



Swimming Canada 2023-2024 Club Officials Administrator Guide



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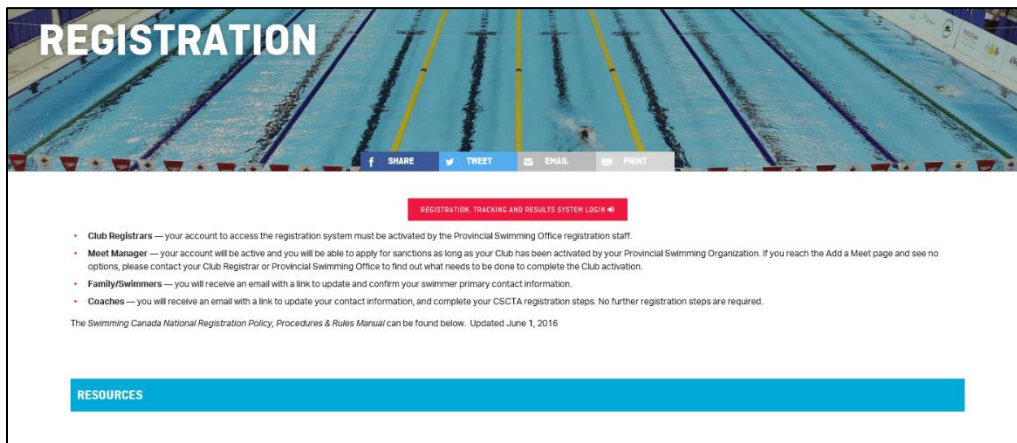


SECTION 1: GETTING STARTED

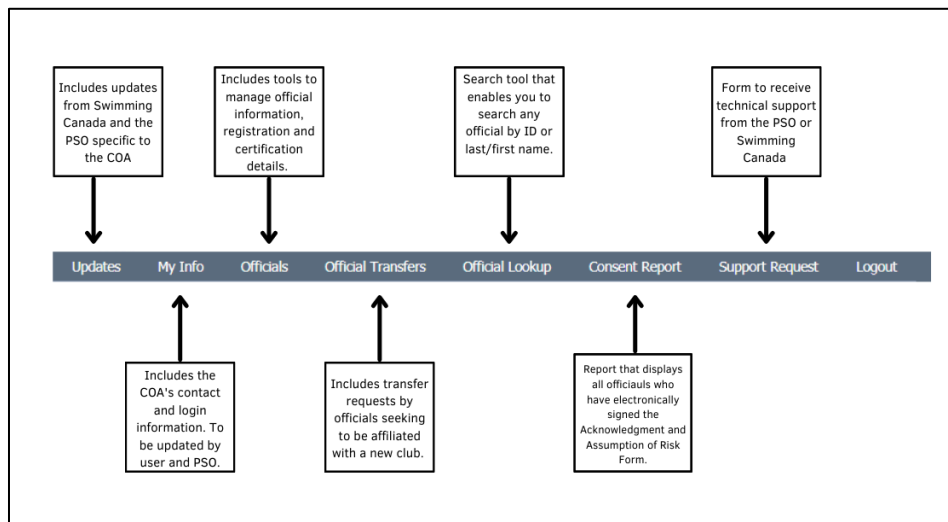
1.1 How to Access the System

Access to the Registration, Tracking and Results System (RTR) for Club Official Administrators (COA) is provided by the PSO once the club has been activated and met the club registration requirements. The COA 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>



