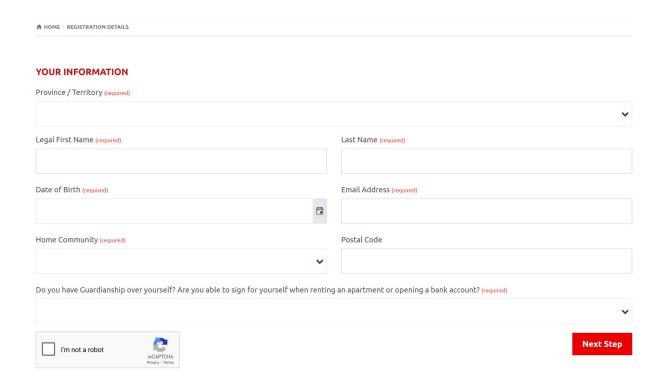
Before you start

• Login vs. Registration: Having a profile does not mean you have a portal account. To access the portal, you must have registered and set a password for your account.

1) Log in (or register your portal account)

- 1. Go to the SOBC Portal Login and enter your credential Log In.
- 2. If you see a message like "You have not registered for a portal account yet":
 - o Go to this link to register for a portal account: Registration Details
 - Use the same email and personal information that SOBC has on file for you.
 - Check your email for the **verification / password setup** link and complete registration.



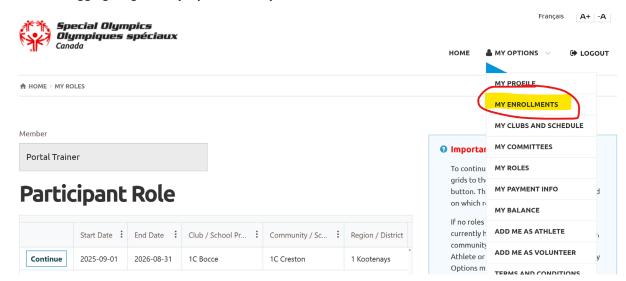
If you've registered before but forgot your password, click **Forgot Password** and follow the prompts.

Didn't get the "Forgot Password" verification email?

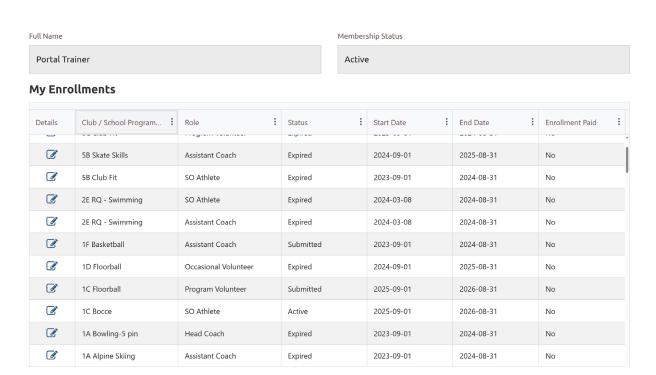
Try using the **text message option** if available, or email **rkong@specialolympics.bc.ca** for assistance.

2) Open your enrollments

1. After logging in, go to My Options \rightarrow My Enrollments.

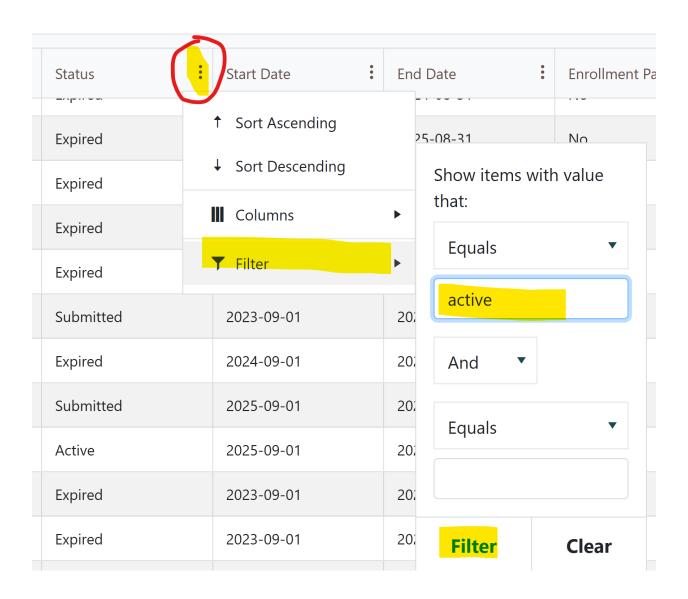


2. You'll see your **full SOBC enrollment history** listed.



3) Filter to only active enrollments

- 1. Use the **Status** filter.
- 2. Select **Active** to quickly see only your current enrollments.



Troubleshooting tips:

No results? Clear filters or set **Status = All** to view your full history.

4) Review your details

• Confirm each line shows the **Program**, **Role**, and **Status** correctly.

5) Need a correction?

If something looks off (e.g., missing enrollment, wrong role, or you're no longer in a program), please contact your Local Registrar and include:

- Your full name
- Your **community** (e.g., SOBC Richmond)
- The program(s) and role(s) that need updating
- A brief description of the issue (screenshots help!)

Email template you can use:

Subject: Enrollment Update Request

Hello [Local Registrar Name],

I reviewed my enrollments in the SOBC Portal and noticed the following issue(s):

- [e.g., "My role for Swimming shows Assistant Coach, but it should be Head Coach."]
- [e.g., "My Active Start enrollment is missing."]

Name: [Your Full Name]

Community: [e.g., SOBC - Richmond]

Program/Role affected: [e.g., Swimming – Coach]

Could you please update my record? I've attached a screenshot for reference.

Thank you!