



# **Swimming Canada 2023-2024 Meet Manager Guide**



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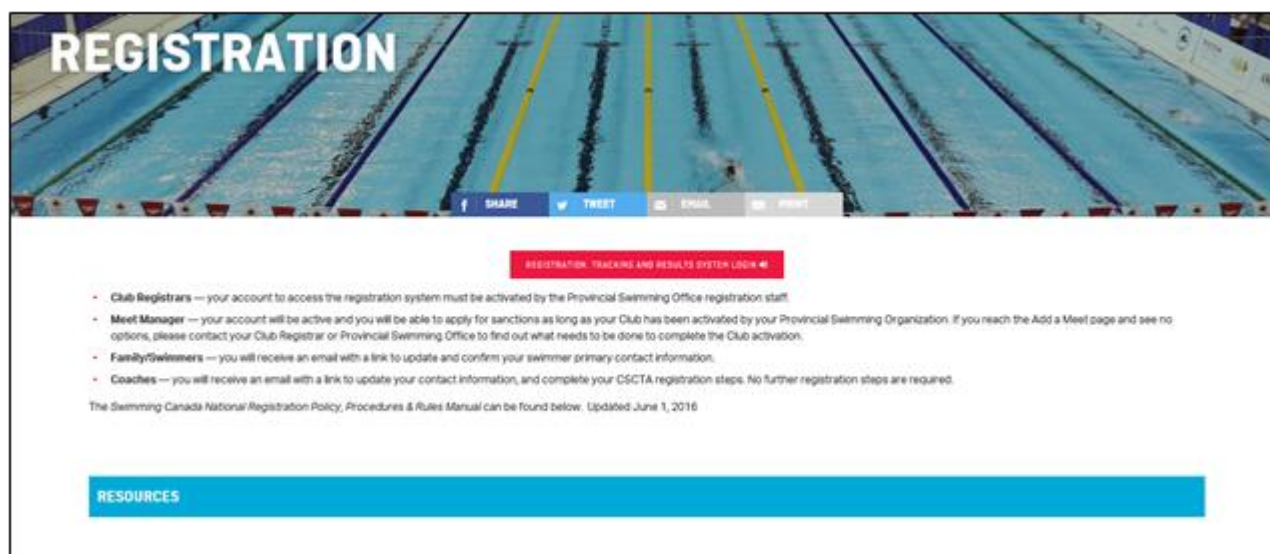


# SECTION 1: GETTING STARTED

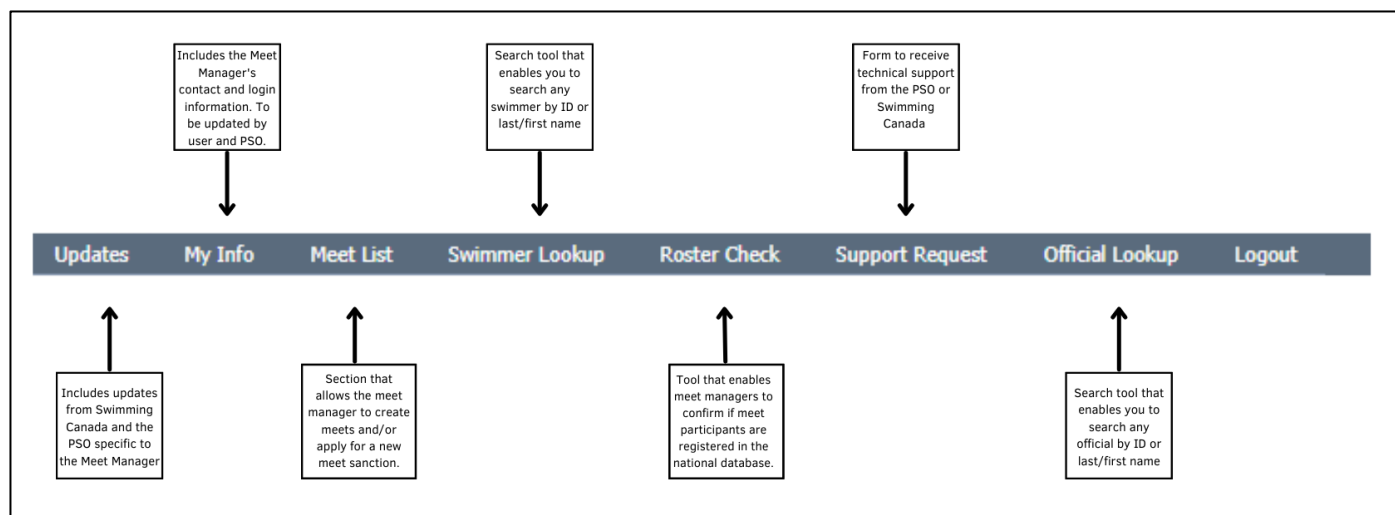
## 1.1 How to Access the System

Access to the Registration, Tracking and Results System (RTR) for Meet Managers is provided by the PSO once the club has been activated and met the club registration requirements. Meet managers will receive an email from the RTR once their account has been created or re-activated by their Club 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

