



SECTION 7: ADMINISTRATOR ACCOUNTS

7.1 Creating Administrator Accounts

There is an admin login page for administrators. Registrants log in on a separate page.

Admin Login URL: <https://swimming.canada.sportsmanager.ie/maint.php>. Administrators log in using their Username or Email Address and Password.

Admin Account Login

There is no specific function within REMS to send a reset link for an administrator account. You can force a reset password by just using the Forgot Password function on the login screen. When you create a new admin account, this is an easy way to notify the new administrator that their account has been created and force them to create a new password for their account.

7.1.1 Resetting Admin Account Password

Administrators can reset their own password using the Forgot Password function on the login screen. To reset the password, the administrator must enter the **Username** (not email address). If the account exists, a link will be sent to the email address associated with the Username.



Note: there is currently no way to define a template for admin accounts in REMS. You will need to add each admin account and define the specific functions that the user can access individually. This feature will be available next season.

7.1.2 Admin account requirements

To create an admin account, you need the following information:

- a. Parent –Club name for club administrator accounts
- b. Username - see Admin account naming recommendations below
- c. Email address
- d. Password – make up a password

7.1.3 Admin account names (usernames)

Admin account names (username):

- a. Are not case sensitive
- b. NO spaces
- c. Must be unique
 - if someone is an admin for more than one club, they will need different usernames for each admin account but the email address can be the same
- d. Are used in the Forgot Password function for Admin accounts (not email address)

*When creating accounts for other roles within the REMS, we **highly** recommend that clubs use the pattern below for their usernames: Enter this pattern in the field “Name” (no spaces permitted)*

- Club Registrar: **REG_fullname_CLUBCODE**
 - Club Administrator: **ADMIN_fullname_CLUBCODE** (same settings as Club registrar)
 - Team Manager: **TM_fullname_CLUBCODE** (same settings as Meet Manager)
 - Meet Manager: **MM_fullname_CLUBCODE**
 - Club Official Administrator: **COA_fullname_CLUBCODE**
 - Treasurer: **TR_fullname_CLUBCODE**
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The above pattern is very important to ensure that the people in the specific admin roles receive the appropriate communications. If a person has multiple admin roles, please include those roles in the username (example - COA_MM_fullname_CLUBCODE)



7.1.4 Create Club Admin Account

To create Club admin accounts, the parent will be Club name for club administrator accounts (name at the top of the list when you click Add. You will receive a warning if the password is too weak.

Add/Edit Club Admin Account



The screenshot shows the 'Add admin account' form. The 'Parent' dropdown is highlighted with a green box and shows 'Swimming Province Swimming Club'. The 'Name' field is highlighted with a blue box and shows 'Swimming Province Swimming Club'. The 'Email Address' field is highlighted with a blue box and shows 'Reset Email'. The 'Password' and 'Confirm Password' fields are highlighted with blue boxes.

Once you have created the account, you need to assign the menu items that the admin account has access to. By default, if you do not choose specific menu items, the admin will have access to everything available at the Club level. We recommend that you refer to the guides provided below to setup Club admin accounts and only turn on the options recommended.



Once you have created the admin account, turn on the specific menu. Recommendations for the menu items to enable is listed with each account type. If an admin holds more than one function, you can just turn on the options that the administrator needs for both roles rather than creating a second admin account. **If you select nothing in the Manage Menu list, the administrator will have access to all menu options.**

Manage Menus for Club Admin Account



See next pages for the templates...

Do not leave the access selections blank as the default is to allow blanket permission to everything.

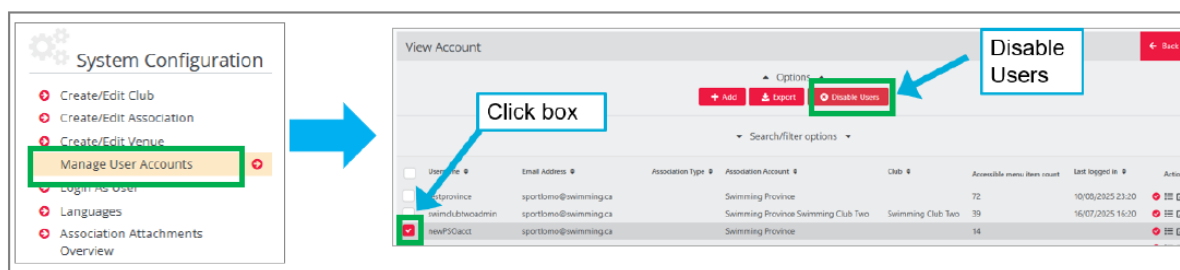
The settings selected for each role are important to follow to not cause errors with the registration process. Having access to everything will cause confusion with the multiple role access. The Club Registrar account settings has all the settings to do all the roles listed below.

