

HOALTC Registration Portal Resource Guide

Introduction

For years, Heart of America Leadership Training for Christ has used a homegrown registration system that was built and tailored to the functioning of LTC. However, as other LTCs have migrated from this system, the stability and support of the system has become less reliable. Therefore, the HOALTC Board of Directors have identified another cost-effective solution that will meet our needs. Beginning in September 2017, we will transition to a new registration portal.

We recognize that using an “off-the-shelf” registration system, while allowing for some customization, does not provide the full functionality that you were accustomed to in the previous registration portal. However, there are some new positives to the portal that will balance against some workarounds which will still allow a smooth registration process.

The purpose of this resource guide is to provide Church Coordinators with a tutorial of the functionality you will need to register your congregation, select your students’ events and team assignments, register for hotels and extra observer items, and edit registrations as needed.

We welcome your feedback! If you have ideas of ways we can make the registration process more seamless or if you find information that would be helpful to include in this resource guide, please let us know at ltc@hoaltc.org

Quick Start Guide

The contents in this Resource Guide are very detailed to ensure that the step-by-step information is available to answer any question you might have. However, some church coordinators may not need this level of information to get started. Therefore, we have created a **Quick Start Guide**, located on the last page of this document for those who would like some general instructions. Please feel free jump right in, knowing that if you get stuck, there are more details available to you in the remainder of this document.

Starting the Registration Process

To begin, please complete the **Church Coordinator Covenant** located on the Church Coordinator Quick Links page at www.hoaltc.org. Completing this form lets us know that your congregation plans to participate in HOALTC this coming year, and provides us with updated contact information for the church coordinator.

Once you have completed the Covenant on-line, save the form to your computer files, then attach that saved form into a new email to ltc@hoaltc.org.

Within 24-48 hours, the HOALTC Registration Coordinator will send you a password to access the Registration Portal.

Preparing for the Registration Process

Organizing and tracking the data that you will need for each student can be quite intimidating. We have tools available to assist you with this process. On the Church Coordinator Quick Links page at www.hoaltc.org you will find a “Forms” section that has the following two tools:

- Student Registration – which you can print and give a copy to each student so that they can provide you with their name, t-shirt size, grade and the events for which they wish to be registered
- Family Registration – which you can print off and give to parents so that they can inform you whether they would like additional t-shirts as well as what type of hotel room they prefer and how many nights they will be staying in Kansas City.

Completing these forms in advance has been proven to be very beneficial to Church Coordinators as they start the registration process. Please remember you do not have to do this all by yourself; ask a parent or other member from your church to help distribute and collect completed forms.

Accessing the Registration Portal

Once you have received your login information, go to the Church Coordinator Quick Links page at www.hoaltc.org and click “Registration Portal”. On the following page, enter the password you were given. Upon authentication of the correct password, you will be redirected to the new Registration Portal.

Types of Registration Options in the Portal

There are three different registration screens from which you can select:

- **Student (\$45.00)** – This is where you can register each student for their events and t-shirt, as well as registering for any additional hotel rooms and observer t-shirts that the family of this student will be paying for. If there are multiple students from a single family, please enter the hotel rooms and observer t-shirts on only one of the students’ registrations.
- **Church Coordinator: Use only once to order extras (\$0.00)** – Church Coordinators should use this registration type to reserve extra t-shirts and hotel rooms for Volunteers/Observers not associated with a student, suites, Congregational Tables in Hall A, or oversized van/bus parking needs. If you need to make changes or additions, you can do this in the edit function described later in this manual. ***Please do not “add” another Church Coordinator selection, as this increases the fees that HOALTC must pay.***
- **Volunteer Judge/Ambassador (\$0.00)** – This is where you will enter judges and ambassadors, assigning them to volunteer slots. There is no charge for volunteers, so add many!

Registering Students

Once you are ready to start registering students and have accessed the Registration Portal, you will see the following screen:



2018 Convention Registration

Chosen!

1 Samuel

Registration *

Student (\$45.00)

Register each Student for their events and T Shirt here, plus any hotel rooms and observer T shirts that the family of this Student will be paying for

Church Coordinator: Use only once to order extras (\$0.00)

Extra t-shirts and hotel rooms for Volunteers/Observers without Students. Also enter the extra tables in Hall A as well as church van parking here.

Volunteer Judge/Ambassador (\$0.00)

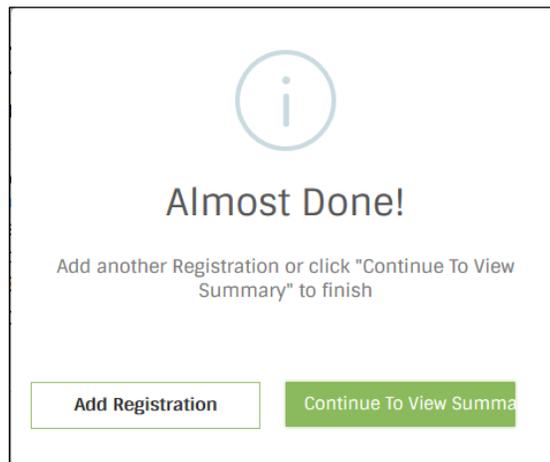
Sign up the volunteer Judges and Ambassadors for their events.

