

# Registration & Official Management System Guide for Officials

Updated August 3, 2023



# User Guide Topics

- [Swimming Canada Official Management Systems – RTR & LMS](#)
- [Official USER GUIDES](#)
- [Registration information](#)
- [FAQ for Officials and the RTR](#)

# Swimming Canada Official Management Systems

RTR & LMS

# Swimming Canada Official Management Systems for Officials

## Registration, Tracking & Results (RTR)

- Login link - <https://registration.swimming.ca/Login.aspx>
- Complete registration
- Maintain log of meets/positions worked
- Maintain log of clinics attended

## Learning Management System (LMS)

- Login link - <https://edu.swimming.ca/index.php?page=225>
- Register for clinics on the system
- Complete E-modules available

### **HINT:**

- Login Details for both systems are identical.
- Must use the Official Account username and password

# Swimming Canada Official Management Systems

## How are they linked?

- When an official completes an E-module, the LMS will send this information to the RTR and update the officiating profile with the clinic details.
- When an official signs-up for a clinic on the LMS, attends the clinic, the COA marks attendance and sends the clinic details to the RTR, updating the official profile, unless a refresher course.

# Swimming Canada Official Management Systems

## **Why should officials to use the LMS?**

- E-modules can be done at any time, allowing those unable to attend in-person clinics to complete the clinics available via e-modules.
- All clinics on the LMS and e-modules are logged for the official, allowing them to see which clinics they have attended and when.

# Swimming Canada Official Management Systems - User Guides

- Official User Guide for the RTR (this guide)
- [Official User Guide for RTR - Account Access & Signing Documents instructions](#) for registration
- [Official User Guide for the LMS](#)
- [Official User Guide – registering for a clinic on the LMS](#)

# Registration

- The National registration procedure will require all officials who wish to officiate at a sanctioned competition be registered annually on the Swimming Canada registration site within two weeks (14 days) of commencing activity as an Official.
- As per SNC registration policy, an official is defined as an individual pursuing officiating certification in order to volunteer qualified officiating services at sanctioned swimming competition.





# Registration – New Club Official

- Clubs will communicate the registration process for new club officials.
- You will be asked to provide the following information
  - Full name
  - Email address
  - Gender
- Clubs may ask for this information and forms when you register your swimmer, before you attend a clinic or through online forms.
- Please follow your Club's procedures.



