



# **National Ice Hockey Officials Association**

## **Online Registration Process**

### **Officials How to Guide**

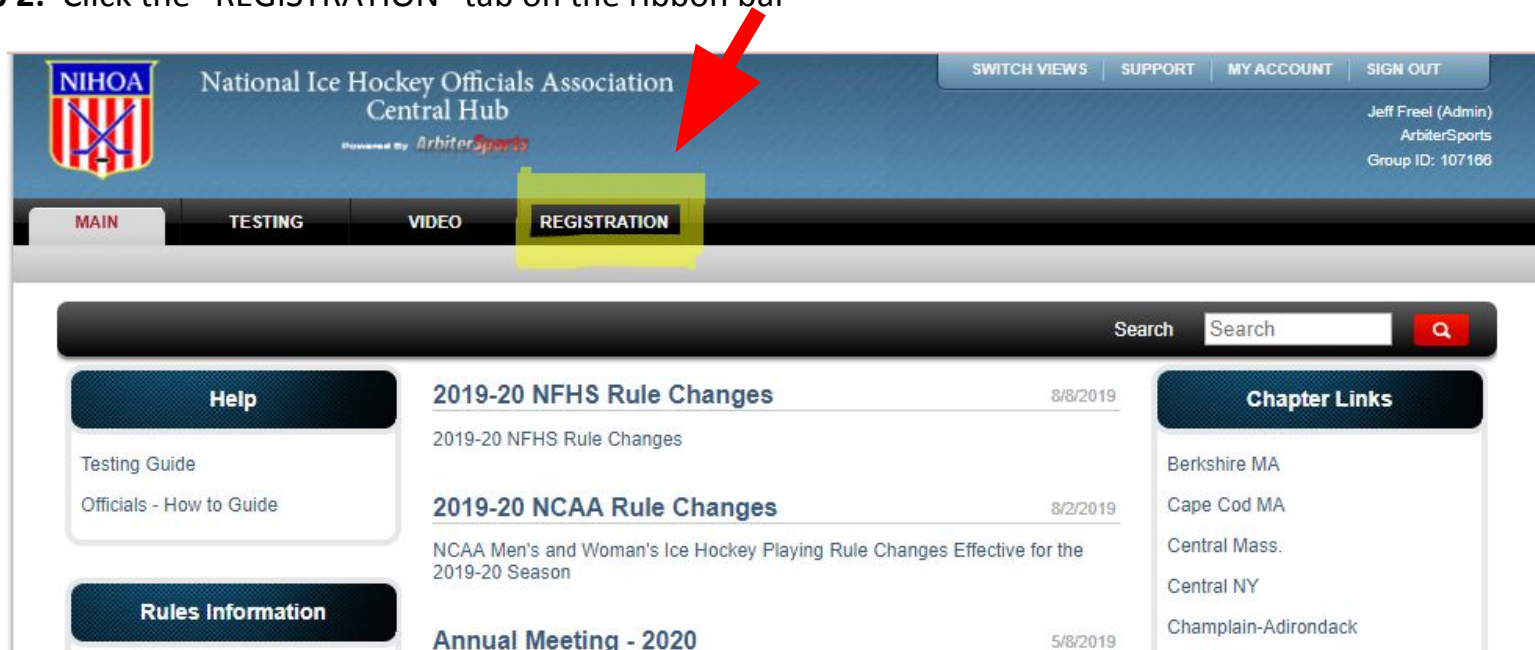
**August 2019**

**Overview:** Effective for the 2019-2020 season, NIHOA has implemented a National online registration process through Arbiter, our official's management system. All NIHOA members will access Arbiter to register at the national level. Once this has been completed, you will be required to fulfill the requirements set forth by your local chapter.

This document provides a step by step guide to complete the National registration

**Step 1:** Access the NIHOA Central Hub at [www.niho.com](http://www.niho.com) or <http://nihoa.arbitersports.com/front/107166/Site>

**Step 2:** Click the "REGISTRATION" tab on the ribbon bar



# We will offer two registrations for 2019-20 – **NEW applicant and Renewal**

**Step 3:** Returning officials click the Renewal 2019-20 link – Red arrow below

**\*\*IF you are a NEW Applicant, click the link highlighted by the Yellow arrow below**

The information required by each registration is identical, EXCEPT in the New applicant process, additional Information is collected

Current Registrations	Opened/Started	Closes	Progress
<input type="checkbox"/> Collegiate Chapter Registration 2019-20	4/23/2019	3/31/2020	
<input type="checkbox"/> NIHOA Registration: NEW Applicant 2019-20	8/30/2019	4/30/2020	
<input type="checkbox"/> NIHOA Registration: Renewal 2019-20	8/30/2019	4/30/2020	

[Register](#)

# Welcome and Renewal overview

Read the overview of the process, and note the annual fee is \$50, payable online by credit card, debit card or e-check