Name *

Grade *

- Click "Student (\$45.00)"
- Enter the student's first name in the first box and last name in the second box
- Select the student's grade level from the drop-down box
- Select Male or Female for the student's gender
- Select the student's T-shirt size from the dropdown box
- Select your church's Congregation Number and Name from the dropdown box (Yes, you will need to do this with each registration Sorry about that!)
- Select all of the student's Preconvention Events, Challenge Events and/or Scholarship by clicking the box next to each event.
- Select all of the Convention Events or Display events in which the student will participate
 - Limits on selection: With the exception of Friday Afternoon Display Events, you may only make one selection per event grouping
 - Team Events (Bible Quiz, Drama and Puppets):
 - Students must be registered for a specific team. If that team has mixed age groups, the entire team should be registered for a team equal to the grade level of the oldest member. For example, if a 4th grader is on a Puppet team with a student who is a 10th grader, you should register for "Puppet Team 7 (10-12).
 - At the time of initial registration, you may not be ready to actually place students on individual teams. That is okay. Simply place them in a "team" to get them registered for their event. After you have completed initial registration, you will be able to edit registrations to place students on their respective teams, once decided.

- **Age Specific:** Please select the correct event and age group for each student. In the event that a student is placed in a team event at a higher level (such as a 4th grader assigned to 10-12 Puppets) and they would like to participate in an event that conflicts with the timing of their team event, you may sign them up for an event that is at a higher grade level, but not a lower grade level.
 - For example, you have a 7th grader who is signed up for Puppet Team 7 (10-12) and they also want to do Song Leading. Because a student can only sign up for one event during any timed session, this student cannot perform song leading at 8:00-9:30, as this is also the time for Puppets 10-12. However, they can elect to sign up for Song Leading 10-12 at 9:30-11:00 because it is an age group older, but could not sign up for song leading 3-6.
- **Observer T-Shirts:** This is where you can add t-shirts for family members or observers who are related to this student (which will allow you to keep track of costs associated with each family). **DO NOT enter the t-shirt size for the student as this has already been captured above.** Click “add” next to the t-shirt size that you want for observers. If you need multiple quantities of a single t-shirt size, click the “add” button again.
- **Hotel Rooms:** This is where you can reserve the number of hotel room nights you want associated with this student. If this family will be staying in one room for two nights, you will click “add” twice. If the family needs two hotel rooms for two nights, you will click “add” four times.
- Once you have entered all of the information, click “Save Registration” You should see a pop up box such as seen below. To enter another student or to add Church Coordinator extras or to add Volunteers, click “Add Registration”. If you are through adding registrations, click “Continue to View Summary” (see the Continue to View Summary section of this resource guide for next steps).



Registering for Church Coordinator Extra Items

- Click “Church Coordinator: Use only once to order extras (\$0.00)” – ***Please do not add more than one Church Coordinator Registration. If you need to add items at a later date, you will do so in the edit function. (See “Editing an existing registration”)***
- Select your Church Number and Name from the dropdown box

- Observer T-shirts
 - Enter the sizes and quantity of extra t-shirts that you would like to order for observers not already included (if you already entered t-shirts for family members while you were registering the student, please do not enter this information again).
- Congregational Tables in Hall A
 - Tables with ten chairs cost \$10 each
 - Click the “ADD” button once for one table, twice for two tables, etc.
- Oversize Parking
 - There is no cost for oversized parking, but we need to have an accurate count of the number of oversized vehicles that you will be bringing so that the hotel can know how many vehicles to expect. Click the “ADD” button one time for one oversized vehicle, twice for two oversized vehicles, etc.
- Hotel Rooms
 - Use this selection to add hotel rooms nights for observers/volunteers (if you already reserved hotels for family members while you were registering students, please do not enter this information again).
 - Enter the number of standard hotel nights (\$110 per room per night) that you would like to reserve by clicking the “ADD” button that number of times.
 - Enter the number of Suite Hotel Room nights (\$350 per night) that you would like to reserve. Congregations may not reserve more than one suite due to space limitations.
- Once you have entered all of the information, click “Save Registration”. To enter Volunteers, click “Add Registration”. If you are through adding registrations, click “Continue to View Summary” (see the Continue to View Summary section of this resource guide for next steps).

