

# 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.

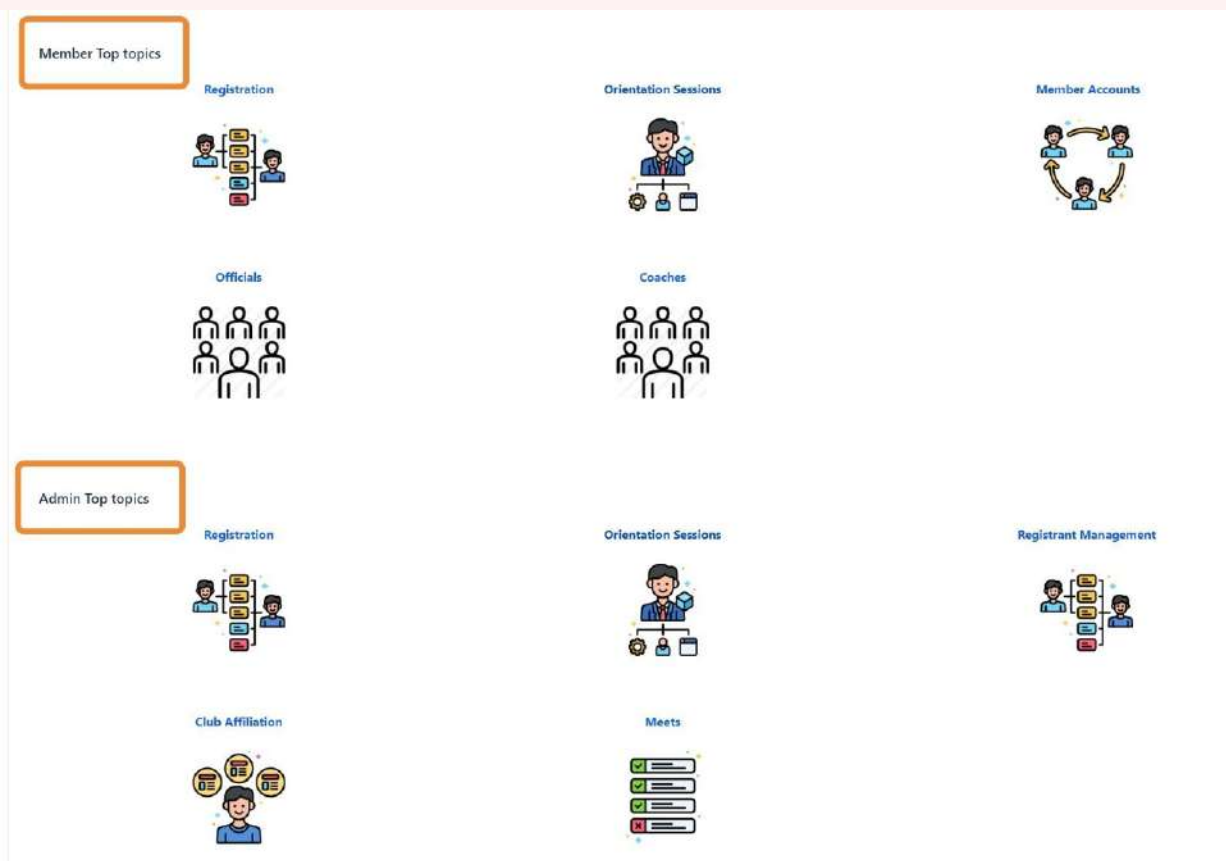
08/31/2024



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.



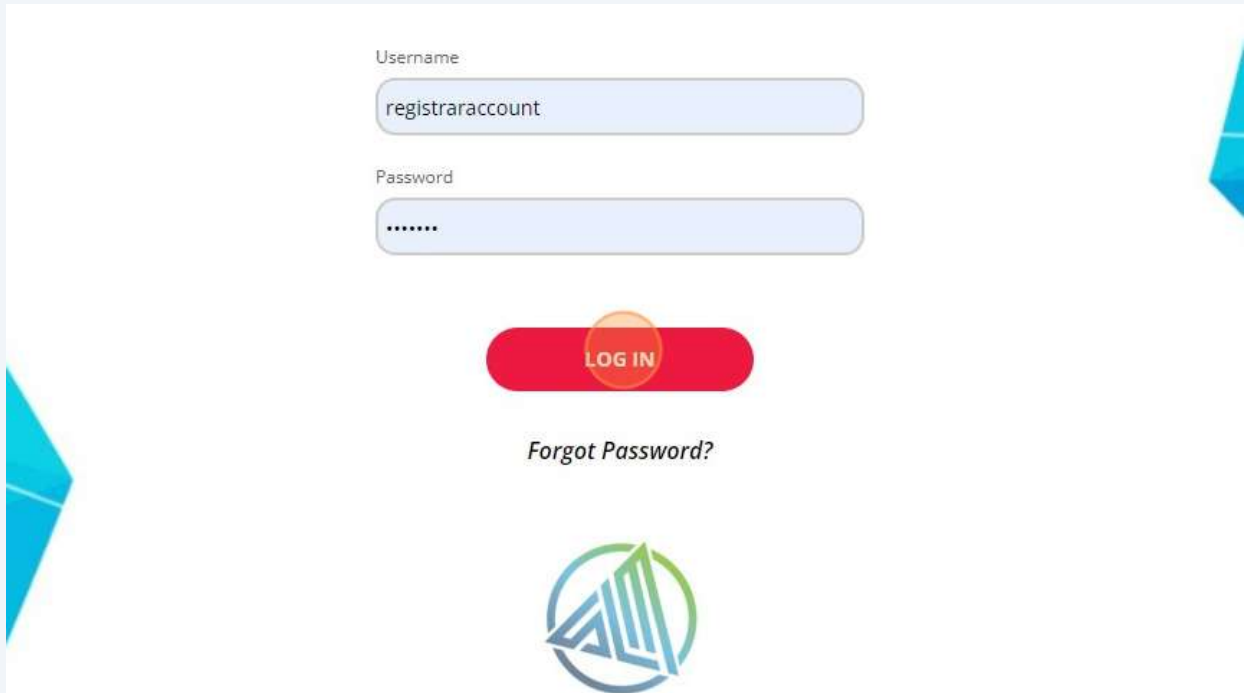
## Registrar Login



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>

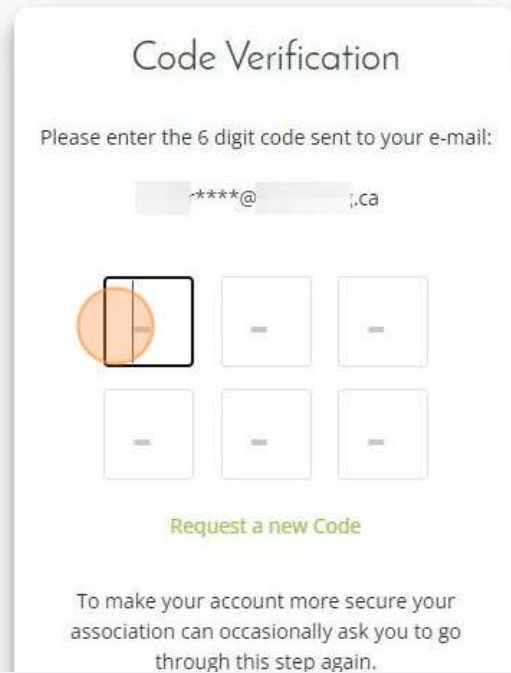
2 Enter your Username and Password. Click "LOG IN"