6.5 Disable/Enable Admin Account

To disable an admin account without deleting it from the system, use the *Disable Users* function in *Manage User Accounts*.

6.5.1 Disable Admin Account

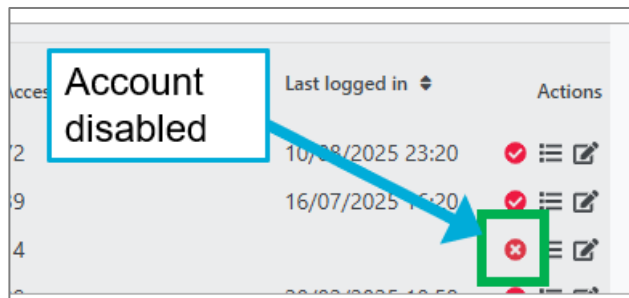
Disable Admin Account





Steps:

- i. Click the checkbox to the left of the admin account name (or use the box at the top to select all). The **Disable Users** button will appear.
- ii. Click Disable Users to disable the account(s).
- iii. Confirm that you want to proceed by clicking **Disable** on the pop-up.
- iv. Under Actions you will see the account has a red “x” indicating that the account is disabled.

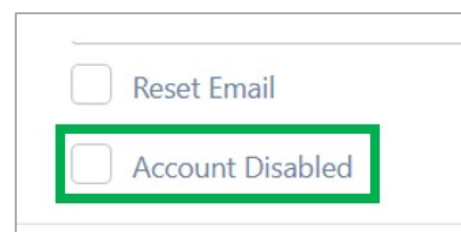
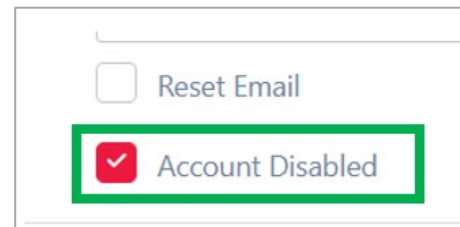


6.5.2 Enable Admin Account

To re-enable a disabled admin account

Steps:

- i. Click the Edit icon for the disabled admin account
- ii. Click the Account Disabled checkbox to uncheck the box
- iii. Click Save





REMS CLUB ADMIN ACCOUNT MENU SETUP

2025-2026 Season

REMS Club Registrar Menu Layout

[HOME](#)[? HELP](#)[MY ACCOUNT](#)[PRIVACY POLICY](#)[SWITCH TO FRANÇAIS-CANADA \(FRENCH\)](#)

Club Information

- Edit Club Information



Communications

- Notifications
- Notifications History



Registration

- View Registrants
- Payments Received
- Registration
- Approve Members
- Transfers and Affiliation
- Member Accounts
- Public User Accounts
- Invoicing and Fees
- Member Enquiry



Membership Setup

- Email Notifications
- Generate Registration Link



Reports

- System Reports



Compliance and Certification

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



Events

- Orders
- Events Purchased
- Attended
- Purchase Events



Meet Management

- Manage My Meets
- Meet Entry



Settings

- Manage User Accounts
- Registration Setup

REMS Club Registrar Menu Options

Membership

- ☒ Invoicing & Fees (Club)
- ☒ View Registrants
- ☒ Payments Recieved
- ☒ Approve Members
- ☒ Content Pages
- ☒ Member Transfers
- ☒ Start Transfer (Request)
- ☒ Edit Custom Values
- ☐ Import Members via CSV
- ☒ Registration Invoicing
- ☐ Member Transfers
Approve/Reject
- ☒ Request Dual
- ☒ Start Make Payment
- ☒ Group Registration
- ☒ Group Registration Payment
- ☒ Update Member Account
- ☒ Member Approval
- ☒ Public User Accounts
- ☒ Member Enquiries

Edit Club Profile

- ☒ Edit Club Info
- ☐ Role Profiles

Membership Setup

- ☐ Payment Methods
- ☐ Membership Types
- ☒ Begin selling
- ☒ Email Notifications
- ☐ Custom Fields

REMS Club Registrar Menu Options

Items not On home page

- ☐ Club Profile Types
- ☐ Sub Merchant On Boarding
- ☐ Club Profiles
- ☒ Member Signed Acceptances
- ☒ Member Credentials

Reports

- ☒ Financial Reports

Events

- ☒ Event Orders
- ☒ Purchase Events
- ☒ Event Purchases

System Configuration

- ☒ Child User Menu Options
- ☒ Associations
- ☒ Club Administrators

Notifications

- ☒ Notifications
- ☒ Member Communications

User Account

- ☒ Main User

User Account

- ☒ Sub User

Accreditation

- ☒ Certifications
- ☒ Add Member Credentials
- ☒ View Member Qualifications
- ☒ Coach Compliance and Official's Certification