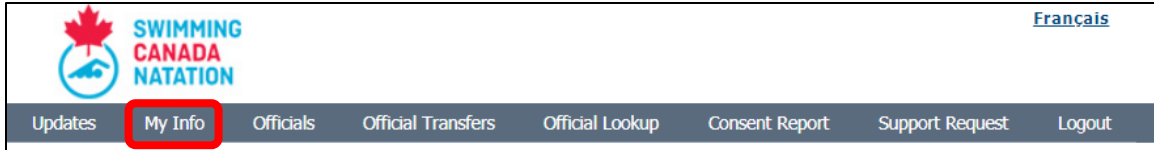
1.2 Available Menu Items





SECTION 2: MY INFO

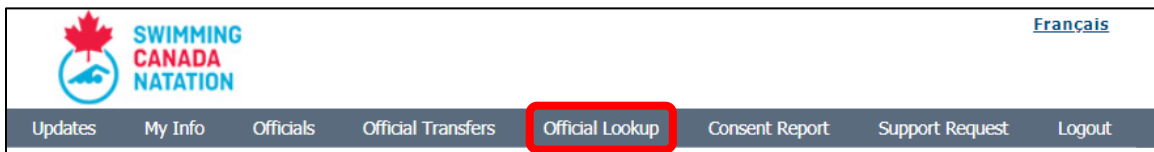
1. The COA can update their account information, including username and password by clicking on the **My Info** tab from the main menu.



2. Update all contact and account information listed. Click **Save** once complete.

SECTION 3: OFFICIALS LOOKUP

1. Select **Official Lookup** from the main menu.



2. Officials can be searched based off their ID Number, Last Name, or First Name.

3. The list of officials that match the results entered will appear in table below the look up tool. To view the profile of the official, click on the icon in the **Details** column.



SECTION 4: OFFICIAL REGISTRATION

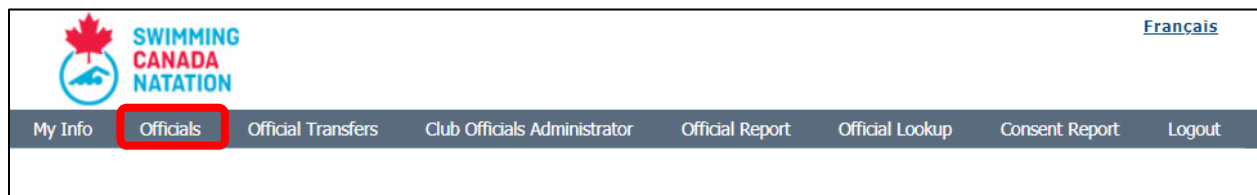
4.1 Official Status

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

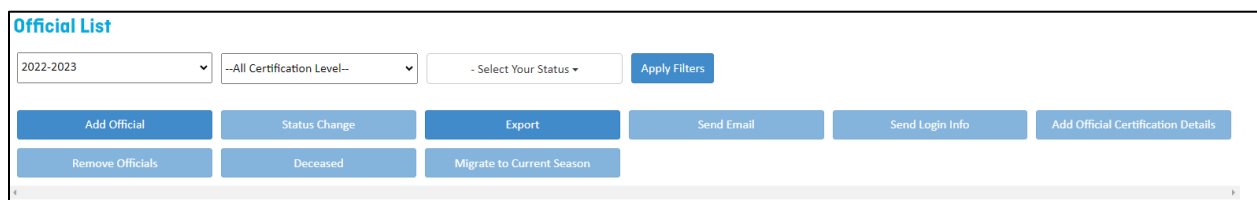
- **Inactive** – The official is registered for the season, but not active with the current club.
 - **Note:** For ON officials, an Inactive status means that you are no longer actively officiating on a yearly basis and considered retired.
- **Account Pending** – The official is registered for the season but has not completed the additional requirements to update their account.
- **Active** – The official has completed all requirements and is in good standing for the season.

4.2 Review Official List

1. Select **Officials** from the main menu.





2. The COA can sort through the official registration list by status and/or certification level.
 - a. Select the associated filter from the drop-down menu.
 - b. Click on the **Apply Filters** button and the list of officials that matches the selected criteria will appear.






3. To search for an official or specific data, enter the info in **Search** box.

4.3 Editing Official Contact Information

The COA can edit official's information two ways:

1. Click on the  button under the **Actions** column.
2. Click on  to log into the official's profile.

| Official | City | Email | Certification Level | Status | Account Updated | Reg Date | Actions |
|--|----------|--------------|---------------------|----------|-----------------|----------|---|
| <input type="checkbox"/> erica, newman | Gatineau | test@test.ca | | Inactive | | |    |



4.4 Adding New Officials

The COA can either add a single new official or several new officials at once.

