

Dear Club Registrar,

On behalf of Swimming Canada we want to thank you for all the work that you have done over the past five weeks during the outage. We greatly appreciate the time and effort put in by everyone to ensure that swimmers could be registered and compete.

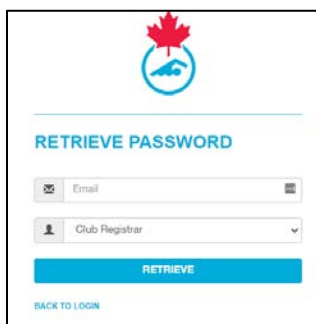
We are happy to announce that we have a live RTR that we have access to! The re-launch will be done in a staged approach with the first focus being on swimmer registration. **Please do not activate your club's meet manager until advised to by your Provincial Registrar.**

Club Registrars will be reactivated on February 22. Please check your email for the link when your account has been reactivated.

**Summary of Steps (Details on each step further below)**

1. Login and Change Password
2. Check/Update Club Info
3. Check Swimmer List and Update Outstanding Information
4. Swimmer Acknowledgement Forms Signatures
5. Registrations, Invoicing, Upgrades and Transfers for new swimmers can resume
  - Do not resubmit registrations, invoices, upgrades, or transfers for swimmers submitted in the interim procedure
6. **DO NOT DO REGISTRATIONS FOR ANYONE OTHER THAN SWIMMERS.**

Upon logging into the RTR for the first time, please reset your password. If you do not remember your password, please use the password reset feature ensuring that you select "Club Registrar" from the dropdown list.

The image shows a web form titled "RETRIEVE PASSWORD" with the Swimming Canada logo at the top. The form includes an "Email" input field, a "Club Registrar" dropdown menu, and a blue "RETRIEVE" button. A "BACK TO LOGIN" link is located at the bottom left of the form.

After resetting your password, please proceed to the Swimmer List. Most swimmers from your club should be appearing on the list however there may be some who are missing. The following describes the swimmers who are currently in the RTR:

- Swimmers registered prior to September 20<sup>th</sup>
- Swimmers who swam in a meet between September 21-February 13<sup>th</sup>
  - Some profiles may require club to correct name or add email address
- Precompetitive/masters swimmers with a status of account pending/registered as of November 7, 2022
  - Some profiles may require club registrar to add gender and/or email address
- Swimmers registered using the interim process between January 16-February 15
- Swimmer lists provided by PSO for import

## Updating Swimmer Information

Corrections to swimmer names may need to be done due the nature of the swimmer import (e.g. special characters in name, incorrect name in results file, etc.). If you encounter any duplicate swimmer accounts, please contact [Heather](#) and she will merge them.

There will be swimmers missing gender and/or date of birth depending on the import method. On the swimmers list, click “Click to show swimmers with missing swimmer information (gender and/or date of birth)”

**Swimmer List**

2022-2023

--All Reg Type--

--All Groups--

All statuses

Apply Filters

Export to CSV

Add Swimmers

Move to Category

Move To New Group

Remove Swimmers

Change Status

Resend Login Info

☐ Click to show swimmers with missing swimmer information (gender and/or email)

A screen will open showing all swimmers with missing information:

Update Email and/or Gender

Save

ID	Swimmer	Email	Gender
	Boparai, Anhad		Female
	Chartrand, Finn		--Please select--
	Ellison, Blake		--Please select--
	Gerster, Nolan		Male
	Glowinski, Madelyn		--Please select--
	Howie, Camryn		--Please select--
	Iyoha, Elisabeth		--Please select--
	Iyoha, Ethan		--Please select--
	Joyce, Laney		Female
	Lee, Seungeun		--Please select--
	McClung, Chadwick		Male
	McKenzie, Lincoln		--Please select--
	Ogunsulire, Anjolaoluwa		--Please select--

Complete all missing information and click Save.

There may be some swimmers who are missing a registration category due to being imported to the RTR through meet results. If swimmers were not on an invoice prior to the outage or not registered as part of the interim process, they will need to be registered as per the regular process. If they were previously registered (on a paid invoice) please email Erica at [support@swimming.ca](mailto:support@swimming.ca) for the developer to assign the proper category.

## Signing Acknowledgement and Assumption of Risk and other Consent Forms

After consulting with Swimming Canada's legal counsel, any swimmer who signed the Acknowledgement or Assumption of Risk Form (or other forms as per the PSO) between September 20, 2022 and January 15, 2023 will be required to resign them in the RTR.

These swimmers will all have a status of **Account Pending**. Please email them through your preferred communication method and have them log in to their accounts and sign the forms. A sample message has been provided [HERE](#) for your communication.

We are aiming to have all **competitive swimmers** fully re-registered by **Wednesday March 1st**.

Any swimmer who signed the forms through the manual process between January 16<sup>th</sup> and February 13<sup>th</sup> will not be required to resign the forms.

### **New Swimmer Registration**

Once the above steps have been completed, you can resume registration of new/returning swimmers as was done prior to the outage.

### **Invoices**

Please disregard any invoices currently in the status of Invoice Pending. Swimming Canada is working with the Provincial Section to address this. You can generate invoices for new swimmers as needed. Any invoice generated after September 20<sup>th</sup> will not appear.

### **Transfers**

Swimming Canada is working to manually rebuild the Swimmer Transfer section to ensure that any swimmer transferred during the 2022-2023 season is now with the correct club. An update will be provided when this is complete. New swimmer transfers can resume in the RTR through the existing process.

### **Bugs**

We are working with our developers to ensure that any system related bugs that were fixed between September 21-January 15<sup>th</sup> are fixed. If you encounter any bugs related to swimmers please send a Support Request through the RTR.

Updates on the status of coach registration will be provided in the coming days.

Thank you again for your continued work as we return to normal processes.