



Member Registration FAQ

Q&A's on Sportlomo, Member Id Cards and General How-To's

Q&A: I have multiple roles, can I register and add all my roles and only pay for the most expensive category? Yes, choose the Multi-Role Registration Package. See: [Multi Role Registration video](#) [Multi Role Registration screenshot](#)

Q&A: I purchased my tryout membership in Volleyball Alberta Membership Portal. How do I show clubs my proof of registration? Log in to your [Sportlomo User Account](#) > toggle your account to: Volleyball Alberta Membership, there you will find your Member ID Card which should display your Active member status in the current season; take a screenshot to forward to your club/team prior to attending their tryout, or print this page to show it at tryout check-in. You can also print/forward a copy of your registration confirmation email that you will receive after completing your membership registration.

Q&A: I lost my receipt. How can I download/print another copy?

Login to your [Sportlomo User Account](#) > Toggle to the Association Portal where the purchase was made > Menu > Payments and Refunds > click [Membership](#) to see the membership [print receipt] button or click [Events Orders](#) to see the Event/Program [print receipt] button.

Q&A: I am a club administrator, how can I verify proof of membership registration for participants in my tryouts? Club administrators will need to ask to see a digital or printed copy of their proof of registration. A screenshot of their Member ID card in VA Membership, the registration confirmation email can be printed/forwarded or a copy of their downloaded/printed receipt may be accepted. Tryout members register to the Volleyball Alberta Membership portal.

Q&A: I purchased my tryout membership in Volleyball Alberta Membership Portal. I have signed an LOI, how do I upgrade my membership to competitive and add it to my club for the season? Log in to your [Sportlomo User Account](#) > Toggle your account to find your tryout membership and [DUAL Membership] to the club you signed with. See: [DUAL MEMBERSHIP VIDEO](#). Once you have dualled your membership the club administrator will be able to view your profile details, signed waivers and registration summary in their club portal [view members] and will be able to roster qualifying members to their Roster Sheet (Official Team Roster) to participate in Sanctioned Club Hosted Tournaments, Premiers, Provincials and Nationals. Members can also return to the [Club Locator Page](#) to "Register to the Club" with the competitive membership category. Doing the Dual Membership steps OR the Club locator "Register to your Club" steps are both acceptable ways to upgrade your membership and add it to your club's club portal and to have already paid fees discounted. Choose the method you are most familiar and comfortable with.

Q&A: I purchased my competitive membership in the Registration Portal for my Club, how do I show my club proof of registration? Your club will be able to see your profile details, signed waivers and registration summary in their Club Portal View Members. To verify that your membership is in their Club Portal, Log in to your [Sportlomo User Account](#) > toggle your account to: CLUB NAME, there you will find your Member ID Card which should display your Active member status in the current season. If your Active membership is NOT in the club you signed with for the current season, [\[DUAL Membership\]](#).

Q&A: Why can't I see my Member ID card or all my memberships in the Volleyball Alberta Membership Toggle? If you registered through your Club Portal, your Member ID card and memberships will appear there — but won't show in the Volleyball Alberta Membership toggle. That's normal. Each portal only displays memberships registered or transferred ("dualled") through it. Club level registrations are automatically linked in the backend with Volleyball Alberta and Volleyball Canada for eligibility, even if they aren't visible to you in the VA-Membership toggle.

See Key Support Documents on our How To Register Page: <https://www.volleyballalberta.ca/registration-how-to-register/>

www.volleyballalberta.ca