The screenshot shows a login interface with the following elements:

- A "Username" label above a text input field containing the text "registraraccount".
- A "Password" label above a password input field containing seven dots.
- A red rounded rectangular button with the text "LOG IN" in white, centered below the input fields.
- A link labeled "Forgot Password?" centered below the button.
- A circular logo at the bottom center, featuring a stylized swimmer or fish shape in blue and green.

**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:

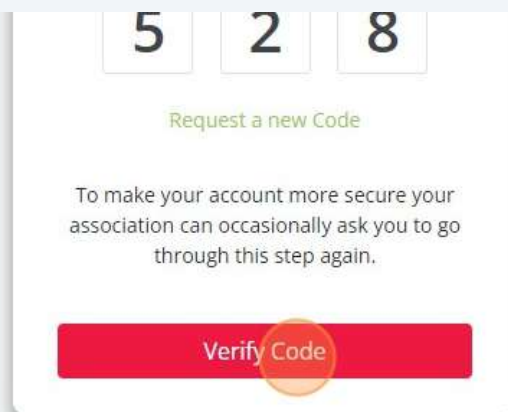
\*\*\*\*\*@.ca

0	-	-
-	-	-

[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"



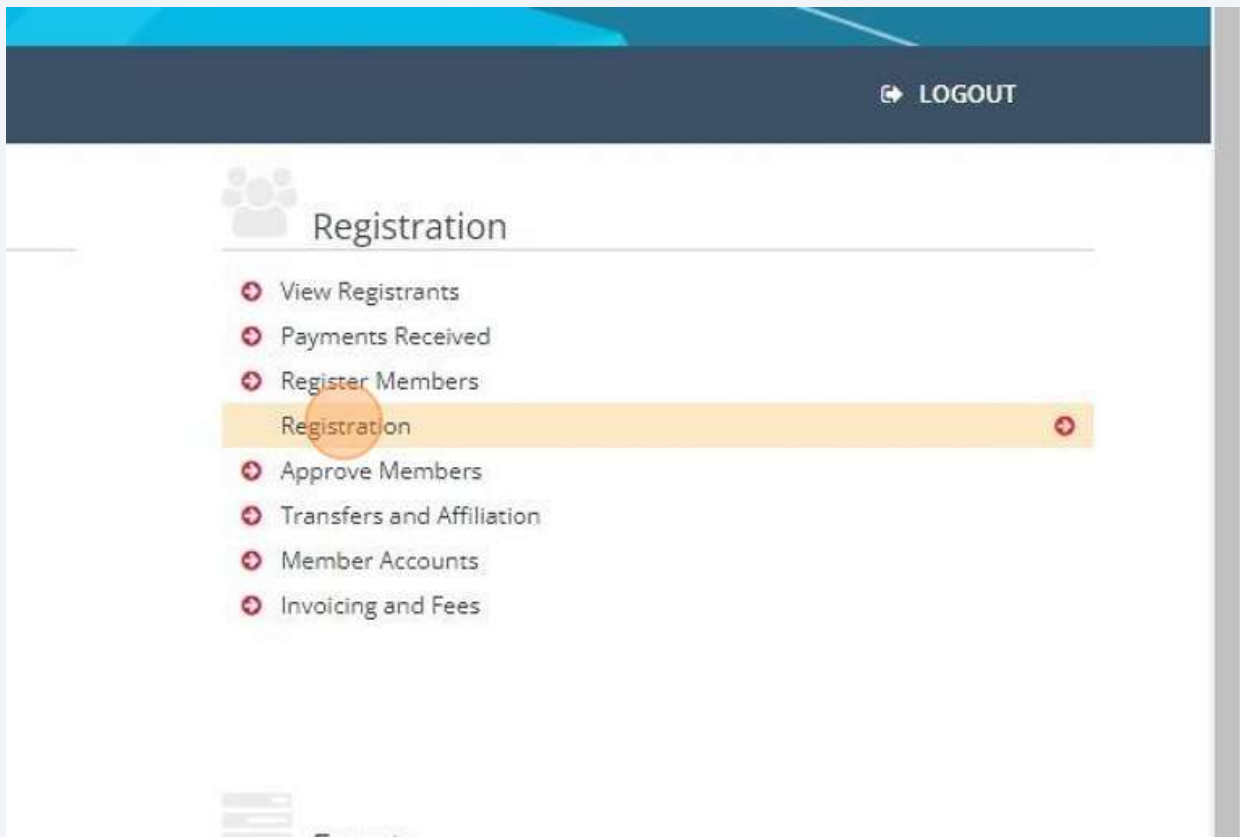
5 2 8

[Request a new Code](#)

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

[Verify Code](#)

5 Click "Registration"



## Payment Method

 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"

The screenshot shows a registration form with the following fields:

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

The "Email Template" dropdown menu is highlighted with an orange circle. Below the form, there is a table with columns: **DOB**, **Membership Type**, **Price**, and **Upgrade Discount**. A "Select Membership" dropdown is visible, and a red "Add Member" button is at the bottom.

## 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.

The screenshot shows the "Email Template" editor. The top part contains the same registration form fields as in step 7. Below is a rich text editor with a toolbar. The text in the editor is:

Hi **{{Member First Name}}**,  
You have been registered to **{{Club Name}}** for this season. To  
complete the registration process you will need to [login](#) at **{{Login Uri}}** and complete the registration forms.