Email Configuration

- ☒ emailConfiguration
- ☒ notificationsHistory

REMS Club Registrar Menu Options

Members/Team sheets

☐ TeamSheetPanels

Sanctioning

☒ Event Surveys

☒ Surveys

☐ Sanctioning Credentials

Electronic Game Management

☐ Team Sheets Rosters

☐ Support Staff types

☐ Team Roles

Member Attendance

☐ Member Attendance

☐ Roster Attendance Details






☐ Event Attendance Sheets

Meet Management

☒ Upload Meets

☒ Meets

REMS COA Menu Layout

 HOME  HELP  MY ACCOUNT  PRIVACY POLICY  SWITCH TO FRANÇAIS-CANADA (FRENCH)



Registration

- ➔ View Registrants
- ➔ Payments Received
- ➔ Registration
- ➔ Approve Members
- ➔ Transfers and Affiliation
- ➔ Member Accounts
- ➔ Member Enquiry



Membership Setup

- ➔ Generate Registration Link



Reports

- ➔ System Reports



Compliance and Certification

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

REMS COA Menu Options

Membership

- ☐ Invoicing & Fees (Club)
- ☒ View Registrants
- ☒ Payments Recieved
- ☒ Approve Members
- ☐ Content Pages
- ☒ Member Transfers
- ☒ Start Transfer (Request)
- ☐ Edit Custom Values
- ☐ Import Members via CSV
- ☒ Registration Invoicing
- ☐ Member Transfers
Approve/Reject
- ☒ Request Dual
- ☐ Start Make Payment
- ☒ Group Registration
- ☒ Group Registration
Payment
- ☒ Update Member Account
- ☒ Member Approval
- ☐ Public User Accounts
- ☒ Member Enquiries

Edit Club Profile

- ☐ Edit Club Info
- ☐ Role Profiles

Membership Setup

- ☐ Payment Methods
- ☐ Membership Types
- ☒ Begin selling
- ☐ Email Notifications
- ☐ Custom Fields

REMS COA Menu Options

Items not On home page

- ☐ Club Profile Types
- ☐ Sub Merchant On Boarding
- ☐ Club Profiles
- ☒ Member Signed Acceptances
- ☒ Member Credentials

Reports

- ☒ Financial Reports

Events

- ☐ Event Orders
- ☐ Purchase Events
- ☐ Event Purchases

System Configuration

- ☐ Child User Menu Options
- ☐ Associations
- ☐ Club Administrators

Notifications

- ☐ Notifications
- ☐ Member Communications

User Account

- ☒ Main User

User Account

- ☒ Sub User

Accreditation

- ☒ Certifications
- ☒ Add Member Credentials
- ☒ View Member Qualifications
- ☒ Coach Compliance and Official's Certification

Email Configuration

- ☐ emailConfiguration
- ☐ notificationsHistory

REMS COA

Menu Options

Members/Teamsheets

☐ TeamSheetPanels

Sanctioning

☐ Event Surveys

☐ Surveys

☐ Sanctioning Credentials

Electronic Game Management

☐ Team Sheets Rosters

☐ Support Staff types

☐ Team Roles

Member Attendance

☐ Member Attendance

☐ Roster Attendance Details

☐ Event Attendance Sheets

Meet Management

☐ Upload Meets

☐ Meets

REMS Meet Manager Menu Layout

 HOME

 HELP



 MY ACCOUNT

 PRIVACY POLICY

 SWITCH TO FRANÇAIS-CANADA (FRENCH)




Registration

-  View Registrants
-  Member Enquiry






Reports

-  System Reports







Compliance and Certification

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





Events

-  Orders
-  Events Purchased
-  Attended
-  Purchase Events



Meet Management

-  Manage My Meets
-  Meet Entry

REMS Meet Manager Menu Options

Membership

- ☐ Invoicing & Fees (Club)
- ☒ View Registrants
- ☐ Payments Recieved
- ☐ Approve Members
- ☐ Content Pages
- ☐ Member Transfers
- ☐ Start Transfer (Request)
- ☐ Edit Custom Values
- ☐ Import Members via CSV
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Approve/Reject
- ☐ Request Dual
- ☐ Start Make Payment
- ☐ Group Registration
- ☐ Group Registration Payment
- ☐ Update Member Account
- ☐ Member Approval
- ☐ Public User Accounts
- ☒ Member Enquiries

Edit Club Profile

- ☐ Edit Club Info
- ☐ Role Profiles

Membership Setup

- ☐ Payment Methods
- ☐ Membership Types
- ☐ Begin selling
- ☐ Email Notifications
- ☐ Custom Fields

