



Swimming Canada 2023-2024 Club Registrar Guide



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SECTION 1: GETTING STARTED

1.1 National Registration Manual

The National Registration Procedures and Rules Manual is located in the resources on the registration login page at <http://www.swimming.ca/registration>, or can be found by using the search tool on the swimming.ca site. Each Provincial Swimming Office (PSO) may also have a provincial registration document. Please contact your PSO to obtain the location of their documentation.

1.2 How to Access the System

Access to the Registration, Tracking and Results System (RTR) for Club Registrars is provided by the PSO once the club has been activated and met the club registration requirements. The Club Registrar will receive an email from the RTR once their account has been created or re-activated by their Provincial Registrar. This email will contain the initial username and password used to login into the system. These credentials will need to be updated upon the first login.

To login to the RTR, visit <https://www.swimming.ca/registration>

REGISTRATION

REGISTRATION, TRACKING AND RESULTS SYSTEM LOGIN

- **Club Registrars** — your account to access the registration system must be activated by the Provincial Swimming Office registration staff.
- **Meet Manager** — your account will be active and you will be able to apply for sanctions as long as your Club has been activated by your Provincial Swimming Organization. If you reach the Add a Meet page and see no options, please contact your Club Registrar or Provincial Swimming Office to find out what needs to be done to complete the Club activation.
- **Family/Swimmers** — you will receive an email with a link to update and confirm your swimmer primary contact information.
- **Coaches** — you will receive an email with a link to update your contact information, and complete your CSCTA registration steps. No further registration steps are required.

The *Swimming Canada National Registration Policy, Procedures & Rules Manual* can be found below. Updated June 1, 2016

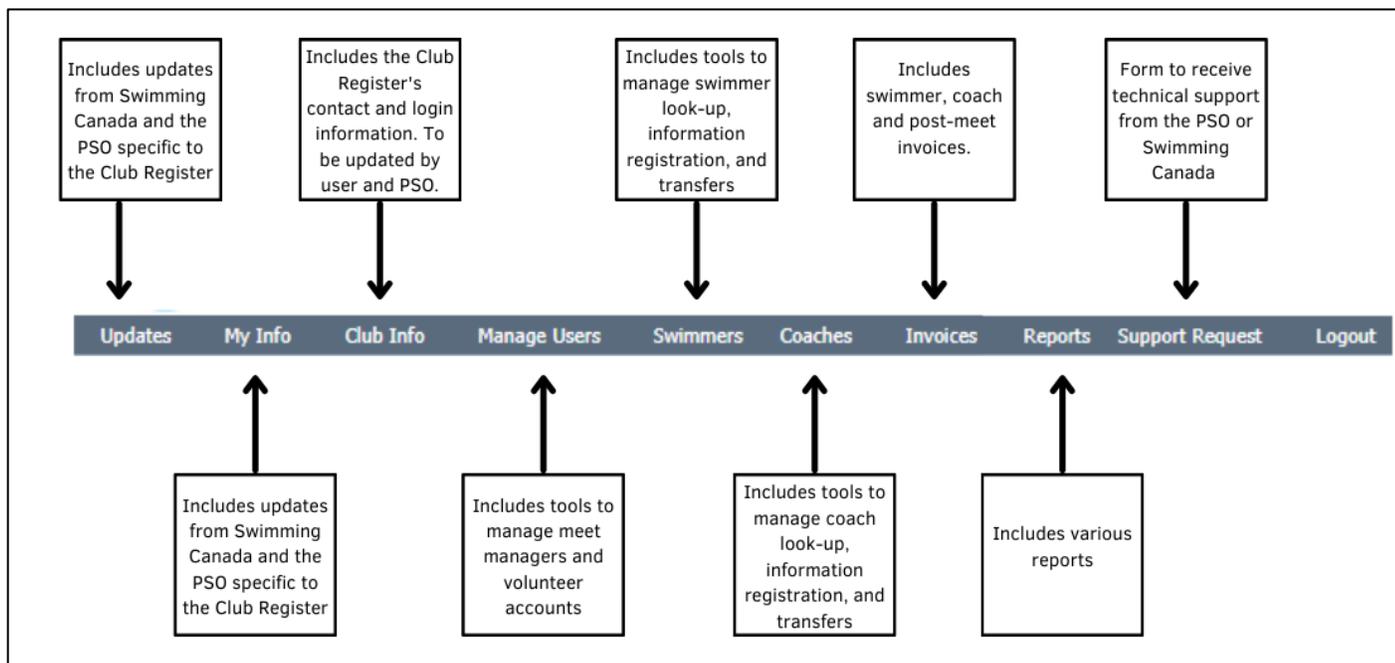
RESOURCES

NAME	RESOURCE
regpolicyproceduresrulesmanual_1jun2016	regpolicyproceduresrulesmanual_1jun2016.pdf



1.3 Available Menu Items

There are several tools available to the Club Registrar account. Each of which are designed to provide methods to manage swimmers, coaches, meet managers and accounting for the club.



1.4 First Time Logging In & Updating Information

1. Upon the first-time logging in, you will be brought to the **My Info** page to update all contact information.
2. Update any contact information listed there.
3. Use this same section to update the username and password for the account. Every time beyond this when logging in, the **Updates** page will be the landing page.

The screenshot shows the 'My Info' page with the following fields and values:

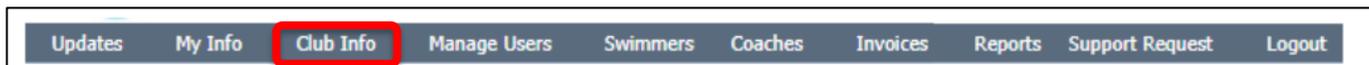
- First Name:** Swimming
- Last Name:** Canada
- Email:** support@swimming.ca
- Title:** (empty)
- Phone:** 613-260-1348
- Fax:** 613-260-0804
- Username:** snregister
- Password:** (masked with dots)
- Language:** English French

A 'Save' button is located at the top right of the form. A note indicates that asterisks (*) denote mandatory fields.

Note: The passwords for the Club Registrar accounts are reset at the start of every season.



4. Next, visit the **Club Info** page to confirm club information.



5. Ensure that the primary address information, contact information and mailing address information are accurate.

Club Information Logged in as Swimming Canada - Test

* mandatory fields Save

Primary Location

Club Registrar: * Swimming Canada - Test Email: * support@swimming.ca
Club Name: * Swimming Canada Club Code: * SNCSTAFF
Address 1: * 307 Gilmour St Address 2: *
City: * Ottawa Province: * Swimming Canada
Postal Code: * K2P 0P2 Phone: * 613-260-1348 | Ext: *
Website: * Fax: *

Mailing Address

Use the above address as mailing address

Address 1: * 307 Gilmour St Address 2: *
City: * Ottawa Province: * Swimming Canada
Postal Code: * K2P 0P2
Club Type: * Age Group Club, Masters, University, Other

SECTION 2: USER MANAGEMENT

The Club Registrar is responsible for creating and maintaining accounts for the following individuals within their club:

- Meet Manager
- Support Staff
- Volunteer

2.1 Meet Managers

The Meet Manager has the ability to add and manage meets and is a required user in order for the club to use the RTR to manage meets.

Before the Club Registrar begins the process of adding meet managers for the current season, they should clean up the club *User List*, removing any meet managers that will not be active.

1. To manage Meet Manager accounts in the system, go to the **Manage Users** option in the top menu bar, and then select **Meet Managers**.





2. A list of meet managers user accounts associated with the club will be displayed.
 - a. From this list, the Club Registrar can either change the status of the account, delete the account, or go to the editing form by using the pencil  icon.