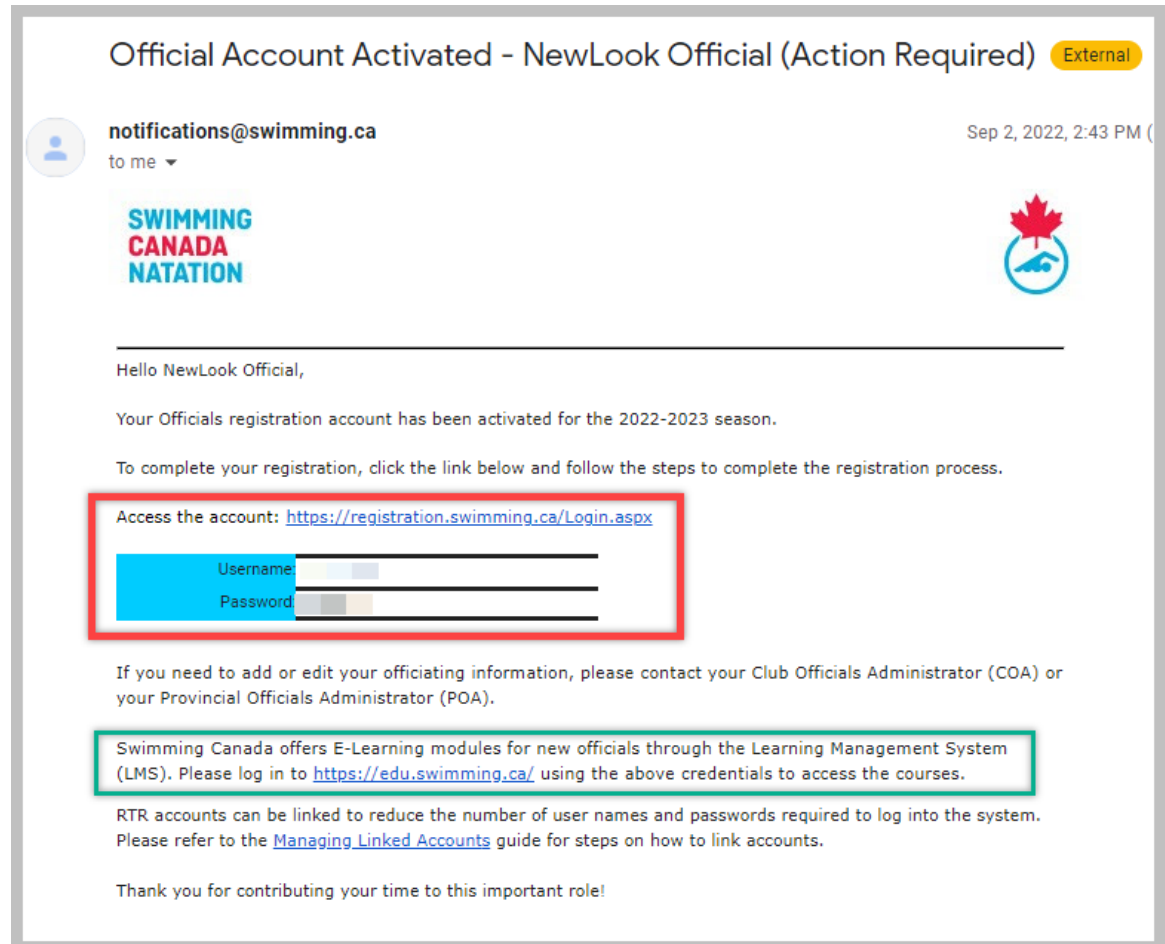
# Registration – Independent Official

- Swim Ontario defines an Independent Official as any registered official of level 2 or higher who does not have an active swimmer with a club in Ontario, and is not associated with a club as an alumni.
- Independent officials who are willing to give of their time to support the sport of swimming for multiple sessions in a given season can register directly with Swim Ontario.
- Independent Officials will be registered under the ORON banner – Officials Registration Ontario (as per the SNC Registration Procedure and Rules) – Application to register - <https://form.jotform.com/SwimOntario/2023-2024-official-application>
- The Provincial Officials Administrator (POA) will be their contact for registration and other inquiries. Email [Nicole@swimontario.com](mailto:Nicole@swimontario.com) for support.



# Registration – Swimming Canada

- Check your spam folder for this email
  - The email will provide you with a temporary username and password (red box). This username and password will also allow you to access the Education site and e-modules clinic (green box).
  - The instructions to execute all the required forms to complete the registration process can be found [HERE](#)
  - There is both a link to the registration site (red box) and education site (green box).
- Once this information is collected the process of registering you on the Swimming Canada system can begin.
  - Your COC/COA will be the person that registers you.
  - You will receive an email from [notifications@swimming.ca](mailto:notifications@swimming.ca) (see below)



# Completing Registration

- Please follow the instructions in the [Official User Guide for RTR Account Access & Signing Documents instructions](#) for registration

# FAQ for the RTR

- I have done all the steps for registration, however, my COA says I'm not done (I missed a step), what happened? See [Answer](#)
- I have completed my registration but it says 60 / 80% completed and "Invoice Pending / PSO Pending", why? See [Answer](#)
- Why can I not access my officiating information when I am completing my registration? See [Answer](#)
- I have several officials accounts listed with my name, what do I do? See [Answer](#)
- How can I access all the accounts to keep me from going crazy with all these logins? See [Answer](#)
- My profile indicates I have a different level of certification then what I have, what do I do? See [Answer](#)
- How can I maintain a log of all the competitions I worked at or clinics instructed? See [Answer](#) (Deck Log)
- I have children training with two different clubs? How can my officials profile be visible to both clubs? See [Answer](#) (Affiliated Club)

I have done all the steps for registration, however, my COA says I'm not done (I missed a step), what happened?

