Group Registration Training Guide - Club

This guide provides step-by-step instructions for registering swimmers, coaches and officials using the Group Registration process in REMS. The first step outlines access to FAQs and support options.
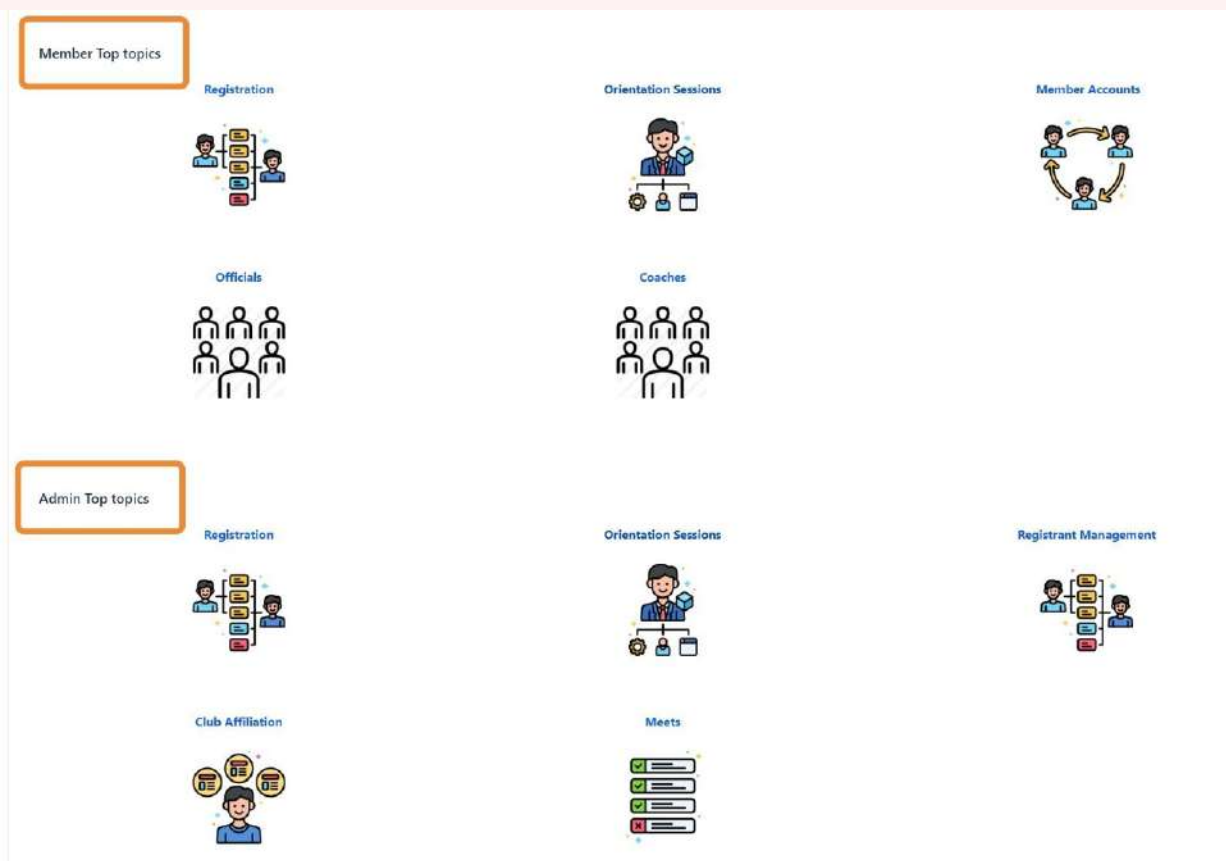08/31/2024

⚠️ For support, please go to the REMS Knowledge Base to access FAQs and help guides for Members and Club Admins.

https://sportlomo.atlassian.net/wiki/spaces/SCS2/overview

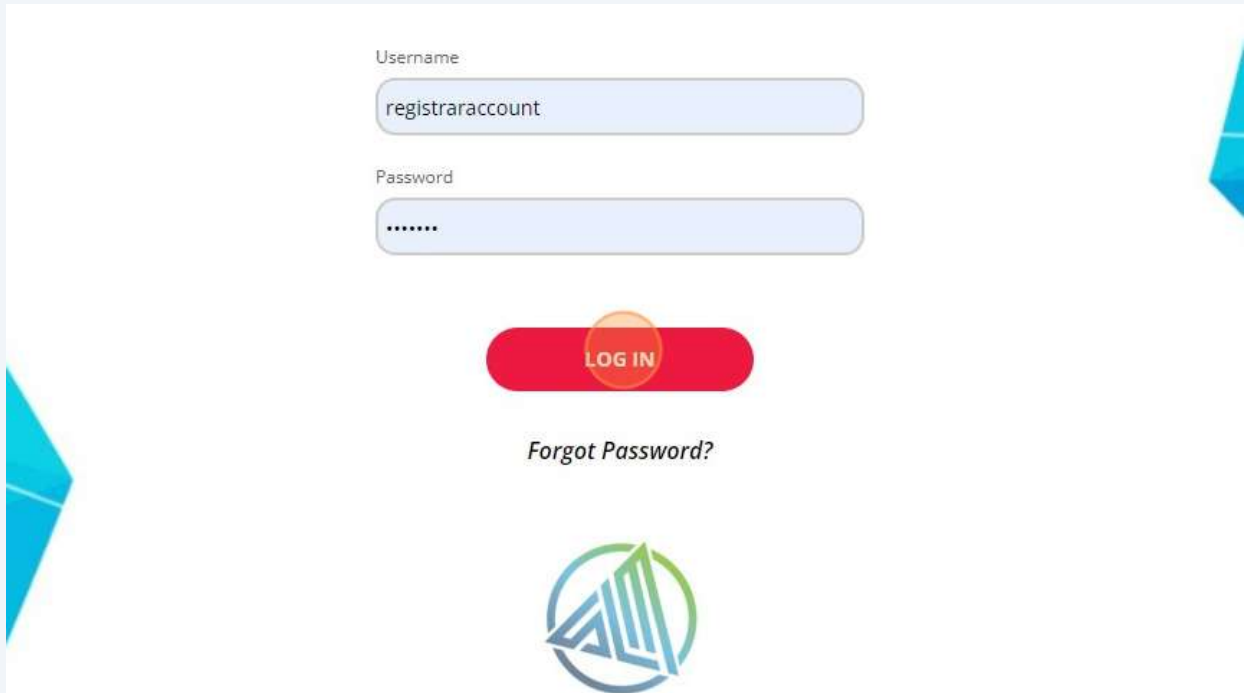You can also log a ticket with the support desk.