Registering Volunteers

- Click “Volunteer Judge/Ambassador”
- Enter the Volunteer’s first name in the first box and last name in the second box
- Enter the Volunteer’s cell phone number (this allows us to contact the volunteer either in advance of the convention or during the convention).
- Enter the volunteer’s gender
- Enter the volunteer’s email address (this sends the volunteer a summary of their volunteer assignments)
- Select your Church Number and Church Name from the dropdown list
- Select the Event, Time and Role for the volunteer. You may select as many non-conflicting assignments as you would like for the volunteer
- We ask that you sign-up no more than 6 volunteers from your congregation for Display Event judging and no more than 4 volunteers from your congregation for Bible Reading Judge, so that other congregations may have this option on Friday Night while students are in Bible Quiz and Bible Bowl.
- Once you have entered all of the events for this congregation, click “Save Registration”. From this point you can either continue entering Volunteers by clicking “Add Registration” or if you are through entering registrants for now, select “Continue to View Summary”

Continue to View Summary (Adding Church Coordinator Information)

Once you have completed your initial registration of students, extra items and volunteers, and have selected “Continue to View Summary”, you will be taken to a screen in which you can enter the Church Coordinator’s contact information.

- Enter the Church Coordinator’s first name in the first box and last name in the second box.
Note: For churches with more than one church coordinator, list the name and information for the church coordinator that will be responsible for receiving the registration summary. Either church coordinator can log in at a later time and make edits to the account.
- Payment Instructions: Click “Select this button for payment instructions” after which you will see the address for making payments.
- Enter the Church Coordinator’s Address, City, State and Zip (this can be the church address if you do not want to use your personal address).
- Enter and confirm your email so that you can receive further information. This will also be the email address in which an invite will be sent to set-up an account within the registration system from which you can manage your registrations and make edits.
- Enter your cell phone number
- Click “SUBMIT”
- A new screen will open that says “Your Registration Was Successfully Completed”
 - At the bottom of this screen you will see your Billing Information, including the total amount due. When you are ready, please send a check covering the Registration amount to the address listed under “payment instructions”.
 - You will also see a box toward the bottom labeled “Would you like to create an account?” If you have time, you can click “Set Up Account Now”, otherwise, you will receive an email that also has this link. For more information, see the “Create an Account” section of this resource guide.

Creating an Account

By creating an account, you will gain access to manage your church’s registration, so that you can make edits to students events, hotel rooms, t-shirts and Volunteers.

There are three methods to creating your account:

1. Click “Set Up Account Now” on the “Your Registration Was Successfully Completed” screen when you initially register, OR
2. Click the “Set Up Account Now” link at the bottom of your registration confirmation email, OR
3. Enter the following URL into your browser, substituting the email address with which you registered for “youremail@address.com”:

<https://hoaltc.account.webconnex.com/login?email=youremail@address.com>

4. Once you have followed one of the methods above, you should see the following screen:

Please ignore the statement “If you have recently made a payment, you have an account with us.” You do not need to make a payment to proceed with claiming your account.

5. Click “Claim My Account” and you should see the following screen:

6. Click “Send me the Link” and you will soon receive an email from “Heart of America Leadership Training for Christ [<mailto:noreply@webconnex.com>]”. Please ensure that your computer spam filter will accept files from @webconnex.com, and please do not reply to this email, rather send your questions to lrc@hoaltc.org.
7. When you have received your email inviting you to activate your account, you will be given a link that is active for 24 hours. It is important that you activate your account within this timeframe. Simply click “Activate your account” or past the URL link into your web browser. You should now see the following screen:

8. Enter your selected password and confirm your password in the appropriate boxes and click “Sign-up”. You now have successfully set-up an account in the registration portal and will see this screen

Your personal information that is on file

Name and Address

First Name Last Name

Street Address 1

(Select a Country)

City Province

Zip

Save Information Cancel

Changing Your Personal Information

Once you have logged into your account, you have the opportunity to change your personal information that is on file. Change any field that is necessary, then click “Save Information” to update your information.

Managing your Registrations

Once you have logged into your account, click “Registrations” at the top menu bar. This will open a new screen which you can see the date you registered and the amount that is billed. Click “View Details”

From this screen, you can “Add Registrant” if you need to add a student or volunteer

You can also edit any of the existing registrations to modify hotel rooms, modify t-shirts, modify student events or to manage teams.

Editing an Existing Registration

- When you are logged into your account, click “Registrations” at the top menu bar.
- Find the student or volunteer that needs to be edited and click the “Edit” button
- On the screen provided, you can change any of the data elements by clicking the appropriate box. If you are changing the number of hotel rooms needed or changing observer t-shirts, enter the number needed in the boxes provided. Please note, if you reserved one hotel night already and are needing to add a second night, please change the “1” in the Standard Hotel Night box to “2”.
- If your changes result in lowering your cost, you will see that an amount in the “Refund Due” section. You will also see a radio dial that says “Refund a different card”. **Do not click this button**; however, if you are satisfied that your changes have been correctly, simply click the “Save button”
- If your changes result in an increased cost, you will see that amount in the “Charge Due” section. You will also see a radio dial that says “Charge a different card”. **Do not click this**

button; however, if you are satisfied that your changes have been correctly, simply click the “Save button”

- Once you have made all of your changes, click “Save” then you can review your registration to ensure the new values entered are as you expected.