Meet Manager Logged in as Erica Newman

Status:

First Name	Last Name	Email	Title	Phone	Status	Edit	Delete
<input type="checkbox"/> Test	Meet Manager	rick@swimming.ca	Test	613-260-1348()	Inactive		

3. Use the **Add New** button to create a new Meet Manager account.
 - a. Fill out all the required fields, and then once completed, hit **Save**. This will activate the Meet Manager for the season.
 - b. This will dispatch an email to the email address used in the form with the login credentials for the Meet Manager.

Note: The username and password will be automatically generated. The Meet Manager can edit these when logged into their account

Meet Manager

* mandatory fields

First Name: *

Last Name: *

Title:

Email: *

Phone: *

4. To activate a returning Meet Manager, Select all Meet Managers to activate for the current season, select the status of **Active** from the dropdown menu and click **Set Status**. This will dispatch the email to Meet Manager.

2.2 Support Staff

The Club Registrar is responsible for adding Support Staff to the RTR for the purpose of being permitted on deck at Swimming Canada National Events. Support Staff who are not registered in the RTR will not be permitted on deck at Swimming Canada National Events.

Swimming Canada National Events include Trials, Canadian Swimming Championships, Eastern/Western Championships, Canadian Swimming Open, Ken Demchuk International Invitational and Canadian Masters Swimming Championships



1. To manage Support Staff accounts in the RTR, go to the **Manage Users** option in the top menu bar, and then select **Support Staff**.



2. A list of support staff user accounts associated with the club will be displayed. From this list, the Club Registrar can either change the status of the account, delete the account, or edit account information using the pencil  icon.
3. Click **Add New** to create a new Support Staff account. This will bring up the form to add a new Support Staff user.
 - a. Fill out all the required fields, and then once completed, hit **Save**.

- b. This will dispatch an email to the email address used in the form with the login credentials for the Support Staff.
- c. Upon receipt of the email, the Support Staff user will be required to login to the RTR and complete additional information including signing the Acknowledge of Assumption and Risk form.

Note: The Support Staff will not have a **Registered** status until they have signed the Acknowledgement of Assumption and Risk form and completed their profile.



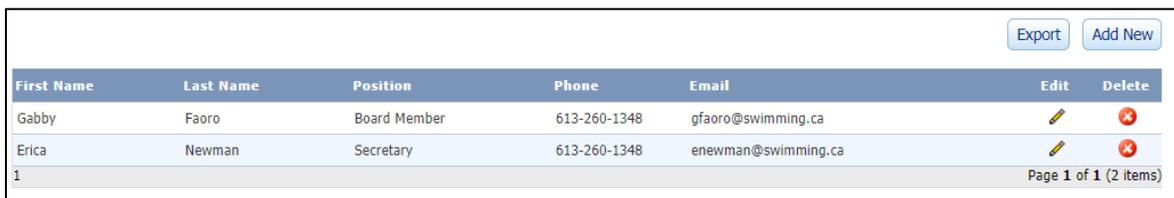
2.3 Volunteers

The Club Registrar has the option to add contact information for volunteers to the RTR. Volunteers will not have user accounts.

1. To manage Volunteers in the RTR, go to the **Manage Users** option in the top menu bar, and then select **Volunteers**.



2. A list of volunteers associated with the club will be displayed. All volunteers will have a status of **Inactive**.
 - a. From this list, the Club Registrar can either delete the account or edit contact information using the pencil  icon.



First Name	Last Name	Position	Phone	Email	Edit	Delete
Gabby	Faoro	Board Member	613-260-1348	gfaoro@swimming.ca		
Erica	Newman	Secretary	613-260-1348	enewman@swimming.ca		

Page 1 of 1 (2 items)

3. Use the **Add New** button to create a new Volunteer. Fill out all the required fields, and then once completed, hit **Save**. This will activate the volunteer for the season.



Volunteers

* mandatory fields

First Name: *

Last Name: *

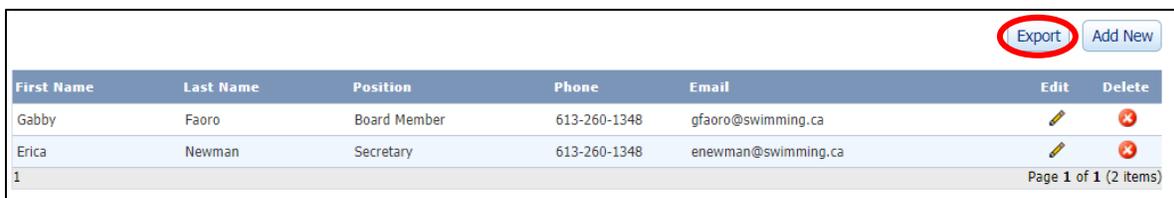
Position: * President

Phone: *

Email: *

Save Cancel

4. To activate a returning Volunteer, select all volunteers to activate for the current season, select the status of **Active** from the dropdown menu and click **Set Status**.
5. The Club Registrar can also export the list of Volunteers to Excel by clicking **Export**



First Name	Last Name	Position	Phone	Email	Edit	Delete
Gabby	Faoro	Board Member	613-260-1348	gfaoro@swimming.ca		
Erica	Newman	Secretary	613-260-1348	enewman@swimming.ca		

Page 1 of 1 (2 items)



SECTION 3: SWIMMER REGISTRATION

3.1 Overview of Swimmer List

The Club Registrar has access to different capabilities on swimmer page is:

Filters – Located at the top, the Club Register can utilize the different filters to search for specific swimmers. These filters include season, group type, registration type and swimmer registration status.

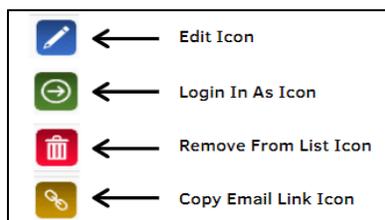
Main Menu Buttons – Located at the top are various buttons that can perform different functions. Specific instructions to utilize these different buttons will be discussed later in this section.



Declarations – The declarations column of the swimmer's menu now will feature different icons to represent a swimmer's declaration for Canadian citizenship, Indigenous Status and Impairment.



Action Buttons – The action buttons located under the *Action* column prompt the RTR to perform different functions.



3.2 Swimmer Status

3.2.1 List of Different Swimmers' Status

Every swimmer entered in the system will have a status listed in their profile. This status defines where the swimmer registration sits in the RTR.

- **Inactive** – The swimmer is registered, but the swimmer was manually moved to inactive.
- **Pending** – The swimmer profile is entered in the system, but registration has not been initiated.
- **Invoice Pending** – The swimmer has been placed in a category and requires an invoice to be generated.
- **Pending PSO Approval** – The invoice has not been paid to the PSO.



- **Account Pending** – The invoice has been paid, but the Primary Contact has not confirmed swimmer information.
- **Registered** – Registration has been completed; invoice is paid, and swimmer account updated.

Other possible statuses include:

- **Completed** – This occurs when the swimmer view is on a previous season.
- **Deceased** – In the unfortunate event of a death,
- **Upgrade Pending** – The swimmers registration category has been upgraded and is waiting on an invoice to be generated and paid.
- **Suspended** – Swimmer whose registration has been suspended due to disciplinary action initiated and/or approved by Swimming Canada and the PSO.

3.2.2 Viewing the Different Statuses

1. Located in the top right-hand corner of the **Swimmers** page, will be the number of swimmers with each swimmer status will be listed as well as the total number of swimmers on the swimmers list.
2. Using the **All Statuses** button, select the desired status in which you want to view from the drop-down menu then click the **Apply Filters** button.