Registrar Login

ℹ️ Please use the link below to log in to your REMS registrar account. Please contact your PSO if you need support with setting up your registrar account.
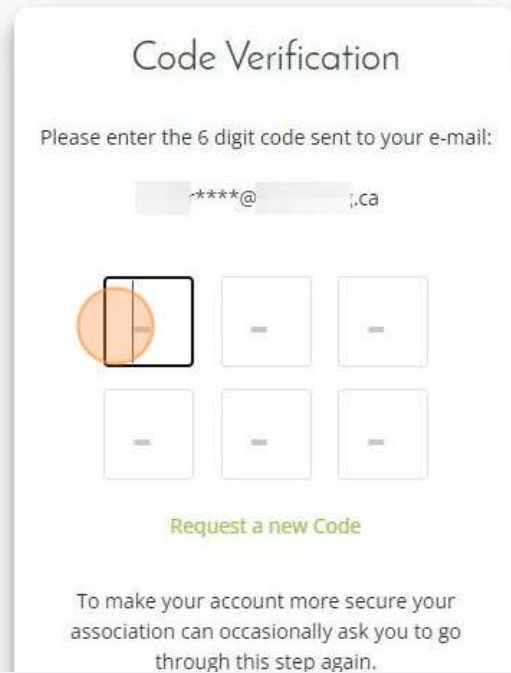
1 Navigate to **https://swimming.canada.sportsmanager.ie/maint.php**

2 Enter your Username and Password. Click "LOG IN"

Username

registraraccount

Password

•••••••

LOG IN

Forgot Password?

3 Enter the code sent to the email address associated with your registrar account.

Code Verification

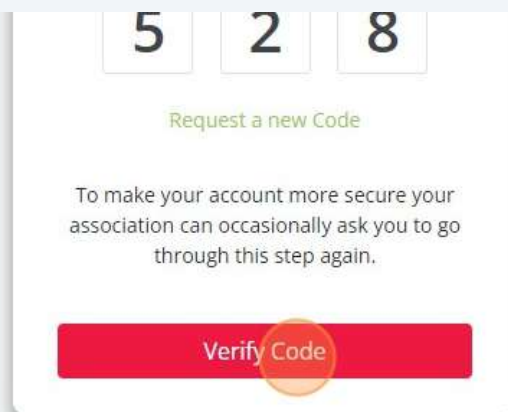Please enter the 6 digit code sent to your e-mail:

****@   .ca

Request a new Code

To make your account more secure your association can occasionally ask you to go through this step again.
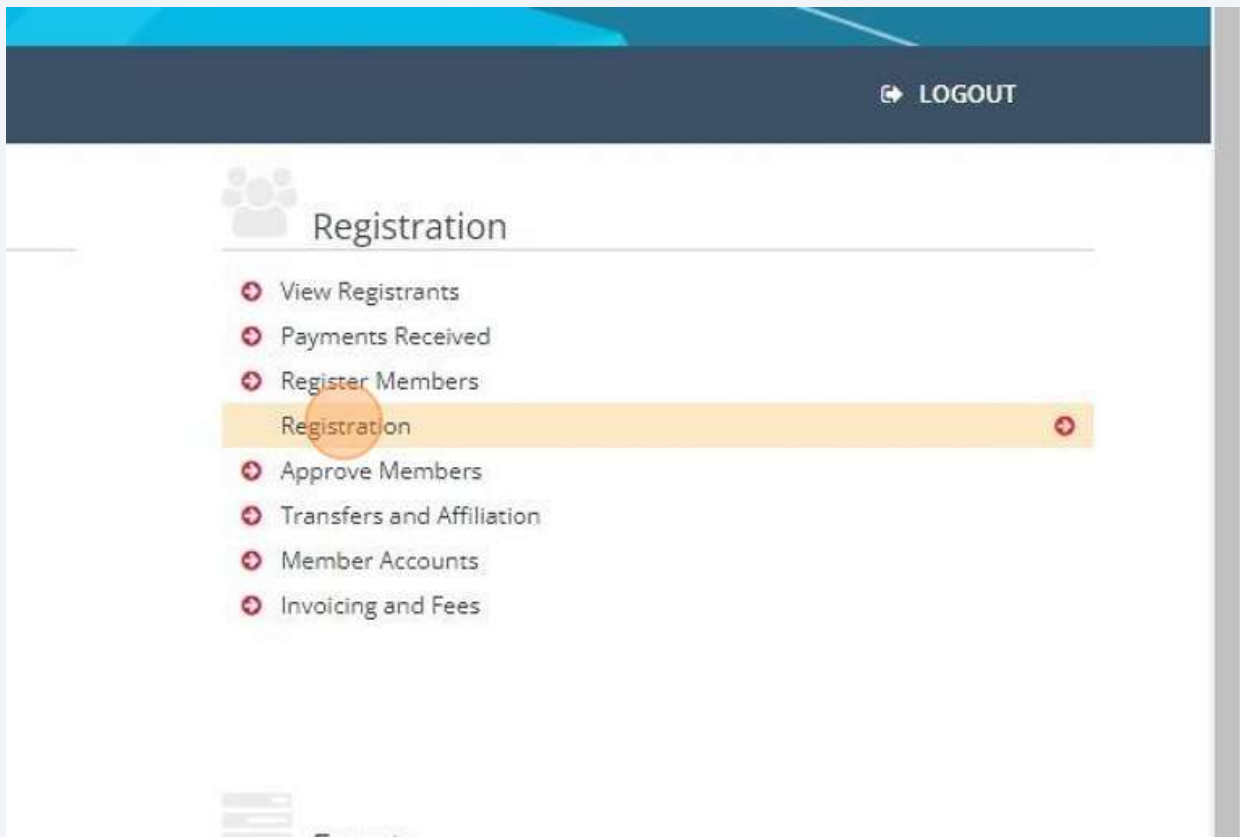
4 Click "Verify Code"

