

SWEMSA Frequently Asked Questions

? Why does the Portal show “Payment Pending”?

SWEMSA uses **TeamSnap** to manage all payments and financial records, including soccer fees and volunteer bonds.

The **Portal does not track payments**, so it will always show “**Pending**” for the Indoor season—even if your payment has been completed in TeamSnap.

? I paid through SWEMSA directly. Am I included?

Yes! As long as your payment was received by SWEMSA and you completed both registrations (Portal + TeamSnap) by the deadline, your player will be placed on a team.

? What happens if I missed the deadline?

Players who missed any of the three required steps will be placed on a **waitlist** and charged a **\$35.00 late fee** if accepted.

Anyone wanting to be placed on the **waitlist** must register on **TeamSnap** using a **special link provided by SWEMSA**.

Please contact admin@swemsa.org to request the link and begin the waitlist process.

? Why can't I see the team my child is on in TeamSnap?

SWEMSA is currently working on building teams.

Some age groups or divisions may take longer to finalize.

All teams will be released by September 26 at 7:00 PM. Please be patient as we complete this process.

? Who can I contact to find out what team my child is on, or if their friend/coach request was honored?

SWEMSA does its best to **honour all friend and coach requests** submitted during registration.

However, **once registration closes**, we are **unable to accept any new requests**. The **SWEMSA office will not release any team placement information** until rosters are officially sent to parents on **September 26, after 7:00 PM**.

We kindly ask families to wait until that time before reaching out with placement questions.

? I'm worried you haven't received all the required documents. What should I do?

SWEMSA will review all required documents.

If anything is missing, **we will reach out to you directly**.

Missing documents **will not prevent your child from being placed on a team** as long as all other requirements (registrations and payment) have been completed.

? What do I need to know about the Volunteer Bond?

1. **Credit Card (Default Option)**

If you haven't submitted your volunteer deposit by **cheque within seven days of registration**,

SWEMSA will manually set a payment plan for **February 28, 2026**, for **\$250.00** to be processed on the **same credit card used for registration fees**.

You will receive an email once this has been set up.

 Please note: It may take until **September 15** to receive this email.

2. **Cheque or E-Transfer**

If you registered using cheque or e-transfer and **have not yet provided the \$250.00 volunteer deposit**, please contact admin@swemsa.org to arrange a time to drop it off **by September 16**. Failure to submit the deposit may result in your child being **removed from their assigned team**.

3. **Returning Team Officials**

Returning coaches and team officials **do not need to provide a volunteer deposit**.

When does the season start and when will schedules be released?

The **Indoor season starts on October 11 or 12**, depending on your child's age group.

Game schedules will be released by **EMSAmain on October 3 after 5:00 PM**.

The practice schedule will be sent out by your coach

Do I require an Admission Pass?

Yes. All **U7 to U19 teams** will be playing in one of the **Edmonton Soccer facilities**, where **admissions will be in effect starting October 11**.

Please ensure you have your admission pass ready before the season begins. Go to www.esaf.ca for full details on facility center hours

What is the EMSA E-Card ID and who needs one?

EMSA has launched a **new registration system**, and please note:

- **No data will be transferred** from the previous platform.
- All **players in U13–U19** and **ALL team officials** must request a **new EMSA E-Card ID**.
- For **team officials**, the EMSA E-Card ID serves as your **admission pass** to enter the soccer facilities.

 **Step-by-step instructions** [How-to-Obtain-your-EMSA-E-Card-Aug-262025-scaled.jpg \(1978×2560\)](#)