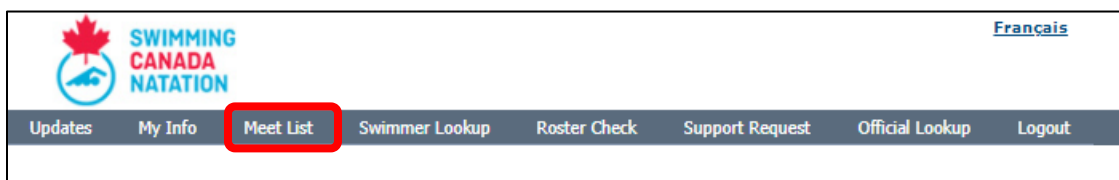




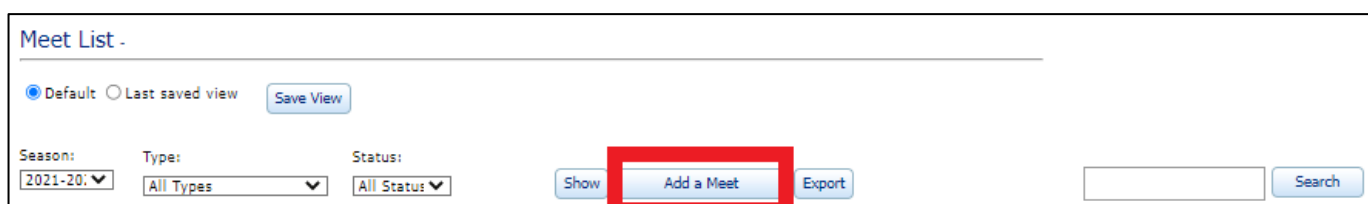
## SECTION 2: ADDING A MEET

A Meet Manager user has the ability to advertise meets or apply for a new meet sanction.

1. Select **Meet List** from the main menu.
  - a. This will bring up a list of current meets listed for the club the Meet Manager is associated with in the system.



2. Once the meet list has opened, use the **Add a Meet** button to start the sanction process.



3. Next, select if this is an application for a **sanction** or advertise the meet.

Advertise your meet on the meet list (no sanction)  
 Apply for a new Meet Sanction

<b>Advertise your meet on the meet list (no sanction)</b>	<i>There is no sanctioning process for listing a meet, however, results cannot be posted for a listed meet, only the meet information.</i>
<b>Apply for a new Meet Sanction</b>	<i>This will submit the sanction application to the PSO.</i>

### 2.1 Advertise a Meet

Using the meet application form to advertise the meet will populate the basic information on the meet list <http://swimming.ca>.

**Meet Application**

Meet Name \*   
 Meet Type \* .....Please select....  
 Course \*  LC  OW  SC  SC / LC  Y (yards)  
 Host Club \* **Swimming Canada**  
 Start Date \*   
 End Date \*   
 Applicant Name \*   
 Contact Phone \*   
 Contact Email \*



## 2.2 The Sanction Application Form

### 2.2.1 Overview of Meet Information Details

Sanction Application

**Meet Information**

Province: \* Swimming Canada

Region: 2\* Canada

Host Club: 2\* Swimming Canada

Co-Host Club: 2\* [Please select...]

Meet Name: 2\* [ ]

Meet Type: \* [Please select...]

Sanction Type: 2\* [Please select...]

Sanction Fee: 2\* [ ]

Start Date: \* [ ]

End Date: \* [ ]

Closing Date for Entries: \* [ ]

Is this a Master's Meet?  Yes  No

<b><i>Co-Host Club</i></b>	Some meets are hosted by more than one team, use this section to identify the other club. This is not a required field.
<b><i>Meet Name</i></b>	This is the name of the event. This name will display on the meet list and upcoming events list
<b><i>Meet Type</i></b>	Select the qualifying type of meet. For further information about meet types, please contact the PSO.
<b><i>Sanction Type</i></b>	There are different levels of meets. If there is a need that requires two different sanction types, then two separate sanction applications must be made. For further information about sanction types, please contact the PSO.
<b><i>Sanction Fee</i></b>	This will be populated automatically based on sanction type and fees setup by the PSO.
<b><i>Start Date / End Date</i></b>	These are the dates that the meet will start and the final day that it will end. The end date will set the meet to a completed meet after the end date has passed.
<b><i>Closing Date for Entries</i></b>	The last date that entries can be allowed. This will remove any links to submit entries on swimming.ca after the date. The Meet Manager can process entries after the date has closed.

