



## Skills Ontario Competition Registration

# FAQs and Troubleshooting for Post-Secondary Contacts

### **Who can reserve a space for the Skills Ontario Competition?**

College/training institute contacts, as well as union local and employers, may request spaces in these events. Union local contacts and employers may only request spaces for registered apprentices. Some colleges have a central contact who organizes registration on behalf of all departments. If you are unsure if there is a central contact at your school, please contact Nick Komarnitsky at [nkomarnitsky@skillsontario.com](mailto:nkomarnitsky@skillsontario.com).

### **When should post-secondary contacts register for the Skills Ontario Competition?**

As soon as the registration site opens – Tuesday November 20, 2018 at 9:00am. These events are very popular and there is limited space, so it is important that if you are interested, you register as early as possible. Please also note that due to the extreme popularity of some events, waitlists can begin within the first five minutes of the site opening.

### **I just created an account – why won't it let me log in?**

Before your account will work, it must be validated. Generally, accounts are validated by the registrar within the same day, but depending on the time of day (evening/weekend), you may have to wait until the next business day. To test if your account has been validated, simply try logging in.

If you still aren't able to log in after you believe validation has occurred, please verify your username and password as it appears in your account creation confirmation email. The system is case sensitive. If you have an unsuccessful login attempt, please close your browser and re-open it before trying again. This also applies to failed student login attempts.

### **What if I cannot find my school/institution in the drop-down list?**

Please contact Nick Komarnitsky at [nkomarnitsky@skillsontario.com](mailto:nkomarnitsky@skillsontario.com) to have your school added.

### **How many contest spaces does each college/institution get?**

For post-secondary events, the maximum space requests per college/training institute may vary depending on the contest. The majority of contests allow for two space requests per college/training institute but there are a few that only allow for one space.

The online system is set up so that it will only allow a contact to request as many as the maximum that is set for that event. This makes it impossible to request additional spaces.

### **Why does the drop-down for the number of spaces I want to request not allow me to choose any number?**

This likely means that you have already requested space in that contest. Please click “View Registered Events” to see if the space has already been requested. You may also refer to your email confirmations.

### **Do I need to apply names to these spaces right away?**

No, the first step is just requesting spaces. You will have to wait until after you receive the confirmation email with the registration report before you start registering individual competitors.

### **My registration report says “Waitlist” beside some of the spaces that I requested – does this mean that I’m not registered in those events?**

Yes, this means you have been added to the waitlist for that contest. If your space is accepted into the contest at any point, you will be contacted by the registrar. If you are not contacted by the registrar, you are not registered in the contest and will not be permitted to compete. Please note that in many (but not all) cases the waitlists move due to cancellations or the ability to expand a contest. We will have a final waitlist review in late March, after which point you will be notified of any changes to your registrations.

You will not be invoiced for waitlisted spaces until they have been moved off of the waitlist.

### **A student has backed out. Can I replace them?**

Yes, substitutions will be accepted up until Friday, April 19, 2019. To substitute a student, you will just need to have the new student log in with the old student’s username and password. The page should say “Welcome, (old student’s name)” – and there will be a place in the middle of the screen where you can click to add a substitute, then a blank form will come up for them to fill out. Once you click “Update”, you can generate a participation waiver for the new student to take home to be signed.

*Instructors should verify this switch with their college contact, especially if the student competed at a selection event to earn the space.*

### **How do I cancel a competition space?**

To cancel a space, the contact must log in to their account and use the cancel spaces option. Spaces should only be cancelled if you are absolutely certain your college/union does not need the space, as the cancelled space will be offered to someone on the waitlist immediately.

### **After I clicked to submit my (or my student’s) information, it said there was an error – what did I do wrong?**

If there is an error, it will generally say where the error occurred (ie. postal code, phone number, school, etc.). If there was an error with the postal code, please verify there is a space in the middle and the combination used was letter-number-letter number-letter-number. The system will catch if a zero is used in place of the letter “O” or vice versa, so it is important to be sure that the correct one was used. If the error occurred somewhere else, please verify the correct information was entered and try again. If the school drop-down list has disappeared, you will need to close your browser and re-open before trying again. Please try this whenever an attempt is failed.