REMS Meet Manager

Menu Options

Items not On home page

- ☐ Club Profile Types
- ☐ Sub Merchant On Boarding
- ☐ Club Profiles
- ☐ Member Signed Acceptances
- ☒ Member Credentials

Reports

- ☒ Financial Reports

Events

- ☒ Event Orders
- ☒ Purchase Events
- ☒ Event Purchases

System Configuration

- ☐ Child User Menu Options
- ☐ Associations
- ☐ Club Administrators

Notifications

- ☐ Notifications
- ☐ Member Communications

User Account

- ☒ Main User

User Account

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- ☒ Certifications
- ☒ Add Member Credentials
- ☒ View Member Qualifications
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Email Configuration

- ☐ emailConfiguration
- ☐ notificationsHistory

REMS Meet Manager

Menu Options

Members/Team sheets

☐ TeamSheetPanels

Sanctioning

☒ Event Surveys

☒ Surveys

☐ Sanctioning Credentials

Electronic Game Management

☐ Team Sheets Rosters

☐ Support Staff types

☐ Team Roles

Member Attendance

☐ Member Attendance

☐ Roster Attendance Details

☐ Event Attendance Sheets

Meet Management

☒ Upload Meets

☒ Meets

REMS Treasurer Menu Layout

 HOME  HELP  MY ACCOUNT  PRIVACY POLICY  SWITCH TO FRANÇAIS-CANADA (FRENCH)



Registration

- ➔ View Registrants
- ➔ Payments Received
- ➔ Registration
- ➔ Invoicing and Fees
- ➔ Member Enquiry



Reports

- ➔ System Reports



Events

- ➔ Orders
- ➔ Events Purchased
- ➔ Attended
- ➔ Purchase Events

REMS Treasurer Menu Options

Membership

- ☒ Invoicing & Fees (Club)
- ☒ View Registrants
- ☒ Payments Recieved
- ☐ Approve Members
- ☐ Content Pages
- ☐ Member Transfers
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- ☒ Member Enquiries

Edit Club Profile

- ☐ Edit Club Info
- ☐ Role Profiles

Membership Setup

- ☐ Payment Methods
- ☐ Membership Types
- ☐ Begin selling
- ☐ Email Notifications
- ☐ Custom Fields

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- ☐ Club Profile Types
- ☐ Sub Merchant On Boarding
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- ☐ Member Credentials

Reports

- ☒ Financial Reports

Events

- ☒ Event Orders
- ☒ Purchase Events
- ☒ Event Purchases

System Configuration

- ☐ Child User Menu Options
- ☐ Associations
- ☐ Club Administrators

Notifications

- ☐ Notifications
- ☐ Member Communications

User Account

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Email Configuration

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- ☐ notificationsHistory

REMS Treasurer Menu Options

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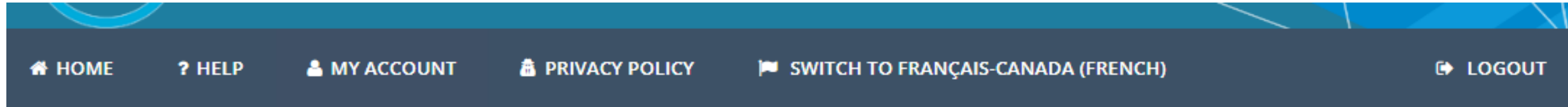
☐ Event Attendance Sheets

Meet Management

☐ Upload Meets

☐ Meets

REMS CC Menu Layout



Registration

- ➔ View Registrants
- ➔ Registration
- ➔ Member Enquiry



Reports

- ➔ System Reports



Compliance and Certification

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

REMS CC

Menu Options

Membership

- ☐ Invoicing & Fees (Club)
- ☒ View Registrants
- ☐ Payments Recieved
- ☐ Approve Members
- ☐ Content Pages
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- ☐ Member Approval
- ☐ Public User Accounts
- ☒ Member Enquiries

Edit Club Profile

- ☐ Edit Club Info
- ☐ Role Profiles

Membership Setup

- ☐ Payment Methods
- ☐ Membership Types
- ☐ Begin selling
- ☐ Email Notifications
- ☐ Custom Fields

REMS CC

Menu Options

Items not On home page

- ☐ Club Profile Types
- ☐ Sub Merchant On Boarding
- ☐ Club Profiles
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Reports

- ☒ Financial Reports

Events

- ☐ Event Orders
- ☐ Purchase Events
- ☐ Event Purchases

System Configuration

- ☐ Child User Menu Options
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- ☐ Club Administrators

Notifications

- ☐ Notifications
- ☐ Member Communications

User Account

- ☒ Main User

User Account

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REMS CC

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☐ Meets