**Note:** Be sure to clearly state specific entry information about deadlines in the meet information package.



## 2.2.2 Overview of Competition Details

**Competition Details**

Sessions 2 \*

Course \*  LC  OW  SC  SC / LC  Y (yards)

Time Standard 2

Age Category

Upload Meet Package 2 \*  No file chosen

Upload event file 2  No file chosen

Number of Swimmers Accepted 2

Championship Meet  Yes  No

Is this an Open Meet or Closed Meet (Selected Clubs only): \*  open meet  closed meet

<b>Sessions</b>	The number of sessions which will be held over the duration of the meet.
<b>Course</b>	The length of the competition pool.
<b>Time Standard</b>	This optional field provides an area to choose from set time standards.
<b>Age Category</b>	This option provides an area to describe the type of age groups involved.
<b>Upload Meet Package</b>	This field is used to upload the meet information package. This field cannot be changed after the sanction has been completed and would have to be updated by the PSO.
<b>Championship Meet</b>	This is to identify if this is a championship type meet.
<b>Open / Closed Meet</b>	<i>Open Meet</i> allows entries from any club. A <i>Closed Meet</i> allows entries only from invited clubs. The Meet Manager selects the clubs from Regional, Provincial and Canadian club lists and place them on an invited list. This list of clubs will be published in the general meet information, and only clubs on the list will be able to upload their entry files.

**Note:** The National Time Standards file can be obtained from the Swimming Canada website, for the Provincial Time Standards, contact the PSO.

**Note:** When running a closed meet, manually select the invited clubs from the list. Use the arrow button to add the club to the list. To remove a club, highlight it on the right list and use the **X** button to remove it.

Select clubs from what area? :  Region  Province  Multiple Province

Province

Club List

Acton Aqua Ducks Ajax Swimming Ancaster Alligators Amprior Blue Fish Swim Club	<input style="border: 1px solid gray;" type="button" value=" &gt;&gt; "/>		<input style="border: 1px solid gray;" type="button" value=" X "/>
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## 2.2.3 Overview of Contact Information

**Sanction Applicant Contact Information**

Applicant Name: 2 \*

Contact Phone: \*

Contact Email: \*

Meet Manager Contacts: 2  Same as Sanction Applicant  Other

Meet Manager: 2

Contact Phone:

Contact Email:

Entries Contacts: 2  Same as Sanction Applicant  Same as Meet Manager  Other

Meet Entries Name: 2

Contact Phone:

Contact Email:

Meet Referee: \*

Meet Referee Certification: \* 3

Meet Referee Phone:

Meet Referee Email:

Officials Coordinator:

Officials Coordinator Phone:

Officials Coordinator Email:

<b><i>Applicant Name, Phone and Email</i></b>	This should be the contact information of the Meet Manager responsible for the meet. This information is auto-populated based on the account logged in.
<b><i>Meet Manager Contacts</i></b>	Same as sanction applicant or alternate information can be placed here.
<b><i>Entries Contact</i></b>	Use this field to identify who is the primary contact for entries. This person will also receive notifications from the system when entries are submitted and process the entries.
<b><i>Meet Referee / Level of certification</i></b>	This is a required field; a qualified referee must be assigned to this position to process the sanction application.
<b><i>Officials Coordinator</i></b>	Optionally, a coordinator contact can be listed for officials and volunteers.

## 2.2.4 Overview of Pool Information

**Pool Information**

Certified Pool Name: 2 \*

Open Water Venue: 2

Pool Address:

Pool City: 2

Lanes: \*

Configuration: \*

More Information: 2

Website: 2

When selecting the pool name from the drop-down menu, the system will auto populate pool address and city automatically. The number of lanes being used, and configuration will still have to be manually inputted.

**Note:** If the pool is not listed, contact the PSO. Pool address information is set up by the PSO and a copy of the pool survey should be on file with them.





<b>Certified Pool Name</b>	Choose the pool at which the meet will be held from the drop-down list. Selecting a pool will auto-fill the name and address for the pool.
<b>Lanes / Configuration</b>	Enter the number of lanes being used and any configuration.
<b>More Information</b>	This field is for any further details regarding the meet.
<b>Web Site</b>	This field will provide a link to a website for the meet or a live results link.