5 2 8

Request a new Code

To make your account more secure your association can occasionally ask you to go through this step again.

Verify Code

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5 Click "Registration"

Payment Method

ℹ️ Payment Method Selection for Registration

⚠️ The payment options available to you will depend on your PSO. Some PSOs accept online payment only, some accept offline payment only. Please direct questions about payment methods directly to your PSO.

If you select Online Payment (Pay Now) from the Group Registration page, you will be prompted for credit card/debit card or pre-paid debit (EFT) information at the payment stage. The Swimming Canada and PSO fees will be paid immediately for credit/debit card payments. EFTs take up to 5 days to process before the payment will be marked as paid. No further action is required by the club for online payments.

If you select Offline payment, you will pay your PSO for both the PSO and Swimming Canada invoices. The CSCA invoice for coach registrations must be paid directly to the CSCA for coach registrations. **Please contact your PSO directly** for details about how to pay for offline invoices.

6 Enter the Club Registrar email address and Select your payment method.

Payment method options are defined by your PSO. Please contact the PSO directly if you have questions about payment methods.

The Membership status will be set to Needs More Info when you register swimmers, coaches or officials using Group Registration. When the registrant logs in to their account for the first time, they will need to complete the required waivers, etc.

Registration Email

ⓘ Customize Registration email

7 To customize the email that is sent to your Registrants, Click "Email Template"

Registration

Club Registrar Email	registraraccount@club.com
Payment Method	Offline Payment (Pay as per your PSO) ▼
Membership Status	Need More Info ▼

▼ Email Template ▼

	DOB	Membership Type		Price	Upgrade Discount
r ⊕		Select Membership ▼			

Add Member

8 You can customize the content of the email sent to registrants at the time of registration.

You can add variables (see variables below in {{) that will fill in the name of the registrant, club, etc. in the email sent. The email template is saved for subsequent registrations.

Club Registrar Email	club_account@mail.com
Payment Method	Offline Invoice ▼
Membership Status	Need More Info ▼

▲ Email Template ▲

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{{Member First Name}}

ou have been registered in {{Club Name}} or this season.

o complete the registration process you will need to login at {{Login Url}} and complete the registration forms.
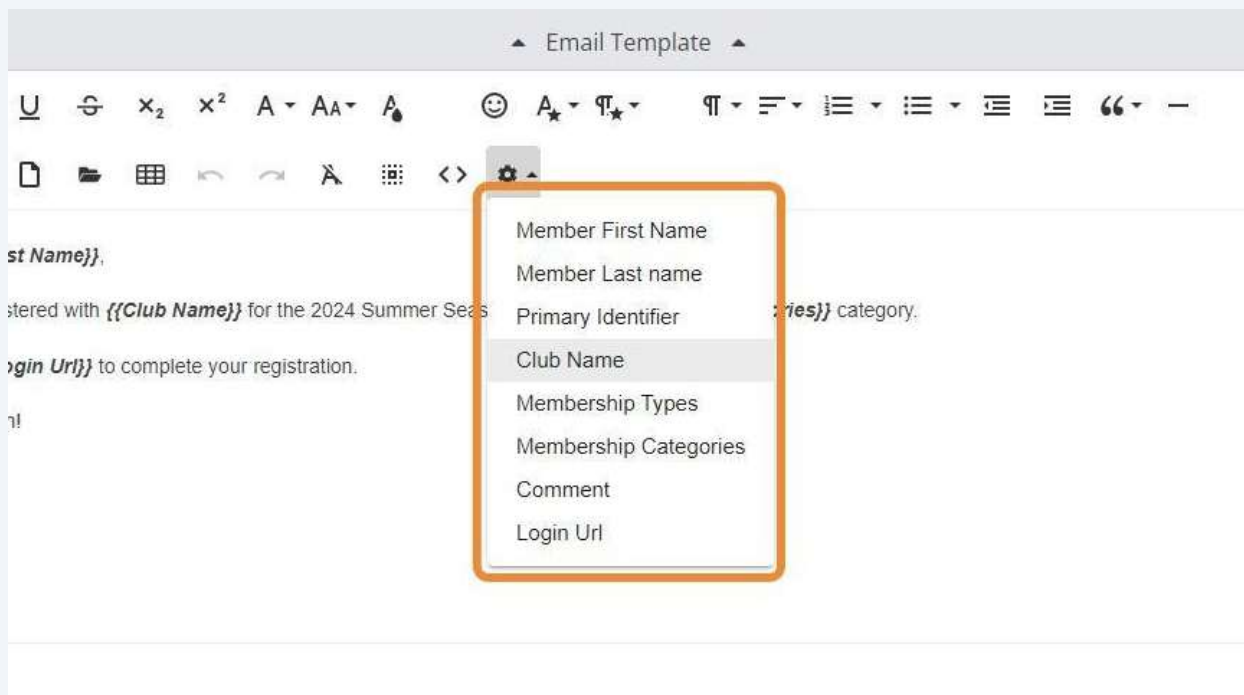
est Club

wered by Froala

er ID	Member Name		DOB	Membership Type		Price	Upgrade Discoun
	Susie Smith () in 2023-2024 ⊕		09/04/2001	Official ▼		0.00	0.0
	Search member Id						
	First name						

9   Available variables for Email Template.

ⓘ   The next sections show how to register

1. Returning registrants

2. New registrant

Registrants can be swimmers, coaches or officials. The process is the same except that for coaches, there will be a 3rd invoice created for the CSCA and for officials, there will be no fees for registration.

