

EMS ON-SITE: FREQUENTLY ASKED QUESTIONS

This FAQ provides quick answers to common EMS questions that competition organizers and volunteers pose while running the competition on site.

We encourage competition users to review our EMS Support documents for more detailed information. Support Documents are linked appropriately throughout the FAQ. We recommend printing support docs for your volunteers on site, as appropriate (e.g., On-Site Check-In).

The FAQ will be updated with new topics as necessary.

Coaches/Team Service Personnel

1 Q: What should I do if a coach is listed as non-compliant?

A: When checking in a coach who is missing a compliance item, ask for documentation to confirm compliance (i.e., insurance, membership receipt), and click **Viewed** missing info to allow them to check in. Do not check in or credential the coach if you have not confirmed compliance. See [Onsite Check In-Coach](#) for more details.

2 Q: What should I do if a coach or team personnel are not listed as attending this competition?

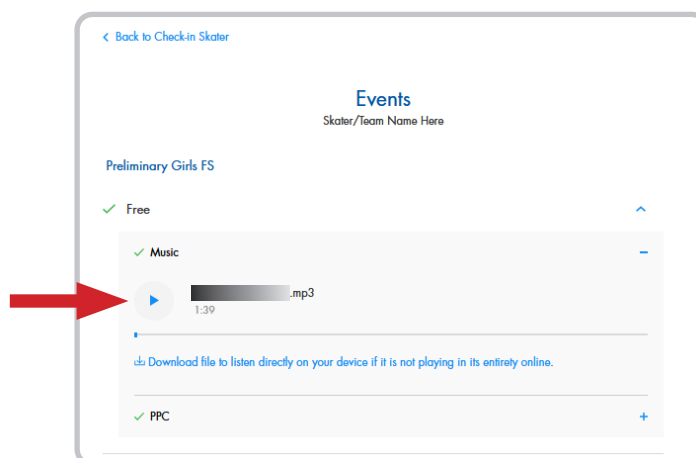
A: Skaters can update their coach information in their skater portal. The skater can do this from a mobile device or an available computer. See [My Coaches](#) for skater instructions. Compliant coaches can be issued a credential.

Coaches and Personnel accompanying teams (e.g., synchro) must be listed in the Team Profile in Members Only in order to receive a credential. See [Team Management Guide](#) for instructions for the team manager/coaches.

Music and Planned Program Content

1 Q: How do I review what competitors uploaded for program music?

A: When checking in a skater or a team (e.g., synchro), you can preview the uploaded music by clicking **Events** in the check-in window, click the event, and then **Music**.





EMS ON-SITE: FREQUENTLY ASKED QUESTIONS

2 Q: How can the competition collect outstanding music and PPC?

A: After the music/PPC deadline, skaters will be unable to upload. You can instruct competitors to turn in music/PPC onsite, email directly to the music chief, or you can push back the deadline in [Competition Set-up](#) to allow music and PPC to be submitted through EMS. Consult with your assigned officials (music, accountants) on their preferred method of collection.

Note: If you established a late fee in competition set-up, skaters will be charged the fee at the Music/PPC deadline previously set. If you set a new deadline to allow late submissions, the late fee will only be charged once per skater.

3 Q: How can the competition collect music/PPC late fees on site?

A: If a skater has been charged a late fee for music or PPC, they must log in to Members Only, and click the notification on their home page to pay the late fee. See [Payment: Outstanding Fees and Unpaid Events](#) for skater instructions.

Upon check in, if the competition accepts cash as payment, click **Paid Cash** on the **Check-In Skater** window. See the [On-Site Check-In](#) guide for more information.

Note: Cash payments are not tracked in the EMS financial reports.

Check In - Skater

Name:

Participant Received...

Credential

Event	Music Complete	PPC Complete

Outstanding Fees:
Ppc Late Fee: \$10.00

*Note: The skater must pay this late fee before they can check in. The skater can log in to their Members Only and pay with a credit/debit card, and then check in. Or, if the competition is accepting cash, you can click the "Paid Cash" button to complete check in.