4.4.1 Adding a Single New Official

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

Official List

2022-2023 --All Certification Level-- - Select Your Status Apply Filters

Add Official Status Change Export Send Email Send Login Info Add Official Certification Details

Remove Officials Deceased Migrate to Current Season

2. To add a single individual official, simply enter the first name, last name and the gender, and then click **Search**.

Add Official

NEW OFFICIALS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address

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

First Name Last Name Gender Official ID Or Search

Male Female Other

3. If the official has not been previously registered in the RTR, input the required information and then click **Add New**.

Add Official

No Records Found.. You can add this official by adding details and clicking Add New button

NEW OFFICIALS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address

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

First Name Last Name Gender Official ID Or Search

Male Female Other

Add New Official

First Name Last Name Gender

test test01 Male

Date Of Birth Email City Postal Code

Phone Number Address Add New

4. Review the inputted information and then click **Add to Official List**.

Add Official

NEW OFFICIALS - Please enter First Name, Last Name, Gender, Date of Birth, and Email Address

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

First Name Last Name Gender Official ID Or Search

Male Female Other

Officials to be added to list

| First Name | Last Name | Club | Gender | DOB | Email | City | Postal Code | Phone Number | Address |
|------------|-----------|------|--------|------------|----------------|------|-------------|--------------|---------------|
| test | test01 | | Male | 1994-05-17 | test01@test.ca | test | j8x 0b6 | 123-123-1234 | 1 test street |

Add to Official List



4.4.2 Adding Multiple Officials using the Excel Upload Feature

The COA can add multiple officials at once by completing the supplied Excel template and uploading the file to the RTR.

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

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.

3. Open the Excel document and fill in all required contact information for each new official 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 editing, fields have been left empty, additional columns have been added or if the file is saved in a format other than CSV.

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

5. 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 officials information



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

6. The official(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 Official List** button.
7. Close the register new official tab once finished. All newly added officials will appear on your club's official list with a status of **Inactive**.

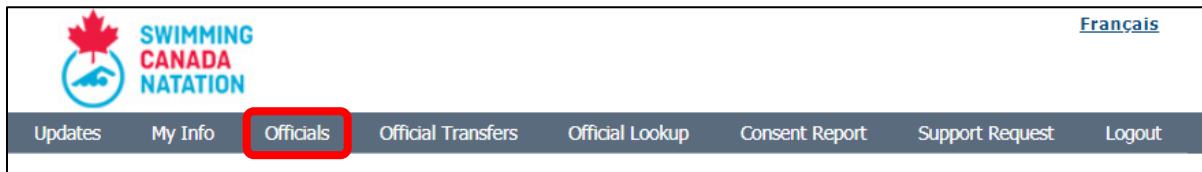
Note: A new official that has been added to the registration system will be sent an email with their username and password. The official can log into their profile and update personal information, sign the Acknowledgement and Assumption of Risk Form, indicate their preference to receive commercial emails, view their officiating information and manage their deck log.

4.5 Updating Official's List for Current Season

4.5.1 Activating Officials on Official Registration List

Officials' statuses define their current position in the registration process for the season. Officials' statuses can be changed through the following steps:

1. Select **Officials** from the main menu.



2. Select official(s) whose status you would like to change by clicking on the check box next to the official's first name.
3. Select **Active** or **Inactive** status from dropdown menu.
4. Press on **Status Change**.

4.5.2 Migrating Officials to Current Season

Officials who were previously registered with the club during a previous season can be migrated to the current season's official registration list in order to activate them for the current season. An official's account can be migrated in the following steps:

1. Change the season back to the current season to confirm migration of name. Once name has been added to the current season, their status can be changed.
2. Select the season in which the official was last previously registered then select **Apply Filters** to show results.



3. Select the checkbox next to the official(s)' name(s) in which you want to migrate to the current season. Once all desired names have been checked off, click the **Migrate to Current Season** box.

