

Managing your Account.



Topics

How to use and troubleshoot your account.

Email Verification	2
Email Confirmation wasn't received	3
Help Nothing is working	3
Update your Account Information	4
Change a Participant Name	4
My Classes	5

***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 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).

Email Confirmation

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.

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)¹ block or filter our emails as spam, so 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. You can 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.

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

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.

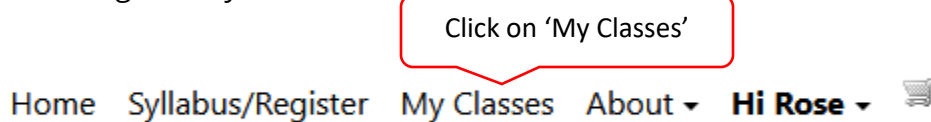
Account Details:

You can change your name, address, email, and password.

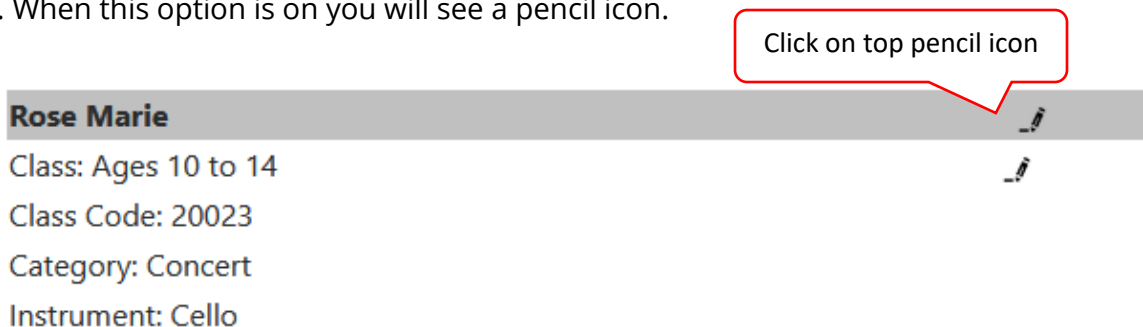
Modify any of the fields and click update to save your changes.

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.**

My Classes

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

Rose Marie 

Class: Ages 10 to 14
Class Code: 20023
Category: Concert
Instrument: Cello



Click on second pencil icon

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

[Participant](#) >> **Edit Class**

Rose Marie

Class: Ages 10 to 14
Class Code: 20023

Modify or add new information and choose update.

Selection:

Composer:

Teacher ID:

Accompanist:

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