Assigning Teams

- **Preconvention Events:** In the registration portal, students registering in team events (Children’s Book, Web Design, Digital Presentation, Video Bible Drama and Video Production) do not get assigned into teams. Simply register each student as individuals. When submitting the preconvention event for judging, please follow the instructions in the Manual, which will indicate how to inform us of the members assigned to each team.
- **Display Events:** In the registration portal, students registering in team events (Bulletin Board, Banner, and Scrapbook) do not get assigned into teams. Prior to the convention, you will be asked to submit the total number of teams for each of these events and the names of the students on each team.
- **Convention Team Events:** In the Registration Portal, you will register each student for their team events by placing them on a selected team. For example, Puppets Team 1 (3-6).
 - Take care to ensure that students on a particular team are registered at the grade level of the oldest team member.
 - If you do not know the exact team assignments when you initially register students, it is ok to select a random team. However, prior to the Event and Hotel Changes Deadline and when you have finalized your teams, you can make edits to your teams by following the instructions in the **Edit an Existing Registration** section of this resource guide.

Hotel Assignments

As discussed in previous sections of this resource guide, when registering students or other observers for hotels in the Registration Portal, you are only entering the total number of hotel room nights that you will need. Prior to the convention, the HOALTC Hotel Coordinator will send you a spreadsheet in which you will provide us the following information for each hotel room:

- Type of Room (Double, King, King Plus One Rollaway, King Plus Two Rollaways, or Suite)
- The Hotel in which you wish to stay (Sheraton or Westin)
- The nights you want to reserve the room (for example Friday night only; Friday and Saturday night, Wednesday through Saturday Night, etc)
- The names of the adults who will be assigned to that room, one of whom will check-in at the hotel front desk.

Upon receipt of the rooming lists, the HOALTC Hotel Coordinator will begin assigning rooms, which will be completed in the order that the payment for the registration and hotels were postmarked. (Note: If we only receive partial payment, we will not consider that registration completed until the entire payment is received. Exceptions would be if a few items are added to the registration after the initial payment is made).

Team Sheets

For those church coordinators who are familiar with the previous registration system, the portal allowed for you to print a team sheet to submit with team events at the convention. This option is not available in the new system. The following are instructions as to what you can expect for a process with the new system.

- Display Events (Scrapbook, Bulletin Board, Banner): Prior to the convention, the HOALTC Registration Coordinator will send you a list of all students who are registered for this event. You will assign each of these students to their proper team and return the list to lrc@hoaltc.org. Based upon your response, HOALTC will create Team Sheets for you, which will be given to you in your registration packet at Convention Check-In. Please refer to the submission requirements for each event, found in the 2017 Manual.
- Convention Events (Drama, Puppets, Small Chorus, Large Chorus and Bible Quiz): Prior to the Event and Hotel Correction Deadline, the church coordinator will assign students to the appropriate team (please see the Assigning Teams section of this resource guide for more information). The HOALTC Registration Coordinator will use your registration information to create team sheets which will be given to each church coordinator in their registration packet at Convention Check-in. It will be the responsibility of the Church Coordinator to ensure that team sheets are presented to the Event Coordinator at the event check-in.

Quick Start Guide

- 1) Complete and return the Church Coordinator Covenant to receive your password to access the Registration Portal
- 2) Go to: www.heartofamericatc.com Select the **Church Coordinator Quick Links** page and click **REGISTRATION PORTAL**
- 3) There are three registration types:
 - a. Student – to register student information, events, and hotel rooms/observer t-shirts for family
 - b. Church Coordinator – this allows CCs to order observer t-shirts and hotel rooms that are not related to a student’s family, as well as Congregational Tables and Oversized Parking
 - c. Volunteer – to register Volunteers for Judge or Ambassador Assignments
- 4) Once you have completed your first registration, click **Save Registration**. In the pop-up box click **Add Registration** and continue adding students, CC Extras or Volunteers.
- 5) Once you’ve completed all of your registrations, click **Continue to View Summary**. On the next screen, add the requested information and click **Submit**
- 6) On the “Your Registration Was Successfully Completed” screen, click **Set Up Account Now**. Then select **Claim your account** and **Send Me The Link**.
- 7) Open your email from “Heart of America Leadership Training for Christ [<mailto:noreply@webconnex.com>]”. Click **Activate your account** and select a password.
- 8) In this account, you can manage your reservations, including adding a registrant (student or volunteer) or edit any of your existing reservations.