Official List

2022-2023 --All Certification Level-- - Select Your Status Apply Filters

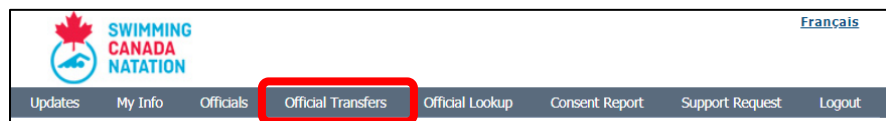
Add Official Status Change Export Send Email Send Login Info Add Official Certification Details

Remove Officials Deceased Migrate to Current Season

4.6 Official Transfers

4.6.1 Approving Transfers to Club

1. Select **Official Transfers** from the main menu.



2. All the official transfers from the current season will appear in the list. For an official's transfer that is pending, you can either **Approve**, **Deny** or **Cancel** a transfer by clicking on each of the respective links in the action column.
 - a. You can filter by season and status using the dropdown menu and then click **Show**.

Officials Transfers Logged in as Swimming Canada - Test

Season: 2018-2019 Status: All Status Show Transfer Search SEARCH

| RegId | Name | From Club | To Club | Request Date | Status | Action |
|----------|----------------|-----------|---------|--------------|---------|---------------------|
| 91069142 | Test, Official | SNCSTAFF | UNCAN | Oct 14 2018 | Pending | Approve Deny Cancel |

4.6.2 Initiating a Transfer to Club

1. To transfer an official to a new club, click on **Transfer Search**.

Officials Transfers Logged in as Swimming Canada - Test

Season: 2018-2019 Status: All Status Show Transfer Search SEARCH

| RegId | Name | From Club | To Club | Request Date | Status | Action |
|----------|----------------|-----------|---------|--------------|---------|---------------------|
| 91069142 | Test, Official | SNCSTAFF | UNCAN | Oct 14 2018 | Pending | Approve Deny Cancel |

2. Enter the official's last name and first name and click on **Show**.
3. Click on the **Transfer Request** for the official that you would like to transfer to your club.



Officials Transfers Logged in as Swimming Canada - Test

* Mandatory Fields


Last Name: * First name: *

| Reg ID | Name | DOB | Club | Address | Actions |
|----------|-------------|-----|-----------------|---------|----------------------------------|
| 91056374 | Jeremy Hick | | Swimming Canada | | Transfer Request |



4. Once the transfer request is selected, this will initiate a transfer request email to the COA of the club the official is currently registered with.
 - a. Once the transfer is approved, the official will appear on the Official Registration List.

4.7 Updating Official Certifications

4.7.1 Adding the Official's Certification Details for a Single Official

1. Click on the edit icon  to edit an official's account information.
2. Select the Swimming Canada Officials Level from the drop-down menu.
3. If the official is certified at this level, add the certification by selecting the date from the calendar.
4. Click on the **Add Officiating Level** button.
 - a. Once a official's level has been added, the official's levels will appear in a table and officiating level details will be included.

Able-Bodied Swimming Official Status Active Inactive

Able-Bodied Swimming Officials Level  

- LEVEL I - RED PIN
- LEVEL II - WHITE PIN
- LEVEL III - ORANGE PIN
- LEVEL IV - GREEN PIN
- LEVEL V - BLUE PIN

Certification Date

Note: Steps 2-4 must be repeated to add another officiating level.

5. Press on pencil to edit information in table.
6. Press on delete to remove the level.



7. Fill out additional officiating information via the official's profile.
 - a. For Level I-III Details, click on the **Add Clinic** button in order for all clinic fields entered to be listed in a table.
 - b. For Level IV Details, click on the **Add Meet Experience** button in order for all referee meet experiences fields entered to be listed in table.
 - c. For Level V Details, click on the **Save Meets** button in order for all Swimming Canada Designated Meets Worked to be listed in table.
8. An official can manage their deck log. The COA can view or edit the Deck Log.
9. Press **Save** at top or bottom of form to save all information entered in the official's profile. Or press cancel to cancel any changes made.

