

As we move towards the end of the season, there are still several swimmers that are being flagged through meet result validation as "Need More Info" status instead of "Active" status.. We need Club Registrars to continue to resolve these issues and have all swimmers on their roster with complete registrations, with "Active" status.

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### Club Registrar Steps

In order for parents/guardians to complete the steps above, they must first know that they need to login and complete these steps. As the Club Registrar, you may need to re-send the login email that was sent to the parents/guardians through REMS when you first registered the swimmers.

### **Sending Emails to Parents/Guardians of Swimmers with "Need More Info" status:**

Improvements have been made to allow Club Registrars to be able to identify and resolve swimmers on their rosters with "Need More Info" status.

1. Club Registrars can identify their **Need More Info** swimmer accounts by logging into their REMS Admin account and first clicking on **View Registrants**:
2. Filter the registrant list by **Membership Status**: click the drop-down arrow and scroll to the bottom to select **Need More Info**, then click **Search**.
3. You can then see the full list of swimmers that have a **Need More Info** status. Make note of all of the swimmers on this list. The list can be exported.

**The next step is to re-send the login email to all of the swimmers on this list.**

4. Navigate back to **Home** and click on **Registration**.
5. Click on **Registration History**

**Club Registrars can now search the Registration History by REMS ID, Member Name and Payment ID.**

6. Type in one of these three identifiers (REMS ID, Member Name or Payment ID), then click **Search** to find the original invoice for that swimmer or payment ID.

View Registration History

Search/filter options

REMS ID

Member First Name

Member Last Name

Payment ID

Registration Status

Date From

Date To

After clicking Search, you will see the relevant payment invoice appear at the bottom of the screen.

- Click on the **envelope (mail) icon** to send an email to swimmers from this invoice that are **Need More Info**.

Registration

View Registration History

REMS ID

Member First Name

Member Last Name

Payment ID

Registration Status

Date From

Date To

Registration Id	Total Payment Amount	Registration Date	Status	Actions
1167326	611.9	06/12/2024, 22:00	Payment Received	<input type="button" value="i"/>

- Click the check boxes to any swimmers that are **Need More Info** (refer back to your list of Need More Info swimmers from step 2).

Confirm Send Email

Are you sure you want to re-send the confirmation email to these members ?

Select All	Member	E
<input type="checkbox"/>	Peter Aboud	peterabou
<input type="checkbox"/>	Joel Agnew	joelmagne
<input type="checkbox"/>	Angela Alvarado	alvaradoangel
<input type="checkbox"/>	Blair Bertrand	blair.bertra

9. Click **OK** to send the email.
10. **Continue to repeat steps 6-9 to send emails to all swimmers that have a Need More Info status.** Note that some invoices may have more than one swimmer listed as Needs more Info.

### Club-Wide Communication Template

We recommended that Club Registrars send a club-wide communication to your membership explaining that the parents/guardians of all swimmers who have incomplete registrations (Need More Info status) will be receiving an email from REMS/Sportlomo with login information. This way they will know to watch for the email and click on the link and not assume this is spam.

Below is a sample email you may wish to use to help you educate your families. Feel free to use the sample below or write your own message to your membership.

[[[[[["As we approach the end of the season, we still have several swimmers that don't have active registrations in REMS. Their account status in REMS displays as **Need More Info**. We will be re-sending the login emails to the parent/guardian emails listed on these swimmers' accounts.

These emails will come from Sportlomo and **are not spam**. Please watch your inbox over the coming days for an email that contains a link to log into your swimmer's account and complete their registration. Please click the link and log into REMS. If you forgot your password, click the **Forgot Password** link to re-set your account. Once you login, you will need to click the blue **Update Registration** link to update the swimmer's personal information and to sign the online waivers. Once this is complete, your swimmer's account will be updated to Active.

