

# Managing your Account.



## Topics

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# Email Verification

## Why email verification is important during signup.

Security takes the highest priority at Solarislive. In the current age of cyber threats applications or websites on the internet we need to maintain high standards and secure our service. Hence, we use email address as one level to check that a human being is doing it rather than some virus code/hacking code.

## Why we do it

### **The email verification is required for the following reasons:**

- Stops spam and deters robots and people from creating false accounts.
- Allows you (your festival) to have an established communication channel with the user before you let them use advanced functionality.
- The email is an identity representation which requires us to validate the email and put a hold on the account until verified.

## Why it's important

### **The email verification proves:**

- It's a real person
- It's the real user's e-mail address.
- You can use that e-mail to confirm that user who is using your site is the very owner of that account (for example when you need confirmation before user make an action).
- You can use that e-mail to send a private information (because you're sure that the owner of that e-mail is the real owner of the account).

**\*If you need additional help – please contact your event coordinator.**

Contact information can be found in the 'About' menu tab of the event website.

# Email Confirmation

To resend your email confirmation:

Login to your account and you will see a link to resend it.

Why an email confirmation isn't received.

There are many reasons why an email may not be received. Once our service sends an email to a person's email address, Solarislive does not have any control over what happens to the email after it leaves our email server. If an email on the receiving end is suspect, it is isolated for review and their system may reject the suspect email from their list.

TRY THIS: Whitelist/safesender noreply@solarislive.com

Here are the most common issue we hear:

I'm having trouble confirming my email address

1. **Spam, junk, and bulk mail folders:** Sometimes certain email providers or internet service providers (ISPs)<sup>1</sup> block or filter our emails as spam, therefore take a look in your spam, junk or bulk folders
2. **Email client** - Your email client (for example outlook) that you're using may be preventing certain emails from going through. Check your email client's information on how it handles emails.
3. **Security:** University's and schools, companies and governments often have a high security protection in place. Ask the institution to accept emails from Solarislive.

Help! Nothing is working.

**If you've tried resending the email and you are still having trouble, here are some troubleshooting tips:**

1. Are we sending it to the wrong email address? The event coordinator can confirm if the correct email (without typos) is in your account that you created. If it's wrong, sign in with the incorrect email and correct it in your account settings.
2. Try changing the email address to an email address with a large domain (Gmail, Yahoo, etc.). We tend to have more success delivering emails to those types of domains.

<sup>1</sup>**Providers (ISPs)** – the company you use to provide your email services, such as Bell, Shaw, Cogeco, Verizon, At&T.

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# Multiple Accounts

Do you see several email accounts to choose from?

Choose the one you believe is your most recent account.



## ATTENTION

You have multiple Solarislive Events accounts with the same email address. Please choose one account to keep. All other accounts will be deleted.

- Melody, Lidstone      melody@graphicattic.ca      , , , ,
- Melody, Cattic      melody@graphicattic.ca      , , ON, ,
- Melody, Adjudicator      melody@graphicattic.ca      , Burlington, ON, ,

Submit

Still unable to login?

Use forgot password. If you are still experiencing an issue logging in, go to Troubleshooting on page 9.

# Account Types

You will be asked to choose an account type.

Each account type provides the ability to perform tasks based on the account type.

**If required, create a new account for a separate account type.**

Did you choose a 'Teacher' account type.

TEACHER ACCOUNTS are VIEW ONLY.

After a teacher creates an account, they can log in to their account and click on 'My Dashboard' where you can obtain an ID. Teacher IDs are auto-generated by the system and cannot be modified. **To register your students** you will need to create a participant account. We CANNOT switch your account.

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## Update your Account Information

To change your account information.

Login to your account and in the top right-hand corner you'll see your name.  
Click on the down arrow.  
Choose Account.

### Account Details:

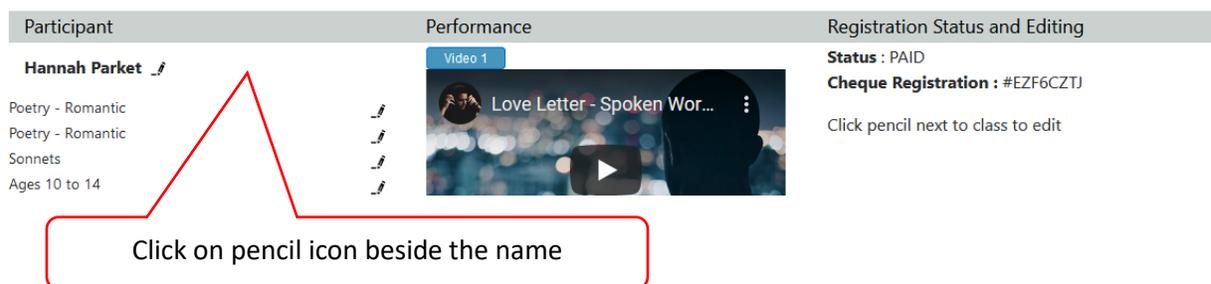
You can change your name, address, email, and password.  
Modify any of the fields and click update to save your changes.