### 2.2.5 Overview of Host Club Requirements

**Host Club Requirements** *If your club requires any of the following equipment, please indicate below. May not be available in all Provinces.*

Software 2  Yes  No

Bells 2  Yes  No

Other requirements 2

*If a meet requires WPS Competition Approval, the PSO is required to submit this [form](#) to Swimming Canada a minimum of 8 weeks prior to the start of the competition.*

<b>Software</b>	If any software is required from the host club.
<b>Bells</b>	To identify if bells are needed for this meet.
<b>Other Requirements</b>	Any other special requirements from the host club.

**Note:** If a meet requires WPS Competition Approval, the PSO is required to submit the [WPS Competition Approval form](#) to Swimming Canada a minimum of 8 weeks prior to the start of the competition.

### 2.2.6 Overview of Host Hotel Details

Add a recommended hotel that will appear in the meet information page.

**Host Hotel**

Hotel Name

Discount / details

Website

## 2.3 The Sanction Approval Process

The following process takes place once the sanction application form has been submitted:

1. The sanction status begins as **Pending** in the RTR and cannot be seen by the general public.
2. The PSO and/or Regional Sanction coordinator is notified of a new sanction application via email.
3. The representative then reviews the sanction application.
  - For Provinces who use a regional approval as part of the sanction process, the status will change to Region Approved when the Region has approved the sanction. The PSO provides final approval.
4. When the sanction has received final approval, an email is generated back to the contact email address used on the sanction application page and the meet status is changed to Approved. The meet is then visible in the meet list on the Swimming Canada website and accessible to the general public.
5. Once approved, edits to the meet may only be done by the PSO or National Office.
  - The Meet Manager can still change the Open/Closed status of the meet.






## 2.4 Uploading Files to the Meet Information Page

The Meet Manager generates a HyTek Event File or Splash Invitation file for the meet using their meet management program, and then uploads this file to the meet listing once it has been sanctioned for retrieval by the entering clubs.

### 2.4.1 To Upload the Event File

In the meet list, click on the upload icon under **Event File**. Use the  Icon to upload the event file.

Started	En Meet Name	Type	Course	Info	Event File	Result File	Entry Deadline	View Entries	Status	Post Meet Report	Results Report	Edits	Entry Status	Edits	Qualifier Report	Favorite Meets
May 21 - 24	Speedo #RaceAgain Challenge - Stage 1	Challenge	SC	02/12/21			06/13/21		Sanctioned				Open			
Jun 19 - 23	2020 Olympic Swimming Trials	SNC	LC	05/07/21			06/01/21		Sanctioned				Open			
Jun 21 - 23	Invitational Qualifier	SNC	LC	04/06/21			05/26/21		Sanction pending							

Once loaded, the upload date of the file will be displayed. If file needs to be replaced, click on the date link to upload a new file.


Started	En Meet Name	Type	Course	Info	Event File	Result File	Entry Deadline	View Entries	Status	Post Meet Report	Results Report	Edits	Entry Status	Edits	Qualifier Report	Favorite Meets
Dec 11 - 14	Speedo #RaceAgain Challenge - Stage 1	Challenge	SC	12/16/20	02/16/20		01/12/21		Sanctioned				Open			
Dec 11 - 14	Speedo #RaceAgain Challenge - Stage 2	Challenge	SC	12/16/20	02/16/21		01/12/21		Sanctioned				Open			

## SECTION 3: MANAGING ENTRIES

Meet Managers accept all meet entries through the RTR. The system has been designed to allow clubs to use their own team management software, create an entry file and submit it for validation.

As part of the process of uploading an entry, the entry file is validated to ensure that all registered swimmer information matches registration data. This is an important process to protect the integrity of the results generated after the meet. If a swimmer is not registered correctly, this will prevent the meet entry file from validating.

### 3.1 Accessing the Entry Management Page

- To access the **Entry Management** page for the meet, from the meet list, click on the magnifying glass  to **View Entries**.

Started	En Meet Name	Type	Course	Info	Event File	Result File	Entry Deadline	View Entries	Status	Post Meet Report	Results Report	Edits	Entry Status	Edits	Qualifier Report	Favorite Meets
Dec 11 - 14	Speedo #RaceAgain Challenge - Stage 1	Challenge	SC	12/16/20	12/16/20		01/12/21		Sanctioned				Open			
Dec 11 - 14	Speedo #RaceAgain Challenge - Stage 2	Challenge	SC	12/16/20	02/16/21		01/12/21		Sanctioned				Open			

- This will bring you to the Meet Entry Management page that will display all entries for the meet.
- Set the time validation date range to determine the range of results time to validate from.