Invoice Pending : 9
PSO Pending : 4
Account Pending : 1
Registered : 5
All Swimmers : 37

3.3 Reviewing Swimmer Registration List

It is recommended that prior to the process of adding new swimmers for the current season, Club Registrars should first review the club's current swimmer registration list to remove swimmers who will not be returning.

Swimmers can be removed from the registration list in one of two ways:

1. Next to the Swimmer ID's box, select the check box of all the swimmers you wish to remove from the registration list.



WELCOME TO THE SWIMMING CANADA REGISTRATION TRACKING AND RESULTS SYSTEM (RTR)

Swimmer List

2021-2022 --All Reg Type-- --All Groups-- All statuses Apply Filters Export to CSV

Add Swimmers Move to Category Move To New Group Remove Swimmers Change Status Resend Login Info

ID	Swimmer	Gender	DOB	Category	Group	Registered	Status	Account Updated	Declarations	Actions
<input checked="" type="checkbox"/> 129159632	Loucks_SBI, Rick	Male	1986-01-01				Pending		(+)(-)(A)(B)(C)	[Pencil] [Trash] [Refresh]
<input checked="" type="checkbox"/> 129209637	Newman, Erica	Female	1994-05-17	Masters - Testing		2021-08-31	Registered	✓	(+)(-)	[Pencil] [Trash] [Refresh]
<input type="checkbox"/> 129186004	Test, Race Again	Male	1979-01-01	Masters - Testing		2021-11-03	Registered	✓	(+)(-)	[Pencil] [Trash] [Refresh]

Showing 1 to 3 of 3 entries

2. Once all swimmers have been selected, press the **Remove Swimmers** button.

WELCOME TO THE SWIMMING CANADA REGISTRATION TRACKING AND RESULTS SYSTEM (RTR)

Swimmer List

2021-2022 --All Reg Type-- --All Groups-- All statuses Apply Filters Export to CSV

Add Swimmers Move to Category Move To New Group Remove Swimmers Change Status Resend Login Info

ID	Swimmer	Gender	DOB	Category	Group	Registered	Status	Account Updated	Declarations	Actions
<input checked="" type="checkbox"/> 129159632	Loucks_SBI, Rick	Male	1986-01-01				Pending		(+)(-)(A)(B)(C)	[Pencil] [Trash] [Refresh]
<input checked="" type="checkbox"/> 129209637	Newman, Erica	Female	1994-05-17	Masters - Testing		2021-08-31	Registered	✓	(+)(-)	[Pencil] [Trash] [Refresh]
<input type="checkbox"/> 129186004	Test, Race Again	Male	1979-01-01	Masters - Testing		2021-11-03	Registered	✓	(+)(-)	[Pencil] [Trash] [Refresh]

Showing 1 to 3 of 3 entries

3. A prompt will then pop up and will ask you to confirm if all swimmer(s) in the drop-down menu should be removed. Click **Yes** to remove the swimmers from the swimmers list.

4. To remove swimmers individually, you can select **Remove from List**  under the Actions column of the swimmer you wish to remove from the registration list.

Note: Removing Swimmers from the Swimmer list does not delete them from the RTR. A swimmer that has been removed can be re-added at a later date.

3.4 Adding Previously Registered Swimmers

A previously registered swimmer is classified as a swimmer who was registered with any club affiliated with Swimming Canada but does not appear on your club's swimmer registration list.

Note: Before registering swimmers, please make sure you have the following information for each returning swimmer: name, gender, date of birth or Swimmer ID #. Be sure to have the current primary contact email to update if needed.

1. Previously registered swimmers can be added to your swimmer list utilizing the **Add Swimmers** button located at the top of the main menu page.



2. Input the individual's Swimmer ID **OR** fill in the name, gender and date of birth to fields then click **Add** to find the swimmer's account. You can use the [Swimmer Lookup](#) tool to search for the swimmer.

OR

IMPORTANT: If there is a duplicate result of a swimmer with different Swimmer ID numbers, please contact the PSO and report the duplication. The PSO can merge the two accounts if they both belong to the same swimmer. Do not add this swimmer until this is resolved.

3. Once the desired swimmer has appeared, click the **Add to Swimmers List** button to have the swimmer added to the club's swimmer list.
 - a. If the swimmer was previously registered with another club, the club code will show in the category next to the select link.

IMPORTANT: When adding a swimmer who is listed under another club, the system will initiate a transfer request to the releasing club (this will only count as the swimmers first transfer of the season if



they are already registered with an Age Group Club). To initiate the transfer, click on the **Select** located next to the releasing club followed by **Send Transfer Request** to complete the request.

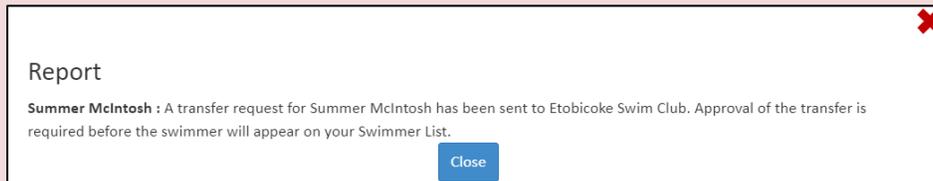
Confirmation ✖

The Swimmer(s) listed below that you are trying to add to your Swimmer List have been previously registered in one of the following situations:
1. Swimmer previously registered with another club (Transfer Required)
2. Swimmer previously registered with your club (No Transfer Required)
Click "Select" next to the club code, then click "Add to Swimmers List/Send Transfer Request" to initiate the process. Swimmers not requiring a transfer will appear on the Swimmers List with a status of "Pending". If a swimmer requires a transfer, the transfer request will be sent to the club listed below.

ID	Swimmer	Gender	DOB	Age Group Club	University	Masters Club	Summer
129076151	Summer, McInrooh	Female	08-18-2006	ESWIM <input type="button" value="select"/>	<input type="button" value="select"/>	<input type="button" value="select"/>	



A prompt will appear confirming the transfer request has been completed.



The swimmer will not show on your **Swimmers List** until the releasing club and PSO have approved the transfer.

Para Swimmers: When adding a new swimmer who has a para classification, do not enter the classification code in the last name. The National Registrar will enter any classification codes and the Swimmers name field only allows Alpha characters because of this restriction. Please visit <https://www.swimming.ca/fr/ressources/paranotation/classification-para-natation/> for more information on the classification process and follow-up with the head coach of the club.

Classification codes must be entered with an Underscore Character in your team management software for the swimmer to pass validation for meet entry. (i.e., Lastname_S10SB9). The code is added in the RTR by the para-classifier and will display automatically on the Swimmer's last name.

3.5 Adding New Swimmers

New swimmers are considered swimmers who have never been associated with any club registered with Swimming Canada. To add a new swimmer into the RTR you will require the following contact details from the swimmer:

- Full Name
- Date of Birth
- Gender
- Email Address

3.5.1 Manually Adding New Swimmers

1. Once on the main menu page for **Swimmers**, click the **Add Swimmers** button.

ID	Swimmer	Gender	DOB	Category	Group	Registered	Status	Account Updated	Declarations	Actions
129159632	Loucks_S81, Rick	Male	1986-01-01				Pending			
129209637	Newman, Erica	Female	1994-05-17	Masters - Testing		2021-08-31	Registered	✓		
129186004	Test, Race Again	Male	1979-01-01	Masters - Testing		2021-11-03	Registered	✓		



- To add a single individual swimmer, simply enter all required contact details then click **Add**.