The last page of the registration is where most missed steps occur.

1. Make sure the Consent to Swimming Canada Policies box is clicked
2. Make sure the Acknowledgment and Assumption of risk form indicates "Click to View"
3. Make sure the Swim Ontario Code of Conduct...form indicates "Click to view"
  - If they don't then you will need to sign them.
4. Answer the Email Consent question (Yes or No)

5. Click on the blue COMPLETE button  
This is the step that is most often missed

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

UPDATES MY INFO OFFICIATING INFO DECK LOG MEET LIST LOGOUT

Linked Accounts  
Dashboard  
Resources  
Manage Linked Accounts

**1** CONSENT TO SWIMMING CANADA POLICIES

I have read and agree to comply with the Swimming Canada Code of Conduct and Professional Ethics Policy and to abide by all other Swimming Canada Policies; and equivalent documents from the Provincial Sections.

**ACKNOWLEDGEMENT AND ASSUMPTION OF RISK FORM**

ID	Last Name	First Name	Gender	DOB	Actions
	Parent	Nicole	Female	Jun 10 1968	Acknowledgement and Assumption of Risk Form – Click to Sign <b>2</b> Swim Ontario Code of Conduct and Concussion Management Acknowledgements – Click to Sign <b>3</b>

**EMAIL CONSENT**

I would like to receive emails related to commercial activities from Swimming Canada (discounts and promotions from partners), including those related to the Swimming Canada Member Rewards program. I understand that I may unsubscribe from receiving these emails at any time\*

Yes  No **4**

**5** COMPLETE

I have completed my registration but it says 60 / 80% completed and “Invoice Pending / PSO Pending”, why?

Once you have completed your registration, you may not be at 100% registered and here is why:

- 60% (Invoice Pending) – your club has not yet initiated your registration. Once that is done, you will be at 80%.
- 80% (PSO Pending) – your club has initiated your registration, however, payment of your registration BY THE CLUB has not yet been received

There is no action required on your part. Swim Ontario invoices clubs and not individual officials.

The screenshot displays the RTR dashboard with the following elements:

- Header:** WELCOME TO THE SWIMMING CANADA REGISTRATION TRACKING AND RESULTS SYSTEM (RTR). Navigation links: UPDATES, MY INFO, OFFICIATING INFO, DECK LOG, MEET LIST, LOGOUT.
- Left Sidebar:** Linked Accounts, Dashboard, Resources, Manage Linked Accounts.
- Associated Swimmer Accounts:** No Records Found.
- Associated Coach Accounts:** No Records Found.
- Associated Official Accounts:** LEVEL V - BLUE PIN. A progress bar shows 60% completion. A yellow box highlights 'Invoice Pending' and '60%'. A 'View Official Profile' button is present.
- Other Associated Accounts:** No Records Found.

Why can I not access my officiating information when I am completing my registration?

- As you will learn – the RTR has many user accounts. Your first encounter with the RTR will most likely be via your family/swimmer account which is different from an officials account.
- When you first login to your family/swimmer account, you may see an associated official account (any account that has the same email address) which allows you to complete your registration process but nothing else.
- This is because you are logged into the family/swimmer account.
- In order to view your officiating profile, you will need to login into your Official Account (see [RTR Account Access...](#)) or you can Link your official account to your Family/swimmer account. See instructions [HERE](#).