Best Club

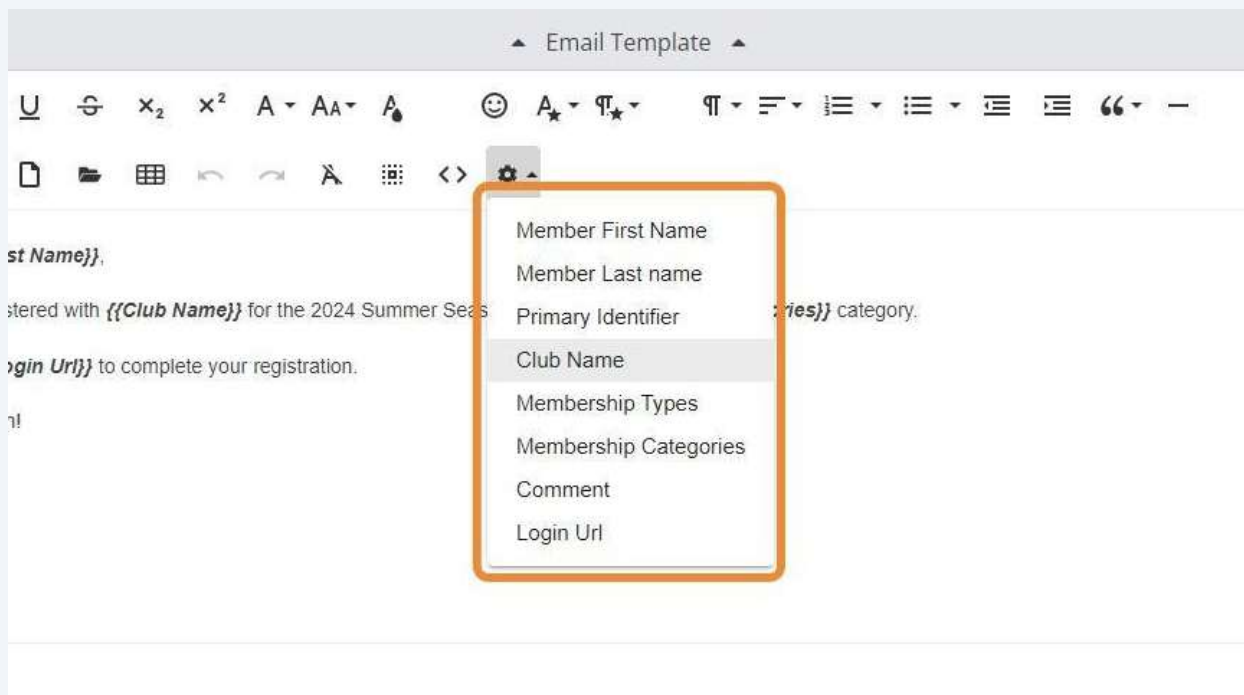
Created by Froala

Below the editor is a table with columns: **Member ID**, **Member Name**, **DOB**, **Membership Type**, **Price**, and **Upgrade Discount**.

Member ID	Member Name	DOB	Membership Type	Price	Upgrade Discount
	Susie Smith ( ) in 2023-2024	09/04/2001	official	0.00	0.00

There are search fields for "Search member id" and "First name" below the table.

## 9 Available variables for Email Template.



**i** 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.

Payment Method: Offline Payment (Pay as per your PSO)

Membership Status: Need More Info

Email Template

#	Member ID	Member Name	DOB	Membership Type
1		<input type="text" value="Search member"/>		

Select Members

Add Member

Next



**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.

The screenshot shows a registration form with the following elements:

- Registration History** button (top right)
- Registration** dropdown menu
- Club Registrar Email**: coa\_account@mail.com
- Payment Method**: Offline Invoice
- Membership Status**: Need More Info
- Email Template** dropdown menu
- Search Field**: Contains 'SUS' with a magnifying glass icon.
- Search Results**:
  - Susie Smith () in 2023-2024
  - Susan Swimmer (SC2443597) in 2023-2024
- Add Member** button
- Next** button (bottom right)

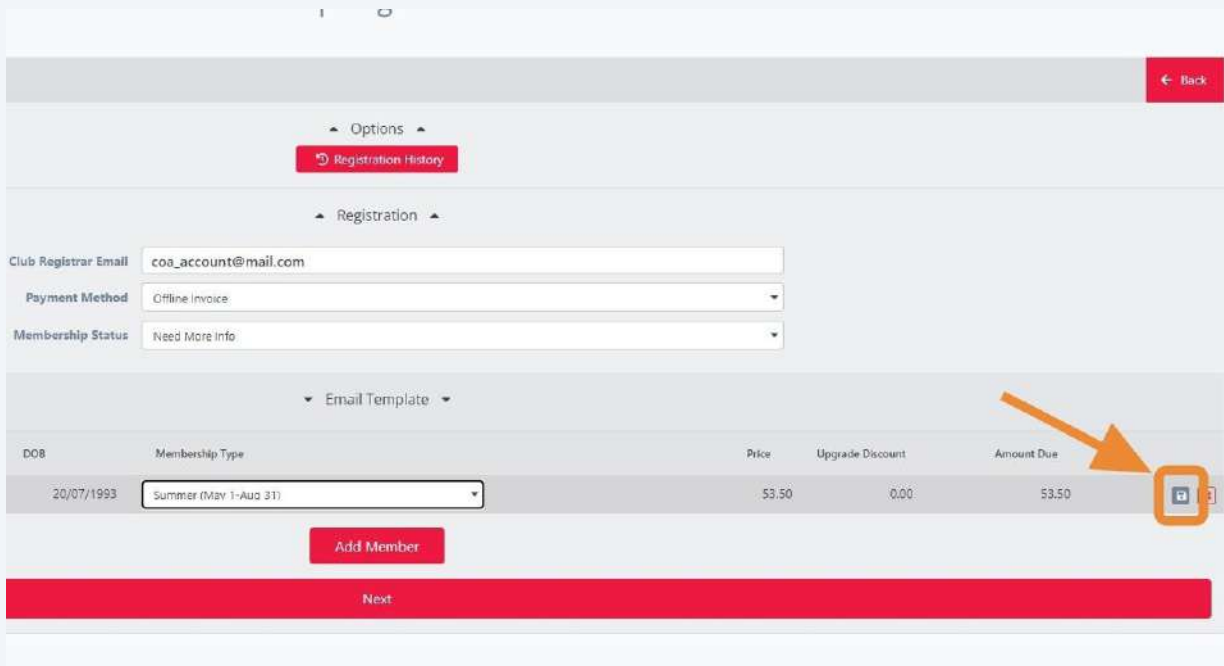
12

Select the Membership Type from the dropdown list.