Register New Swimmers

NEW SWIMMERS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address
RETURNING SWIMMERS - Please enter Swimmer ID **OR** First Name, Last Name, Gender, Date of Birth and Email Address.

CSV Template
Choose File No file chosen

Import From Excel (CSV only)

Swimmer ID Last Name First Name Gender Date Of Birth E-mail Address

Male Female

Add

- The swimmer's name and information will appear in a table below.

Note: This process can be done for one individual swimmer or can be completed for multiple swimmers at one time. Simply repeat step 2 until all new swimmers have been added then proceed to step 4 to complete the addition process.

- Once the details have been confirmed complete the process by clicking on the **Add to Swimmers List** button.

Register New Swimmers

NEW SWIMMERS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address
RETURNING SWIMMERS - Please enter Swimmer ID **OR** First Name, Last Name, Gender, Date of Birth and Email Address.

CSV Template
Choose File No file chosen

Import From Excel (CSV only)

Swimmer ID Last Name First Name Gender Date Of Birth E-mail Address

Male Female

Add

Once all swimmers have been added, please confirm all contact details are correct then click "Add to Swimmer List"

Swimmer	Gender	DOB	Email
Test User Guide	Male	2005-02-09	support@swimming.ca

Add to Swimmers List

Note: Should you choose the exit the registration page seen above midway through adding a new swimmer, a prompt will appear confirming if you want to continue with exiting the page and not completing the addition of the swimmer to your club's registration list.

- Close the register new swimmers tab once finished. All newly added names will appear on your club's swimmer registration list with a status of **Pending**.



3.5.2 Adding Multiple New Swimmers using the Excel Upload Feature

The Club Registrar can add multiple swimmers at once by completing the supplied Excel template and uploading the file to the RTR.

1. Once on the main menu page for **Swimmers**, select the **Add Swimmers** button.

ID	Swimmer	Gender	DOB	Category	Group	Registered	Status	Account Updated	Declarations	Actions
129159632	Loucks_SB1, Rick	Male	1986-01-01				Pending		(+)(-)(A)(B)	[Edit][Delete][Refresh]
129209637	Newman, Erica	Female	1994-05-17	Masters - Testing		2021-08-31	Registered	✓	(+)(-)	[Edit][Delete][Refresh]
129186004	Test, Race Again	Male	1979-01-01	Masters - Testing		2021-11-03	Registered	✓	(+)(-)	[Edit][Delete][Refresh]

2. Download the Excel document by selecting the CSV template button. The template will then be downloaded to the Downloads section of your computer's desktop.

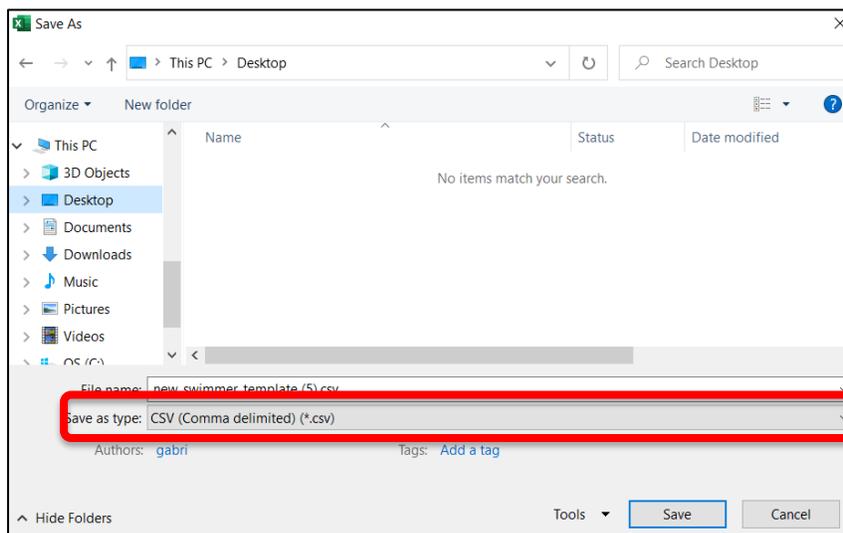
	A	B	C	D	E	F	G
1	Last Name	First Name	Gender(male/female)	DOB(yyyy-mm-dd)	Email Address		
2							
3							
4							
5							
6							
7							

3. Open the Excel document and fill in all required contact information for each new swimmer you wish to add to the club's swimmer list.

Note: You will be unable to upload your Excel file if column headings have been edited, fields have been left empty, additional columns have been added or if the file is saved in a format other than CSV.



- Once all information has been filled in, ensure that you save the file as CSV file.



- Once complete, save the Excel document to your computer as a CSV file. Upload your filled out template from your desktop by first selecting **Choose File** button. Once the file has been uploaded, select **Import From Excel (CSV only)** to upload the swimmer information

Register New Swimmers

NEW SWIMMERS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address
RETURNING SWIMMERS - Please enter Swimmer ID OR First Name, Last Name, Gender, Date of Birth and Email Address.

CSV Template **Choose File** No file chosen **Import From Excel (CSV only)**

Swimmer ID Last Name First Name Gender Male Female Date Of Birth E-mail Address

Add

Note: You will be unable to upload your Excel file if column headings have been edited, fields have been left empty, additional columns have been added or if the file is saved in a format other than CSV

- The swimmer(s) name and information will appear in a table below. Once the details have been confirmed complete the process by clicking on the **Add to Swimmers List** button.

Register New Swimmers

NEW SWIMMERS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address
RETURNING SWIMMERS - Please enter Swimmer ID OR First Name, Last Name, Gender, Date of Birth and Email Address.

CSV Template **Choose File** No file chosen **Import From Excel**

Swimmer ID Last Name First Name Gender Male Female Date Of Birth E-mail Address

Add

Once all swimmers have been added, please confirm all contact details and consent then click "Add to Swimmers List"

Last Name	First Name	Gender	DOB	Email
Test	DN	Male	2000-01-02	userguide@test.com
Test	AB	Female	2001-02-03	userguide@test.com
Test	QC	Male	2002-03-04	userguide@test.com

3 swimmers imported from csv file **Add to Swimmers List**



7. Close the register new swimmers tab once finished. All newly added swimmers will appear on your club's swimmer list with a status of *Pending*.

3.6 Editing Swimmer's Information

The club registrar can edit swimmer information for swimmers on the Swimmers List.

1. Click the blue **Edit** pencil icon located under the Action column.

ID	Swimmer	Gender	DOB	Category	Group	Registered	Status	Account Updated	Declarations	Actions
<input type="checkbox"/> New	Test, Swimmer	Female	2002-06-02	Masters - Testing			PSO Pending			

2. Once selected a new window will appear displaying the swimmer's contact and primary contact information. Update all information and click **Update** once complete.

Edit Swimmer

Last Name: Account
First Name: RTR Test
Gender: Female
Date Of Birth: 2001-07-05

Aboriginal: Not Applicable
Impairment: Not Applicable
Citizenship: Canadian Citizen

Primary Contact: Swimming Canada
Email: support@swimming.ca
Phone: 6132601348
Address: 307 Gilmour St

City: Ottawa
Country: Canada
Prov: ON
Postal: K2P 0P7

Update

3.7 Swimmer Registration

The steps of the registration process for the club registrar are:

1. Assign a registration category.
2. Generate the invoice(s) for all swimmers.
3. Submit payment to the PSO as per the provincial procedure.
4. Verify the Primary Contact has confirmed swimmer information online.

