

Registration Trouble Shooting Procedure

Introduction

Wisconsin officials must register with [USA Hockey](#) for their exams and complete a second registration with [WHOA](#) for seminar attendance. While excellent instructions exist on both the USA Hockey and WHOA websites, questions occasionally arise. This document provides a step-wise approach to troubleshooting registration issues. The procedure listed below should be followed. Please note this procedure has changed from previous years.

Procedure

1. Determine whether your registration issue is with USA Hockey, WHOA, or both. If your registration issue is with USA Hockey, please have your USA Hockey ID number available if possible. If you have previously registered as a player or coach, your USA Hockey ID number is contained in those registration materials.
2. Contact one of your [WHOA Region Directors](#). It is best to e-mail your Region Director with a complete description of the issue. When e-mailing, please include (a) phone number(s) where you can be reached if necessary. Include screen shots illustrating your issue if appropriate. Please keep in mind your Region Director may contact you for clarification or further information.
3. In most cases, your WHOA Region Director will assist you providing resolution of your issue. If the WHOA Region Director cannot resolve your issue, s/he will refer the issue to the WHOA Education Coordinator. Based on the complexity of the issue, the WHOA Education Coordinator may assume responsibility for the issue or work with your Region Director effecting a resolution.
4. If you have not received a reply (e-mail or phone) from your Region Director after 24 hours, please forward your original e-mail to the WHOA Education Coordinator (education@wihoa.org). The WHOA Education Coordinator will determine the best course of action and advise accordingly.

Notes

1. **DO NOT** contact the USA Hockey national office, the Central District Referee-in-Chief, or the WHOA Referee-in-Chief without first contacting your Region Director. Individuals at the national and district level are not familiar with the nuances of the Wisconsin registration processes and most often refer your issue back to Wisconsin supervisors. The duties of the WHOA Referee-in-Chief have expanded considerably in the recent past to the point where Region Directors and the Education Coordinator are in the best position to give your issue the prompt attention it deserves.