Time Validation Date Range:	September 1, 2019	February 25, 2021	Save	Entry Upload									
Clubs: (All Clubs)	Status: (Show All)	Show All Entry Files	Only Show most recent Entry File from Each Club										
Entries Download	Approve Entries	Reject Entries	Email Entry Contact	Email Contact & Coaches									
Entry Summary Report	Time Validation Export	Export Coaches	Para Classification Report										
Load Date & Time (EST)	Club	Entry File	Contact	Tel.	Males	Females	Relays	Swimmers	Entries	Status	Coaches		
01-07-2021 09:08 AM	SNCTAFF	V#01	Erica Neuman		0	0	1	2	0	1	2	Approved	Tina Validate
01-08-2021 09:00 AM	SNCTAFF	V#02	Race Again Test		1	2	0	0	0	1	2	Approved	Tina Validate
01-08-2021 09:29 AM	SNCTAFF	V#03	Rick Locks, SBI		1	1	0	0	0	1	1	Approved	Tina Validate
<b>Total</b>					<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>5</b>		



### 3.1.1 Para Swimming Entries

Entries from clubs that contain para-swimmers that have been identified as classified in the RTR will be **highlighted in green** on the entry management list. Entries submitted for Para swimming will include any classification codes as per what is listed in the RTR.

**Note:** If the entry file does not include the para-classification codes separated by an underscore (e.g., Swimmer Name\_S1SB1M1) the entry file will fail validation.

The Meet Manager can also access the **Para Classification Report** from the button at the top of the list, this will display a list of all para-swimmers entered in the meet as well as their exception codes.



### 3.2 Accepting Entries

Coaches or team managers submit the club entries using the upload link on the meet information page at <https://www.swimming.ca/en/events-results/live-upcoming-meets/>. This link will only be available after the meet has been sanctioned and until the entry deadline date.

1. Once an entry file (HyTek .zip or Splash. lxf format) has successfully been uploaded, the Meet Manager and entries contact will be notified of a new entry via email notification.
2. If validation was not passed, then an email is dispatched to the entering club and the Meet Manager that there was an entry rejection.
  - a. The Meet Manager can turn off receiving rejection emails, however this will only disable them for the Meet Manager, the entry contact will still receive a rejection notification email. This feature is on by default and can be adjusted in the **My Info** page.
  - b. The Meet Manager can additionally provide a custom written reason as to why the entry was rejected.
3. The entry status is set to **Pending** when an entry file is uploaded. Check the box and click **Approve Entries** or **Reject Entries** to change the status of entries to **Approved** or **Rejected**.
  - a. The entry status can also be changed by clicking the Edit icon and selecting **Approved** or **Rejected** from the dropdown menu.
  - b. The meet manager has the option when rejecting an entry to place a custom message with the reason.



**Note:** If there is a problem receiving entry notifications, please double check spam or junk mail filters to ensure that that emails from [support@swimming.ca](mailto:support@swimming.ca) and [notifications@swimming.ca](mailto:notifications@swimming.ca) are allowed.



### 3.3 Accepting Foreign Entries


The entry management system is also designed to allow entries from out-of-country swimmers. It is the Meet Manager's responsibility to ensure these swimmers are flagged in the Meet Manager software as a foreign swimmer. If this is not done correctly, the results file will contain errors when trying to upload to the system.

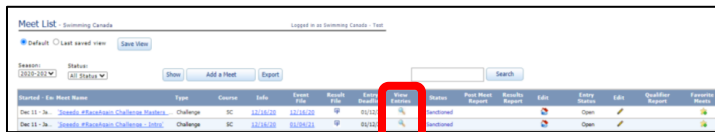
Any entry file that contains a foreign entry will be **highlighted in orange** on the list of entries on the entry management screen.

The Meet Manager should confirm with the PSO when allowing foreign entries for any provincial rules that may apply.

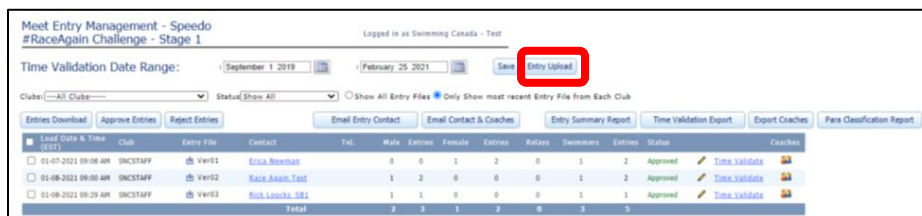
### 3.4 Accepting Post-Deadline Entries

After the deadline passes, the Meet Manager has the ability to either submit an entry for the participant, or they can share the link available in the Entries View.