Thank you for your support as we have navigated this new registration system this year. We look forward to having all of our swimmers with an Active status before our next event!" ]]]]]

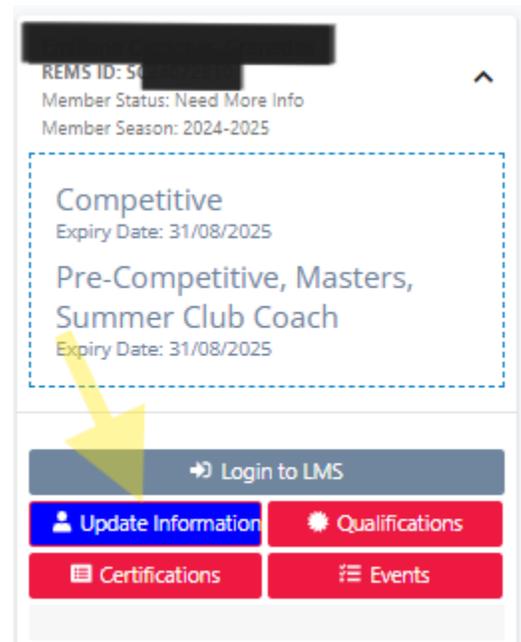
### Parent/Guardian Steps

For all Need More Info accounts, parents/guardians need to **log into the swimmer REMS account and complete 3 steps**:

### Updating Status from "Need More Info" to "Active"

1. After logging in, click the **Update Information** button
2. Update the swimmer's postal code
3. Sign all online waivers/forms

Once these 3 steps are complete, swimmer accounts will be updated to Active. If they are also coaches, they may have additional requirements.



## Coach Requirements Steps and Hints

All coaches must have the following requirements done to be approved by Swim Ontario and CSCA to complete their registration and move to active status.

1. Swim Ontario Offense Declaration
2. CSCA Screening Declaration Form
3. Safe Sport or Respect in Sport Activity Leader module
4. VSC/EPIC Screening (if 18 and over)

If any of the above aren't completed, approval will not be granted. If they are also a swimmer, this will affect their swimmer registration status.

## To complete the Swim Ontario Offense Declaration and/or the CSCA Screen Declaration,

Please login to the REMS (<https://swimming.canada.sportsmanager.ie/sportlomo/users/login>)

- When you login, click the blue Update Information box.
- Verify your information and sign agreements if not already completed
- click the Update Information button at the bottom
- it should go to the forms directly.

If it does not take the coach to the forms, try this:

- Click the Certifications button on the member card
- Upload Credential
- Select the Screening Disclosure Form type and 2024-25 Screening Disclosure form from the dropdowns available.
- Clicking Save will direct to the SDF.
- Repeat for Offense Declaration

## To complete Safe Sport or Respect in Sport Module

### Safe Sport

- Go to <https://thelocker.coach.ca/>
- If you do not already have a Locker account, you can create one by clicking the "Don't have a NCCP#? Create one now!" link on that page
- Go to the eLearning section
- Find Safe Sport Training module and take it
- When you get to the end of the module, please click the "Close Evaluation" box instead of just closing the window.

### Respect in Sport Activity Leader

- Go to <https://swimming-canada.respectgroupinc.com>
- Sign in and follow the prompts



## Resolving "Need More Info" Status in REMS

You do not need to take both of these - we only require one of them to be completed. The module is good for 5 years. This will not update in REMS automatically - Swim Ontario will connect them to the account.

### To complete the VSC/EPIC requirement

There are two options to get this screening done:

1. Get an Enhanced Check (EPIC) through our Sterling portal at <https://pages.sterlingbackcheck.ca/landing-pages/s/swimontario/>. This screen costs \$25 and generally is received back within 24 hours. I should receive a copy automatically. If something gets flagged on this screen, you may be asked to get a VSC (below).
2. Get a VSC through your local police department. Time and cost varies depending on police station. This will need to be emailed to me once completed.

Alternatively, if you've had a VSC done through your local police within the past 365 days, please email it to [lindsay@swimontario.com](mailto:lindsay@swimontario.com)