Swimming Canada 2024-2025

Club - REMS Registration Guide

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SECTION 1: PREPARE FOR REGISTRATION

1.1 Complete Club Affiliation using REMS or PSO Process

Complete your club affiliation process using REMS or through your PSO process. During this process, you may receive your registrar account information and access to REMS.

1.2 Admin Accounts

Admin accounts will be created for Registrars, COAs, Meet Managers and Treasurers as per the process outlined by your PSO. If you hold multiple roles, you will have **one Admin account** with includes the functions of all roles. Please contact your PSO for details about your admin accounts.

a. Admin accounts are managed by clicking **Manage User Accounts**. If you do not have this menu option, you must contact your PSO directly for help with admin accounts.

b. You can export a list of admin accounts by clicking **Manage User Accounts** and then click the **Export** button.

Manage User Accounts

Some resources related to admin accounts:

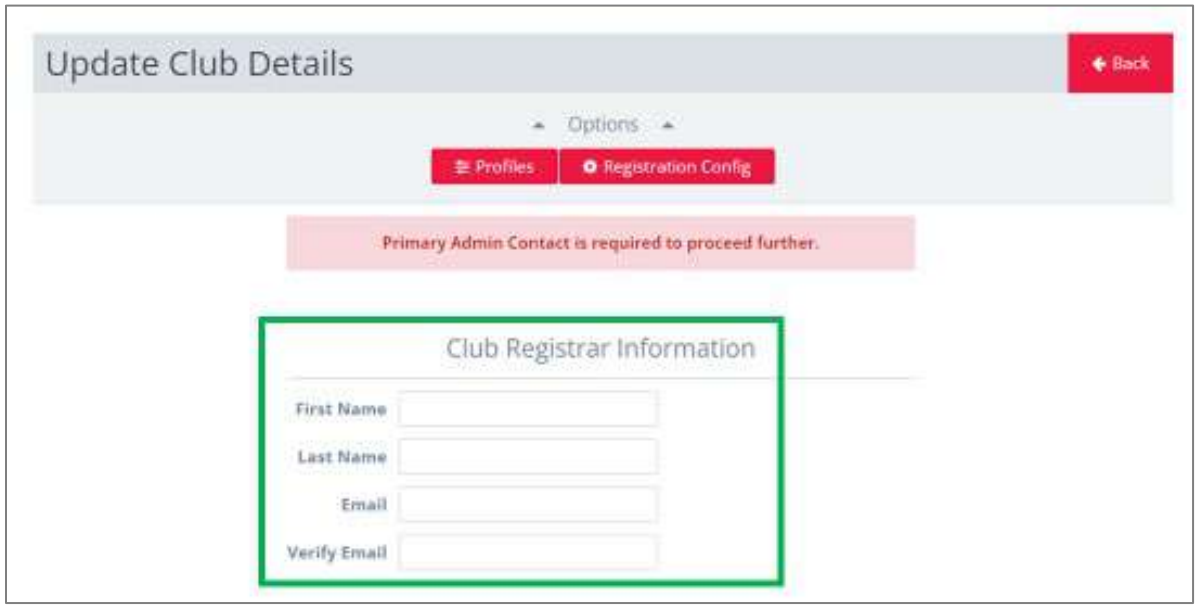
Logging into your Admin Account Training Guide (includes information on resetting your password)

Update Admin Account Username/Email Address Training Guide

1.3 Update Club Details

When the Registrar logs in for the first time, they will be required to update their Club Registrar Information.

View Registrant Screen



For more information, please refer to the guide below.

