



## FREQUENTLY ASKED QUESTIONS

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### I. ASHL REGISTRATION

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#### **Why do I need to register for the ASHL?**

Every player must register online in order to be eligible to play a game in the ASHL. Registration is required to ensure that the ASHL has an accurate listing of all registered players as well as for insurance purposes. Once a player has registered their supplementary sport accident insurance coverage through Hockey Canada comes into effect.

#### **Do I need to register every season I play?**

Every player must register for every season. No exceptions will be made to this requirement.

#### **I play on more than one team, do I need to register for both?**

Yes, you will need to register for each team you play on.

#### **If I am playing in the ASHL in different facilities, do I need to register for both?**

Players playing in multiple ASHL facilities must register for *each* team in *each* facility.

## II. PLAYER'S BENCH | GENERAL

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### What is Player's Bench?

Player's Bench ([bench.icesports.com](http://bench.icesports.com)) is an secured online management system that provides ASHL players with access to online registration, online payments, schedules and stats, attendance, and more.

### Is Player's Bench compatible with my smartphone or tablet?

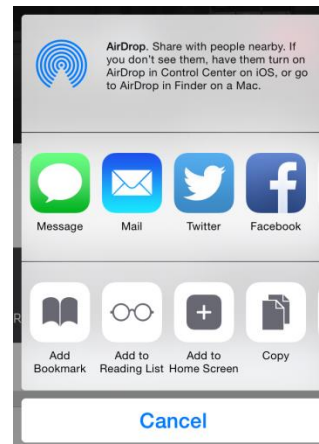
Yes! Player's Bench is fully optimized for a smartphone or tablet and includes all of the great features you'll see in the browser version.

### Is Player's Bench an App I need to download?

No. Player's Bench works as a mobile compatible website. Visit [bench.icesports.com](http://bench.icesports.com) and then add a shortcut to your homescreen for easy access. (iPhone process pictured to the right)

### Can my team have more than one team rep?

Currently a team may only have one team rep within Player's Bench.



## III. PLAYER'S BENCH | REGISTRATION

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### Why do I need a username and password?

If you're a new ASHL player, you'll need to create a new account the first time you register to play in the league. Once your account has been created, you will have a unique profile with the ASHL that is tied to your username account to avoid duplicate registrations and accurately track your registrations as you continue to play in the league. This information can also be changed by clicking *Edit Profile*.

### Where do I register if I don't have a team?

When you go to register, fill out the *Contact Details* and click Next. When you are prompted to select what you're registering as, click *Free Agent*. Select your facility and the season and proceed. A league manager will follow up with you to notify you if you've been successfully placed on a team within the ASHL.

### Where can I view the teams I'm registered on?

Click *Register and Pay* to view a list of registrations. Registrations from past seasons will also appear.

## IV. PLAYER'S BENCH | ONLINE PAYMENTS

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### **How do I make an online payment?**

Click *Payments* in the main navigation, *or* click *Register and Pay*. Fill out the amount you would like to pay and complete the other information accordingly to process a payment.

### **What type of online payment do you accept?**

Currently we only accept Visa and MasterCard. No other forms of online payment are accepted.

### **Are the payments secured?**

Yes, everything in Player's Bench is secured, including online payments through PayPal.

### **Will I receive a receipt of payment?**

Yes, an e-mail will be sent to you at the e-mail address you used to register with

### **Will my team rep receive notification of a payment?**

Yes, team reps are able to view payments made by all of the players on the team and can also allocate how much each player is required to pay in order to keep track of the team's financials.

## V. PLAYER'S BENCH | PAYMENT MANAGEMENT

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### **As a team rep, can I allow my players to see the payment allocation summary?**

Yes, when on the *Payments* tab, scroll to the bottom where you will notice a checkbox that says "Display all Player Payment Details". Click that box to display the payment allocation summary information to your players.

### **Are payments made at the facility automatically populated in the payment summary?**

No, these payments **must** be manually updated by the *team rep*.

### **What does the add/view receipts icon to the left of a player's name do?**

Team reps can upload a copy of a receipt from a payment that was made in person at the facility. Once a receipt has been uploaded, it is stored there for the team rep/players to view at a later date.

## VI. PLAYER'S BENCH | HOMEPAGE

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### **How do I get my Club Hockey Canada card?**

Click *Get Card* in the Puck Bucks bar to obtain your card. If your card does not appear automatically, copy and paste the link that is provided into a new tab and complete the authorization process with Club Hockey Canada.

### **I play on multiple teams, how do I cycle between teams in Player's Bench?**

Beside the team name you will see a helmet icon. Click that icon and select the team you would like to view.

### **How do I change the season that I'm viewing?**

Beside the season name you will see a calendar icon. Click that icon and select the season you would like to view.

## VII. PLAYER'S BENCH | PUCK BUCKS

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### **What are Puck Bucks?**

Puck Bucks are loyalty rewards program offered at Thirsty Penguin restaurants that provide players with opportunities to reduce their league fees. Visit our [website page](#) on Puck Bucks for more information.

### **How do I redeem Puck Bucks?**

Puck Bucks can be redeemed for a discount against your league fees when you go to make an online payment. Simply choose the amount of Puck Bucks you would like to redeem (1 Puck Buck = \$1.00 CAD). A minimum of 25 Puck Bucks must be redeemed in any transaction.

### **Do my Puck Bucks update automatically?**

Yes, your Puck Bucks balance will update every 24 hours automatically.

### **Should my Puck Bucks balance match the balance on the Club Hockey Canada website?**

Yes, if the balance does not match please contact [ashsupport@icesports.com](mailto:ashsupport@icesports.com)

## VIII. PLAYER'S BENCH | ATTENDANCE AND LINE-UPS

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### **What is the Line-up Builder?**

Team Reps can set team lineups based on players who confirm their game status through Attendance Tracker. For any players who have not confirmed their status, they will show up as a maybe if the team rep drags them to the team roster.

## IX. PLAYER'S BENCH | MESSAGING CENTRE

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### **What are League Messages?**

League messages are sent out to all players within a specific ASHL league by the facility or league manager.

### **What are National Messages?**

National messages are sent out to all ASHL players regardless of facility by the ASHL's corporate office.