

## SECTION 4: COACH REGISTRATION

Coach registration is required for Swimming Canada, the PSO and the Canadian Swimming Coaches Association (CSCA) using a single process in the RTR. To manage coaches for the club, browse to **Coaches** on the top menu.

### 4.1 The Coach Registration Process

At the start of the season, all previously registered coaches are listed with a **Pending** status. The steps of the registration process for the Club Registrar are:

1. Review the coach list for inactive coaches.
2. Add new coaches (if necessary)
3. Move all coaches into a registration category.
4. Generate a PSO and CSCA invoice for all coaches.
5. Submit payment to the PSO and to the CSCA.
6. Coach completes Swimming Canada and Provincial requirements and the CSCA Screening.
7. The Club Registrar confirms that all coaches have completed all provincial requirements and CSCA screening.

**Note:** If you need to change a coaches status to **Inactive**, please contact your PSO to have them update the status.

#### Step 1: Review Coach List

Before you begin the process of registering coaches for the current season, remove any coaches who are not returning.

**Note:** Removing coaches from the Coach list does not delete them from the RTR system. A removed coach can be added back later.

#### To remove coaches:

To remove a coach from the coach list, click the **Remove from List**  under the **Actions** column.

#### Step 2: Adding new Coaches

1. Click on the **Add Coaches** button and include either the Coach ID or the coaches first name, last name and gender. Once added, click **Search**.



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

COACHES LIST

2022-2022 | All Categories | --All Groups-- | All Indigenous | All Status | Apply Filters | Export to CSV

Add Coaches | Move to Category | Assign to Group | Send Login Info | Affiliate Coaches

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSA Screening	First Year of Reg.	Actions
<a href="#">boucher_eric</a>	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-465-3860		Registered	✓	2022-05-04	
<a href="#">boucher_eric</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Still Awaiting Results		2022-05-18	
<a href="#">boucher_newman_coach</a>	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111		Registered	✓	2022-05-06	
<a href="#">newman_eric</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Still Awaiting Results			
<a href="#">Smith_Dominic</a>	Male	2004-05-16				dominicastro@icloud.com			Pending		2020-10-06	

Affiliated Coaches

Remove Affiliation | Export to CSV

Last Name	First Name	Gender	Email	Club	Category	PSO Requirement
No data available in table						

**IMPORTANT:** If the coach was previously registered with another club associated with Swimming Canada, please contact your PSO to have the coach transferred to your club.

- If a coach was registered in a previous season they will appear in a table below. Click **Add** under the **Add to Coaches List** column. Review the information and click **Add to Coaches List** in order for them to be officially added to your list.

Register New Coaches

First name  Last name  Gender  Male  Female Or Coach ID

First Name	Last Name	Club	Gender	DOB	Email	Add to Coaches List
Erica	Newman	SNCSTAFF	Female	May 17 1994	enewman@swimming.ca	<input type="button" value="Add"/>
erica	newman	SNCSTAFF	Female	May 17 1994	enewman@swimming.ca	<input type="button" value="Add"/>
Erica	Newman	TSC	Female	May 03 1932	erica.c.newman@gmail.com	<input type="button" value="Add"/>

**Note:** If the coach is already registered with another club associated with Swimming Canada, please contact your PSO to have the coach transferred to your club.

- If a coach has not been registered with Swimming Canada before, provide a valid email address and date of birth and click **Add New** to add the coach to the coaches list.

Register New Coaches

No Records Found... You can add this coach by adding an email address and clicking Add New button

First name  Last name  Gender  Male  Female Or Coach ID

**Add New Coach**

First name  Last name  Gender  Male  Female DOB  Email

**Note:** If a coach does not appear on the results, please use the Coach Lookup tool or check alternate spellings before creating a new account.



If duplicate coaches are found, email [support@swimming.ca](mailto:support@swimming.ca) to have the accounts merged.

4. A coach must be a minimum of 15 years of age (on the date of registration) to be registered in the RTR. The RTR will not allow registration of coaches under the age of 15.

### Step 3: Assigning a Coach Registration Category

All coaches in a club will be assigned to a registration category, indicating their role within the club. The head coach can help verify the assignment of these categories prior to completing the coach registration process.

In order to assign a coach registration category a coach must have a date of birth listed in the RTR. To add a date of birth, follow the steps in [section 4.1](#) or [section 4.5](#).

1. Select coach(s) to register in the same category using the checkboxes next to their names.
2. Press the **Move to Category** button.
3. Select the registration category from the dropdown menu beside the coaches name. Once selected, click **Move** to save the registration category.
  - a. Once moved to a registration category, the coach status will change to **Invoice Pending**.
4. Repeat for all coaches not yet in a registration category.