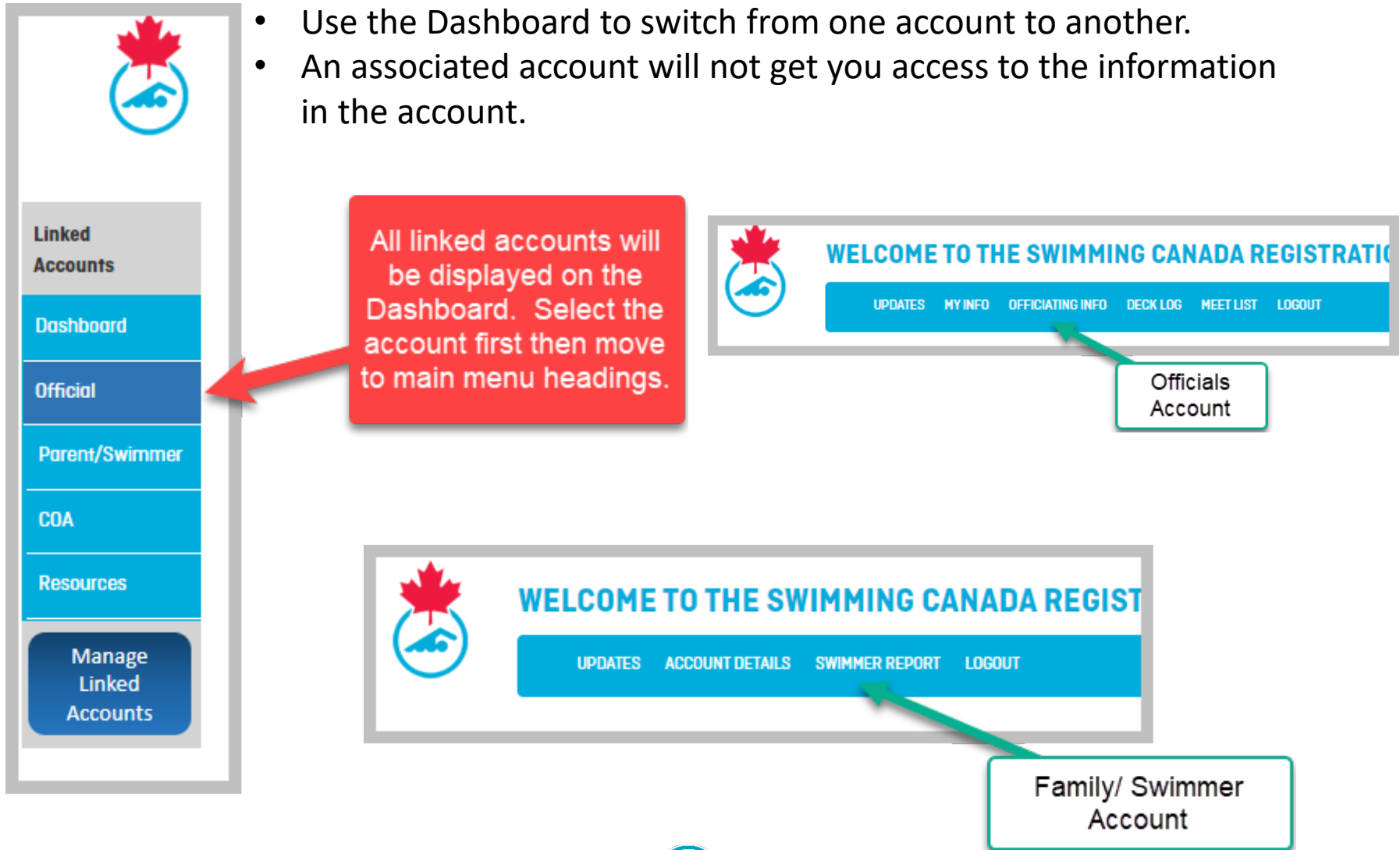
All accounts on the RTR must have different usernames.

This is why linking accounts becomes useful as you need to remember the primary account information and can access all other linked accounts from this one primary account.