4.7.2 Adding the Official's Certification Details for Several Officials at a Time

1. Select the officials that you would like to add to an attendance list by clicking on the check box in first column next to the official's first name.
2. Click on the **Add Official Certification Details** button.

| Official | City | Email | Certification Level | Status | Account Updated | Reg Date | Actions |
|---|----------|--------------|---------------------|----------|-----------------|----------|--|
| <input checked="" type="checkbox"/> erica, newman | Gatineau | test@test.ca | | Inactive | | | Add Official Certification Details Add Clinic Add Certification Level and Date Add Open Water swimming Officiating Clinic and Date |

3. From the dropdown menu, select either **Add Clinic**, **Add Certification Level and Date** or **Add Open Water swimming Officiating Clinic and Date**.

4. If **Add Clinic** is selected, add the clinic taken by selecting the clinic from the dropdown menu.
 - a. Add the clinic, the date of clinic, location, and name of the course conductor then click **Save**.

Note: Steps 1-4 must be repeated to add clinic information into multiple official's profiles.

4.8 Inputting Deck Log Details

An official can manage their own deck log. From the official's profile, select **Deck Log** from the main menu. An official can add **sanctioned** and **non-sanctioned meets** to deck log.



Note: For sanctioned meets, add the sanction number of the meet, which will automatically populate the date, name, and location of the meet.

You can look up the sanction number of a meet by clicking on Meet List from the main menu. The sanction number is listed in the first column of the meet list table.

Deck experience can be inputted through the following steps:

1. Input meet details (i.e., Date, Name of Meet, and Location).
2. Select your position in which you worked for the meet from the dropdown menu followed by the number of sessions worked additionally using the dropdown menu function.
3. Click on **Add Deck Experience** to save meet to deck log.
4. Press on pencil to edit and press on delete to remove the deck log entry.


In addition to Deck Experience, an official can add the clinics in which they have conducted to their deck log.

1. Under **Clinics Conducted**, of the Deck Log section input the clinic details (i.e., Date and Location).
2. Select the clinic from the dropdown list in which you conducted.

3. Once all information has been inputted, click the **Add Course Conducted** to save information.

4.9 Sending Official their Login credentials

The COA can send the official’s login information two ways:

1. Click on the check box in the first column next to the official’s name and click on the **Send Login info** button.
2. Click on the  button under the **Actions** column to generate a login link. Use your personal email to send the link to the official.



4.10 Other Features

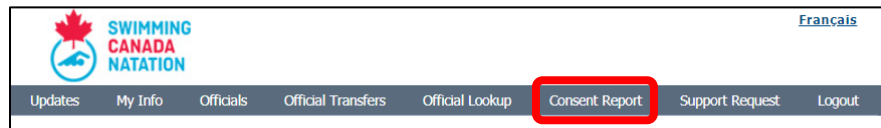
- To export the Officials Registration List, click on the **Export** button. An excel document with all the data will be downloaded, which you can open to view the officials' data.
- To send official(s) an email, select the official(s) by clicking the check box in first column next to the official's name and click on the **Send Email** button.

SECTION 5: CONSENT REPORT

All Officials are required to electronically sign the Acknowledgement and Assumption of Risk Form to complete the registration process.

The COA can view who has signed the Acknowledgement and Assumption of Risk Form by using the Consent Report. The consent report will display all officials who have electronically signed the Acknowledgement and Assumption of Risk Form and indicated they wish to receive commercial emails.

1. To view the report, select the **Consent Report** tab from the main menu.



2. Once you have selected the tab, the following screen will show up.

| Consent Report | | | | | | | |
|-------------------------------------|--------------------|---------------|----------------|-----------------|------|--------|--------|
| Logged in as Swimming Canada - Test | | | | | | | |
| Filter by | Default | Role | Official | Status | Show | Export | Search |
| Name | Assumption of risk | Email consent | Policy Consent | Account Updated | | | |
| OFFICIAL-HB, TEST | No | No | No | No | | | |
| OFFICIEL, TEST 1 | No | No | No | No | | | |

3. To only view officials who **have** signed the Acknowledgement and Assumption of Risk Form, filter by **Assumption of Risk Consent Only**.
4. To view the list of all officials (regardless of if they have signed the form), filter by **Default**

IMPORTANT: The official will not be registered until the Acknowledgement and Assumption of Risk Form has been electronically signed and consent to follow Swimming Canada's policies has been given. This is done using the link that was emailed to the email address associated with the officials account, or by logging into the RTR.