Step 1: Assigning Swimmers to a Registration Category

At the start of every new season, all previously registered and new swimmers on the swimmer's list will have a *Pending* status and will need to be assigned to a registration category.

1. Select the checkbox located next to the swimmer(s) ID number that you wish to assign a category then click **Move to Category**.

ID	Swimmer	Gender	DOB	Category	Group	Registered	Status	Account Updated	Declarations	Actions
<input checked="" type="checkbox"/>	LOUIS, RITA	Male	1980-01-01				Pending			
<input type="checkbox"/>	NEWMAN, ERIC	Female	1994-08-11	Masters - Testing		2010-08-11	Registered			
<input type="checkbox"/>	YEE, RITA AGNES	Male	1979-01-01	Masters - Testing		2012-11-01	Registered			



2. A pop-up window will appear with the selected swimmer(s) names in the drop-down menu on the left and the different registration categories located in the menu on the right.

Move Swimmers to a new Category

Select the new Category from the Category Drop Down List and click the Move Button

Selected Swimmers: Acevedo, Javier

Select the new category: --please select category--

Move

3. Select the appropriate registration category for each swimmer then press the **Move** button to save the change.

The chosen swimmers will now be in the selected registration category and their status will change to **Invoice Pending**.

Note: Once swimmers have been assigned a registration category, an email prompt will be sent to the individual beginning the registration process outlined in [Step 4](#).

Step 2: Generating Swimmer Invoices

1. Select **Invoices / Swimmer Invoices** from the main menu.

2. Using the checkboxes, select the swimmers to be added to the invoice.



- When all the swimmers have been selected, press the **Generate Invoice** button.

Swimmer Invoices
Select swimmers to place on this invoice, then press "Generate Invoice" button

New Registrations

ID	Name	Category	Cost	Status	Return to Pending
129199960	ON 3 Test	Masters - Testing	10	Invoice Pending	

Upgraded Registrations
There are no pending Invoices in the system.

Invoices Summary

Season: 2020-2021 [Export](#)

Invoice No	Date	Due	Paid	Date Paid	Status	Actions
SNC2084341	07/08/2021	\$105.00	\$0.00		Pending PSO Approval	
SNC2084340	07/07/2021	\$220.00	\$0.00		Pending PSO Approval	
SNC2084339	07/06/2021	\$0.00	\$210.00	07/06/2021	Paid	
SNC2084336	07/01/2021	\$105.00	\$0.00		Pending PSO Approval	
SNC2084335	06/24/2021	\$0.00	\$0.00		Deleted	
SNC2084334	06/24/2021	\$0.00	\$0.00		Deleted	
SNC2084333	06/24/2021	\$0.00	\$0.00		Deleted	

- The invoice will appear and can then be printed or downloaded as a PDF. The invoice will also appear in the **Invoices Summary** section with a status of **Pending PSO Approval**. The system will send an email notification to the PSO about the generated invoice.

Tips:

- To change the swimmer registration category prior to generating an invoice, select the Return to Pending icon and the swimmer will return to the Swimmers List without a registration category.
- The Club Registrar can edit and remove swimmers from an invoice that is Pending PSO Approval status. Swimmers removed from an invoice are returned to Invoice Pending status.
- The Club Registrar can delete an invoice that is Pending PSO Approval status. All swimmers on the deleted invoice will be returned to Pending status.
- In the Invoices Summary, Invoices can be viewed by clicking on the Invoice Number.

Step 3: Submit payment to the PSO as per the provincial procedure.

After the invoice has been generated, make payment to the PSO as instructed on the invoice. The invoice will remain **Pending PSO Approval** status until payment has been received and processed by the PSO.

Step 4: Completing Swimmer Requirements

For a swimmer to finish the registration process and their status as **Registered**, they must complete the following either by clicking on the link in the confirmation of registration emails or logging into the RTR:

- Validate their personal and contact information.
- Sign the Acknowledgement and Assumption of Risk Form
- Consent to Swimming Canada's policies

A green checkmark will appear under the **Accounts Updated** column of the Swimmer Registration list for those who have completed the above.



Note: The Club Registrar can re-send the registration email to the Primary Contact to prompt them to complete the registration information. To do this:

1. Open the Swimmers List.
2. Select the swimmers using the checkboxes to send the email too.
3. Use the **Resend Login Info** button at the top of the list.

Alternatively, using the Copy Link button  located under the **Actions** column. This would allow the Club Registrar to copy and paste the same link into an email for the Primary Contact.

3.8 Swimmer Transfers

A swimmer transfer is when a swimmer is moving from one club to another, both inside the province or nationwide. A list of both in and out transfer requests are managed on the **Transfers** page. Swimming Canada and the PSOs require an approval of both the 'releasing' Club and 'releasing' PSO for a transfer to be completed. For further information on the procedures and rules of swimmer transfers, refer to the National Registration Procedures and Rules manual located in the resources section of <http://swimming.ca/registration>.

3.8.1 Transfers to the Club

From **Transfers** on the main menu, the transfer will be displayed in the list, with a status of **Pending**. An email is sent to the 'releasing' Club. When the 'releasing' Club approves the transfer, the status will change to **Club Approved**.

The PSO is notified and must approve the transfer. The status will be updated to;

- i. Completed (if the 1st transfer in a season)
- ii. PSO Approved (if this is the 2nd or subsequent transfer)

If the swimmer is on a second transfer and the "unattached period" has ended, the swimmer transfer will be completed with the swimmer appearing on the **Swimmers List**. Swimmers during a second transfer in the "unattached period" must compete as the unattached Provincial code used by the PSO. Rules surrounding transfers are found in **Transfers** on the Registration Procedures and Rules Manual located at <http://swimming.ca/registration>.

Swimmer transfers can be initiated in one of two ways; either through the **Add Swimmers** button as outlined in [Section 3.4](#) or through using the **Request Transfer** button located on the Transfer page.

Note: If you are transferring a swimmer from a different category (example: from Age Group Club to Summer Club) you MUST use the **Request Transfer** feature to initiate a transfer.



To use the request transfer function, follow the steps outlined below:

1. Select the **Transfer** tab from the main menu then select the **Request Transfer** button.

Transfers

Season:

[Request Transfer](#)

ID	Name	From	To	Request Date	Effective Date	Status	Transfer Count	Approve
<input type="checkbox"/>		ESWIM	SNCSTAFF	Jul 15 2021		Pending		

2. Search the swimmer in which you want to initiate a transfer for by inputting their last name and date of birth on the **Transfers Search** page and click **Show**.

Transfers Search

* Mandatory Fields

Athlete Last Name *

Date Of Birth *

[Show](#)

3. If in the system, the searched swimmer will appear. Select **Transfer Request** to initiate the request.

Transfers Search

We have found the following results in our database

* Mandatory Fields

Athlete Last Name *

Date Of Birth *

[Show](#)

Be sure to carefully select the correct Club and Membership Type that the swimmer is transferring from.

A swimmer may retain Masters or University or College (Quebec) registration with a different Club than their Age Group registration.

Name	DOB	Address	Swimmer ID	Age Group Club	Master	University	Summer
				NYAC Competitive - Open	Transfer Request	Transfer Request	

IMPORTANT: After the PSO approves the transfer, an email is generated, reminding the registrar to update any of the email addresses associated with the parent account.

Within a swimming season, the following registration category and status rules apply once the transfer is complete:

- Swimmers transferring within the province will appear on the **Swimmers List** with the same registration category and status they had in their prior club. Review the **Swimmers List** and ensure all swimmers are in the correct category, move swimmers and generate an invoice if required.