1. From the meet list, click the magnifying glass  in the **View Entries** column to open the entry management screen.



2. On the top of this page where there are filter options, click the **Entry Upload** button.



3. Fill out all required items including successful upload of entry file. Once complete click **Upload File** to complete entry.
4. The upload entry link page for a meet will remain active until the start date of the meet but will be hidden from swimming.ca when the entry deadline has passed. Sending the link from Step 3 to a club allows them to submit revisions to their original entries after the entry date. The Meet Manager can approve or reject each version that is uploaded by a team.

Upload entries for Speedo #RaceAgain Challenge - Stage 1

**Instructions**

- Please select the Province & Club/Team you wish to submit entries for.
- Click on the "Get Coaches" button after selecting teams. A list of SNC Registered coaches will be displayed for the selected club/team.
- Select COACH(S) who will be attending the competition from the coaches list. To select multiple coaches, hold down the "Ctrl" key while selecting the coaches.
- Click Browse to select a Entries file from your system to upload.
- Only the Speedo EXCEL export entry file or Aquabase/EPD Team Manager Entry File will be accepted.
- Click Upload File to copy the file to our server.
- Confirmation of a successful upload will be displayed.
- All entries will be validated against Swimmer ID, Date of Birth, Gender, Club affiliation and correct name spelling.

**Note:** You can submit entries for multiple teams by holding down the "Ctrl" key on your keyboard and selecting the team you wish to submit entries for.

Your Name:

Email Address:

Telephone:

Province:

Club:

Please select (checkbox) and click "Get Coaches" button and select the coaches attending the competition, before uploading file

Coach:

File Name:



**IMPORTANT:** Meet Managers/Entry Coordinators are discouraged from manually processing club entries outside of the Entry Management tool, as it cannot be confirmed that swimmers are fully registered for the current season.

### 3.5 Downloading Entries for Meet Manager Program

1. To download the entry files for each club, simply click on the **Entry File** column links and a download confirmation will pop up.



2. Choose the save location and continue. Totals for the number of swimmers and entries are generated from all Pending or Approved files.

### 3.6 Time Validation

The entry management system provides the Meet Manager with **Time Validation** tools. The Meet Manager can either view the time validation for a single club entry, or there is an option to download an Excel report for all entries.

The time validation report validates the entry time to the results in the RTR. The report will display if the time is validated or not.

### 3.7 Contact Manager

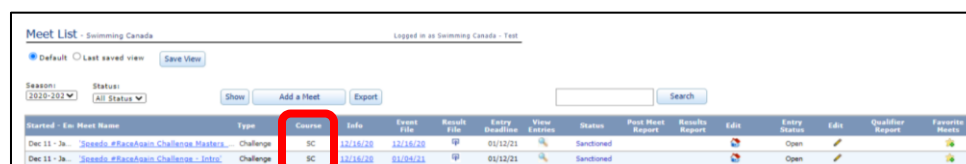
The entry management also includes the ability to email participants of the meet based on the entries, this is to allow Meet Managers an easy way to communicate to some or all the clubs entered in the meet.

1. To use this feature, select the clubs to contact using the check boxes next to their entry row, click on **Email Entry Contact** to send to only to emails used in the entry submission.
2. Alternatively, you can use the **Email Contact & Coaches** button to send to the entry contact and the coaches selected when the entry was submitted.

## SECTION 4: RESULTS

### 4.1 Uploading Results

1. To upload the results file, select the **Meet List** tab from the main menu.
2. Click on the upload link/icon under the Results File column heading.



3. Select the meet results file in which you wish to upload then select **Upload File!** button.



**Note:** For the meet results to display on the Swimming Canada website, the meet file must be in .cl2 or .sd3 format. The default .ZIP format generated by HyTek Meet Manager is acceptable if it contains one of the two mentioned file types.

## 4.2 Results File Validation

After the Meet Results have been uploaded, the Meet Manager will be prompted if the meet file has passed validation before completing the upload. If the file has passed validation, the user will receive an email once the results have been processed in the RTR.



## 4.3 Failed Results Validation

After the file has been uploaded for validation, if there are any errors with the results file, a validation error report will be displayed on the screen and emailed to the Meet Manager. The Meet Manager needs to either correct the errors in the Meet Manager program or export a new results file to upload. An error report will be made available on the meet list to correct any errors found by validation. These errors must be addressed to maintain the integrity of the results data.

These errors can range from:

- Missing swimmer information (IDs, DOB, etc.).
- Swimmer cannot be found in the database, possibly due to not being registered correctly or is a foreign swimmer.
- Incorrect results information in the file.
- Incorrect file type.
- Incorrect para-classification.





