

## Frequently Asked Questions

- **I forgot my password. How do I find it?**  
Click on the **"Forgot your password"** link located on the **Registration** page. You will be asked to enter the email address you use to login. The password will be emailed to you.
- **Is there a way of changing my password?**  
Yes. You may edit your password by clicking on the **"Change your Password"** link located under "Other Options" on your main Registration page once you login.
- **I could not print my invoice/confirmation page. Is there a way of printing my invoice after I have already registered?**  
Yes. If you log back into the Online Registration site, you will receive a listing of all of your Registrants and you will be given the option to view and print the receipts from there.
- **How will I know if my child has been accepted to play this year?**  
You will be contacted by the **WFMHA** when the registration has been processed
- **When do I need to register my child for the next hockey season to be eligible for the early bird discount?**  
Between **June 1, 2011** and **Aug 25, 2011** you can register your child on line for next years hockey season to be eligible for the early bird discount and secure your current spot with **WFMHA**
- **Can I pay with cheques?**  
Cheques will be accepted at the Registration sessions @ WF Arena or in the **WFMHA** office.
- **Can I pay with cash?**  
Cash will be accepted at the Registration sessions @ WF Arena or in the **WFMHA** office.
- **Can I pay in installments?**  
No, full payment is required at the time of registration.
- **How do I know my registration is confirmed?**  
You will see the member's name and receipt in the list of registered members on your home page.
- **When will I be contacted as to what team my child is on?**  
Everyone should be contacted by **Thanksgiving weekend**. If you have not been contacted by this date, please email the office, [wfmha@bellnet.ca](mailto:wfmha@bellnet.ca) with your child's name, age and your phone number Please do not inquiry prior to **Thanksgiving weekend**.
- **When does the hockey season start?**  
The season starts on the after **Labour Day weekend**. Keep an eye on the website for schedules and firm dates.
- **What documentation do I need if I want to coach?**  
All coaches require Speak Out, Coach Certification (Tyke/ Novice – Initiation certification, Atom/ Peewee/ Bantam / Midget – Coach Level or Development 1, Peewee - Checking Certification) and police background check.
- **Where do I sign up to be a house league coach?**  
Coaching applications can be found on the [www.WFMHA.ca](http://www.WFMHA.ca) or in the WFMHA office.
- **How will I find out my child's house league schedule?**  
Schedules will be posted on **Bladenet** which can be accessed through our web site [www.wfmha.ca](http://www.wfmha.ca).
- **I am moving to a new home. What address do I put on the form if we have not moved yet?**  
Please use your new address when registering. If you do not have your new phone number as yet - put in the phone number you have now and email [wfmha@bellnet.ca](mailto:wfmha@bellnet.ca) with your new phone number. It is the member's responsibility to complete a NOHA Residential Move Form and provide the supporting documents to the WFMHA office.

For any other questions please email [wfmha@bellnet.ca](mailto:wfmha@bellnet.ca)