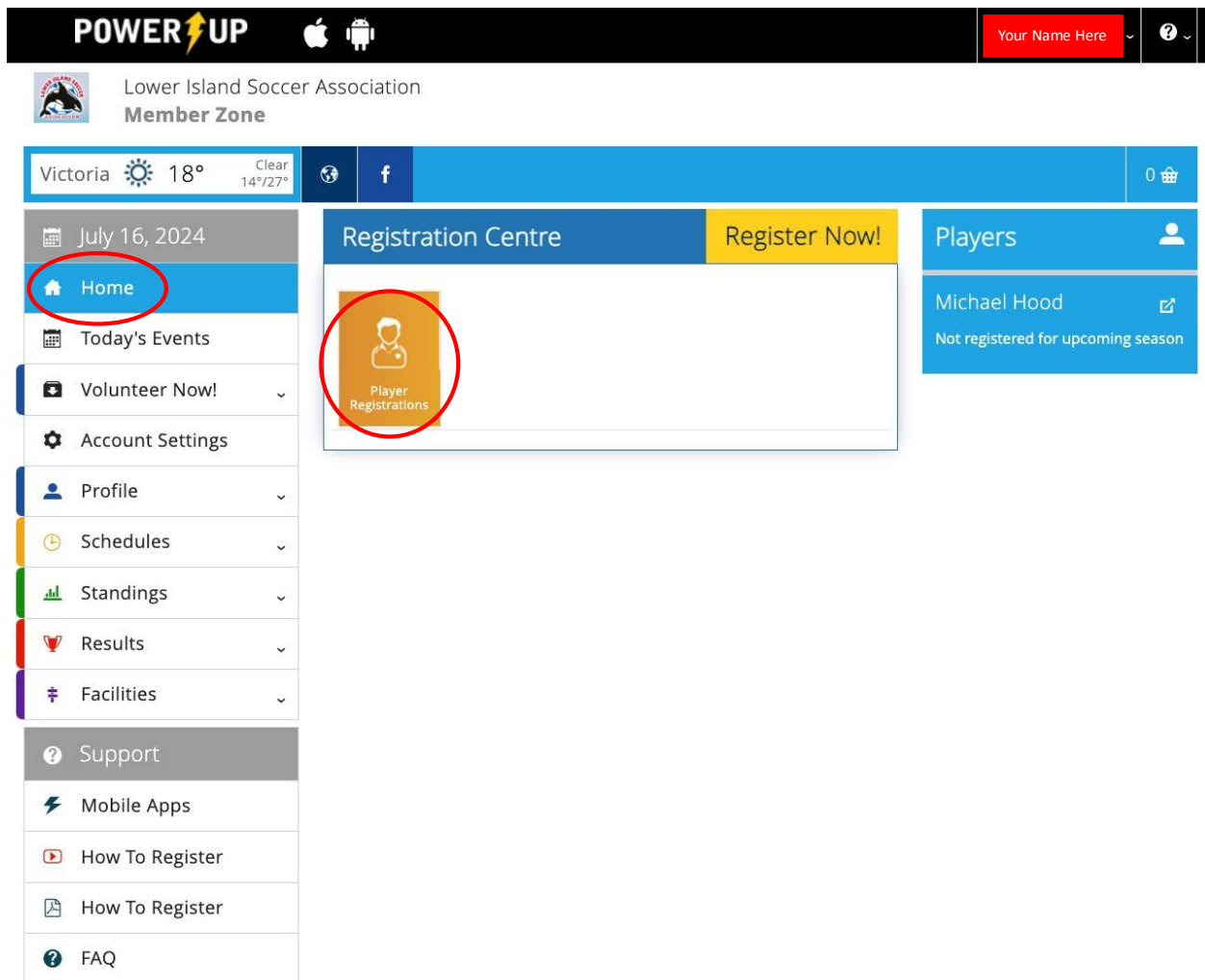
Add a Family Member Register a Team Close this window



How to Register

Step 1: Home > Registration Centre > Player Registrations

Once you have logged into your account or created an account, select the 'Home' tab then click on 'Player Registrations' under the Registration Centre.



