

Important Coordinator FAQ's

1. What is my username and/or password to access my coordinator site?

Your UN is your full email address (i.e. gina@patspeak.com). Make sure to login to the correct link. Your link can only be found on the Learn to Ski and Ride page: http://www.patspeak.com/as/c_login.php

2. What login do my students and parents use to register?

This is the Access Code you received when you turned in the Program Information Form. Make sure parents know to type it in exactly as you gave it to them, there are **no** spaces. The code is **not** case sensitive.

3. Some of my parents/students are having trouble logging on to the site. What's going on?

Nine times out of ten the issue is that they are clicking the wrong link. They **do not** go into the "login to my account" link to register. They need to go to one of the many LTSR program links on the site with the URL: <https://www.patspeak.com/as/login.php>. If they are using the correct link, advise them to try a different browser (Mozilla, Chrome, Internet Explorer, etc.) or a different computer.

4. Some of my parents are having trouble within the registration site. What can they do? Sometimes, people have trouble choosing or adding a guest. They must click the **blue** select guest button; the button must turn green to proceed. If the student is not chosen properly, they will have to empty their cart and start again. Parents also have trouble when trying to register at work. Many businesses have strong firewalls that do not allow the parent to register while on a workplace computer. Have them switch to their phone. Other registration issues can usually be fixed by using a different browser or computer. It has to do with the operating system the person is using on their device. Some are not completely compatible. **Keep in mind parents cannot register over the phone with Pats Peak directly.**

5. There has been a change in coordinators or a particular coordinator's details. How can I edit this on my coordinator page?

You need to include all changes on the program information form that you submit at the beginning of each season. If this form has already been submitted, and a change occurs, email gina@patspeak.com to make the edit. You are not able to edit certain parts of the coordinator site, it must be done by us.

6. My program says it is closed to new registrants. How can I reopen it?

The registration closes at midnight on the day you specified on the program information form. This means no one can register ON that day unless you choose a specific closing time on your form. To open the registration again, you must contact the Snowsports School by phone or email. You are also able to extend the deadline if you elected to have one, by getting in touch with the Snowsports School.

7. When is the deadline for early price vs. regular price registration?

All deadlines can be found in your Coordinator Guide. You should have a hard copy of this, and it can always be found under the "coordinator packet" on your coordinator site. Keep in mind that the increase in cost will begin ON the date specified in the packet. The last official day to register without the increase is the day before the listed date.

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8. My school is having an open house or sports night. Can a representative from Pats Peak come to it?

Yes. Please give us ample time to schedule someone to go to your event. Whether you need someone to talk about the program to a group of parents and students or help families with a registration night we will be glad to attend. And we love to bring stickers! Get in touch with the Snowsports School to schedule your event.

9. I am not getting emails or newsletters from you.

Check your SPAM folder first. If you still cannot locate any emails, get in touch with us so we can verify the information on our end. Make sure that the emails on the program information form are correct for each coordinator. This is the document we use to determine the email list.

10. How do scholarships work?

You are able to award a scholarship to one student per 25 paying students in your program. Scholarships include rental equipment/helmet if needed. You need to instruct the recipient that he or she needs to register online and use "check" as a payment method. Once this is complete, please email us to indicate they are your scholarship student.

11. Some of my kids are trying out for sports teams and do not know if they will make it. Can they be refunded if they pay in advance?

No. The only refunds we allow are for approved medical issues in the form of a gift card and only if they are addressed within a reasonable timeframe from when the incident occurred (10 days). For programs with no limit on registration Please have them wait until after the team is chosen to register. They will not qualify for "early" pricing but will not lose their registration fees. For programs with registration limits students can register for our "open program" that is offered on limited days and times.

12. A child received a set of skis for Christmas, but their parents paid for rentals. Can they get their money back?

No. This is clearly stated during registration and in the coordinator guide. **Make it absolutely clear to parents that they can always add-on items after they register for no additional charge, but we will not refund them if they already purchased rentals.**