**Note:** To request support for results files posting errors and not passing validation, contact the PSO for support.

#### 4.4 Results Processing

Depending on the size of the meet file, it can take anywhere from 5 minutes to a few hours to process the results file. The file will automatically be available for download on the Meet List page in the Coach and/or Team Manager's account in the RTR for Coaches and Team Managers associated with the clubs that participated in the meet. If an update to the results file is required, click on the upload date in the meet list and upload the new file.

**Note:** Please allow up to 24 hours for results to display on the swimming.ca meet pages. If this timeframe has passed and results are still not showing, please contact [support@swimming.ca](mailto:support@swimming.ca)

#### 4.5 Post Meet

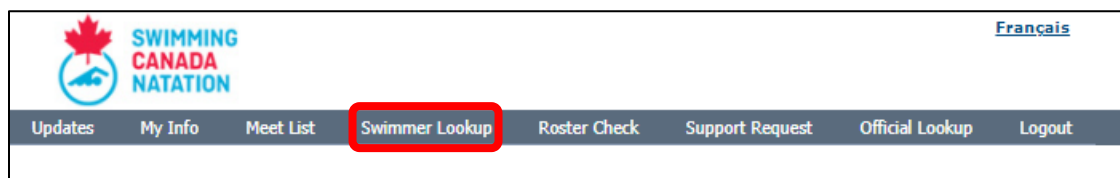
- Once the meet results have successfully loaded, the Meet Manager can download or view the **Post Meet Report** from the Meet List page using the **View** link in the table. This report contains meet invoice details, which includes any provincial fees owing to the PSO. This report also includes meet statistics.

There is an option to create a PDF file from this page and email it to the Club Treasurer if necessary.

Post Meet Report for Sample Meet			
Sanction #:	18000	Sanction Type:	Sanction
Name of Competition:	Sample Meet	Date of Competition:	Dec 13, 2015
Host Club:	The Swim Club	Region:	Western
Meet Manager:	John Mack	Meet Referee:	Danny John
Meet Manager Email:	john@swim.com	Level:	4
Meet Manager Phone:	905-304-3029		
Meet Invoice Details			
	Details	Fee	Total
Days	1	\$0.00	\$0.00
Sessions	1	\$0.00	\$0.00
Swimmers	80	\$0.00	\$0.00
Individual Swims	283	\$0.50	\$141.50
Relay Swims	16	\$0.00	\$0.00
		Meet Fees Total:	\$141.50
		HST(13.00%):	\$18.40
		Adjustment Amount:	\$0.00

## SECTION 5: SWIMMER LOOKUP

- The swimmer lookup allows the Meet Manager to find basic information about swimmers in the RTR.
  - This is useful during entries if a swimmer cannot be found, or if the entries are rejected because swimmers do not have a status of **Registered**.
  - The tool allows the user to search both the current and previous seasons.
- Select **Swimmer Lookup** from the main menu.

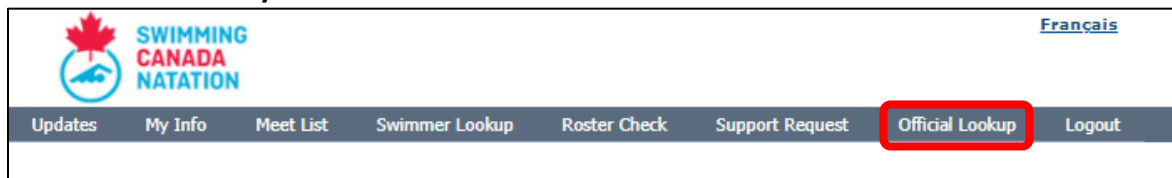




3. Once selected, the Swimmer Lookup menu will be displayed. Swimmers can be searched based off their ID Number, Last Name, or First Name.

## SECTION 6: OFFICIAL LOOKUP

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

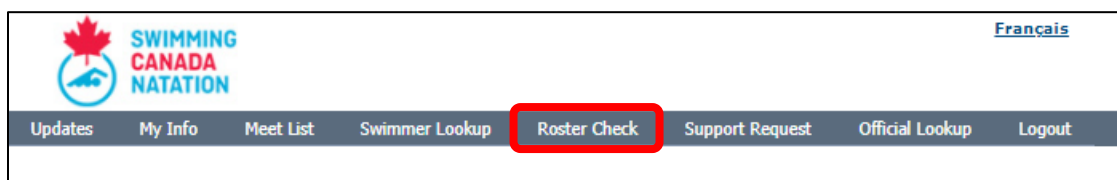


2. Once selected, the Official Lookup menu will be displayed. Officials can be searched based off their ID Number, Last Name, or First Name.

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

## SECTION 7: ROSTER CHECK

1. The Roster Check feature in the RTR allows Meet Managers to validate that all swimmers listed in the meet entry files against the information contained in Swimming Canada's national registration database.
2. To use this feature, select **Roster Check** tab from the main menu.