- Swimmers transferring from a different PSO, will show as **Pending** on the **Swimmers List** and the swimmer must be registered, an invoice generated and paid with the PSO to complete the transfer.

3.8.2 Transfer out of the club

If a current or previously registered swimmer wishes to register with another club, the Club Registrar will receive a transfer notification by email when the new club has initiated the registration.

Note: It is suggested that transfer requests are handled immediately. For rules surrounding transfers, please refer to the Registration Procedures and Rules manual located at <http://swimming.ca/registration>.

- To approve the transfer, please login to the Club Registrar account, select the **Transfers** page and click on the **Approve** button in the transfer list.
 - The progress of the transfer is displayed in the Status column.
- If there are reasons to deny a transfer, contact the PSO for assistance.

3.9 Update Roster on Team Manager Program

The swimmer information in the club's team manager program must match the data in the RTR in order for meet entries to be accepted and results to correctly post. Once all swimmers are registered for the season, the Club Registrar Should produce a **Team Manager Report** for the person responsible for maintaining the team roster on their team manager program (HyTek, Splash, Team Unify, etc.).

To produce this report, go to **Reports > Team Manager Report**, then click **Create PDF**

The Club Registrar can save report as a PDF and forward to the Team Manager or person responsible for updating the roster in the club's Team Management program.

Team Roster - Club Name As of Date 31-08-2016							
					Export	Print	Create PDF
ID	Last Name	First Name	Gender	DOB	Member Class	Updated	
120000000	Swimmer	Name	Female	Nov 14 2002	Competitive	Oct 14 2015	

Because the Club Registrar exports the information to import into the Team Manager Program used by the club, a **Team Roster** or **Entry File** can be validated against the swimmer data in the RTR using the **Swimmers > Roster Check** option. Fill in the required fields and click **Validate**. The results will also be displayed on-screen.

Instructions:

- Export an athlete roster from your Team Manager software (**Hytek Zip** or **Splash Tab Delimited**) and save to your computer.
- Enter your contact and Club information.
- Click the browse button and select the athlete roster file you had saved on your computer.
- Click on **Validate**.

Name:

Email:

Select province:

Select Club:

Select Roster File:



3.10 Swimmer Lookup

The swimmer lookup tool allows the Club Registrar to search current and historical swimmer registration information in the RTR.

1. To access the Swimmer Lookup tool, go to the **Swimmers > Swimmer Lookup**
2. Once selected, the Swimmers Lookup menu will be displayed.
 - a. Swimmers can be searched based off ID Number, Last Name, or First Name.

Swimmer Lookup Logged in as Test Account

Please confirm the correct information with the club before making changes to your results file.

ID: Last Name: First Name: Current Season Historical *search by one or more fields:

SECTION 4: COACH REGISTRATION

Coach registration is required for Swimming Canada, the PSO and the Canadian Swimming Coaches Association (CSCA) using a single process in the RTR. To manage coaches for the club, browse to **Coaches** on the top menu.

4.1 The Coach Registration Process

At the start of the season, all previously registered coaches are listed with a **Pending** status. The steps of the registration process for the Club Registrar are:

1. Review the coach list for inactive coaches.
2. Add new coaches (if necessary)
3. Move all coaches into a registration category.
4. Generate a PSO and CSCA invoice for all coaches.
5. Submit payment to the PSO and to the CSCA.
6. Coach completes Swimming Canada and Provincial requirements and the CSCA Screening.
7. The Club Registrar confirms that all coaches have completed all provincial requirements and CSCA screening.

Note: If you need to change a coaches status to **Inactive**, please contact your PSO to have them update the status.

Step 1: Review Coach List

Before you begin the process of registering coaches for the current season, remove any coaches who are not returning.

Note: Removing coaches from the Coach list does not delete them from the RTR system. A removed coach can be added back later.

To remove coaches:

To remove a coach from the coach list, click the **Remove from List**  under the **Actions** column.



Step 2: Adding new Coaches

1. Click on the **Add Coaches** button and include either the Coach ID or the coaches first name, last name and gender. Once added, click **Search**.

Coaches List

2021-2022 | All Categories | --All Groups-- | All Indigenous | All Status | Apply Filters | Export to CSV

Add Coaches | Move to Category | Assign to Group | Send Login Info | Affiliate Coaches

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	OCA Screening	First Year of reg.	Actions
boucher_coach	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enevman@swimming.ca	819-665-5960		Registered	✓	2022-05-04	
boucher_eric	Female	1994-05-17	A1 - Swimming Canada Staff			enevman@swimming.ca			OCA account security		2022-05-18	
boucher-newman_coach	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enevman@swimming.ca	111-111-1111		Registered	✓	2022-05-06	
newman_ericatse	Female	1994-05-17	A1 - Swimming Canada Staff			enevman@swimming.ca			Invoice Pending			
Smith_Dominic	Male	2004-03-16				dominicaston@icloud.com			Pending		2020-10-06	

Affiliated Coaches

Remove Affiliation | Export to CSV

Last Name	First Name	Gender	Email	Club	Category	PSO Requirement
No data available in table						

IMPORTANT: If the coach was previously registered with another club associated with Swimming Canada, please contact your PSO to have the coach transferred to your club.

2. If a coach was registered in a previous season they will appear in a table below. Click **Add** under the **Add to Coaches List** column. Review the information and click **Add to Coaches List** in order for them to be officially added to your list.

Register New Coaches

First name Last name Gender Male Female Or Coach ID

First Name	Last Name	Club	Gender	DOB	Email	Add to Coaches List
Erica	Newman	SNCSTAFF	Female	May 17 1994	enevman@swimming.ca	Add
erica	newman	SNCSTAFF	Female	May 17 1994	enevman@swimming.ca	Add
Erica	Newman	TSC	Female	May 03 1992	erica.c.newman@gmail.com	Add

Note: If the coach is already registered with another club associated with Swimming Canada, please contact your PSO to have the coach transferred to your club.

3. If a coach has not been registered with Swimming Canada before, provide a valid email address and date of birth and click **Add New** to add the coach to the coaches list.



Register New Coaches

No Records Found.. You can add this coach by adding an email address and clicking Add New button

First name Last name Gender Male Female Or Coach ID

Add New Coach

First name Last name Gender Male Female DOB Email

Note: If a coach does not appear on the results, please use the Coach Lookup tool or check alternate spellings before creating a new account.

If duplicate coaches are found, email support@swimming.ca to have the accounts merged.

- A coach must be a minimum of 15 years of age (on the date of registration) to be registered in the RTR. The RTR will not allow registration of coaches under the age of 15.

Step 3: Assigning a Coach Registration Category

All coaches in a club will be assigned to a registration category, indicating their role within the club. The head coach can help verify the assignment of these categories prior to completing the coach registration process.

In order to assign a coach registration category a coach must have a date of birth listed in the RTR. To add a date of birth, follow the steps in [section 4.1](#) or [section 4.5](#).

- Select coach(s) to register in the same category using the checkboxes next to their names.
- Press the **Move to Category** button.
- Select the registration category from the dropdown menu beside the coaches name. Once selected, click **Move** to save the registration category.
 - Once moved to a registration category, the coach status will change to **Invoice Pending**.
- Repeat for all coaches not yet in a registration category.

Note: The coach will receive an email from Swimming Canada and will be prompted to log into the RTR where they can complete the registration process.

Step 4: Generate PSO and CSCA Invoices

To manage the Coach Invoices, from the top menu, go to **Invoices > Coaches Invoices**. From there the Club Registrar can generate the PSO and CSCA invoices.