Register Returning Registrants

10 Click the "Search member" field. Begin typing some part of the registrant's name.

⚠️ **Note**: If you are copying a name from another source (eg. Excel file or Word document), copy the **First OR Last** name into the "Member Name" field. The system will not find the Registrant if you copy both the First and Last Name.

11 Names matching your search characters will be shown below the search field. Click on the registrant name that you want to register.

Registration History

▲ Registration ▲

Club Registrar Email	coa_account@mail.com
Payment Method	Offline Invoice
Membership Status	Need More Info

▼ Email Template ▼

Member ID	Member Name	DOB	Membership Type
	sus		Select Membership ▼

Susie Smith () in 2023-2024
Susan Swimmer (SC2443597) in 2023-2024

Add Member

Next

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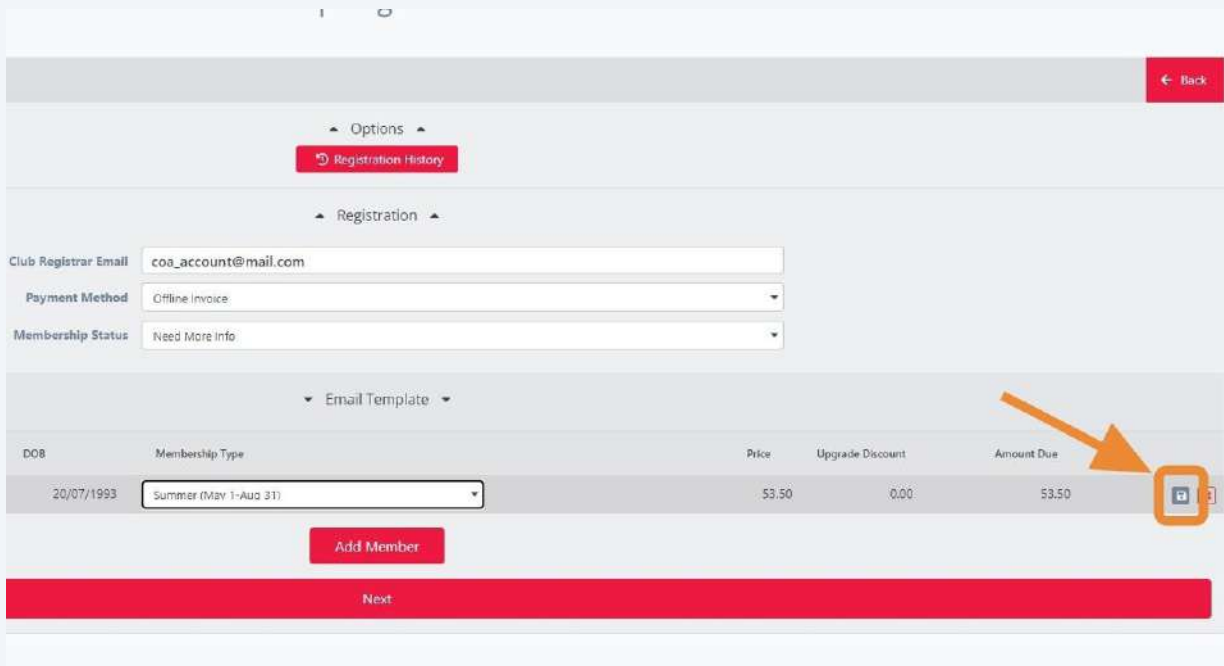
12 Select the Membership Type from the dropdown list.

Club Registrar Email	coa_account@mail.com
Payment Method	Offline Invoice ▼
Membership Status	Need More Info ▼

▼ Email Template ▼

DOB	Membership Type		Pri
12/04/2005	Select Membership ▼		

Add Member

Next

13 Click the "Save" button. You will be reminded to click save if you forget.

← Back

▲ Options ▲
🕚 Registration History

▲ Registration ▲

Club Registrar Email | coa_account@mail.com
Payment Method | Offline Invoice ▾
Membership Status | Need More Info ▾

▾ Email Template ▾

DOB	Membership Type		Price	Upgrade Discount	Amount Due	
20/07/1993	Summer (May 1-Aug 31) ▾		53.50	0.00	53.50	🖫

Add Member

Next

14 Click "Add Member" to register another registrant. You can add up to 50 registrants to the registration.

Membership Status | Need More Info ▾

▾ Email Template ▾

DOB	Membership Type		Price
20/07/1993	Summer (May 1-Aug 31) ▾		53.

Add Member

Next

15 You can see a running total of the number of registrants that have been added to the registration.

▲ Options ▲

🕘 Registration History

▲ Registration ▲

count@club.com

ent (Pay as per your PSO)   ▾

fo   ▾

▾ Email Template ▾

Total 2/50 Members Added

Membership Type	Price	Upgrade Discount	Amount Due	
Pre-Competitive ▾	64.50	0.00	64.50	✔ ✖

16 When you are finished adding registrants, Click "Next" to submit the registrant list for registration.

Pre-Competitive ▾	64.50	0.00	64.50	✔ ✖

Add Member

Next

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17 You will see a message displayed at the bottom of the screen "We are processing the order". Please remain on this screen until you are taken to either