The screenshot displays the PowerUp website interface. At the top, there is a navigation bar with the 'POWER UP' logo, mobile app icons for Apple and Android, a user profile dropdown labeled 'Your Name Here', and a help icon. Below this is the 'Lower Island Soccer Association Member Zone' header. A secondary navigation bar shows the location 'Victoria' with a weather widget (18°C, Clear 14°/27°), a Facebook icon, and a shopping cart icon. The main content area is divided into three sections: a left sidebar menu, a central 'Registration Centre' area, and a right 'Players' profile area. In the sidebar menu, the 'Home' option is circled in red. The 'Registration Centre' area has a 'Register Now!' button and a 'Player Registrations' icon, which is also circled in red. The 'Players' area shows a profile for 'Michael Hood' with the status 'Not registered for upcoming season'.



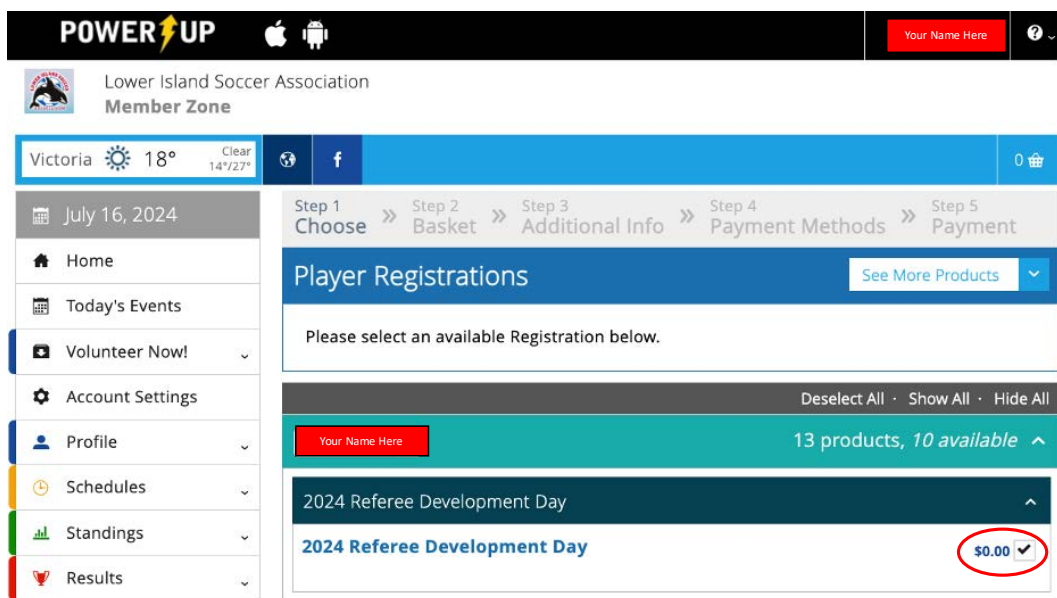
Step 2: Player Registrations > 2024 Referee Development Day

Under 'Player Registrations' select '2024 Referee Development Day'.



Step 3: Select '2024 Referee Development Day'

Once you select '2024 Referee Development Day' click the checkbox beside "\$0.00."