- Select the Coaches to place on the coach invoice.
- Press the **Generate Invoice** button. The coach status will change to **Payment Pending** on the Coaches List.

Select Coaches to place on an invoice, then press the "Generate Invoice" button.

New Registrations

<input type="checkbox"/>	Name	Category	PSO Fee	CSCA Fee	Status	Return to Pending
<input type="checkbox"/>	Guide User	A1 - Swimming Canada Staff	\$27.00	\$245.00	Invoice Pending	<input type="button" value="Return to Pending"/>

1 Page 1 of 1 (1 items)



The Club Registrar can edit the Coach Registration Category of a coach with a status of **Invoice Pending**. Select the coach(s) and click **Move to Pending** or click the **Return to Pending** icon (single coach only). Return to the Coaches List and repeat steps 1 to 4 in [section 4.1](#) to assign the correct coach registration category.

Step 5: Submit Payment to PSO and CSCA

For coaches, two invoices are generated: PSO and CSCA

Complete separate payments to the PSO and the CSCA for the amount shown on the respective invoices. Invoices are labeled with the PSO and CSCA mailing address and contact information. The CSCA offers online payment by credit card for payment of the CSCA Invoice. The link for online payment with the CSCA can be found in the **Invoices Summary** after the invoice has been generated.

Step 6: Completing Coach Registration Requirements

For a coach to complete the registration process they must complete the following either by clicking on the link in the confirmation of registration email or logging into the RTR:

1. Validate their personal and contact information.
2. Sign the Acknowledgement and Assumption of Risk Form
3. Consent to Swimming Canada’s policies
4. View Status of [PSO Coach Requirements](#)
5. Complete [CSCA Screening](#)

4.2 PSO Coach Requirements

PSO Coach Requirements are additional registration requirements created by PSOs that need to be completed before they are fully registered.

Note: Only the Provincial Registrar can mark PSO Requirements as completed. Please contact your Provincial Section if you have any questions about the PSO Requirements.

Club Registrars can view these requirements and if they are completed the following ways:

1. **Logging into the Coach Profile** - click on  to log into the coach profile.
2. **Hover over the  or  under the Requirements column** - a window will appear with the PSO Requirements.

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSCA Screening	First Year of reg.	Actions
boucher_coach	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-665-3960		Registered		2022-05-04	
boucher_eric	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Screening (PRC or VSC) CAC Safe Sport Training Respect in Sport Activity Leader Training		2022-05-18	
boucher-newman_coach	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111			Invoice Pending		2022-05-06
newman_ericatext	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Pending			
Smith_Domenic	Male	2004-03-16				dominicashnton@icloud.com			Pending		2020-10-06	



Note: Each coach is required to complete one of the following safe sport courses:

1. CAC Safe Sport Training
2. Respect in Sport Activity Leader/Coach Program

Once a coach has completed one of the courses, the other course will have a strikethrough it. A coach can choose to do both courses and both credits will appear in the coaches profile.

- A green checkmark ✓ will appear under the Requirements column once all the requirements are complete.
 - The coach status will change to **Registered** once the CSCA Screening and PSO Requirements are complete.
- A red ✘ will appear under the Requirements column if the PSO requirements are incomplete.
 - A coach will have one of the following statuses:
 1. **Requirements Not Met** - a coach who has failed to complete their PSO Requirements and/or CSCA Screening Questions.
 2. **Non-Compliant Coach** – category a coach will move to once the deadline set out by Swimming Canada has been reached (November 30th or 30 days after they are moved to a Coach Registration Category).
- A red checkmark will appear under the PSO Req. column if the PSO requirements are completed but the Acknowledgement and Assumption of Risk form has not been signed.
 - A coach will have the status of **Non-Compliant Coach** until this has been completed.

Note: A coach with the status of Non-Compliant Coach will be unable to have their name selected when submitting meet entries. Only once their PSO Requirements are completed and they are fully registered will they be able to submit their name added for meet entries.

- The coach status will change to **Registered** once the PSO Requirements are marked as completed by the Provincial Registrar.

4.3 CSCA Screening

The Coach must complete the CSCA screening questions through their CSCA account. Upon the completion of the registration process in the RTR, the coach will be automatically redirected to www.cscs.org where they will need to login to their account.

IMPORTANT: Returning coaches may complete their CSCA screening **before** the Club Registrar creates the invoice. The CSCA will send an email notification to returning coaches in early September with details on how to complete this process.

New coaches will receive a link to complete CSCA screening **after** the CSCA and PSO invoices have been paid.

When coaches have completed their CSCA screening, a green checkmark will appear in the CSCA Screening column. If the coach status is **CSCA Account Pending**, this means the coach has not completed the CSCA screening questions.

To re-send the link to the CSCA screening questions:



1. Select the CSCA Link  under the **Actions** column.
2. Copy the unique website address and email the coach directly (using your personal email).

IMPORTANT: Each coach has a unique website address to complete his or her CSCA screening questions. Do not share one coach's link with other coaches.

Note: If coaches continue to have issues accessing their CSCA screening, please have them support@cscs.org for assistance.

4.4 Coach Lookup

The coach lookup tool allows the Club Registrar to search current and historical coach registration information in the RTR.

1. To access the Coach Lookup tool, go to the **Coach** option on the top menu bar and click **Coach Lookup**.



2. Once selected, the **Coach Lookup** menu will be displayed.
 - a. Coaches can be searched based off ID Number, Last Name, or First Name.

4.5 Editing Coach Information

A club registrar can edit Coach information in two ways:

1. Click the edit icon  to edit the coaches information.
2. Logging into the Coach profile - click on  to log into the coach profile (only once the invoice has been generated and the Coach has a status of **Payment Pending**)

4.6 Upgrading a Coach's Registration Category

Once the initial coach invoices have been paid, the coach registration category can be upgraded to a higher category (e.g. A2 to A1). To upgrade the registration category, [repeat steps 1-4 in Step 1](#).

Upgrading a coach's registration category will create a new CSCA invoice, to generate the invoice [repeat Step 4](#) and remit payment to the CSCA. The coach will have the status of **Upgrade Pending** until the new invoice has been marked as **Paid** by the CSCA.

4.7 Coach Affiliation with Multiple Clubs

Club Registrar's have the ability to affiliate a registered coach to their club.



1. Click on the **Affiliate Coaches** button on the coaches page.

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSCA Screening	First Year of reg.	Actions
boucher_coach	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-665-3960	✖	Registered	✓	2022-05-04	[Edit] [Refresh] [CSCA]
boucher_erica	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca		✖	CSCA account pending		2022-05-18	[Edit] [Refresh] [CSCA]
bouchernewman_coach	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111	✖	Registered	✓	2022-05-06	[Edit] [Refresh] [CSCA]
newman_ericatext	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca		✖	Invoice Pending			[Edit] [Refresh] [CSCA]
Smith_Domenic	Male	2004-03-16				dominicashoton@icloud.com		✖	Pending		2020-10-06	[Edit] [Refresh] [CSCA]

2. Search the coach by including their current province and club.
3. Click **Affiliate Coaches**.

Province: ---Please Select---
Club: ---Please Select---
Coach: - Select Your Coach -
Affiliate Coaches

4. Once affiliated, the coach will appear in the Affiliated Coaches table on the coach's page.

Note: Once a coach has been affiliated with the club, an email will be initiated to the coach informing them of the initiation.

4.8 Coach Status

Every coach entered in the system will have a status listed in their profile. This status defines where the coaches' registration sits in the RTR. A legend outlining the different statuses is on the Coaches List.