The screenshot shows a registration form with the following elements:

- Club Registrar Email**: coa\_account@mail.com
- Payment Method**: Offline Invoice
- Membership Status**: Need More Info
- Email Template** dropdown menu
- DOB**: 12/04/2005
- Membership Type**: Select Membership (dropdown menu highlighted with an orange circle)
- Add Member** button
- Next** button (bottom right)

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



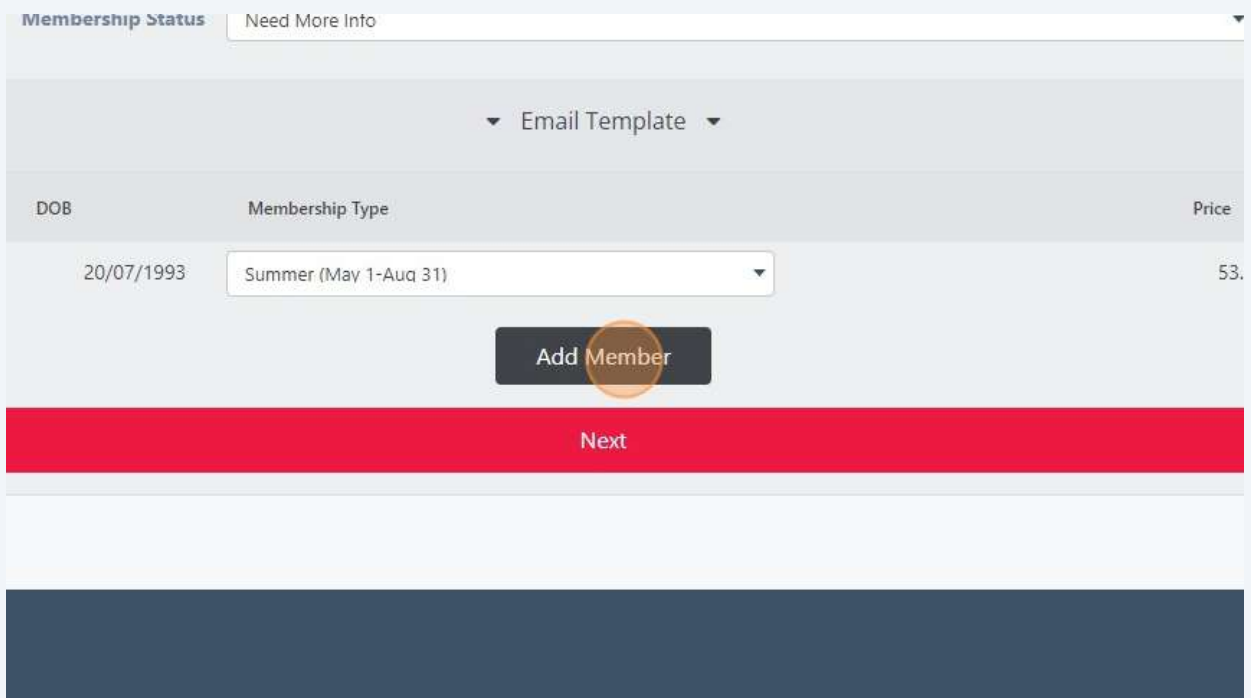
The screenshot shows a registration form with the following fields and options:

- Club Registrar Email:
- Payment Method:
- Membership Status:
- Email Template:

DOB	Membership Type	Price	Upgrade Discount	Amount Due
20/07/1993	<input type="text" value="Summer (May 1-Aug 31)"/>	53.50	0.00	53.50

Buttons:  and . A red 'Back' button is in the top right corner. An orange arrow points to a 'Save' icon in the bottom right corner of the table row.

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



The screenshot shows a registration form with the following fields and options:

- Membership Status:
- Email Template:

DOB	Membership Type	Price
20/07/1993	<input type="text" value="Summer (May 1-Aug 31)"/>	53.

Buttons:  and . The 'Add Member' button is highlighted with an orange circle.

15

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

The screenshot shows a registration interface. At the top, there is a 'Registration History' button. Below it, a 'Registration' section contains several input fields: an email field with 'count@club.com', a dropdown menu for 'int (Pay as per your PSO)', and a dropdown for 'ifo'. An 'Email Template' dropdown is also visible. A table below these fields shows registration details. An orange arrow points to a box on the right side of the table that says 'Total 2/50 Members Added'.

Membership Type	Price	Upgrade Discount	Amount Due	
Pre-Competitive	64.50	0.00	64.50	✓ ✕

16

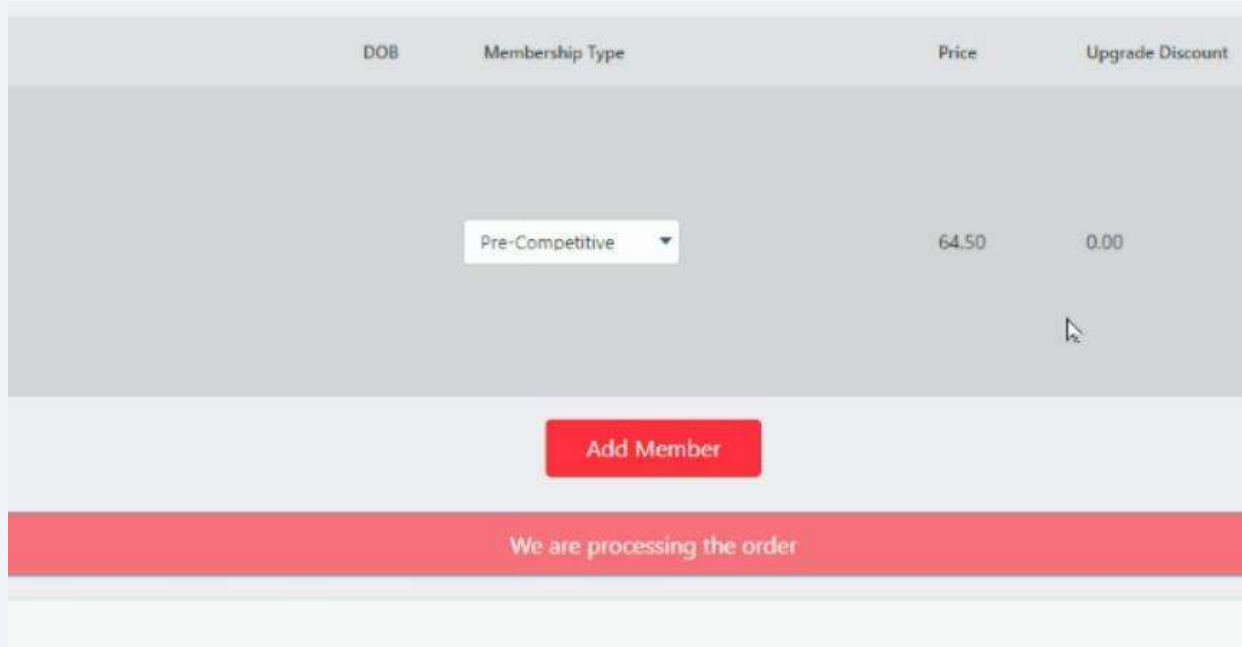
When you are finished adding registrants, Click "Next" to submit the registrant list for registration.