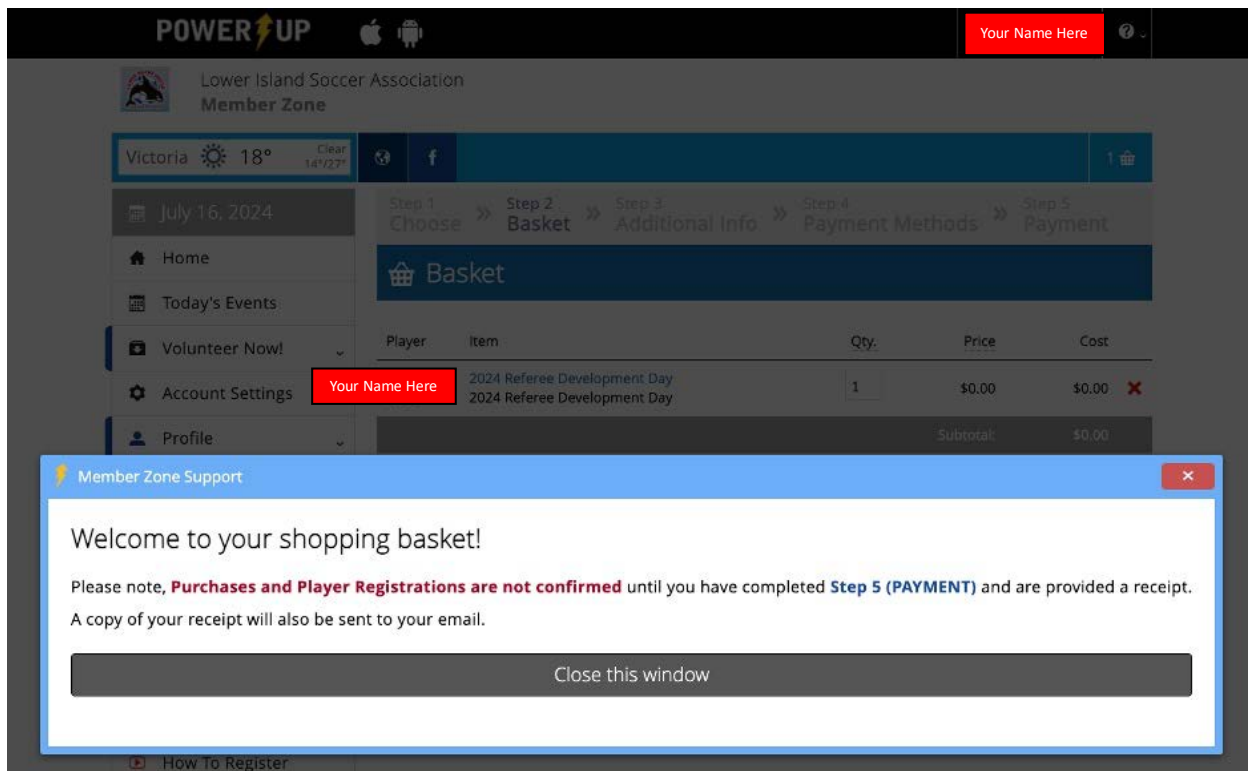


Step 4: Select 'Add to Basket'

Scroll to the bottom of the PowerUp page and select 'Add to Basket.'



Below is the landing page that will appear once you select 'Add to Basket.'





Step 5: Select 'Check Out'

Close the pop-up window and select 'Check Out'.'

The screenshot shows the PowerUp mobile app interface. At the top, there's a navigation bar with the 'POWER UP' logo, Apple and Android icons, and a user profile dropdown labeled 'Your Name Here'. Below this is the 'Lower Island Soccer Association Member Zone' header. A weather widget for Victoria shows 18°C. A progress bar indicates the current step is 'Basket'. A sidebar menu on the left lists various app features. The main content area shows a shopping basket with one item: '2024 Referee Development Day' for \$0.00. Below the item list, there are buttons for 'Empty Basket', 'Update Basket', and 'Check Out'. The 'Check Out' button is circled in red. At the bottom, there's a section for 'Looking For Something Else?' with a 'Player Registrations' link.

Player	Item	Qty.	Price	Cost
Your Name Here	2024 Referee Development Day	1	\$0.00	\$0.00
Subtotal:				\$0.00
Discount:				\$0.00
Total (CAD):				\$0.00



Step 6: Payment Screen

Once you have selected 'Check Out' a payment screen will appear. Select 'Submit.'