- **Inactive** – The coach is registered for the season, but not active with the current club.
- **Pending** – The coach profile is entered in the system, but registration has not been initiated.
- **Invoice Pending** – The coach has assigned a coach registration category.
- **Payment Pending** – The PSO and CSCA invoices has been generated.
- **CSCA Account Pending** – The coach needs to complete CSCA Screening.



- **Requirements Not Met** – The coach has not met all PSO requirements before the deadline
- **Non-Compliant Coach** – The coach has not met the PSO requirements or completed the CSCA Screening by the deadline.
- **Registered** – The coach has completed all requirements and is in good standing for the season.

Other Possible Statuses Include:

- **Suspended** – Registration suspended due to disciplinary action initiated and/or approved by Swimming Canada and/or the PSO. Please see the Swimming Canada National Registration Procedures & Rules Manual for more information.
- **Upgrade Pending** – The coach is pending an upgrade to their registration category and invoice generated.

4.9 Sending Coaches their Login credentials

Click on the Copy Link  button under the **Actions** column to generate a login link. Use your personal email to send the link to the coach.

Note: A link can only be clicked on once and then it becomes inactive for security purposes. If the coach requires the link again, the Club Registrar will need to re-copy it and send again to the coach.

4.10 Exporting the Coach List

The Club Registrar can export the list of coaches by clicking the **Export to CSV** button.

The screenshot shows the 'Coaches List' page in the RTR system. It includes a navigation menu, filters for season, categories, groups, and status, and an 'Export to CSV' button. Below the filters is a table of coaches with columns for Coach, Gender, DOB, Category, Group, Registered, Email, Phone, Requirements, Status, CSCA Screening, First Year of reg., and Actions. The table lists five coaches with their respective details and status (Registered, CSCA account pending, Invoice Pending, Pending).

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSCA Screening	First Year of reg.	Actions
boucher_coach	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-665-3960	✘	Registered	✓	2022-05-04	[Copy] [Print] [CSCA]
boucher_eric	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca		✘	CSCA account pending		2022-05-18	[Copy] [Print] [CSCA]
bouchernewman_coach	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111	✘	Registered	✓	2022-05-06	[Copy] [Print] [CSCA]
newman_ericatest	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca		✘	Invoice Pending			[Copy] [Print] [CSCA]
Smith_Domenic	Male	2004-03-16				dominicashoton@icloud.com		✘	Pending		2020-10-06	[Copy] [Print] [CSCA]

SECTION 5: REPORTS

The following are the reports that are available for the Club Registrar to run from the RTR.

- **Club Meet Results Report** – This report will display all the meets the club has participated in during a selected season and allow downloading the entry file and results file.



- **Consent Report** – This report will display all swimmers/coaches who have electronically signed the Acknowledgement and Assumption of Risk Form and indicated they wish to receive commercial emails.

Note:

- To only view swimmers/coaches who **HAVE** signed the Acknowledgement and Assumption of Risk Form, **filter by Assumption of Risk Consent Only**.
- To view the list of all swimmers/coaches (regardless of if they have signed the form), **filter by Default** and click the Assumption of Risk header to sort the data in the column.

- **Hearing Impaired Report** – This report will display a list of any swimmers who identified themselves who have a hearing difficulty.
- **Historical Registration Report** – This report displays a chart of registrations totals over all seasons recorded in the RTR
- **Indigenous Report** – This report will display all swimmers who have declared an Indigenous status during registration.
- **Meet Count Report** – This report will display the amount of meets each swimmer has been entered in during the selected season.
- **Para Swimming Report** – This report will display all para swimmers registered with the club and their para swimming category.
- **Registration Report** – This report will display the number of individuals who are registered in each registration category.
- **Team Manager Report** – This report will display all swimmers registered in the club, which can be exported as a Microsoft Excel file or as a PDF.

SECTION 6: LINKED ACCOUNTS

Individuals with multiple Swimming Canada RTR accounts will be able to link their RTR accounts into one. This will be a feature utilized by individuals who possess multiple roles within the swimming community who can use one username and password to log into all of their accounts.

6.1 Accessing Linked Accounts Page

To access the main menu page of the linked accounts, click on the **Manage Linked Accounts** tab on the left-hand side of the Dashboard.



Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CICA Screening	Fee Yr
<input type="checkbox"/> boucher_coach	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	eneuman@swimming.ca	819-665-3960		Registered		2022+
<input type="checkbox"/> boucher_eric	Female	1994-05-17	A1 - Swimming Canada Staff			eneuman@swimming.ca			2022 Account Pending		2022+
<input type="checkbox"/> boucher-newman_coach	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	eneuman@swimming.ca	111-111-1111		Registered		2022+
<input type="checkbox"/> newman_ericabns	Female	1994-05-17	A1 - Swimming Canada Staff			eneuman@swimming.ca			Invoice Pending		

Account Type	Name	Email	Actions
Official	Erica Newman	eneuman@swimming.ca	
Club Registrar	Erica Newman	eneuman@swimming.ca	
Coaches	Erica Newman	eneuman@swimming.ca	
Club Registrar	Erica Newman	eneuman@swimming.ca	

6.2 Linking a New Account

To link an additional RTR account, click on the ***Link an account to this one*** button.

A pop-up window will appear to enter the account type and login credentials of the account you wish to link. Once all required information has been entered select the “Linked Account” button to finish the process.

Link an Account

Account Type :

User Name :

Password :

The newly linked account will appear under the list of linked accounts.

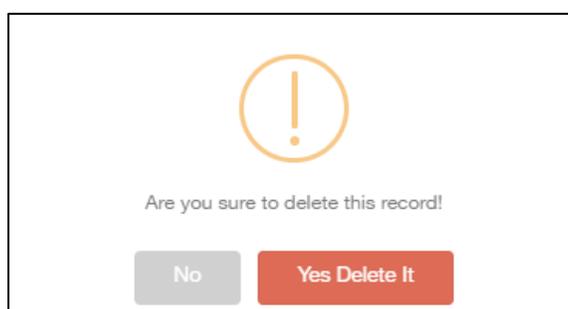
6.3 Deleting a Linked Account

If you need to remove an account from your linked accounts page, use click on the Delete Icon located under the Action column.



Linked Accounts			
Link an account to this one			
Account Type	Name	Email	Actions
Official	Erica Newman	enewman@swimming.ca	
Club Registrar	Erica Newman	enewman@swimming.ca	
Coaches	Erica Newman	enewman@swimming.ca	
Club Registrar	Erica Newman	enewman@swimming.ca	

A pop-up window will appear once selected to confirm if you wish to proceed with this action. Select **Yes Delete It** to proceed or **No** to cancel the request.



6.4 Switching between Linked Accounts

Once accounts have been linked, the account type(s) will appear on the left hand menu and details for each account type will appear on the dashboard.



To access an account, click the account type on the left hand menu. The top menu bar will update to show features available for that specific account type (e.g. Coach).

Click **Dashboard** on the main menu to return to the dashboard and switch to another account type.



SECTION 7: TROUBLESHOOTING AND SUPPORT

1. Club Registrars can submit a Support Request to their PSO by clicking on the **Support Request** tab.



- 2. This will bring you to an email request form.
 - a. The request will automatically be sent via email to your PSO, and any other email addresses typed into the CC field.

Support Request Logged in as Heather Birenbaum_UNCANClub

[Send Email](#)

Section *

CC Enter multiple emails separated by a comma.

Description *

Css Class Paragraph Default Font Size

B *I* U [List Icons] [Color Picker] [Link Icon] [Table Icon] [Image Icon] [Table Icon] [Image Icon]

Have a great swimming season!

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