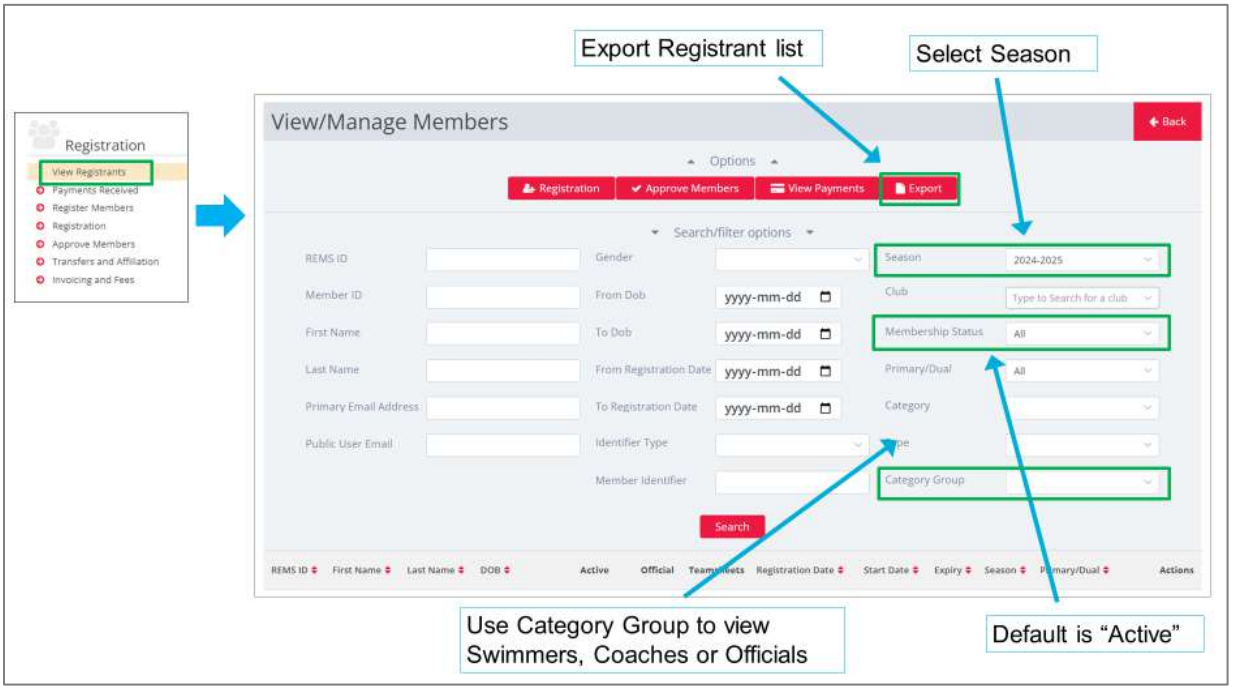
Edit Swim Club Information Training Guide - Club

1.3 View Registrants

To view registrant information, click on **View Registrants**. At the start of the season, you won't see any registrants listed under the current season. However, you can change your season selection to view registration information from previous seasons.

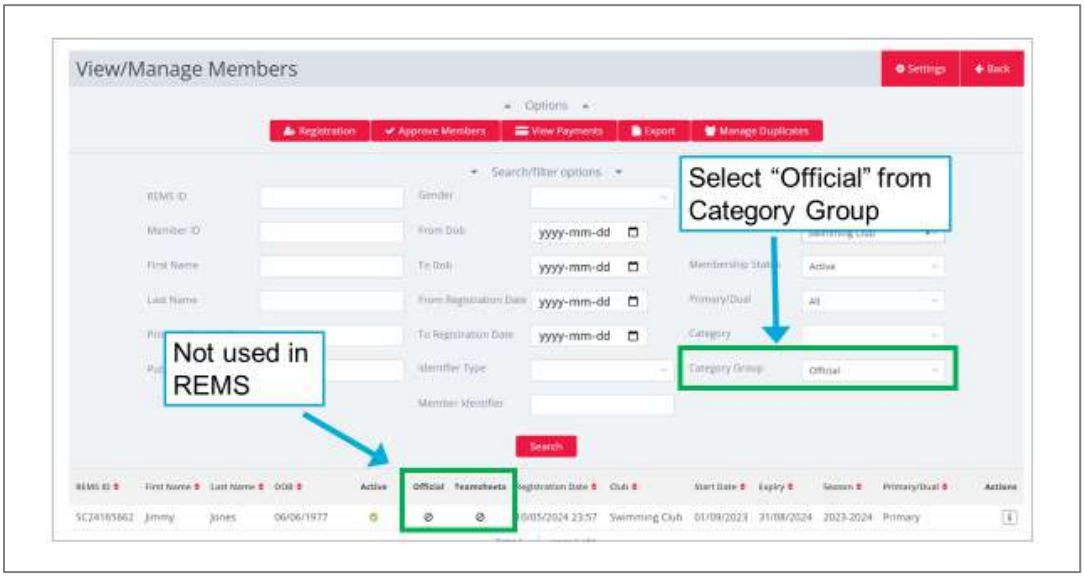
If you find duplicate registrant accounts, please contact your PSO to resolve them.

