



Swimmer Account User Guide

How to Verify your Swimmer Account Information and Sign the Acknowledgement and Assumption of Risk Form

An important step in the swimmer registration process is to verify your Swimmer Account in the RTR System. The RTR System is the database where all the swimmers across the country are registered. It allows Clubs, Swim BC and Swimming Canada to track statistics and provide services to our members. As a part of registration, swimmers or their parent/guardian will need to login into the RTR system and verify their personal information and sign the 'Acknowledgement and Assumption of Risk Form'. This guide is to help walk you through that process, step-by-step.

- 1) After you register with your club, they will add you to the RTR system. This will trigger an email from Swimming Canada to log in to your Swimmer Account. The email subject will say: Action Required Swimming Canada Registration Confirmation (example below).

ACTION REQUIRED Swimming Canada Registration Confirmation

- 2) At the bottom of the email click on "**Login Page**". This will bring you directly to your Swimmer Account. Example of the email body below.

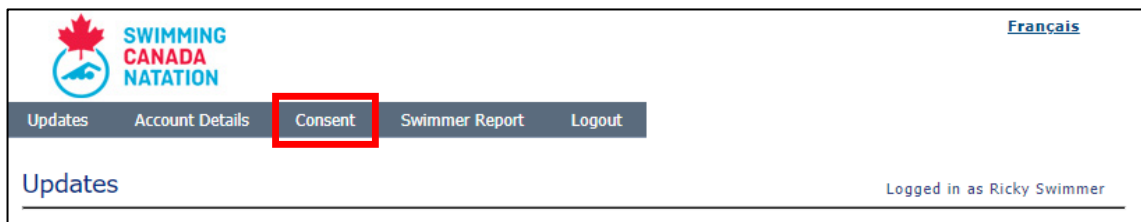
Please use the login page link below to login and confirm or update your swimmer and primary contact information. Below is the username carried over from previous registration in the system.

If you are unsure of your password for login, use the 'Forgot Username/Password' option on the login page. An email will be sent to you requesting you to set a new password, the link will expire after one use.

NOTE: You must select the Role of **Swimmer Account** when using the forgotten password option.

[LOGIN PAGE](#)

- 3) You will need to review the Swimmer Information on the page and update any information that isn't current. Below the personal information, you can set your username and password for the account. Pick a username and password that works best for you.
- 4) Once your personal information is verified and you have selected your username and password, click on the big blue button at the bottom of the screen that says, "**Confirm Account**". This step is necessary to verify the account information, and your club will be updated when it is submitted.
- 5) Once you have confirmed the account details, you'll need to sign the 'Acknowledgment and Assumption of Risk Form'. At the top of the page, select "Consent" from the menu.



- 6) This will bring you to the page where the risk forms are signed. You'll see a list of swimmers associated with the account, and each swimmer will have a form associated with their Swimmer ID to sign.

ID	Last Name	First Name	Gender	DOB	Forms to sign
129204652	Test-Formulai...	Nageur	Male	Mar 07 2010	PSSNCAR2020EN – Click to Sign



- 7) When you click the form, it will open in a new window allowing you to digitally sign the form. The form will guide you through the required fields. Once completed click "Submit Form". This will send a copy of the signed form to both you and your Club. Your registration is complete at this point.
- 8) Once the form is submitted, under the "Forms to Sign" column the name of the form will change to "Signed – Click to View". You can access your signed forms through this tab at any time.

Forgotten Password

If you have logged into the RTR System before you may already have a Swimmer Account. To reset your password, go to <https://registration.swimming.ca/Login.aspx>. Underneath the login button, there is an option that says, "Forgot Username/Password?"

A screenshot of the "RETRIEVE PASSWORD" page. At the top is the Swimming Canada logo (a red maple leaf over a blue swimmer). Below the logo is the text "RETRIEVE PASSWORD" in blue. There are two input fields: "Email" with an envelope icon and "Swimmer Account" with a person icon and a dropdown arrow. Below these fields is a blue "RETRIEVE" button. At the bottom left, there is a link "BACK TO LOGIN".

This will bring you to the "Retrieve Password" page. Enter the email address you used when registering with your club. Then in the dropdown menu, you will need to select Swimmer Account (image provided). If you are still having issues with login, contact support@swimming.ca.

What if I Haven't Received the Swimming Canada Email?

If you haven't received the email from Swimming Canada with the direct link, you can access your Swimmer Account directly through the RTR System Login page (<https://registration.swimming.ca/Login.aspx>). Follow the Forgotten Password steps above and you should have access to your account. If you're still having issues, reach out to your club directly to verify that your email address is correct.