Reminder: There is no cost to register for the 2024 LISA Referee Development Day!

The screenshot shows the 'Payment' screen in the PowerUp app. The navigation menu on the left includes: Home, Today's Events, Volunteer Now!, Account Settings, Profile (with a red box containing 'Your Name Here'), Schedules, Standings, Results, Facilities, Support, Mobile Apps, How To Register, and FAQ. The main content area shows a progress bar with steps: Step 1 Choose, Step 2 Basket, Step 3 Additional Info, Step 4 Payment Methods, and Step 5 Payment. Below the progress bar, a blue header reads 'Payment' and a green box states 'No Payment is required.' with a checkmark. A table lists the items in the cart:

Player	Item	DOB	Qty.	Price	Cost
	2024 Referee Development Day	1988/01/01	1	\$0.00	\$0.00
	2024 Referee Development Day				
				Subtotal:	\$0.00
				Discount:	\$0.00
				Total (CAD):	\$0.00

Below the table, a teal-bordered box contains the following text: 'Upon successful completion of this Transaction, you will be presented with a **Confirmation** page where you can view the order details and print a copy of your receipt. If a period of 2 minutes has passed and you are not presented with the Confirmation page, your Transaction most likely has been cancelled because of a network delay.' At the bottom, there are 'Back' and 'Submit' buttons. The 'Submit' button is circled in red.



Step 7: Registration Confirmation

Once you select 'Submit', you will receive a registration confirmation.

The screenshot shows the PowerUp mobile app interface. At the top, there is a navigation bar with the 'POWERUP' logo, Apple and Android icons, and a user profile dropdown labeled 'Your Name Here'. Below this is a 'Member Zone' header with the Lower Island Soccer Association logo and name. The main content area is divided into three sections: a left sidebar menu, a central 'Confirmation' panel, and a right 'Players' panel. The sidebar menu includes options like Home, Today's Events, Volunteer Now!, Payments/Receipts, Account Settings, Profile, Schedules, Standings, Results, Facilities, Support, Mobile Apps, How To Register, and FAQ. The central 'Confirmation' panel displays a 'Thank You!' message, stating that the order transaction was successful and will be processed during regular office hours. It shows the user's 'ORDER NUMBER' as 'Your Order # Here' and provides instructions to click the number to view details and print a copy. It also mentions that an email with order information has been sent to the user's email account on file, with the email address 'postmaster@powerupsports.com' added to their Safe List. The right 'Players' panel shows a user profile for 'Your Name Here' and a note that the user is 'Not registered for upcoming season'.

Step 8: Registration Complete > What to expect next?