This screenshot shows the bottom portion of the registration form. It features a table with one row: 'Pre-Competitive' (Price: 64.50, Upgrade Discount: 0.00, Amount Due: 64.50, Status: ✓ ✕). Below the table is a red 'Add Member' button. At the bottom, a dark grey bar contains a 'Next' button, which is highlighted with a brown circle. The footer of the page includes the website URL 'www.sportlomo.com', social media icons, and links for 'Terms and Conditions', 'Privacy Policy', 'Website Disclaimer', 'Cookies Policy', and 'Linking Policy'.

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:

Payment Method:

Membership Status:

Email Template

Member ID	Member Name	DOB	Membership Type
	<input type="text" value="Oscar Official () in 2023-20"/>	<input type="text" value="20/07/1993"/>	<input type="text" value="Summer (May 1-Aug 31)"/>
SC2443586	<input type="text" value="Allie Gater (SC2443586) in"/>	<input type="text" value="21/02/2001"/>	<input type="text" value="D - Precompetitive, Masters, Triathlon, Summer Club Coach"/>

Search member id

Select Membership

Add Member

## 20 Select the Membership Type.

Group Registration

Registration

Options

Registration History

Registration

Club Registrar Email:

Payment Method:

Membership Status:

Email Template

Member ID	Member Name	DOB	Membership Type	Price	Upgrade Discount	Amount
	Oscar Official () in 2023-20	20/07/1993	Summer (May 1-Aug 31)	53.50	0.00	
SC2443586	Allie Gater (SC2443586) in	21/02/2001	D - Precompetitive, Masters, Triathlon, Summer Club Coach	74.00	23.50	

Search member Id

Johnny

Joseph

DOB

Select Membership

Add Member

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

Back

Options

Registration History

Registration

Registrar Email:

Payment Method:

Membership Status:

Email Template

Membership Type	Price	Upgrade Discount	Amount Due	
20/07/1993 Summer (May 1-Aug 31)	53.50	0.00	53.50	✓ ✕
21/02/2001 D - Precompetitive, Masters, Triathlon, Summer Club Coach	74.00	23.50	70.50	✓ ✕
Summer (May 1-Aug 31)	53.50		53.50	🔒



## Duplicate registrant warning

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.

The screenshot shows a registration form with the following fields:

- Club Registrar Email: coa\_account@gmail.com
- Payment Method: Offline Invoice
- Membership Status: Need More Info

Below the form is a table with the following data:

Member ID	Member Name	DOB	Membership Type	Price	Upgr
45235	Susie Smith	09/04/2001	Official	0.00	

Below the table is a search form with the following fields:

- Search member Id: Sophie
- Swimmer
- 06/07/2011
- sophieswimmer@mail.com

Below the search form is a dropdown menu labeled "Select Membership".

Below the dropdown menu is a red button labeled "Add Member".

Below the "Add Member" button is a red bar with the text "Next".

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.

The screenshot shows a registration form with the following fields:

- Club Registrar Email: coa\_account@gmail.com

Below the form is a table with the following data:

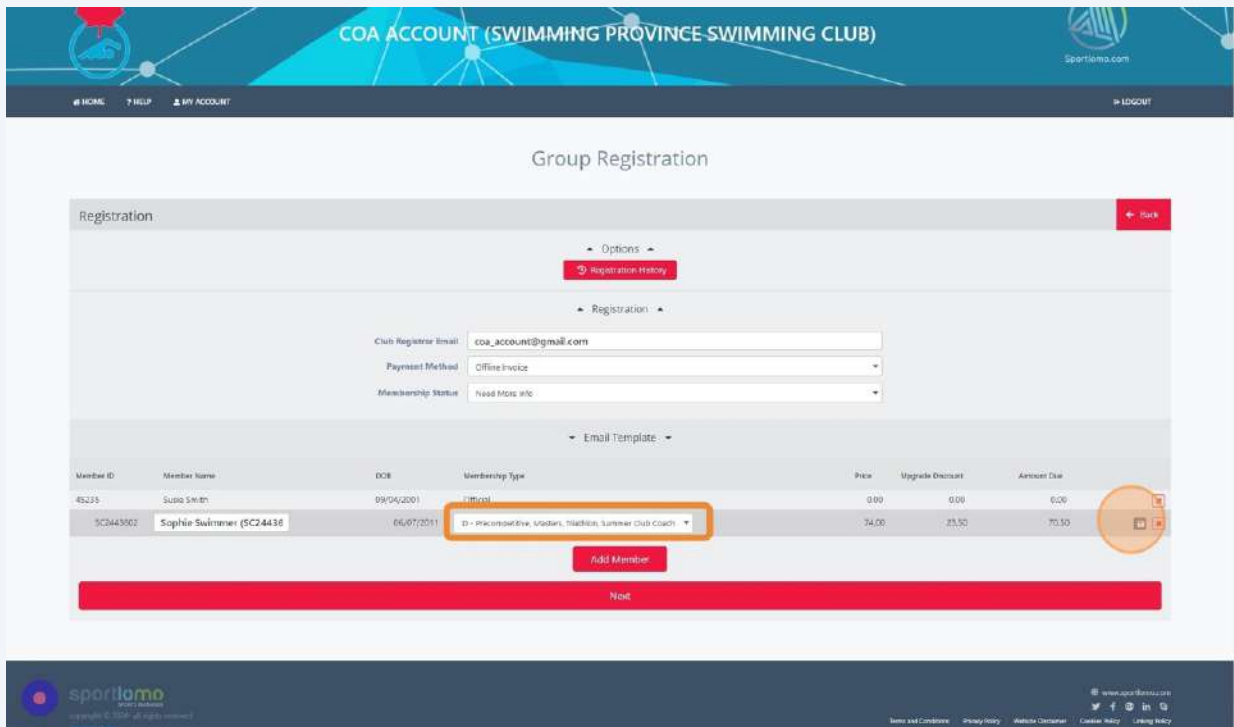
Member ID	Name	DOB	Email	Membership Category	Registration Status	Association
SC2443602	Sophie Swimmer	06/07/2011	sophieswimmer@mail.com	Summer (May 1-Aug 31)	Need More Info	Swimming Club

Below the table is a red button labeled "Continue as a New Member".