3. Once selected, the roster verification page will appear. To use this tool, fill out all required field marked with an \* (Name, Email, Province, Club and Roster File).





4. Enter the name and Email Address to send the validation to the coach or team manager whose file is failing validation, or to the Meet Manager, and then select the province and club.

**Instructions:**

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

Name:

Email:

Select province:

Select Club:

Select Roster File:

5. The results of the validation will also be displayed on-screen.

## SECTION 8: 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.

### 8.1 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.

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

UPDATES | MY INFO | CLUB INFO | MANAGE USERS | SWIMMERS | GROUPS | COACHES | INVOICES | REPORT | SUPPORT REQUEST | LOGOUT

ERICA NEWMAN

Linked Accounts

Dashboard

Official

Coaches

Club Registrar

Swimman

Manage Linked Accounts

### 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	CSA Screening	First reg.
<input type="checkbox"/> boucher_coach	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-865-3960	<input checked="" type="checkbox"/>	Registered	<input checked="" type="checkbox"/>	20224
<input type="checkbox"/> boucher_eric	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca		<input checked="" type="checkbox"/>	CSA account pending	<input checked="" type="checkbox"/>	20224
<input type="checkbox"/> boucher-newman_coach	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111	<input checked="" type="checkbox"/>	Registered	<input checked="" type="checkbox"/>	20224
<input type="checkbox"/> newman_ericatrac	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca		<input checked="" type="checkbox"/>	Invoice Pending	<input checked="" type="checkbox"/>	

### Linked Accounts

Account Type	Name	Email	Actions
Official	Erica Newman	enewman@swimming.ca	<input type="button" value="Delete"/>
Club Registrar	Erica Newman	enewman@swimming.ca	<input type="button" value="Delete"/>
Coaches	Erica Newman	enewman@swimming.ca	<input type="button" value="Delete"/>
Club Registrar	Erica Newman	enewman@swimming.ca	<input type="button" value="Delete"/>



## 8.2 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 : PSO

User Name :

Password:

Linked Account

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

## 8.3 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.

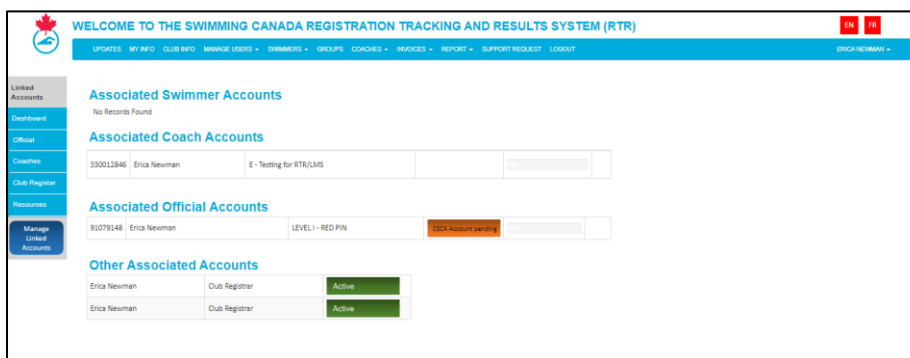
Are you sure to delete this record!

No Yes Delete It



## 8.4 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.

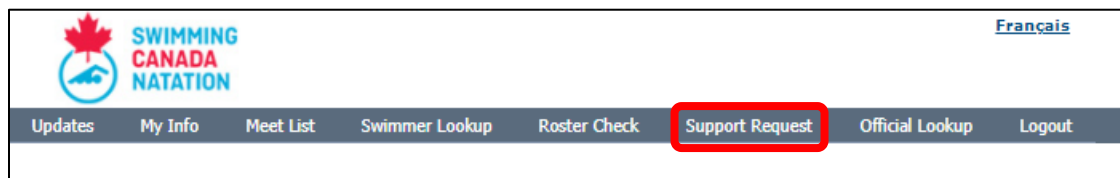


To access an account, click the account type on the left hand menu. The top menu bar will update to show features available for that specific account type (e.g. Coach). Click ***Dashboard*** on the main menu to return to the dashboard and switch to another account type.

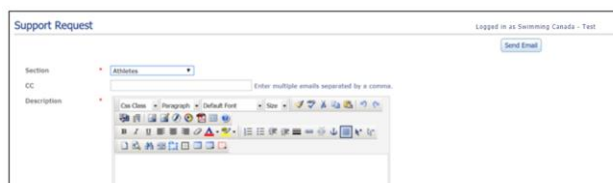


## SECTION 9: SUPPORT AND TROUBLESHOOTING

1. Meet Managers 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. 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 -