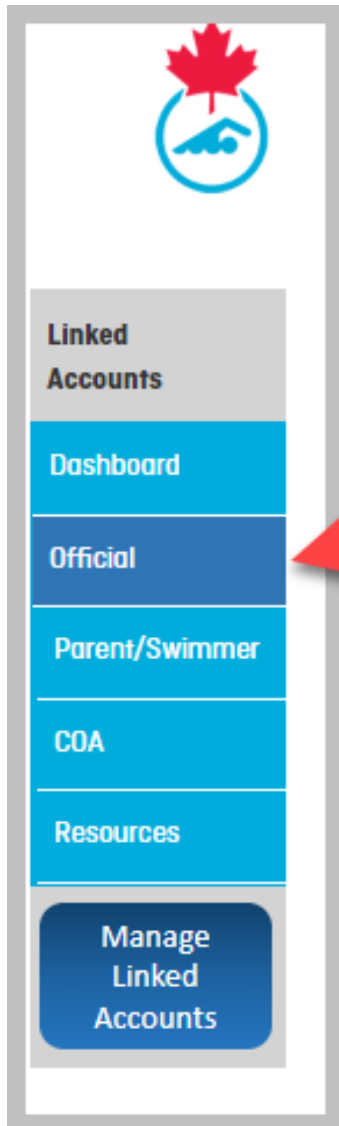


Why can I not access my officiating information when I am completing my registration? Cont...

- Use the Dashboard to switch from one account to another.
- An associated account will not get you access to the information in the account.



How can I access all the accounts to keep me from going crazy with all these logins?



All linked accounts will be displayed on the Dashboard. Select the account first then move to main menu headings.

- Choose a Primary account.
- Link all your RTR accounts to this primary account
- See instructions [HERE](#).
- Use the Dashboard to switch from one account to another.

All accounts on the RTR must have different usernames. This is why linking accounts becomes useful as you need to remember the primary account information and can access all other linked accounts from this one primary account.

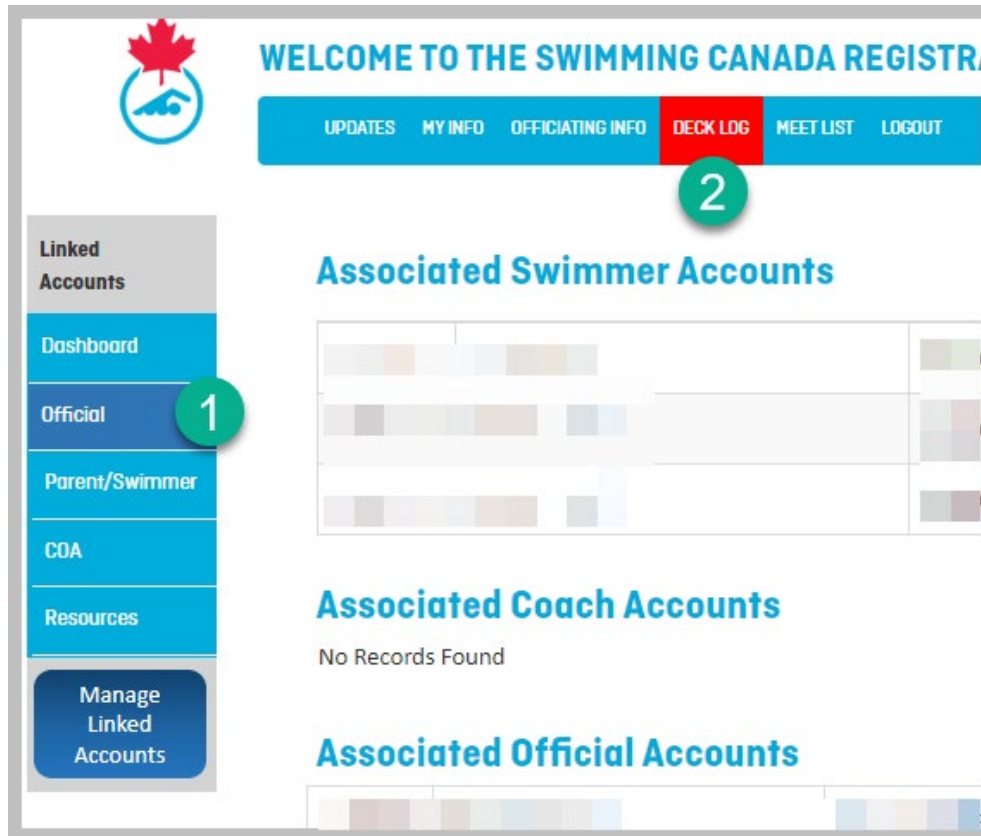
I have several officials accounts listed with my name, what do I do?