Select “Next” after you have read the renewal welcome

The screenshot displays the NIHOA Online Registration 2019 website. The header includes the NIHOA logo, the text "National Ice Hockey Officials Association Central Hub", and navigation links for "SWITCH VIEWS", "SUPPORT", "MY ACCOUNT", and "SIGN OUT". Below the header is a navigation bar with "MAIN", "TESTING", "VIDEO", and "REGISTRATION" (highlighted). The main content area features a sidebar on the left with a progress indicator for "Welcome Renewal", "Personal Information", "Payment", and "Select Chapter". The central content area is titled "Welcome Renewal" and contains the following text:

**Welcome to the NEW NIHOA Online Registration Process - This page is for Returning Members Only**

**NEW** this year: The registration process starts here with the collection of \$50 towards your portion of NIHOA National dues - payment by credit card, debit card or echeck. Once payment has been received and you have selected your local NIHOA Chapter, you will receive a confirmation email and notification will also be sent to your chapter for local processing.

Your NIHOA registration is NOT complete until you meet all your local chapter requirements - you will receive additional follow-up information from your local NIHOA Chapter shortly defining local dues and requirements to complete your registration for the 2019-20 season.

National NIHOA dues are non-refundable - In the event, an official doesn't meet all local NIHOA Chapter requirements no refunds will be issued.

**NEW APPLICANTS** should use the "NIHOA Registration: NEW Applicant 2019-20" registration and follow the steps to start the application process.

A "Next" button is located at the bottom right of the main content area.

On the right side, there is a "Registration Support" box with the following information:

Having problems? Let our support team assist you.

**Email**  
[support@arbitersports.com](mailto:support@arbitersports.com)

**Support Hours**  
Monday - Friday, 7:00 am to 7:00 pm MT  
Saturday, 9:00 am to 5:30 pm MT

The steps in the following four slides is identical for both NEW applicant and Renewal, with one exception – NEW applicants are required to provide Additional Information, as highlighted below

**NIHOA** National Ice Hockey Officials Association  
Central Hub  
Powered By *ArbiterSports*

SWITCH VIEWS | SUPPORT | MY ACCOUNT | SIGN OUT

Jeff Freel (Admin)  
ArbiterSports  
Group ID: 107166

MAIN | TESTING | VIDEO | **REGISTRATION**

**Welcome Applicant**

Personal Information  
**Additional Information**  
Payment  
Select Chapter

**Welcome Applicant**

**Welcome to the NIHOA Online Registration Process - This page is for NEW APPLICANTS only.**

**NEW** this year: The registration process starts here with the collection of \$50 towards your portion of NIHOA National dues - payment by credit card, debit card or echeck. Once payment has been received and you have selected your local NIHOA Chapter, you will receive a confirmation email and notification will also be sent to your chapter for local processing.

Your NIHOA registration is NOT complete until you meet all your local chapter requirements - you will receive additional follow-up information from your local NIHOA Chapter shortly defining local dues and requirements to complete your registration for the 2019-20 season.

National NIHOA dues are non-refundable - In the event, an official doesn't meet all local NIHOA Chapter requirements no refunds will be issued.

**RETURNING MEMBERS** should use the "NIHOA Registration: Renewal 2019-20" registration so you can be properly processed by the chapter.

**Registration Support**

Having problems? Let our support team assist you.

**Email**  
[support@arbitersports.com](mailto:support@arbitersports.com)

**Support Hours**  
Monday - Friday, 7:00 am to 7:00 pm MT  
Saturday, 9:00 am to 5:30 pm MT

**Next**

# Entering Personal Information

**Step 4:** Returning officials, ensure your information is correct and current and update if required. NEW applicants, complete this requested information

NOTE: New applicants, you will need to hit “Next” and complete the required **Additional Information** page

**Personal Information**

Email:  ?

Password:  ?

First Name:  \*

Last Name:  \*

SSN:  \*

Address:  \*

City:  \*

State:  ▼ \*

Country:  ▼

Zip:

Make Address Private ?

Gender:  ▼

Phone Number(s):  Ext.  Mobile ▼ \*

Ext.  Home ▼

Ext.  Home ▼

\* Indicates required information.

**Registration Support**

Having problems? Let our support team assist you.

Email  
[support@arbitersports.com](mailto:support@arbitersports.com)

**Support Hours**  
Monday - Friday, 7:00 am to 7:00 pm MT  
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# Payment page

**Step 5:** Self-explanatory – provide required credit or debit card or e-check information, and hit “Next”

A payment summary page will appear after payment has been confirmed, as below

**Payment**

Thank you!

Your payment has been received. Please print a copy of this receipt for your records.