View Registrant Screen



Please note that the "***Official***" and "***Teamsheets***" fields on the View Registrants screen are not used in REMS; these fields are used by other sports. In REMS, the "Official" field does not indicate that a registrant is an official. To view officials in REMS, select "Official" from the Category Group.

Fields on View Registrants Screen



1.4 Membership Status

Each registrant will have a membership status indicating what aspects of registration have been completed. If the registrant has the "**Active**" Membership status, the Active checkcircle on the View Registrant screen will be green.

Registrant Membership Status Options

Awaiting Payment: No payment has been made and no invoice generated

Pending Invoice: The Registrant has completed their information but there are unpaid invoices

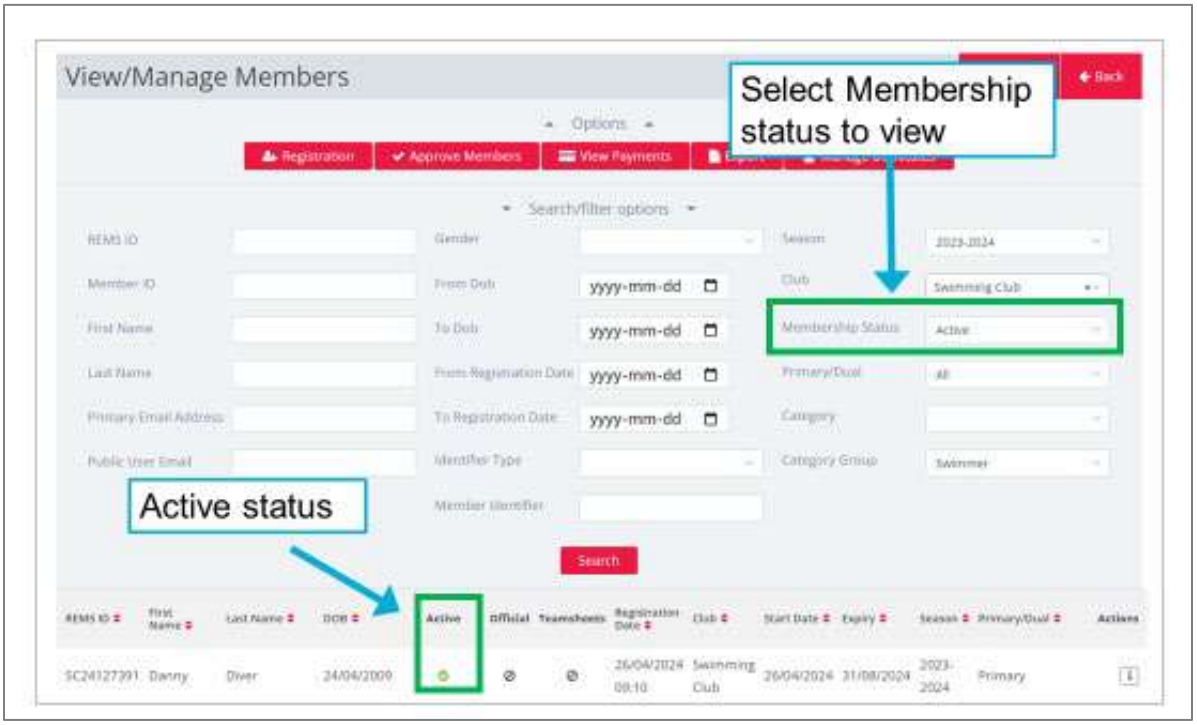
Active: Registration has been completed; invoice is paid, and swimmer account updated

Imported: Registrant information has been imported

Needs More Info: The registrant contact information has not been updated

You can filter your registrant list by Membership Status or check a particular registrant's status by clicking on the View [i] icon.

