



Officials Account User Guide

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

An important step in the official registration process is to verify your Official Account in the RTR System. The RTR System is the database where all the swimmers, coaches and officials 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, officials will need to login into the RTR system and verify their personal information and sign the 'Acknowledgement and Assumption of Risk Form' and answer 2 consent questions. This guide is to help walk you through that process, step-by-step.

Step 1:

After your club's official director has added your email address into the RTR system, this will trigger an email from Swimming Canada to log in to your Officials Account. The email subject will say: Swimming Official Account Activated for 2020-2021 Season (Action Required). Please check you Spam and/or Junk folder if it does not arrive in your inbox.

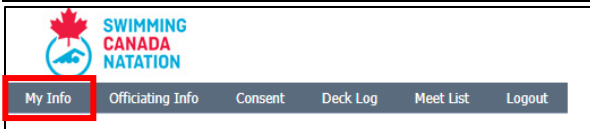
You can log in one of two ways:

- Via the link sent to the email associated with the official's account upon registration at the beginning of the season
- or
- Go to registration.swimming.ca using the username and password set upon registration.



Step 2:

When logged into your Official account, click the **My Info** tab to update contact information. If there are corrections to be made to the name, please contact your **Club Officials Director (COD)**.



Once completed, scroll to the bottom to the page and click **Save**

Step 3:

When the contact information is submitted, you will be redirected to the **Consent** tab. If this does not happen, click on the **Consent** tab in the Menu Bar.



Step 4:

Click the form name to sign the form; it will open in a new window.

Consent Form (s)						Logged in as JOCELYN BOILEAU
ID	Last Name	First Name	Gender	DOB	Forms to sign	
80014182	BOILEAU	JOCELYN	Male	Jan 01 0001	Acknowledgement and Assumption of Risk Form – Click to Sign	

If an Official is under the age of 18, a parent/guardian must sign the form.

Fill out all required fields and click **Sign** to submit the form. You will not be able to submit the form unless all fields are completed.



Step 5:

Once submitted:

The status of the form will change in the **Consent** table (page refresh required);

Consent Form (s)						Logged in as JOCELYN BOILEAU
ID	Last Name	First Name	Gender	DOB	Forms to sign	
80014182	BOILEAU	JOCELYN	Male	Jan 01 0001	Acknowledgement and Assumption of Risk Form – Signed – Click to view	

The COD will receive an email indicating that the Official has signed the Acknowledgement and Assumption of Risk Form; as well the official can view/save a signed copy of the form.

Step 6:

Once the form(s) have been signed, scroll down to answer the two consent messages and click **Save**.

Consents

I have read and agree to comply with the [Swimming Canada Code of Conduct and Professional Ethics Policy](#) and to abide by all other [Swimming Canada Policies](#); and equivalent documents from the Provincial Sections.

I would like to receive emails related to commercial activities from Swimming Canada (discounts and promotions from partners), including those related to the Swimming Canada Member Rewards program. I understand that I may unsubscribe from receiving these emails at any time.

Yes No

SAVE

Forgotten Password

If you have logged into the RTR System before you may already have an Officials 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?”

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 Official 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 Official 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 officials director directly to verify that your email address is correct.