1. The invoice page if you have selected Offline Payment **OR**

2. The payment screen if you have selected Online Payment
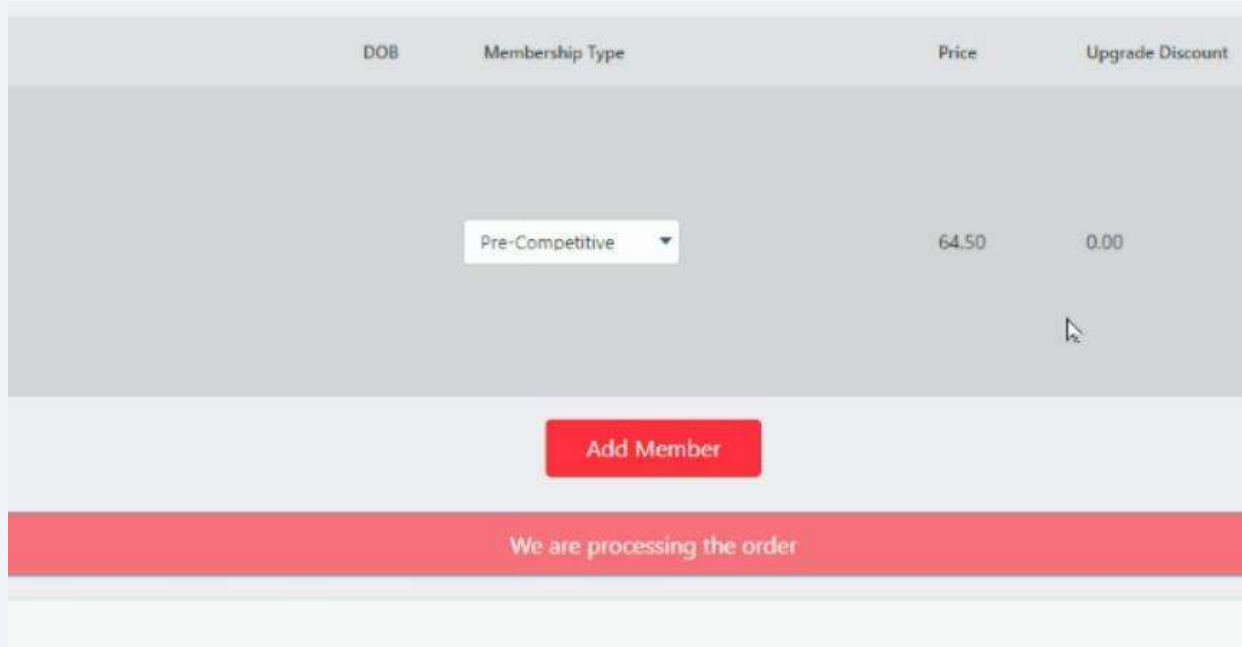
Register New Registrants

18 To register a **new** registrant, click the "plus" beside the Search field.

Member ID	Member Name		DOB	Membership Type
	Oscar Official () in 2023-20 ⊕		20/07/1993	Summer (May 1-.
SC2443586	Allie Gater (SC2443586) in ⊕		21/02/2001	D - Precompetiti
	Search member	⊕		Select Membersh

19 Enter the registrant name, date of birth, and email address.

Group Registration

Registration

▲ Options ▲

🕒 Registration History

▲ Registration ▲

Club Registrar Email	coa_account@mail.com
Payment Method	Offline Invoice
Membership Status	Need More Info

▼ Email Template ▼

Member ID	Member Name	DOB	Membership Type
	Oscar Official () in 2023-20 ➕	20/07/1993	Summer (May 1-Aug 31) ▼
SC2443586	Allie Gater (SC2443586) in ➕	21/02/2001	D - Precompetitive, Masters, Triathlon, Summer Club Coach ▼
	Search member Id		
	Johnny		
	Joseph		Select Membership ▼
	DOB		
	johnnyjoseph@mail.com		

Add Member

20 Select the Membership Type.

21 Click the "Save" button. You will be reminded to click save if you forget.

22 If you try to add a registrant that already exists in the system, a warning will be displayed when you click the Select Membership dropdown.

23 To continue registering with the existing registrant, Click on the registrant information. If you want to proceed with creating a new registrant, Click the "Continue as a New Member" button.