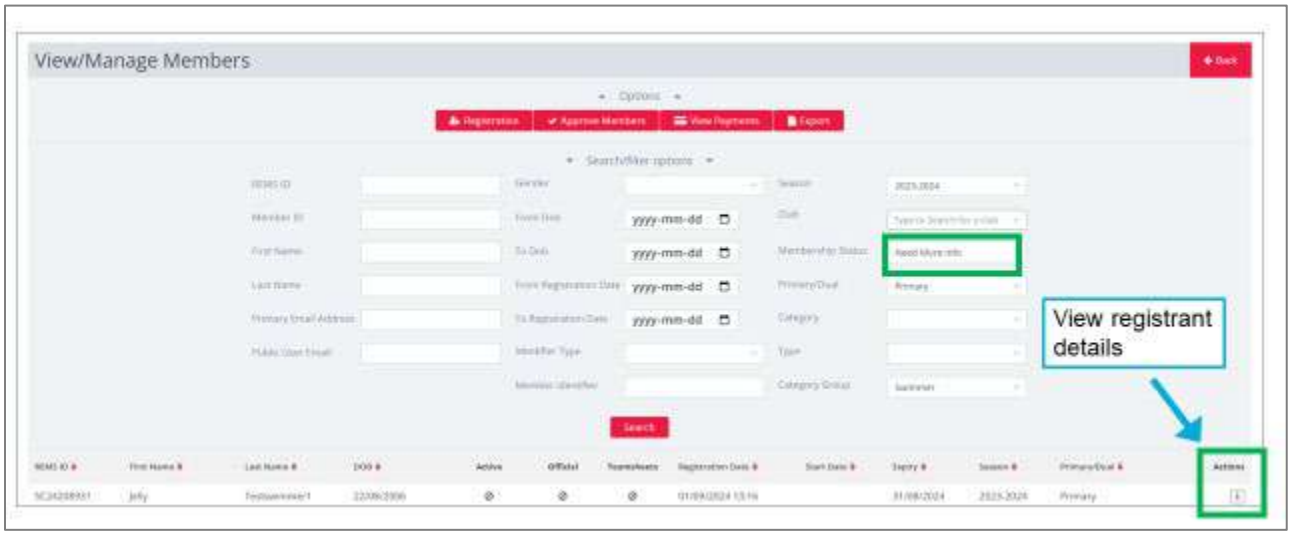
View Registrant Screen - Membership Status



1.4.1 Registrant Status

You can view the registration status of a particular registrant by clicking the View icon under Actions.

View Registrant Details



SECTION 2: GROUP REGISTRATION

2.1 Overview of Group Registration

Swimmers, coaches and for some clubs, officials will be registered for the season using the group registration process.

Please note the following:

a. Registrants are added to a group registration in batches, with each group containing up to 50 registrants.

b. When the registration is submitted, it will be assigned a Registration ID. This ID can be used to track the registrants submitted in that registration group.

c. When a group registration is submitted, multiple invoices are generated based on the types of registrants in the group. An invoice will be created for Swimming Canada and the PSO for all registrant types. If the group includes coaches, an additional invoice for the CSCA will be created.

d. Bulk imports of registrants **will not** be available for the 2024-2025 season.

2.2 Payment Methods

Each PSO will determine the payment methods available to their clubs. If you have questions about those options, please contact your PSO directly.

2.2.1 Online Payment Methods

If your PSO offers online payments, Clubs have access to EFT and credit/debit card payment options during group registration. Please see document below for help with online payments.

Fees:

a. Credit Card 3.4% + $0.50 transaction fee
b. EFT 2.3% + $0.50 transaction fee (money takes ~5 days to be transferred to account)

Online Payments Training Guide – Club

2.2.2 Offline Payment Methods

Please contact your PSO for direction on how to pay group registration invoices.

2.3 Group Registration Process

Registrants (swimmers, coaches and officials if not using self-registration) will be registered for the season using the group registration process. You can access group registration using the **Registration** menu option.

Note: **Do not** register members using the Register Members function.

Group Registration

Registrants will be added to the registration group one by one. Registrars should only register registrants who are confirmed to be returning for the season. For detailed instructions on the Group Registration process, please refer to the training guide below.

Group Registration Training Guide – Club

2.4 Registrant Status

When you register swimmers, coaches or officials using Group Registration, the Registrant status will be set to **Needs More Info**. When the registrant logs in to their REMS member account for the first time, they will need to update their contact information, consent to Swimming Canada's policies and accept the Acknowledgement and Assumption of Risk Form.

Once the Registrant has updated their information and assuming that any invoices have been paid, the registrant status will become **Active**. Coaches and officials may require additional approvals before their account status becomes active.

If your members need help updating their member accounts, please refer to the guide below for more information. You can also share this guide with your registrants.