**Note:** The coach will receive an email from Swimming Canada and will be prompted to log into the RTR where they can complete the registration process.

### Step 4: Generate PSO and CSCA Invoices

To manage the Coach Invoices, from the top menu, go to **Invoices > Coaches Invoices**. From there the Club Registrar can generate the PSO and CSCA invoices.

1. Select the Coaches to place on the coach invoice.
2. Press the **Generate Invoice** button. The coach status will change to **Payment Pending** on the Coaches List.

Select Coaches to place on an invoice, then press the "Generate Invoice" button.

#### New Registrations

[Generate Invoice](#) [Move to Pending](#)

<input type="checkbox"/>	Name	Category	PSO Fee	CSCA Fee	Status	Return to Pending
<input type="checkbox"/>	Guide User	A1 - Swimming Canada Staff	\$27.00	\$245.00	Invoice Pending	

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The Club Registrar can edit the Coach Registration Category of a coach with a status of **Invoice Pending**. Select the coach(s) and click **Move to Pending** or click the **Return to Pending** icon (single coach only). Return to the Coaches List and repeat steps 1 to 4 in [section 4.1](#) to assign the correct coach registration category.

### Step 5: Submit Payment to PSO and CSCA

For coaches, two invoices are generated: PSO and CSCA

Complete separate payments to the PSO and the CSCA for the amount shown on the respective invoices. Invoices are labeled with the PSO and CSCA mailing address and contact information. The



CSCA offers online payment by credit card for payment of the CSCA Invoice. The link for online payment with the CSCA can be found in the **Invoices Summary** after the invoice has been generated.

### Step 6: Completing Coach Registration Requirements

For a coach to complete the registration process they must complete the following either by clicking on the link in the confirmation of registration email or logging into the RTR:




1. Validate their personal and contact information.
2. Sign the Acknowledgement and Assumption of Risk Form
3. Consent to Swimming Canada’s policies
4. View Status of [PSO Coach Requirements](#)
5. Complete [CSCA Screening](#)

### 4.2 PSO Coach Requirements

PSO Coach Requirements are additional registration requirements created by PSOs that need to be completed before they are fully registered.

**Note:** Only the Provincial Registrar can mark PSO Requirements as completed. Please contact your Provincial Section if you have any questions about the PSO Requirements.

Club Registrars can view these requirements and if they are completed the following ways:

1. **Logging into the Coach Profile** - click on  to log into the coach profile.
2. **Hover over the  or  under the Requirements column** - a window will appear with the PSO Requirements.

Search: <input type="text"/>													
Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSCA Screening	First Year of reg.	Actions	
<input type="checkbox"/> <a href="#">boucher_coach</a>	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-665-3960		Registered		2022-05-04		
<input type="checkbox"/> <a href="#">boucher_eric</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Screening (PRC or VSC) CAC Safe Sport Training Respect in Sport Activity Leader Training		2022-05-18		
<input type="checkbox"/> <a href="#">boucher-newman_coach</a>	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111					2022-05-06	
<input type="checkbox"/> <a href="#">newman_ericatext</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Invoice Pending				
<input type="checkbox"/> <a href="#">Smith_Domenic</a>	Male	2004-03-16				dominicashton@icloud.com			Pending		2020-10-06		



**Note:** Each coach is required to complete one of the following safe sport courses:

1. CAC Safe Sport Training
2. Respect in Sport Activity Leader/Coach Program

Once a coach has completed one of the courses, the other course will have a strikethrough it. A coach can choose to do both courses and both credits will appear in the coaches profile.

- A green checkmark ✓ will appear under the Requirements column once all the requirements are complete.
  - The coach status will change to **Registered** once the CSCA Screening and PSO Requirements are complete.
- A red ✘ will appear under the Requirements column if the PSO requirements are incomplete.
  - A coach will have one of the following statuses:
    1. **Requirements Not Met** - a coach who has failed to complete their PSO Requirements and/or CSCA Screening Questions.
    2. **Non-Compliant Coach** – category a coach will move to once the deadline set out by Swimming Canada has been reached (November 30<sup>th</sup> or 30 days after they are moved to a Coach Registration Category).
- A red checkmark will appear under the PSO Req. column if the PSO requirements are completed but the Acknowledgement and Assumption of Risk form has not been signed.
  - A coach will have the status of **Non-Compliant Coach** until this has been completed.

**Note:** A coach with the status of Non-Compliant Coach will be unable to have their name selected when submitting meet entries. Only once their PSO Requirements are completed and they are fully registered will they be able to submit their name added for meet entries.

- The coach status will change to **Registered** once the PSO Requirements are marked as completed by the Provincial Registrar.

### 4.3 CSCA Screening

The Coach must complete the CSCA screening questions through their CSCA account. Upon the completion of the registration process in the RTR, the coach will be automatically redirected to [www.cscs.org](http://www.cscs.org) where they will need to login to their account.