24 Select your Membership Type and Click "Save".
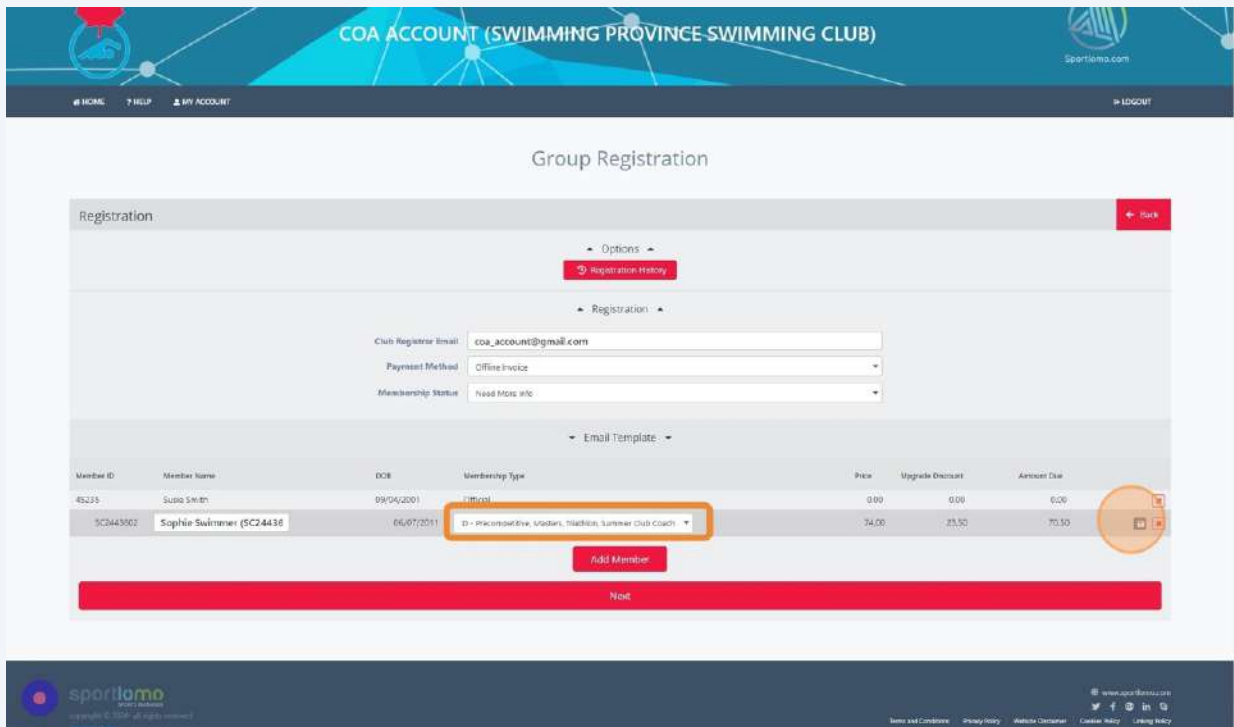
25 You can see a running total of the number of registrants that have been added to the registration.
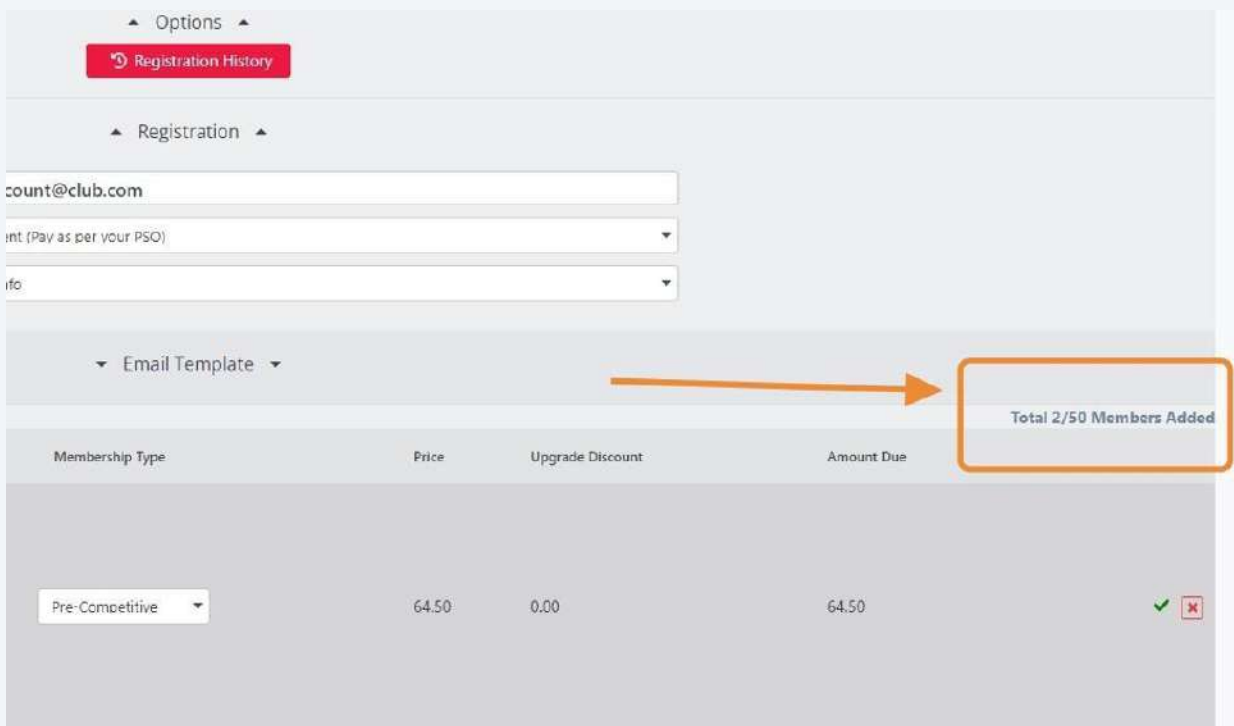
26 When you are finished adding registrants, Click "Next" to submit the registrants for registration.

Pre-Competitive ▼	64.50	0.00	64.50	✔ ❌

Add Member

Next

27 You will see a message displayed at the bottom of the screen "We are processing the order". Please remain on this screen until you are taken to either

1. The invoice page if you have selected Offline Payment **OR**

2. The payment screen if you have selected Online Payment

Total 1/50 Membe

DOB	Membership Type	Price	Upgrade Discount	Amount Due
22/08/2006	Pre-Competitive ▼	64.50	0.00	64.50

Add Member

We are processing the order

> (i) The next sections show finishing steps for
>
> 1. Offline payments
>
> 2. Online payments

Offline Payment

28 If you selected Offline Payment, your receipt will be displayed. Click **i** to see the details for the PSO and Swimming Canada invoices.