**ACCOUNT INFORMATION**

Name: [REDACTED]  
Member Number: 19-1024

**PAYMENT DETAILS**

Registration Amount:	\$50.00
Sales Tax:	\$0.00
Payment Total:	\$50.00

Order Number: 305  
Authentication Code: 00928C  
Transaction Date: 8/27/2019

The transaction on your statement will appear as "nihoa Registration."  
If you have any questions regarding your account or payment, you may contact Customer Support at 801-576-9436 or [support@arbitersports.com](mailto:support@arbitersports.com)

**Next**

**Registration Support**

Having problems? Let our support team assist you.

**Email**  
[support@arbitersports.com](mailto:support@arbitersports.com)

**Support Hours**  
Monday - Friday, 7:00 am to 7:00 pm MT  
Saturday, 9:00 am to 5:30 pm MT

# The next page is very important to complete your online registration

**Step 6:** Select the chapter to which you are aligned.

NOTE – Please Select a Chapter indicated by NIHOA in the name. There are other assigning groups that are not NIHOA chapters and not applicable for this registration.

Select “Finish” to complete registration and ensure it is processed by the national NIHOA office

**Welcome Renewal**  
✓  
**Personal Information**  
✓  
**Payment**  
✓  
**Select Chapter** ✓

### Select Chapter

In this section, please select the Chapter you would like to join.

- Association of Mass Officials
- Berkshire – NIHOA
- Cape Cod & The Islands - NIHOA
- Cape Cod NIHOA/Tabor
- Central Mass - NIHOA
- Western NY - NIHOA
- Western PA - NIHOA

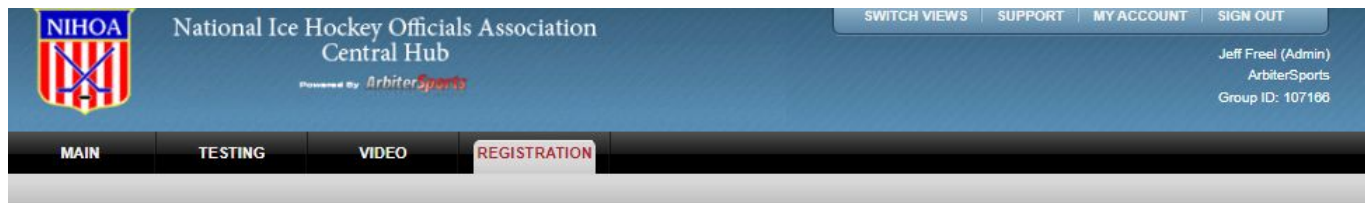
**Back** **Finish**

**Registration Support**  
Having problems? Let our support team assist you.  
**Email**  
[support@arbitersports.com](mailto:support@arbitersports.com)  
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# Confirmation, summary and receipt

After you have selected your chapter and hit “Finish”, you will note the registration you just completed has been moved to the “Completed Registrations” tab as shown below



## Welcome To The Registration Dashboard

Current Registrations		Opened/Started	Closes	Progress
<input type="checkbox"/>	Collegiate Chapter Registration 2019-20	4/23/2019	3/31/2020	
<input type="checkbox"/>	NIHOA Registration: NEW Applicant 2019-20	8/30/2019	4/30/2020	
<a href="#">Register</a>				

Completed Registrations		Completed	Amount Paid
	NIHOA Registration: Renewal 2019-20	8/27/2019	\$50.00

# Confirmation, summary and receipt

Click the \$50.00 hyperlink, and a receipt will appear, as below

The screenshot displays the 'Welcome To The Registration Dashboard' with a modal window for 'Payment Details'. The modal includes the following information:

- Your Name:** cjschedule@aol.com
- CreditCard Payment:**
  - Amount: \$50.00
  - Sales Tax: \$0.00
  - Total Amount: \$50.00
  - Paid On: 8/27/2019
  - Merchant Auth. Code: 00928C
  - Arbiter Order Number: 305
- Included Items:** NIHOA Registration: Renewal 2019-20

The background dashboard shows a table of registrations:

Current Registrations	Opened/Started	Closes	Progress
<input type="checkbox"/> Collegiate Chapter Registration 2019-20	4/23/2019	3/31/2020	
<input type="checkbox"/> NIHOA Registration: NEW Applicant	8/20/2019	4/30/2020	

Completed Registrations	Amount Paid
NIHOA Registration: Renewal 2019-20	\$50.00

Closed Registrations	Closed
New NIHOA Applicant 2017-18	4/15/2018

## In conclusion

The NIHOA national office is pleased to provide members with a streamlined, simplified online national registration process. This will make it easier for you to enter, track and update your data.

Remember, you still must complete all requirements per your local chapter in order to be fully registered.

We strived to make this process user friendly and quick. If you do encounter any issues or have questions, please contact the NIHOA Registrar at [registrar@nihoa.com](mailto:registrar@nihoa.com)