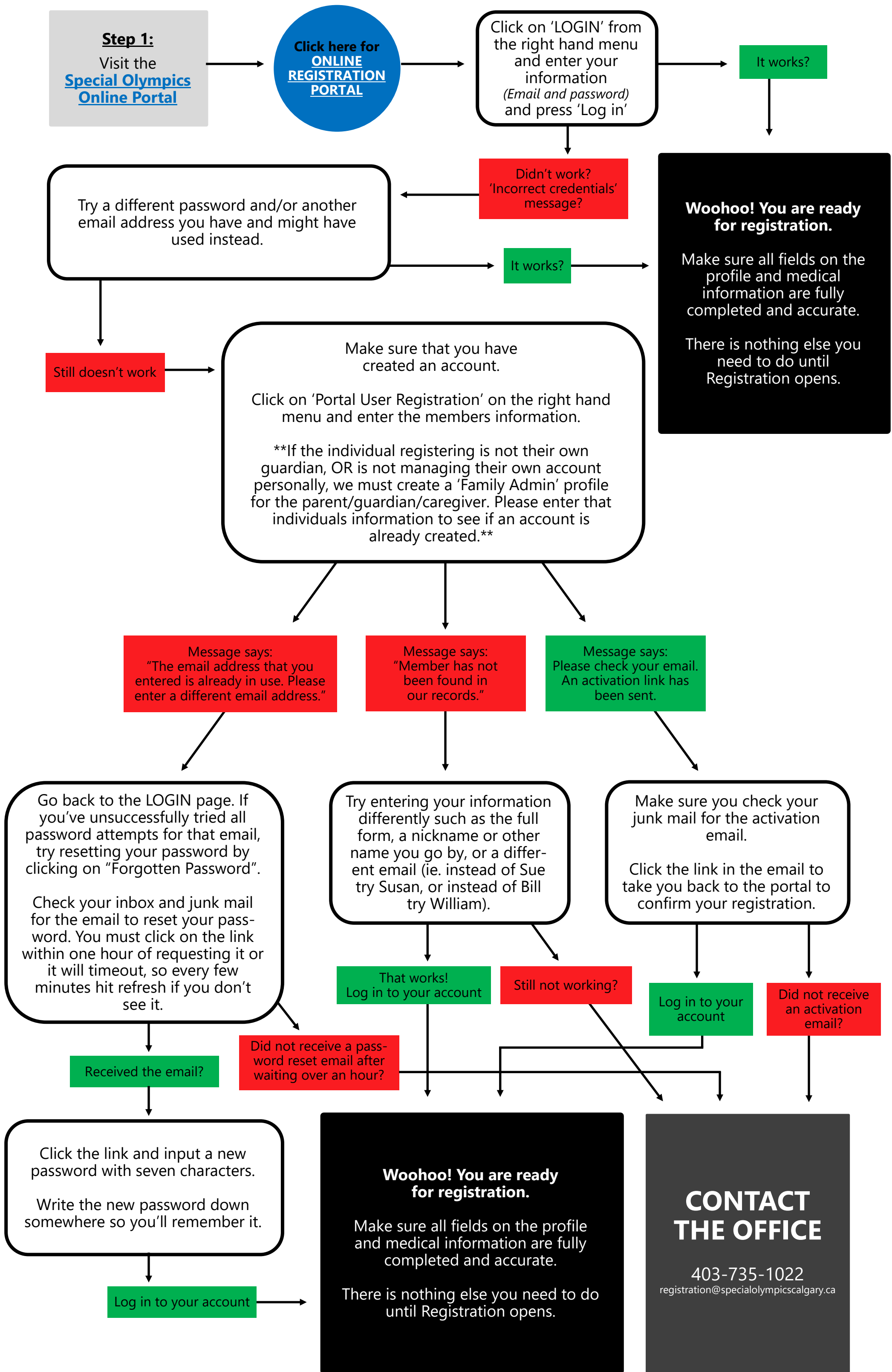


# Special Olympics Portal Registration Steps For RETURNING MEMBERS



**Step 1:**

Visit the [Special Olympics Online Portal](#)

Click here for **ONLINE REGISTRATION PORTAL**

Click on 'LOGIN' from the right hand menu and enter your information (Email and password) and press 'Log in'

It works?

**Woohoo! You are ready for registration.**

Make sure all fields on the profile and medical information are fully completed and accurate.

There is nothing else you need to do until Registration opens.

Try a different password and/or another email address you have and might have used instead.

Didn't work? 'Incorrect credentials' message?

It works?

Still doesn't work

Make sure that you have created an account. Click on 'Portal User Registration' on the right hand menu and enter the members information.   
 \*\*If the individual registering is not their own guardian, OR is not managing their own account personally, we must create a 'Family Admin' profile for the parent/guardian/caregiver. Please enter that individuals information to see if an account is already created.\*\*

Message says: "The email address that you entered is already in use. Please enter a different email address."

Message says: "Member has not been found in our records."

Message says: Please check your email. An activation link has been sent.

Go back to the LOGIN page. If you've unsuccessfully tried all password attempts for that email, try resetting your password by clicking on "Forgotten Password". Check your inbox and junk mail for the email to reset your password. You must click on the link within one hour of requesting it or it will timeout, so every few minutes hit refresh if you don't see it.

Try entering your information differently such as the full form, a nickname or other name you go by, or a different email (ie. instead of Sue try Susan, or instead of Bill try William).

Make sure you check your junk mail for the activation email. Click the link in the email to take you back to the portal to confirm your registration.

Received the email?

Did not receive a password reset email after waiting over an hour?

That works! Log in to your account

Still not working?

Log in to your account

Did not receive an activation email?

Click the link and input a new password with seven characters. Write the new password down somewhere so you'll remember it.

Log in to your account

**Woohoo! You are ready for registration.** Make sure all fields on the profile and medical information are fully completed and accurate. There is nothing else you need to do until Registration opens.

**CONTACT THE OFFICE**  
 403-735-1022  
 registration@specialolympicscalgary.ca