## Change a Participant Name

When you add a participant and register that person into an entry, you need to go to 'My Classes'.



To change the name of a participant your event coordinator must have Class edit turned on. When this option is on you will see a pencil icon.



**\*Contact your event coordinator to turn this option on.**

**\*If you need additional help – please contact your event coordinator.**  
Contact information can be found in the 'About' menu tab of the event website.

# Participant Classes

To edit or modify your class selection, composer, teacher ID and other available options, click on the pencil icon beside the class/entry name.

The available fields to edit will **depend on the options the event organizer has selected** for your event.

**My Dashboard**

You can view your registration details here. You can also make changes to most of your registration details until the administrator closes editing.

Participant	Performance	Registration Status and Editing
<b>Hannah Parket</b> Poetry - Romantic Poetry - Romantic Sonnets Ages 10 to 14	Video 1  Class: Poetry - Romantic Class Code: 3010 Instrument: Speech Category: Poetry Selection: Love Letter (Eddie Pinero)	Status : PAID Cheque Registration : #EZF6CZTJ <b>EDIT CLASS</b> Selection #1 Selection: <input type="text" value="Love Letter"/> Composer: <input type="text" value="Eddie Pinero"/> Video URL: <input type="text" value="https://youtu.be/...h69EE"/> <input type="button" value="Browse..."/> <input type="button" value="No"/> <input type="button" value="Upload"/> Sheet Music Required <b>Sheet music added</b> Teacher ID: <input type="text"/> Accompanist: <input type="text"/> <input type="button" value="Update"/>
<b>Nine Ten</b> AGE RANGE 9-10 AGE RANGE 9-10 AGE RANGE 9-10		
<b>Test Delete</b> Age Range 19 to 24		
<b>Liam Wilson</b> Sonnets		

Options to edit will show up on the right-hand side. Modify, or add new information and choose update.

**\*If you need additional help – please contact your event coordinator.**  
 Contact information can be found in the 'About' menu tab of the event website.

## Video Links & Sheet Music

### Adding a Video Link

This must be a Link to a video posted on Streaming Services such as Youtube and Vimeo. DO NOT – provide a link to your Google Drive, Drop Box or any other File Sharing Service.

#### Video URL 1 \*

https://(your video) or na for placement holder

Enter your video url for this selection

### Sheet Music Files

Sheet Music must be supplied as one PDF file per selection/entry.

The file must not be larger than 2MB, as stated on the registration form.

#### Tips on creating an acceptable file size:

Scan at 100dpi to reduce the file size.

Page size should be letter size or 612x792 pixels.

If more than one page is involved you must combine them into one pdf.

You cannot upload multiple files for one selection.

If your file is still too big you can reduce the size in your pdf maker.

Using a camera will create a large file size.

You will need to use a photo editor to adjust the size.

#### Sheet Music 1 \*

Choose Browse to pick file (PDF only, 2MB max). Choose the Upload button to add file.

**IMPORTANT REMINDER:** The [Solarislive User Terms and Conditions](#) states that any sheet music or content you upload, which may be a third party's intellectual property rights, that you have the right to do so.

My-sheet-music.pdf

Click on 'Upload'  
You will be agreeing to the Terms and  
Conditions for intellectual property  
rights.

**\*If you need additional help – please contact your event coordinator.**

Contact information can be found in the 'About' menu tab of the event website.

## View Your Schedule

You must be logged into your account to use this option.

If your Event Administrator has used the Scheduling online Feature you will be able to view the full Schedule by clicking on 'Schedule' on the top menu.

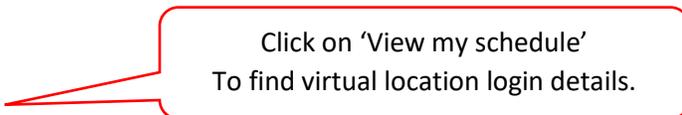
### Your schedule and location passwords

To view only your schedule, click on the link 'View my schedule'

#### Festival Schedule

Your welcome message for your Schedule! Coming Soon!

Choose an instrument and specific date. [View my schedule](#)



Click on 'View my schedule'  
To find virtual location login details.

## Adjudication Comments and Marks

You must be logged into your account to see your results.

Click on 'My Dashboard' to view your classes. The adjudication comments will appear under each class/entry you participated in ONLY when the adjudication has been completed.

**\*If you need additional help – please contact your event coordinator.**

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# Troubleshooting

If you need help with your account.

- 1) Use these Troubleshooting Steps
- 2) If you still need to contact us, send us a message through Help>Contact Us
- 3) Include the following details. Failing to provide this information will delay the support resolution time.

**What steps did you take?**

**What error message you get?**

**Did you try forgot password?**

**What device are you using to login?**

**What browser are you using (Chrome, Firefox)? Safari is not supported.**

## Passwords:

We DONOT provide passwords. Please use the Forgot Password on the Login page and the one you created will be emailed to you.

Passwords can be changed once you are logged into your account.

If you have questions about your registration.

Contact your event coordinator or administrator.

If you have questions about your Teacher or Adjudicator ID.

Contact your event coordinator or administrator.

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