When filling in information, never click “enter” or it will close the form and you will have to begin again.

Either tab down to the next field or use your mouse to click into the next field. The system will not allow partial information to be entered, the entire form needs to be completed at one time. Only once all fields are completed, click “Update”.

***The system will tell you once your registration has been successful – until you see this message, it has NOT been successful. The board contact will receive a confirmation email of the registration – if you do not receive an email within a few minutes, it likely has NOT been successful. A confirmation email will also be sent to the email address entered for the competitor and instructor.***

### **I did not receive a confirmation email, why?**

The email address entered may not be functional or was entered incorrectly, please verify that you entered the correct address. Please also check your junk mail folder as it may be filtered as SPAM.

Please also click “View Registered Events” to ensure the submission went through.

If you are still unsure please contact Nick Komarnitsky at [nkomarnitsky@skillsontario.com](mailto:nkomarnitsky@skillsontario.com) to see if the registration came through. If not, you will need to try again.

### **When should students enter their information into the online system?**

Students may enter their information once they have received the username and password from their contact. All Skills Ontario Competition registrations must be completed by March 29, 2019. Substitutions will be accepted up until Friday, April 19, 2019 – after this date, the site will be locked and no changes to registrations will be allowed. ***Students not registered before this date WILL NOT be permitted to compete.***

### **When should I email/fax the signed student participation waivers?**

As soon as possible. If you are able to collect a bunch of waivers at once, you can send them all together. If you are waiting on one or more, please send what you have as early as possible and send the remaining ones as you receive them. ***All forms should be received no later than April 12th, 2019.***

### **I emailed/faxed the signed student participation waivers, but the system says they haven't been received?**

Waivers are generally processed on a weekly basis in the weeks leading up to the event (and more frequently in the two weeks prior to the event). If more than a week or two has passed since you sent them, they may not have been received for the following reasons:

- Fax was blank – may have been put in the machine upside down and wasn't visible on this end.
- Name on form was not in system - if a form arrives and has the student name generated into the form at the top, but the name is not in the system – this means that someone has used the same username and password and has saved over their registration.
- Name at top of form doesn't match signature – if a teacher uses one form for all of their students, they MUST stroke out the name at the top and clearly write the proper name of the student/parent that is signing at the bottom, otherwise the form will not be processed for the signing student.
- Students over 18 – they may sign for themselves, but the teacher should initial by their signature to confirm that they are over 18.
- In the weeks leading up to events, the fax machine is very busy and some faxes may not make it through – please try again.

- The form wasn't fully completed – please verify that all portions of the form have been filled out by the parent.

Please verify that the fax was sent properly and try again. You may also choose to scan and email the forms to [nkomarnitsky@skillsontario.com](mailto:nkomarnitsky@skillsontario.com)

### **My student lost their participation waiver, can I reprint it for them?**

Yes, you will just need to log in using the username and password for their account, click “Edit my Data”, then “Update” and you will be brought back to the “View Form” page.

### **Can I check the status of my registrations?**

If you are the person who registered the spaces, you can (and should) check the status of your registrations regularly and definitely before the deadline. You will just need to log in at <https://register.skillsontario.com> and follow these steps:

- Click "View Registered Events"
- In the drop down menu, choose the level of competition you want to check the status of – if you have students at different levels, you will have to check all of these separately
- A summary list of all of your registrations will appear and you can see which competitors have completed the online registration as well as faxed in their form – **any registrations with a “No” under either of these columns IS NOT COMPLETE and will need to be completed or participation will not be permitted.**

**If you have any questions** regarding registration or need more guidance, please contact **Nick Komarnitsky** by phone at 519.749.9899 ext. 239, toll-free at 888.228.5446 ext. 239 or by email at [nkomarnitsky@skillsontario.com](mailto:nkomarnitsky@skillsontario.com).