- Take a screenshot or note down all the account numbers.
- Contact your Club Official Administrator – they will arrange to have the accounts merged.

My profile indicates I have a different level of certification then what I have, what do I do?

- Take a screenshot or note the level.
- Contact your Club Official Administrator – they will arrange to have it updated provided you have the requirements.
- Learn more about [certification for officiating](#) here and the different [positions here](#).

How can I maintain a log of all the competitions I worked at or clinics I have taken or instructed?



- An official cannot input the data for certification requirements (the COA can do this), however, it is recommended that a log be maintained of all the positions worked at competitions and the clinics conducted by an official.
- This can be done via the Official Account on the RTR.
- Click on Deck Log on Main menu and follow the instructions

# How can I maintain a log of all the competitions I worked at or clinics I have taken or instructed? cont

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

Sanction #

Date

Name of Meet

Location

Position

Sessions

On-Deck Evaluation Received

**Find the sanction number**  
Enter the sanction and click "Add Meet" button.  
This will prepopulate the information.  
Select position and session and click "Add Deck Experience" button

**Export to spreadsheet to share**

Sanction #	Date	Meet	Location	Position	Session	On-Deck Eval	Edit	Delete
					1	No		
					1	No		
8/3/2023					3	No		

# How can I maintain a log of all the competitions I worked at or clinics I have taken or instructed? cont

The screenshot displays two main sections: 'Non-Sanctioned Meet' and 'Clinics conducted'. The 'Non-Sanctioned Meet' form includes fields for Date, Name of Meet, Location, Position (Please Select), Sessions (Please Select), and On-Deck Evaluation Received (checkbox). It features 'Add Deck Experience' and 'Cancel' buttons. A red callout box points to these buttons, stating: 'if the event was not sanctioned by swim ontario you can add the information via these menu items.' The 'Clinics conducted' form includes fields for Date, Name of Clinic (Please Select), and Location. It features 'Add Course Conducted' and 'Cancel' buttons. A red callout box points to the 'Add Course Conducted' button, stating: 'To add the clinics taught, enter the information and click "Add Course Conducted" button. You can Export a spreadsheet of this information to share'. Below the forms is a table with columns: Date, Name of Clinic, Location, Edit, and Delete. The table contains four rows of data, each with an edit icon and a delete icon. At the bottom right of the table area, it says 'Page 1 of 1 (4 items)'. There is also an 'Export' button to the right of the table.

I have children training with two different clubs? How can my officials profile be visible to both clubs?

## **Affiliation with more than one club**

Once an official has completed their registration and have status “Active”:

- An official can affiliate with additional clubs.
- The first club would be responsible for payment of the registration fee (primary club).
- Affiliation with more than one club would be recommended for families that have children with two different clubs.

Note that Varsity clubs do not register officials and will not monitor an officials list.



I have children training with two different clubs? How can my officials profile be visible to both clubs?

## Affiliation with more than one club

- Click on “Officiating Info” and scroll down until you see the “Add Clubs” section
- Select Ontario Province and the clubs will populate.
- Click Add Clubs

**Add Clubs**

Clubs you are currently registered or affiliated with: **ORON**

Province: \*  1

Club: \*  2

3

**Add Clubs**

Clubs you are currently registered or affiliated with: **SWMON,ORON**

Province: \*

Club: \*

The COAs of all clubs listed can update the official's account



# Registration – Support

- Support for certification and clinic information contained in the Swimming Canada system can be directed to your COC/COA.
- Support for technical difficulties with the RTR contact [support@swimming.ca](mailto:support@swimming.ca)
- Support for technical issues with the LMS contact [education@swimming.ca](mailto:education@swimming.ca)

**Swim Ontario and the swimmers thank you for your time and effort to enable swimmers to compete in a safe and fair environment.**