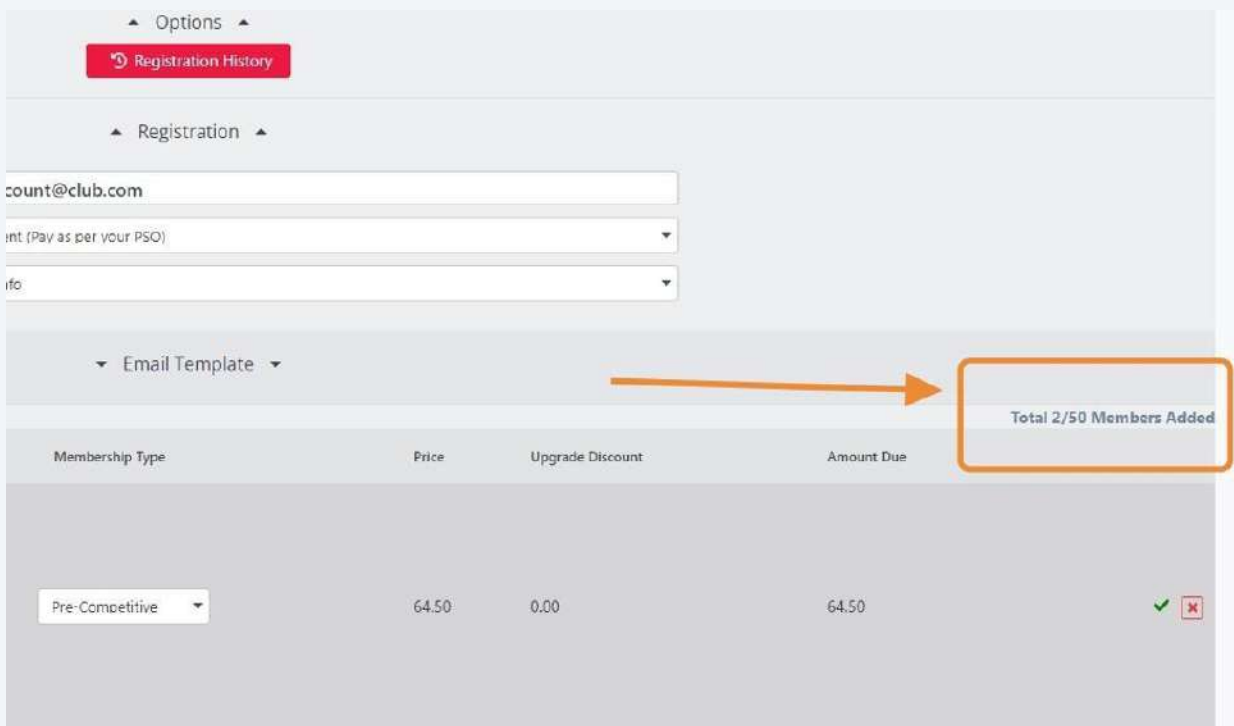
Below the "Continue as a New Member" button is a red bar with the text "Next".



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

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



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.



### Registration

View Registration Invoices ← Back

Registration Id	Registration Date	Status	Total Payment Amount	Actions
1139596	18/08/2024 11:12	Invoices Pending	64.50	<b>i</b>

Invoice No	Associations	Description	Invoice Date	Status	Total	Paid	Outstanding	Actions
3847	Swimming Canada	Invoice for registration 1139596	18/08/2024 11:12	New Invoice	14.50	0.00	14.50	
3848	Swimming Province	Invoice for registration 1139596	18/08/2024 11:12	New Invoice	50.00	0.00	50.00	

29

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

All Registrations
Make Payment
Print Receipt
Resend Email Confirmation

Registered By	Email Address	Payment Method	Status	Description	Registration Date	Registration Fees	Tax	Service Fees	Total	Total Outstanding
Admin	registrarsaccount@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

MEMS ID	Name	Membership Type(s)	Status	Teamsheet Id	Actions
SC24208931	Jelly Testswimmer1	Pre-Competitive	Need More Info		<a href="#">i</a>

### Payment Breakdown

Jelly Testswimmer1

Association	Status	Membership Category	Price	Discount	Additional Fees	Outstanding Amounts	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
<b>Total</b>							<b>64.50</b>

### Invoices

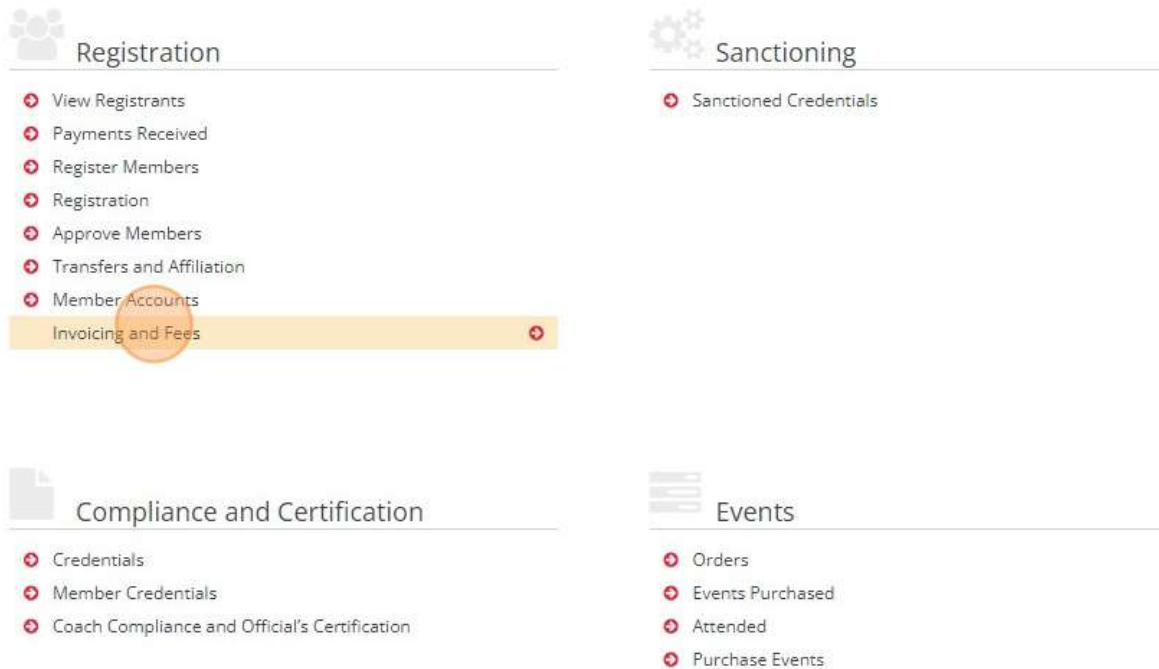
ID	Association	Description	Invoice Ref	Date	Status	Invoice Amount	Paid	Outstanding	Actions
3847	Swimming Canada	Invoice for registration 1139596	INV-1139596	18/08/2024, 15:12	New Invoice	14.50	0.00	0.00	
3848	Swimming Province	Invoice for registration 1139596	INV-1139596	18/08/2024, 15:12	New Invoice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



Invoices

30

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



31

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

The screenshot shows a table of invoices. An orange arrow points to the 'Payment' icon in the 'Actions' column of the second row. The table has columns for Description, Invoice Ref, Creation Date, Inv Status, Invoice Total, Paid, Outstanding, and Actions.