29 Please contact your PSO for information on how to pay offline invoices.

Registered By	Email Address	Payment Method	Status	Description	Registration Date	Registration Fees	Tax	Service Fees	Total	Total Outstanding
Admin	registraraccount@club.com	Offline Payment (Pay as per your PSO)	Invoices Pending		18/08/2024 11:12	64.50	0.00	0.00	64.50	0.00

Members

REMS ID	Name	Membership Type(s)	Status	Teamsheet Id	Actions
SC24208931	Jelly Testswimmer1	Pre-Competitive	Need More Info		i

Payment Breakdown

Jelly Testswimmer1

Association	Status	Membership Category	Price	Discount	Additional Fees	Outstanding Amount	Amount Due
Swimming Canada	Awaiting Invoice	Pre-Competitive	14.50	0.00	0.00	0.00	14.50
Swimming Province	Awaiting Invoice	Pre-Competitive	50.00	0.00	0.00	0.00	50.00
Swimming Club Two	Paid Out	Pre-Competitive	0.00	0.00	0.00	0.00	0.00
					Total		64.50

Invoices

ID	Association	Description	Invoice Ref	Date	Status	Invoice Amount	Paid	Outstanding	Actions
3847	Swimming Canada	Invoice for registration 1139596	INV-1139596	18/08/2024, 15:12	New Invoice	14.50	0.00	0.00	
3848	Swimming Province	Invoice for registration 1139596	INV-1139596	18/08/2024, 15:12	New Invoice	50.00	0.00	0.00	

(i) Invoices

30 To view the Invoice associated with a Group Registration, Click "Invoicing and Fees"

Registration
- View Registrants
- Payments Received
- Register Members
- Registration
- Approve Members
- Transfers and Affiliation
- Member Accounts
- Invoicing and Fees

Sanctioning
- Sanctioned Credentials

Compliance and Certification
- Credentials
- Member Credentials
- Coach Compliance and Official's Certification

Events
- Orders
- Events Purchased
- Attended
- Purchase Events

31 Find the Invoice that you would like to view and Click the "Payment" icon.

Invoices

Description	Invoice Ref	Creation Date	Inv Status	Invoice Total	Paid	Outstanding	Actions
Invoice for registration 1137900	INV-1137900	26/04/2024, 02:54	New Invoice	37.50	0.00	37.50	
Invoice for registration 1137900	INV-1137900	26/04/2024, 02:54	New Invoice	100.00	0.00	100.00	
Invoice for registration 1137900	INV-1137900	26/04/2024, 02:54	New Invoice	40.00	0.00	40.00	
Invoice for registration 1137899	INV-1137899	26/04/2024, 02:48	New Invoice	34.00	0.00	34.00	
Invoice for registration 1137899	INV-1137899	26/04/2024, 02:48	New Invoice	40.00	0.00	40.00	
Invoice for registration 1137899	INV-1137899	26/04/2024, 02:48	New Invoice	20.00	0.00	20.00	
Invoice for registration 1137897	INV-1137897	24/04/2024, 15:14	New Invoice	3.50	0.00	3.50	
Invoice for registration 1137897	INV-1137897	24/04/2024, 15:14	Paid	50.00	50.00	0.00	

32 To see the details of the Registration Invoice, Click the "Information" icon.

33 You can see the names of the registrants on the invoice. Click "Cancel" to go back to the invoice.
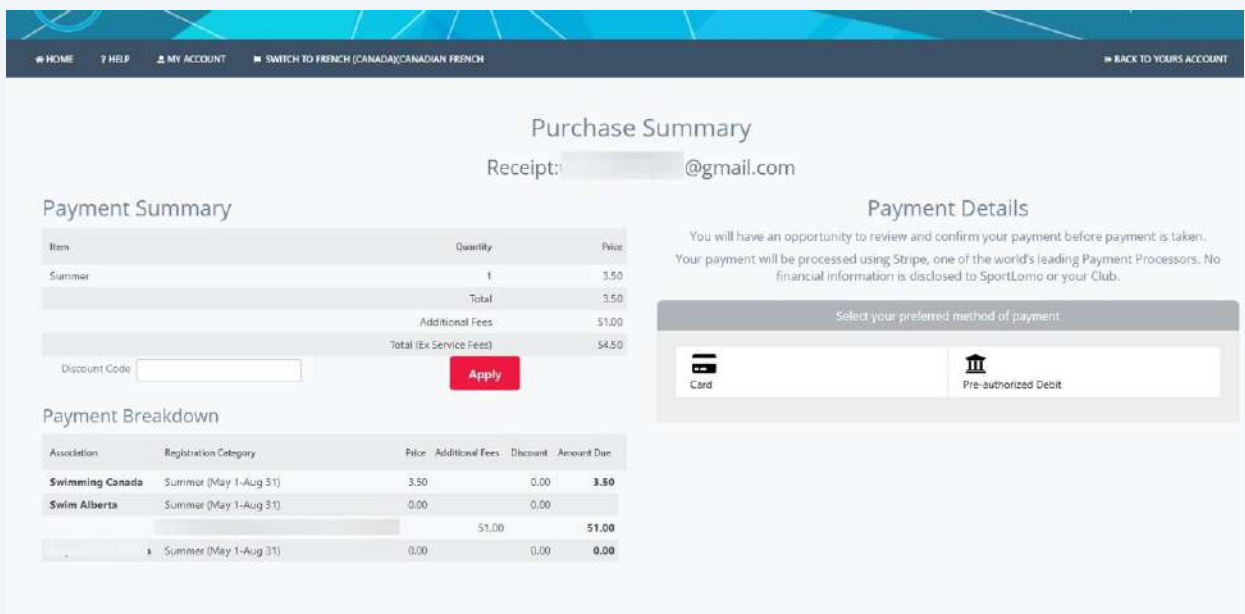
34 You can make a credit card payment from here, or pay your province as per the provincial process if you selected Offline payment.
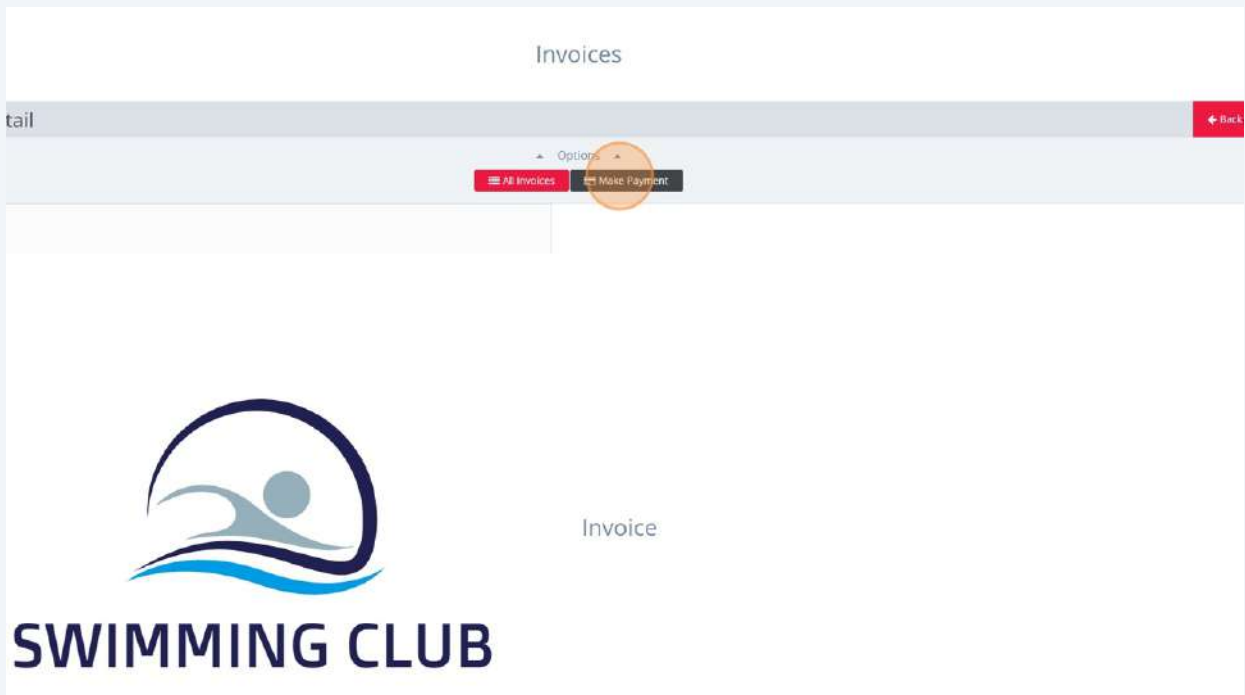
Online payment