Complete Registration Training Guide – Member

2.5 Registration Invoices

2.5.1 Online Payments

2.5.2 Offline Payments

SECTION 3: SELF REGISTRATION

3.1 Overview of Self Registration

The PSO may decide to register Officials and some additional categories of registrants (e.g. Independent Masters) using the self registration process.

Please note the following:

a. Registrants will register themselves using the link sent to them by the club or PSO.
b. Depending on the registration category, the club may be required to approve the registrants that register for the new season using the self registration process.
c. If the registrant is registering into a category with fees, these fees will be paid by the registrant as part of the self registration process.

3.2 Payment Methods

Each PSO will determine the payment methods available to their clubs. If you have questions about those options, please contact your PSO directly.

Registration into the Officials category for the 2024-2025 season will have no cost applied through REMS. If your PSO charges a fee for Officials registration, you will be invoiced as a separate process. Please contact your PSO for more information on Officials registration fees if this applies in your province.

3.2.1 Online Payment Methods

If your PSO offers online payments, they can use self registration for categories with fees. If the PSO does not offer online payments, they cannot use self registration for categories with fees or they must collect the fees separately.

Fees:

c. Credit Card 3.4% + $0.50 transaction fee
d. EFT 2.3% + $0.50 transaction fee (money takes ~5 days to be transferred to account)

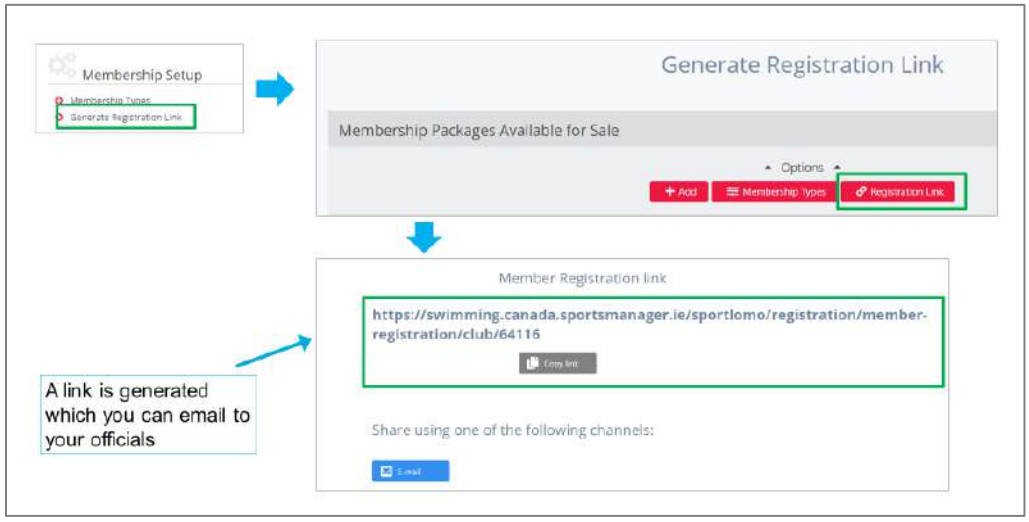
3.2.2 Offline Payment Methods

During the self-registration process, fees must be paid using an online payment method, or the registration category must not have an assigned fee.

3.3 Generate Registration Link

Clubs will need to generate a registration link to send to their registrants.

Generate Registration Link



Generate Registration Link for Self-Registration Training Guide - Club

3.4 Self Registration Process

The steps to complete self registration for Returning Registrants (registrants that have previously been registered with Swimming Canada) is different from those that are New Registrants. Please share the guides below with your registrants to complete self registration.

Self Registration for NEW Registrants Training Guide

Self Registration for RETURNING Registrants Training Guide

3.5 Registrant Status

When registrants complete their registration using self registration, if they have

a. Updated their personal information and signed off on all required waivers, and
b. Paid any required fees, and
c. Approval is NOT required

The registrant will have a status of **Active**.

If the registrant category requires approval (e.g. some PSOs may require Officials registrations to be approved) the registrant will have a status of **Awaiting Approval** until the registration is approved. Please refer to section 3.6 below for details on how to approve registrants.

3.6 Registrant Approval

Some categories of registrants that use self registration will require Club approval. For example, Officials registrations completed using self registration must be approved by the club COA.

For Officials approvals, please refer to the training guide below.

Approve Officials Registration Training Guide - Club

SECTION 4: REGISTRANT TRANSFERS

4.1 Overview of Swimmer Transfers

A swimmer transfer occurs when a swimmer moves from one club to another. Transfers can happen within a province, or between provinces. Transfers can be viewed on the Transfers and Affiliations page.