**IMPORTANT:** Returning coaches may complete their CSCA screening **before** the Club Registrar creates the invoice. The CSCA will send an email notification to returning coaches in early September with details on how to complete this process.

New coaches will receive a link to complete CSCA screening **after** the CSCA and PSO invoices have been paid.

When coaches have completed their CSCA screening, a green checkmark will appear in the CSCA Screening column. If the coach status is **CSCA Account Pending**, this means the coach has not completed the CSCA screening questions.

To re-send the link to the CSCA screening questions:



1. Select the CSCA Link  under the **Actions** column.
2. Copy the unique website address and email the coach directly (using your personal email).

**IMPORTANT:** Each coach has a unique website address to complete his or her CSCA screening questions. Do not share one coach's link with other coaches.

**Note:** If coaches continue to have issues accessing their CSCA screening, please have them [support@cscs.org](mailto:support@cscs.org) for assistance.

#### 4.4 Coach Lookup

The coach lookup tool allows the Club Registrar to search current and historical coach registration information in the RTR.

1. To access the Coach Lookup tool, go to the **Coach** option on the top menu bar and click **Coach Lookup**.





2. Once selected, the **Coach Lookup** menu will be displayed.
  - a. Coaches can be searched based off ID Number, Last Name, or First Name.

The image shows the 'Coach Lookup' search interface. At the top left is the title 'Coach Lookup' and at the top right is the text 'Logged in as Swimming Canada - Test (CR)'. Below the title are three search input fields: 'ID:', 'Last Name:', and 'First Name:'. To the right of these fields are two radio buttons: 'Current Season' (selected) and 'Historical'. A 'Search' button is located to the right of the radio buttons. Below the radio buttons is the text '\*search by one or more fields:'.

#### 4.5 Editing Coach Information

A club registrar can edit Coach information in two ways:

1. Click the edit icon  to edit the coaches information.
2. Logging into the Coach profile - click on  to log into the coach profile (only once the invoice has been generated and the Coach has a status of **Payment Pending**)

#### 4.6 Upgrading a Coach's Registration Category

Once the initial coach invoices have been paid, the coach registration category can be upgraded to a higher category (e.g. A2 to A1). To upgrade the registration category, [repeat steps 1-4 in Step 1](#).

Upgrading a coach's registration category will create a new CSCA invoice, to generate the invoice [repeat Step 4](#) and remit payment to the CSCA. The coach will have the status of **Upgrade Pending** until the new invoice has been marked as **Paid** by the CSCA.

#### 4.7 Coach Affiliation with Multiple Clubs

Club Registrar's have the ability to affiliate a registered coach to their club.



1. Click on the **Affiliate Coaches** button on the coaches page.

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSCA Screening	First Year of reg.	Actions
<a href="#">boucher_coach</a>	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-665-3960		Registered		2022-05-04	
<a href="#">boucher_erica</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			CSCA account pending		2022-05-18	
<a href="#">bouchernewman_coach</a>	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111		Registered		2022-05-06	
<a href="#">newman_ericatext</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Invoice Pending			
<a href="#">Smith_Domenic</a>	Male	2004-03-16				dominicashoton@icloud.com			Pending		2020-10-06	

2. Search the coach by including their current province and club.
3. Click **Affiliate Coaches**.

Province: ---Please Select---  
Club: ---Please Select---  
Coach: - Select Your Coach -  
Affiliate Coaches

4. Once affiliated, the coach will appear in the Affiliated Coaches table on the coach's page.

**Note:** Once a coach has been affiliated with the club, an email will be initiated to the coach informing them of the initiation.

## 4.8 Coach Status

Every coach entered in the system will have a status listed in their profile. This status defines where the coaches' registration sits in the RTR. A legend outlining the different statuses is on the Coaches List.

- **Inactive** – The coach is registered for the season, but not active with the current club.
- **Pending** – The coach profile is entered in the system, but registration has not been initiated.
- **Invoice Pending** – The coach has assigned a coach registration category.
- **Payment Pending** – The PSO and CSCA invoices has been generated.
- **CSCA Account Pending** – The coach needs to complete CSCA Screening.



- **Requirements Not Met** – The coach has not met all PSO requirements before the deadline
- **Non-Compliant Coach** – The coach has not met the PSO requirements or completed the CSCA Screening by the deadline.
- **Registered** – The coach has completed all requirements and is in good standing for the season.

### Other Possible Statuses Include:

- **Suspended** – Registration suspended due to disciplinary action initiated and/or approved by Swimming Canada and/or the PSO. Please see the Swimming Canada National Registration Procedures & Rules Manual for more information.
- **Upgrade Pending** – The coach is pending an upgrade to their registration category and invoice generated.