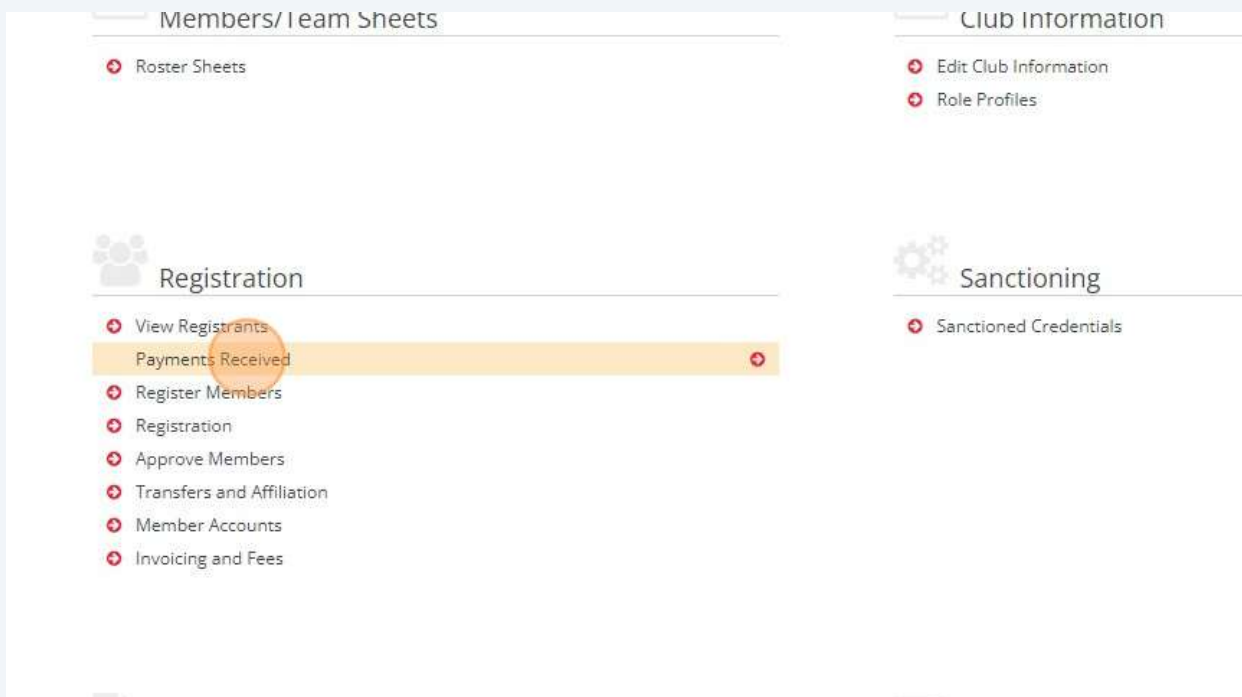**35** If you selected credit card payment, you will go to a payment screen. You can see the invoice details on the left part of the screen.

36 For more details on making online payments, please click here to see the document for online payments.

ℹ️ View Payments

37 To view your Group Registration payments, Click "Payments Received"

Members/Team Sheets
○ Roster Sheets

Club Information
○ Edit Club Information
○ Role Profiles

👥 Registration
○ View Registrants
   Payments Received   ○
○ Register Members
○ Registration
○ Approve Members
○ Transfers and Affiliation
○ Member Accounts
○ Invoicing and Fees

⚙️ Sanctioning
○ Sanctioned Credentials

38 Click "Search/filter options"

39 Change the "Search/filter" options to Type=Group Registration, Registration Status=Payments Received. Click "I" to view more information on a particular Payment ID.

40 Review the details. To print a receipt, Click "Print Receipt"; to resend Email confirmation of the purchase to the Club registrar that completed the registration, Click "Resend Email Confirmation".

41 Sample Receipt