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.

# SWIMMING CLUB

Description	Invoice No	Email	Status	Date
Invoice for registration 1137900	3488	coa_account@mail.com	New Invoice	26/04/2024, 02:54

Line No.	Description	Quantity	Unit Price	Tax/Fees	Total	Action
1	Summer (May 1-Aug 31)	2	50.00	0.00	100.00	
2	D - Precompetitive, Masters, Triathlon, Summer Club Coach	1	20.00	0.00	0.00	


Tax/Fees	0.00
Total Payments	0.00
Invoice Total	100.00
Total Outstanding	100.00

33 You can see the names of the registrants on the invoice. Click "Cancel" to go back to the invoice.

Line No.	Description	Quantity	Unit Price	Tax/Fees	Total
1	Summer (May 1-Aug 31)	2	50.00	0.00	100.00

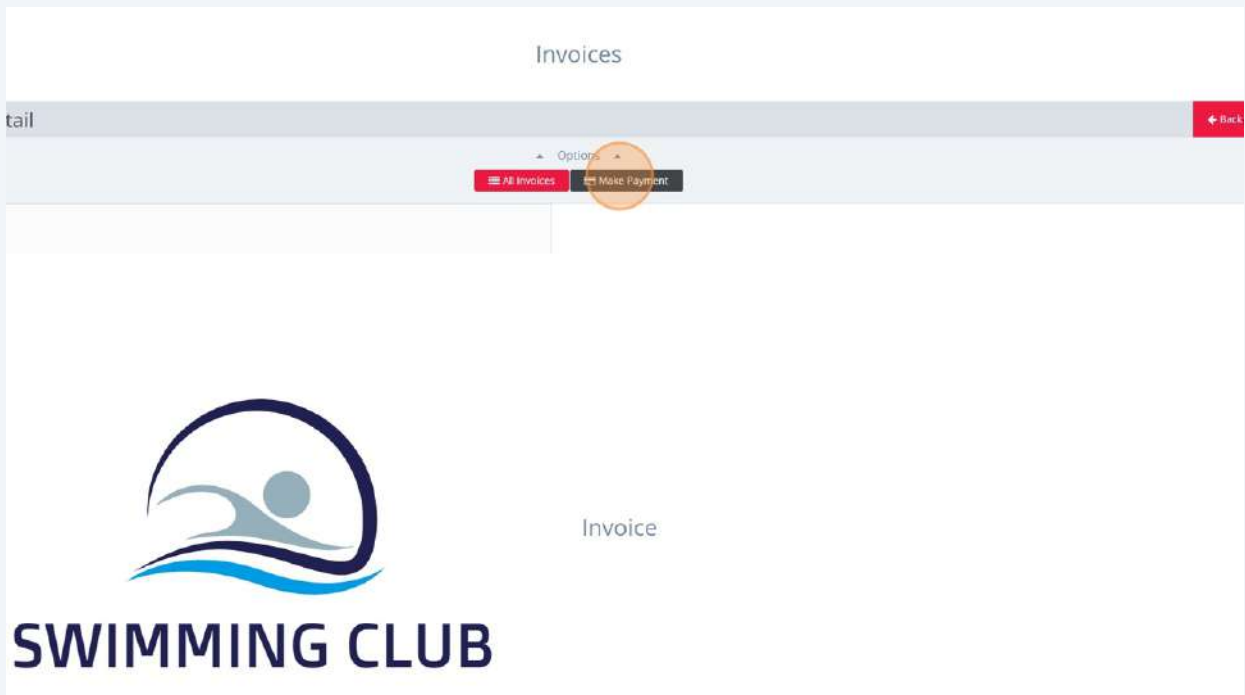
  

Payment ID	Member	Registration Date	Registration Fee	Tax/Fees	Total
1137900	Oscar Official	26/04/2024, 02:54	50.00	0.00	50.00
1137900	Johnny Joseph	26/04/2024, 02:54	50.00	0.00	50.00



34

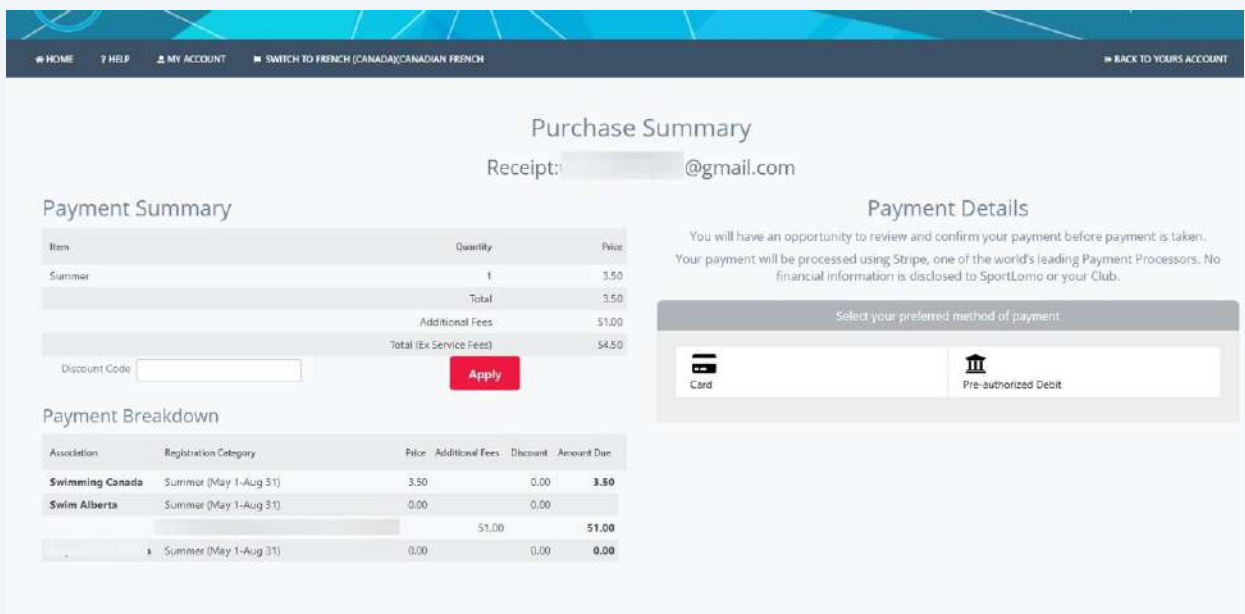
You can make a credit card payment from here, or pay your province as per the provincial process if you selected Offline payment.