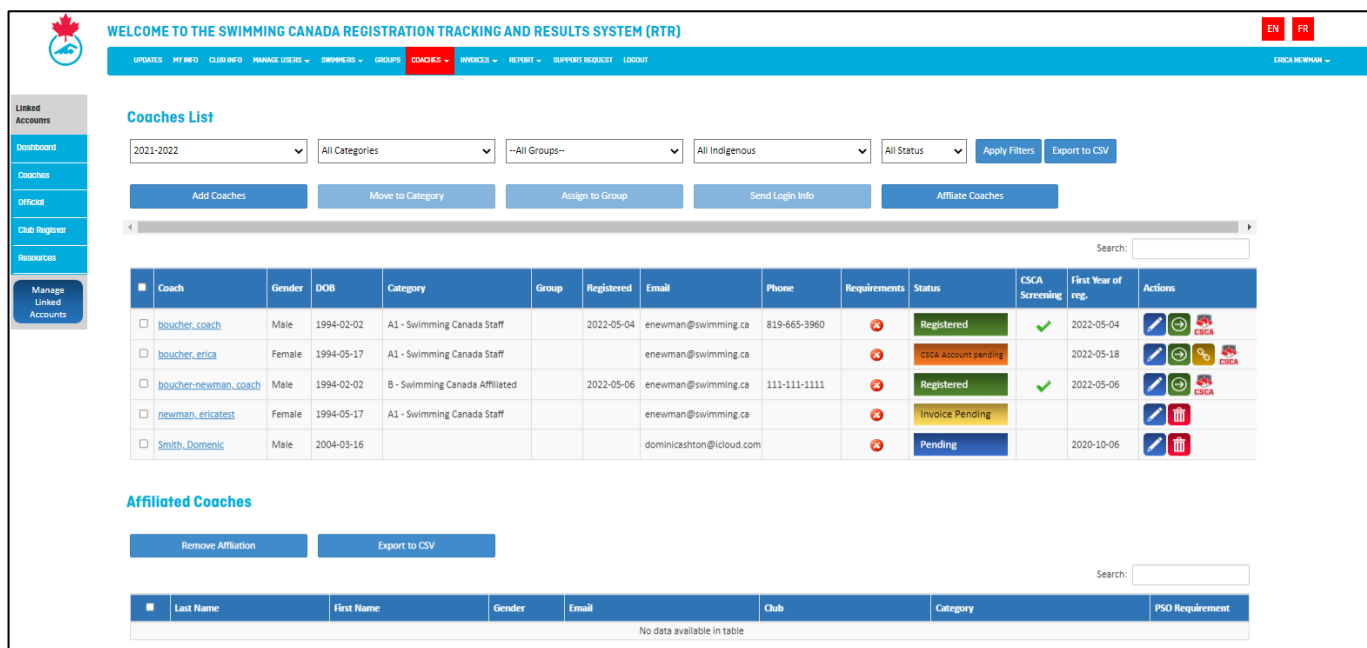
## 4.9 Sending Coaches their Login credentials

Click on the Copy Link  button under the **Actions** column to generate a login link. Use your personal email to send the link to the coach.

**Note:** A link can only be clicked on once and then it becomes inactive for security purposes. If the coach requires the link again, the Club Registrar will need to re-copy it and send again to the coach.

## 4.10 Exporting the Coach List

The Club Registrar can export the list of coaches by clicking the **Export to CSV** button.



**Coaches List**

2021-2022 | All Categories | --All Groups-- | All Indigenous | All Status | Apply Filters | Export to CSV

Add Coaches | Move to Category | Assign to Group | Send Login Info | Affiliate Coaches

Coach	Gender	DOB	Category	Group	Registered	Email	Phone	Requirements	Status	CSCA Screening	First Year of reg.	Actions
<a href="#">boucher_coach</a>	Male	1994-02-02	A1 - Swimming Canada Staff		2022-05-04	enewman@swimming.ca	819-665-3960		Registered		2022-05-04	
<a href="#">boucher_eric</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			CSCA account pending		2022-05-18	
<a href="#">bouchernewman_coach</a>	Male	1994-02-02	B - Swimming Canada Affiliated		2022-05-06	enewman@swimming.ca	111-111-1111		Registered		2022-05-06	
<a href="#">newman_ericatest</a>	Female	1994-05-17	A1 - Swimming Canada Staff			enewman@swimming.ca			Invoice Pending			
<a href="#">Smith_Domenic</a>	Male	2004-03-16				dominicashoton@icloud.com			Pending		2020-10-06	

**Affiliated Coaches**

Remove Affiliation | Export to CSV

Last Name	First Name	Gender	Email	Club	Category	PSO Requirement
No data available in table						