Paid Cash

< Back to Check-in

Check-in Skater

Skater Name Here

Member: #

Events >

Coaches >

Comments >

Outstanding Fees:
- MUSIC: \$25.00
- PPC: \$15.00

Note: The skater must pay these fee(s) before they can check in. The skater can log in their Members Only and pay with a credit/debit card, and then check in. Or, if the competition is accepting cash/check, you can click the "Paid Cash or Check" check box to complete check in.

* Paid Cash or Check ←

Check to confirm receipt of credential.

* Credential

*Required to check-in

Practice Ice

1 Q: How do the rounds affect the sale of practice ice?

A: You will have to select a round for all competitive events, as well as practice ice sessions. This ensures only eligible skaters get on the appropriate events and sessions.

For practice ice sessions, those skaters assigned to a Championship Round event can access all types of practice ice sessions. Skaters assigned to Qualifying Round events, can only purchase a session that is also designated as Qualifying Round.



EMS ON-SITE: FREQUENTLY ASKED QUESTIONS

If you want to create an open session to all levels and events, designate the round as Qualifying Round, to ensure all skaters can purchase the ice. If you need to reserve practice ice for your skaters who have advanced to Final Rounds, schedule a Championship Round session.

Which Event Round is Skater Assigned?	Which Practice Ice Sessions can they purchase?
Championship Round	Championship Round, Semi-Final Round, Bonus Round, Qualifying Round
Semi-Final Round	Semi-Final Round, Bonus Round, Qualifying Round
Bonus (Consolation) Round	Bonus Round, Qualifying Round
Qualifying Round	Qualifying Round

2 Q: How does the admin and/or skater change practice ice sessions?

A: Administrative users can change which skaters are on practice ice sessions from the Schedule. See the *Assign Competitors* section in the [Schedule User Guide](#) for instructions.

During a PI sales window, skaters can switch UPI sessions (and OPI/WU if “Skater Select” is enabled in [Practice Ice Setup](#)) from the Practice Ice/Schedule page in their EMS portal. Click a session (★ denotes a session on the skater’s schedule), to remove it from the skater’s schedule. This makes a credit available to use on another session.

3 Q: How does the admin and/or skater confirm practice ice sessions?

A: Administrative users can confirm a competitor’s schedule from their skater information page. You can also double-click a practice ice session from the schedule grid to confirm skaters on the session. Competitors and coaches have access to their personal schedule from their **My Schedule** page (also accessible via mobile devices). See the [My Schedule](#) guide for skater instructions; See the [Coach Schedule](#) guide for coach instructions.

4 Q: How does the admin adjust a practice ice session (i.e., to accommodate a different level)?

A: You can add different event levels to practice ice sessions from the Schedule. Double click a session to open it, and add the desired event level to the **Allowed Events** field. See the [Schedule User Guide](#).

Schedule

1 Q: How can I print a copy of the competition and practice ice schedules?

A: You can print the full competition, event, practice ice, and resurface schedules from EMS. Go to the **Event Reports** tab, then **Schedules**. Here you will find downloadable schedule report options to download and print. Options include schedule by day and by ice sheet.

EMS ON-SITE: FREQUENTLY ASKED QUESTIONS

2 Q: How does the admin check a skater's schedule (competition and practice ice)?

A: Competitor schedules are available for download from the skater's Information Page. See the [Using the Skater Information Page](#) guide for more information.

You can also download all competitor and coach schedules from the **Reports** page. Click **Participant Schedules** to download a zip file of everyone's personal schedule.



Communication Best Practices

1 Q: What happens if a schedule change occurs on site, or if additional practice becomes available during the competition?

A: We recommend emailing affected competitors and coaches using the on-demand email feature in EMS, informing them of the change, and directing them to check their personal schedules in EMS. See the [Communication](#) user guide for more information.

2 Q: How should I communicate starting orders for FS or next rounds to skaters?

A: Often, bonus or final rounds starting orders are available later in the evening after skaters and coaches have left the venue. We recommend obtaining a PDF of the starting orders from the accountant and email all skaters and coaches in the event using the [EMS communication](#) on-demand email feature.