## 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

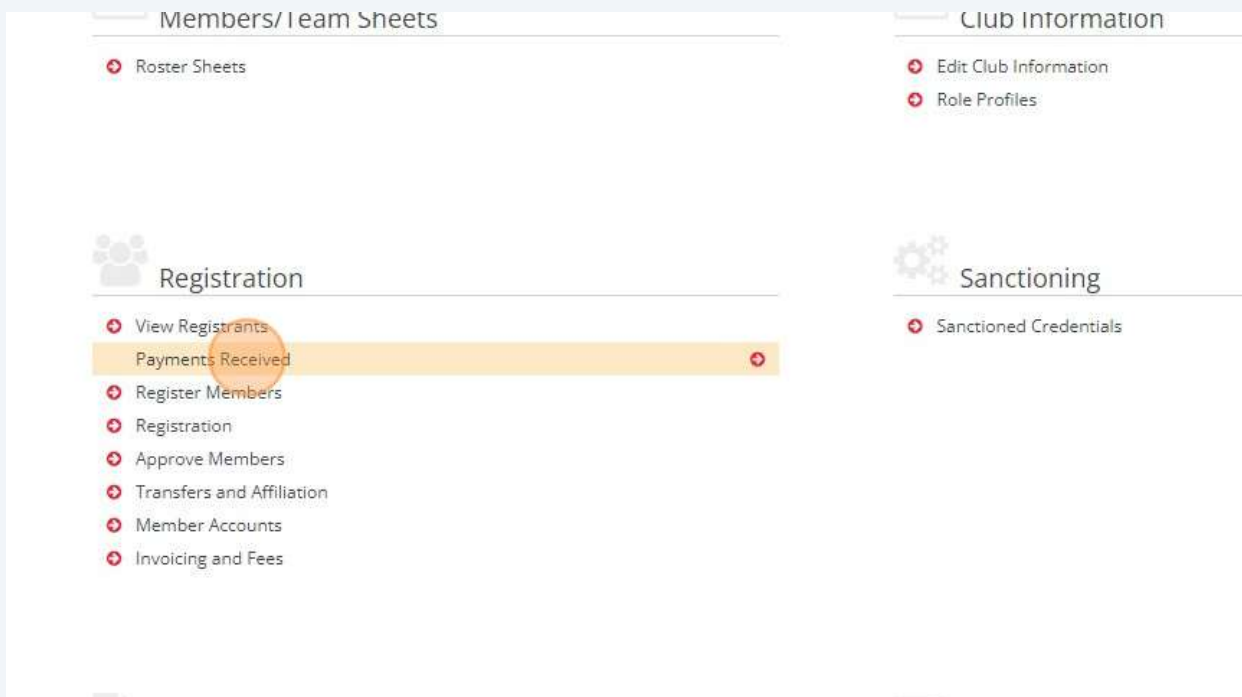
For more details on making online payments, please click here to see the document for online payments.



View Payments

37

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





38 Click "Search/filter options"

Payments

Options

Registration
Approve Members
View Registrants

Search/filter options

Name	Type	Registration Date	Payment Status	Fee
Admin	Group Registration	31/07/2024 08:09	Payment Received	
Admin	Group Registration	31/07/2024 08:08	Payment Received	
Admin	Group Registration	31/07/2024 08:06	Payment Received	
Admin	Group Registration	31/07/2024 08:05	Payment Received	
Admin	Group Registration	31/07/2024 08:05	Payment Received	

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.

Payments

[← Back](#)

Options

Registration
Approve Members
View Registrants

Search/filter options

Type: Group Registration

Registration Status: Payment Received

Search

Name	Type	Registration Date	Payment Status	Fee Paid	Outstanding Amount	Actions
Admin	Group Registration	02/04/2024 19:32	Payment Received	160.50	0.00	<span>I</span>
Admin	Group Registration	22/04/2024 21:41	Payment Received	94.00	0.00	<span>I</span>
Admin	Group Registration	22/05/2024 23:45	Payment Received	57.42	0.00	<span>I</span>
Admin	Group Registration	17/06/2024 21:13	Payment Received	55.82	0.00	<span>I</span>

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".

Member Registration Details

Invoice Details

← Back

All Registrations | Options | Print Receipt | Resend Email Confirmation

Registered By	Email Address	Payment Method	Status	Description	Registration Date	Registration Fees	Tax	Service Fees	Total	Total Outstanding
Admin	arita.scheffelwoo@gmail.com	Offline Payment (Pay as per your PSO)	Payment Received		02/04/2024 19:32	160.50	0.00	0.00	160.50	0.00

**Members**

REMS ID	Name	Membership Type(s)	Status	Teamsheet id	Actions
SC24043554	Shady Tree	Summer (May 1-Aug 31)	Need More Info		[i]
SC24043555	Sunny Tree	Summer (May 1-Aug 31)	Active		[i]
SC24043556	Green Tree	Summer (May 1-Aug 31)	Need More Info		[i]

**Payment Breakdown**

Shady Tree

Association	Status	Membership Category	Price	Discount	Additional Fees	Outstanding Amount	Amount Due
Swimming Canada	Paid Out	Summer (May 1-Aug 31)	3.50	0.00	0.00	0.00	3.50
Swimming Province	Paid Out	Summer (May 1-Aug 31)	50.00	0.00	0.00	0.00	50.00

41

Sample Receipt

**Print Receipt**

---

Order Receipt (1137986)

**SWIMMING CANADA MEMBERSHIP FEE(S)**

**TOTAL CA\$1,565.23**

**Swimming Canada**  
Swim Alberta  
Swimming Club

---

ORDER DETAILS	BILLING INFORMATION	
<p><b>Payment Breakdown</b> Amount 1,471.50 Fees/Taxes 0.00 Service Fees 93.73</p>	<p><b>Order Number</b> 1137986 <b>Status</b> Payment Received <b>Registered by</b> <b>Date</b> 30/04/2024, 21:25</p>	<p><b>Payment Method</b> <b>Billing Address</b> <b>Email</b> email@gmail.com</p>

---

**ITEMS PURCHASED**

REMS ID: SC2		Summer	Fee 54.50		
Association	Category	Price	Discount	Fees/Taxes	Total
Swimming Canada	Summer (May 1-Aug 31)	3.50	0.00	0.00	3.50
Swim Alberta	Summer (May 1-Aug 31)	51.00	0.00	0.00	51.00
Swimming Club	Summer (May 1-Aug 31)	0.00	0.00	0.00	0.00