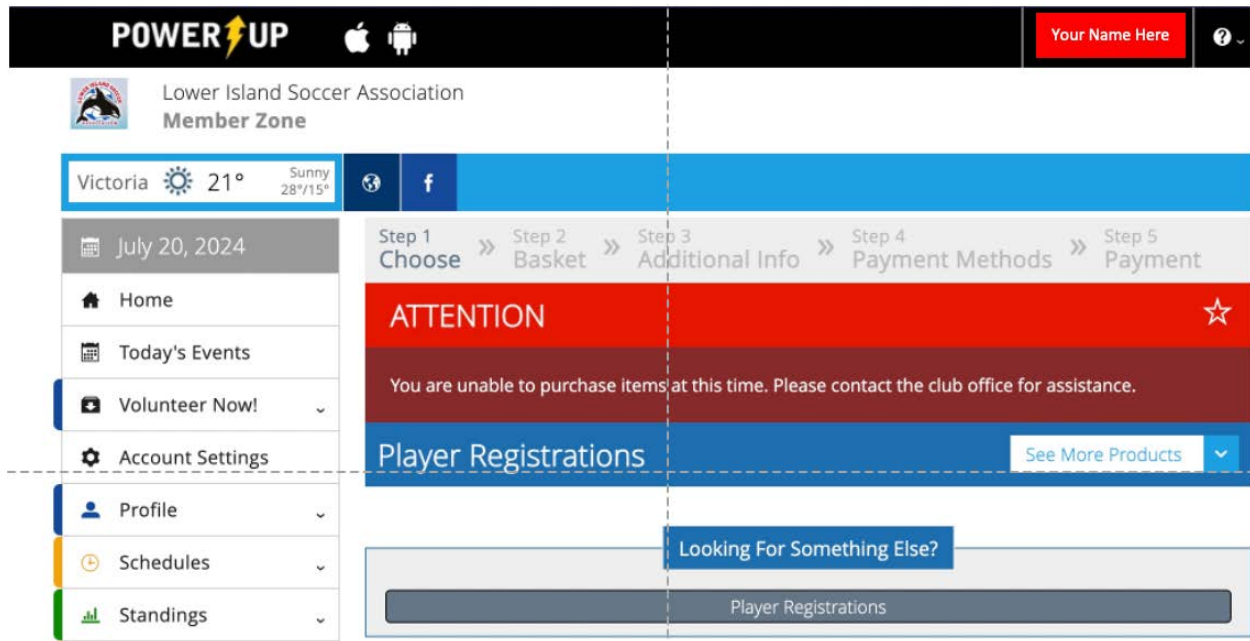
Further event details will be sent to participants closer to the event date.

We can't wait to host you!



Troubleshooting Registration Error Message

It has been brought to our attention that some PowerUp users are experiencing the error message below when attempting to register for the '2024 Referee Development Day'.



If you are a user who is 18 years or younger and your Parent or Guardian created an account and added you as a family member and you encounter this error, please attempt the following:

Step 1: Log in to the Parent / Guardian PowerUp account.

Step 2: Select 'Player Registrations' > '2024 Referee Development Day' > Click your child's name > Select '2024 Referee Development Day'.

Step 3: Once you select '2024 Referee Development Day' click the checkbox beside "\$0.00".

Step 4: Scroll to the bottom of the PowerUp page and select 'Add to Basket.'

Step 5: Select 'Check Out'.

Step 6: Payment Screen – Once you have selected 'Check Out' a payment screen will appear. Select 'Submit'.

Reminder: There is no cost to register for the 2024 LISA Referee Development Day!



Step 7: Registration Confirmation > Registration Complete

Below is an image depicting the registration screen that will be displayed during Steps 2, 3 and 4 of Troubleshooting Registration Error Message.

The screenshot shows the PowerUp mobile app interface. At the top, there is a navigation bar with the 'POWERUP' logo, mobile app icons for Apple and Android, and a red box containing the text 'Parent / Guardian Name Here'. Below this is the 'Lower Island Soccer Association Member Zone' header. A weather widget for Victoria shows 15°C and 'Mostly Cloudy'. A progress bar at the top indicates the current step: 'Step 1 Choose', 'Step 2 Basket', 'Step 3 Additional Info', 'Step 4 Payment Methods', and 'Step 5 Payment'. The main content area is titled 'Player Registrations' and contains the message 'Please select an available Registration below.' Below this, there are two product listings for '2024 Referee Development Day'. Each listing has a red box around the 'Child's Name Here' field and a red box around the '\$0.00' price tag. At the bottom, there are buttons for 'Go To Basket' and 'Add To Basket', with the 'Add To Basket' button circled in red. A search bar at the bottom contains the text 'Looking For Something Else?' and 'Player Registrations'.



General Troubleshooting

If you experience any difficulties registering through PowerUp or have any questions, comments, or concerns regarding the 2024 LISA Referee Development Day (RDD) registration process, please direct inquiries to both:

Al Moir

Referee Development Officer, Lower Island Soccer Association

Email: referees@lowerislandsoccer.com

Louise Reid

Consultant (working on behalf of the Lower Island Soccer Association)

Email: louise.ac.reid@gmail.com