SECTION 6: MANAGING 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.

The image shows two screenshots from the Swimming Canada Registration Tracking and Results System (RTR). The top screenshot is the 'Coaches List' page, which includes a navigation menu on the left with 'Manage Linked Accounts' highlighted. The main content area shows a table of coaches with columns for Coach, Gender, DOB, Category, Group, Registered, Email, Phone, Requirements, Status, and CICA. The bottom screenshot is the 'Linked Accounts' page, featuring a 'Link an account to this one' button and a table with columns for Account Type, Name, Email, and Actions. The table lists four accounts for Erica Newman, including Official, Club Registrar, Coaches, and Club Registrar roles, each with a delete icon in the Actions column.

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.

The image shows a pop-up window titled 'Link an Account' with a close button (X) in the top right corner. The form contains the following fields: 'Account Type' (a dropdown menu with 'PSO' selected), 'User Name' (a text input field), and 'Password' (a text input field). A blue 'Linked Account' button is located at the bottom of the form.

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.

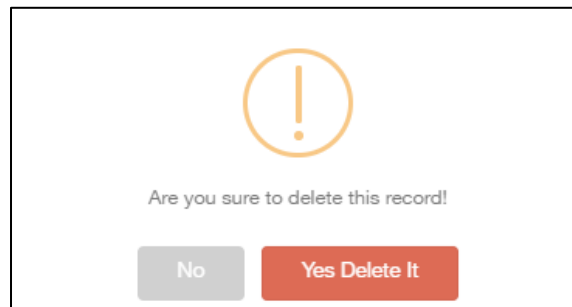


Linked Accounts

[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.

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

UPDATED MY INFO CLUB INFO MANAGE USERS + SWIMMERS + GROUPS COACHES + INVOICES + REPORT + SUPPORT REQUEST LOGOUT ERICA NEWMAN

Linked Accounts

Dashboard

Official

Coaches

Club Registrar

Resources

Manage Linked Accounts

Associated Swimmer Accounts
No Records Found

Associated Coach Accounts

| | | | |
|-----------|--------------|-------------------------|--|
| 330012846 | Erica Newman | E - Testing for RTR/LMS | |
|-----------|--------------|-------------------------|--|

Associated Official Accounts

| | | | |
|----------|--------------|-------------------|---------------------|
| 91079148 | Erica Newman | LEVEL 1 - RED PIN | CCP Account pending |
|----------|--------------|-------------------|---------------------|

Other Associated Accounts

| | | |
|--------------|----------------|--------|
| Erica Newman | Club Registrar | Active |
| Erica Newman | Club Registrar | Active |

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).

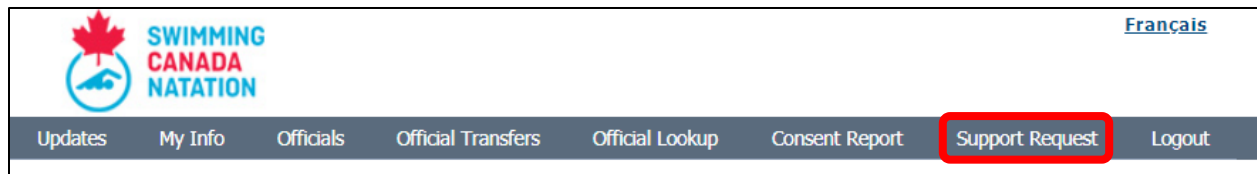
Click **Dashboard** on the main menu to return to the dashboard and switch to another account type.

UPDATED MY INFO CLUB INFO MANAGE USERS + SWIMMERS + GROUPS COACHES + INVOICES + REPORT + SUPPORT REQUEST LOGOUT ERICA NEWMAN



SECTION 7: TROUBLESHOOTING AND SUPPORT

1. COAs can submit a Support Request to their PSO by clicking on the **Support Request** tab from the main menu.



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.

Have a great swimming season!
- End of document -