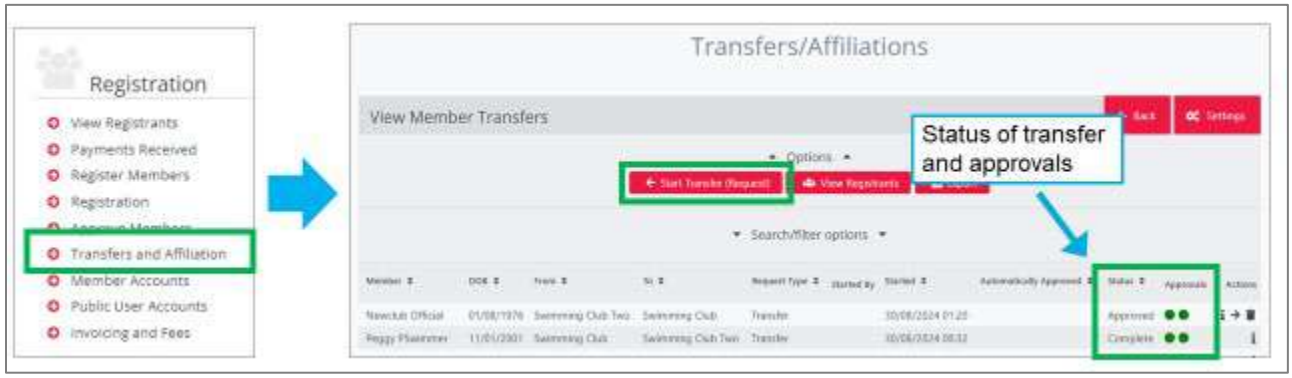
Swimming Canada and the PSOs require an approval of the 'releasing' Club for transfers within a province. For out of province transfers, the 'releasing' PSO must also approve the transfer.

For further information on the procedures and rules of swimmer transfers, refer to the National Registration Procedures and Rules manual located in the resources section of http://swimming.ca/registration

4.2 Swimmer Transfer Process

Swimmer transfers must be initiated by the Receiving Club by clicking the **Start Transfer (Request)** from the **Transfers and Affiliation** screen.

Transfers and Approvals



For details on how to complete the transfer process, refer to the guide below. The receiving club must complete Steps 1 and 3 below. The releasing club (and PSO if the transfer is out of province) will complete Step 2.

Transfer steps:

Step 1. Initiate the Transfer

Step 2. Releasing Club – Approve Transfer

Step 3. Complete the Transfer

Registrant Transfer Training Guide - Club

4.3 Notifications

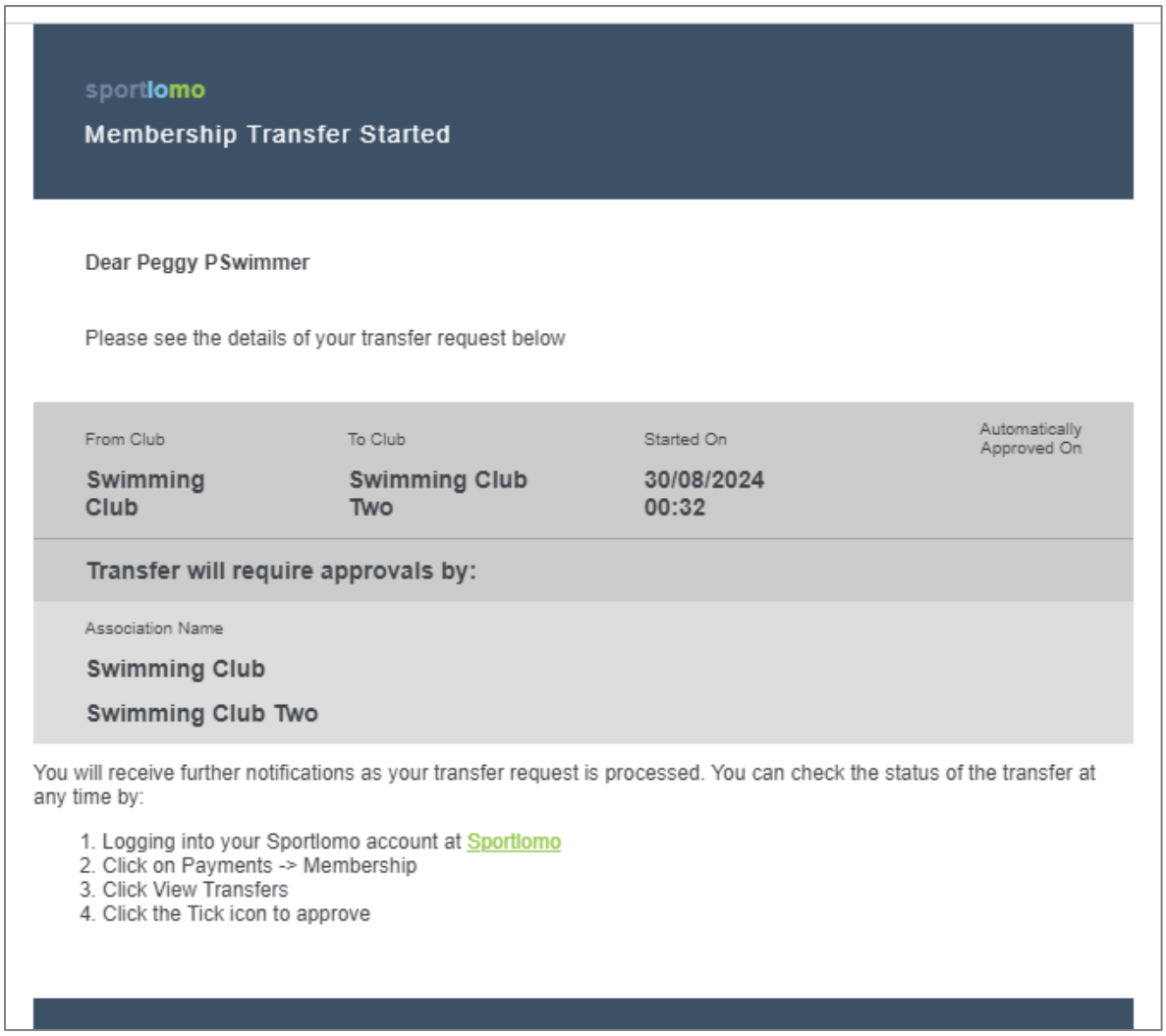
Currently, the system has a standard email notification mechanism for member transfer requests. At this time, we cannot customize transfer emails. Development of customized emails is in progress.

Note: If you are doing transfers, please advise the registrant to ignore the instructions in the email, that the club will complete the process.

a. Email Notification on Transfer Request to Registrant

A standard email template is used to acknowledge the receipt of the transfer request. This email includes basic information about the request but does not allow for customization (see email template below).

Transfer Started Email



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Membership Transfer Started

Dear Peggy PSwimmer

Please see the details of your transfer request below

From Club	To Club	Started On	Automatically Approved On
Swimming Club	Swimming Club Two	30/08/2024 00:32	

Transfer will require approvals by:

Association Name

Swimming Club

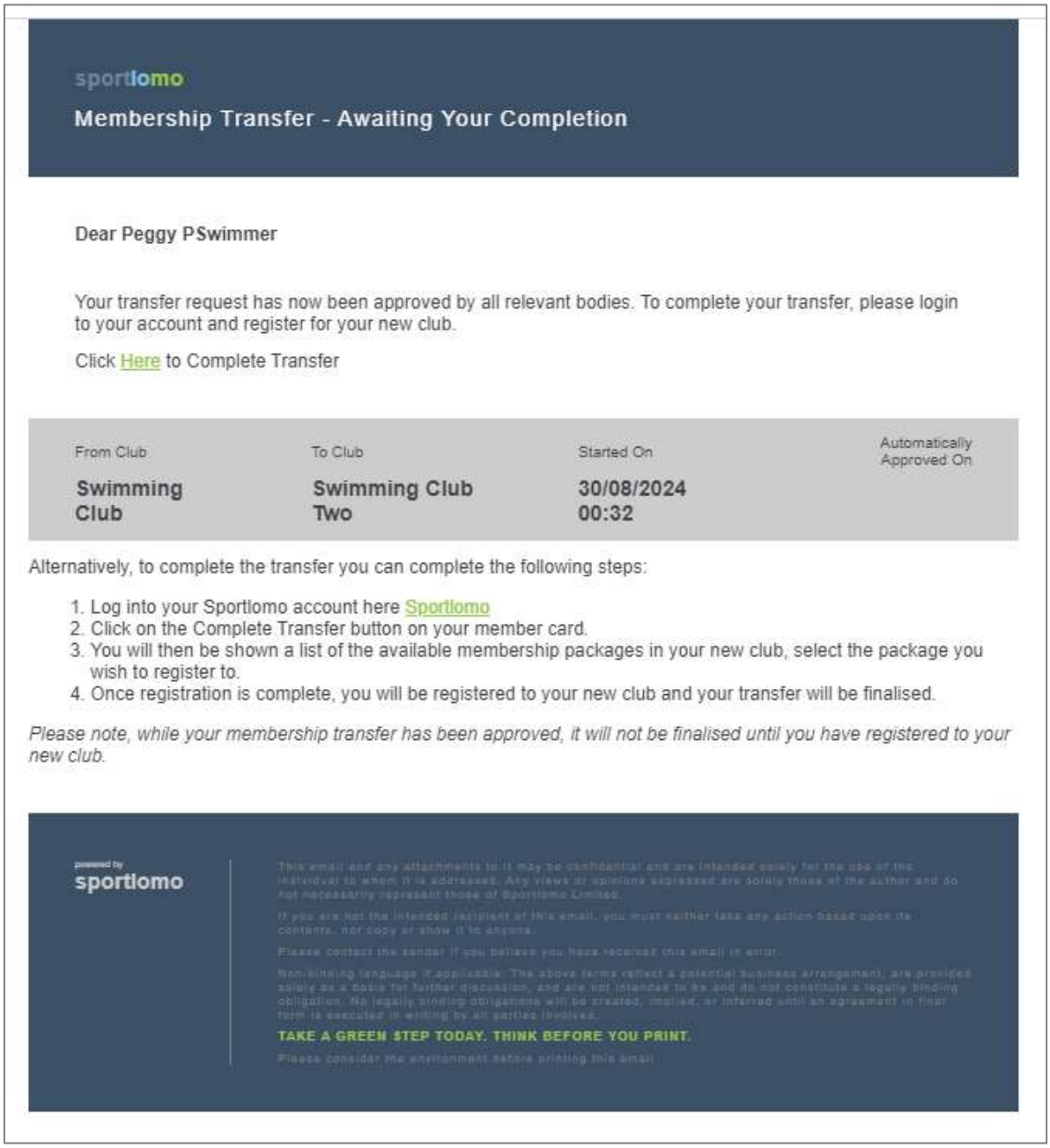
Swimming Club Two

You will receive further notifications as your transfer request is processed. You can check the status of the transfer at any time by:

1. Logging into your Sportlomo account at Sportlomo
2. Click on Payments -> Membership
3. Click View Transfers
4. Click the Tick icon to approve

b. Email Notification on Transfer Approval when a transfer request is approved by all parties.
A standard email template is used to inform the member of the approval. The content includes approval confirmation and any relevant details but is not customizable.

Transfer Approved Email



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Membership Transfer - Awaiting Your Completion

Dear Peggy PSwimmer

Your transfer request has now been approved by all relevant bodies. To complete your transfer, please login to your account and register for your new club.

Click Here to Complete Transfer

From Club	To Club	Started On	Automatically Approved On
Swimming Club	Swimming Club Two	30/08/2024 00:32	

Alternatively, to complete the transfer you can complete the following steps:

1. Log into your Sportlomo account here Sportlomo
2. Click on the Complete Transfer button on your member card.
3. You will then be shown a list of the available membership packages in your new club, select the package you wish to register to.
4. Once registration is complete, you will be registered to your new club and your transfer will be finalised.

Please note, while your membership transfer has been approved, it will not be finalised until you have registered to your new club.

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4.3 Transfer Rules

If this is the second transfer for the swimmer and the “unattached period” has ended, the swimmer transfer can be completed. Refer to Step 3 in the Registrant Transfer Training Guide – Club (link above).

If the "unattached period" has not ended, the swimmer must compete as unattached using the provincial code provided by the PSO. Rules regarding transfers can be found in the Transfers Section of the Registration Procedures and Rules Manual, available at http://swimming.ca/registration

4.4 Post-transfer Registration

Once the transfer is complete, the receiving club must register the swimmer in the appropriate category and invoices will be generated according to the standard registration process.