



GUIDELINES FOR USING THE CAS ON-LINE REGISTRATION PROCESS – 2020-2021

Introduction

The following process rules and guidelines will be applicable for the CAS Registration System in the 2020-2021 registration period.

START OF NEW SEASON

CAS must receive any fee structure changes from PTSO's before the registration system is re-opened September 1, 2020 for coaches (and some officials) and for clubs

Clubs should remember to register themselves first as affiliated organizations, and then their members/registrants starting September 1, 2020.

Coaches (and officials who choose to do so individually) must register themselves by the provincial deadline as directed by their PTSO registrar. Registration for coaches and officials will be open for the new membership year on September 1.

Coaches will be prompted to complete the screening process with Sterling Talent Solutions and their Respect in Sport Activity Leader training if their profile shows they have not done these steps or if they have expired since last season in accordance with the CAS Coach Registration and Certification Policy and the CAS Screening Policy. They will also be prompted to acknowledge they have read and will follow the CAS Conduct Policy prior to the registration process being completed.

Club affiliations for coaches will expire on August 31, 2020 so each registered coach will need to re-select the clubs they are working with in the new membership season.

Officials will also be asked to acknowledge the CAS Conduct Policy this year and are required to complete the screening requirement this year and the Respect in Sport Certification by September 1, 2021.

Prior year registration status for each registrant will be inactivated after December 15, 2020. Any individual who registers directly with the PTSO (eg coaches and some officials) who registered in 2019 but not in 2020 by December 15th may need to ask their PTSO to re-activate them to enable them to log in to complete the 2020-2021 registration process after that time. (Please note that for 2020-2021 no registrant will be de-activated at any time during this season given the impact of the COVID pandemic. No registrant will be "active" for this season however until their registration is complete)

NEW THIS YEAR

Registration Cards

The system now includes the ability for individual registrants to print their own registration card, including a photo. The photo must first be uploaded into their personal profile. As athletes are registered by their club, the club will need to provide each athlete with their own CAS number to facilitate them accessing their own profile. Registrants are able to update aspects of their own personal profile and are invited to print their registration card for future reference.

Cross-Reference to Active status for Event Registration Process

Any participant added to a competition entry will be automatically validated as registered and active for the season as a competitive participant (either athlete or coach) before the entry will be accepted into the competition file.

REGISTRATION PROCESS

Use of CAS Registration Categories

There is no flexibility in the use of CAS registration categories. Registrants must be registered in all the roles they participate in, in accordance with the descriptions contained in the CAS Registration Policy. For example, Club and PTSO board members must be registered as "Affiliated Registrants". They cannot be registered as "Volunteers".

Program Assistants for AquaGO! are indicated by checking the program assistant box in the individual's profile. These registrants must also be registered in at least one membership category.

AquaGO! participants must be registered as AquaGO! registrants. Other recreational program participants will be registered as recreational program registrants.

Athletes with a disability should be registered as either recreational athletes or competitive AWD athletes depending on their intentions for the season. There is a place in each athlete's profile for cognitive or physical disabilities to be indicated.

Changes to the Batch Creation Process

Clubs will notice the following modifications to the batch registration process this season:

- Batch sizes will be limited to a max of 50 registrants – Clubs will get an error message that says the batch is full, and to please submit. The Batch will then go to payment waiting mode at that point. They can start a new batch anytime.
- A batch can stay open and pending only for 30 days – at 21 days after its creation, an email will be automatically generated to the email address of the registrar on file to say "batch #

xxx is pending and must be submitted within 9 days to ensure eligibility to participate in association activities". The PTSO registrar will be copied on this email. This process will be repeated at 29 days – and will say "please submit batch # xxx by tomorrow to ensure eligibility to participate in association activities"

PAYMENT PROCESS

All Clubs submitting payments to PTSOs and all PTSOs submitting payments to CAS will use a standard reporting form to accompany the payment(s). The form will contain the information outlined below:

Payment Summary Form

This report is accessed from within the system on the submitted batches list screen -> clubs will print it and send it with the cheque or email at same time as e-transfer to the PTSO. This same process will be followed for the PTSO to send registration to CAS. Please see payment summary reports document for additional information regarding accessing these reports.

Completion of the step to move a club batch or individual payment from "PAY WAIT" to "PAY WAIT (NSO)" must be triggered by the PTSO administrator – CAS will not do this. Any payment made by a PTSO to CAS must reflect only batches and payment records that have been converted to PAY WAIT (NSO). A new feature this year is that batches created by PTSOs will immediately convert to PAY WAIT (NSO) when they are submitted by the PTSO and will not require the additional step. Please ensure that batches are processed in a timely manner so that competitors in particular are fully registered (and thus insured) as quickly as possible.

Payment Methods

CAS will support payments by clubs and individuals in the following manner:

- Cash or cheque paid to the PTSO mailing address
- E-transfer sent to the PTSO's identified email account
- PayPal (payments will be made by PayPal to the PTSO's PayPal account directly) – please note that a convenience fee of 2.9% + .30 per transaction will be applied at source to each registrant using PayPal. This fee will be retained by PayPal as their service charge.
- PTSOs determine their own payment options and make them available through their provincial registration profile

Refunds

Once a batch has been submitted to CAS, no refunds will be issued by CAS except in truly exceptional circumstances. If a change needs to be made before a batch is cleared by the PTSO and sent to "NSO waiting", a batch can be re-activated by the PTSO administrator so the club can fix the issue before it is submitted.

In Arrears

Clubs not paying PTSO's in a timely manner:

- After 60 days, a club that is in arrears on batch payments may be labelled as "not in good standing" by the PTSO in their club profile
- This "not in good standing" status will prevent a club from registering its athletes for competitions

- When this happens, a club administrator would no longer be able to log into the club's profile and will receive a pop-up error "your club membership status is not in good standing - please contact your provincial registration administrator"
- Payment must be received and processed to enable the PTSO to remove the "not in good standing status" from the club's account.

Processing Transfers of Athletes Between Clubs

The existing club transfer process has been discontinued and clubs are free to register new members who previously swam in another club. Clubs will have the ability to indicate in a swimmer's profile if they are not in good standing for any reason. If the "not in good standing" box is checked, a new club will not be able to register that registrant in any role. Only the originating club or the PTSO administrator can change this record.

In order for a new club to register a member formerly registered with another club, they will search the database for the member's profile and proceed to register them.

OTHER RULES / PROCESSES

Changing Roles after Registering

Registrants upgrading their registration (for example from a recreational coach to a competitive coach) will add the new role and pay only the balance owing (except in Quebec).

There will be no downgrading of roles (eg register as a competitive swimmer and want to drop to a recreational swimmer). If this happens, the club registrar can add a secondary role to the swimmer's profile and put a note in notes field to explain. No refunds will be done for the difference in fees so please ensure registrants are categorized carefully when registered for the season.

Registrants with Multiple Records Under Different CAS Numbers

- 1) Merging records - when someone has multiple CAS #'s only their most current registration number will be kept and the others will be merged into it - this can be done anytime (use notes field to explain) but the merging must be done by the CAS programmer.
- 2) Merging records for one registrant with more than one CAS # and more than one current registration record (when multiple payments have been made and have already been submitted)
 - CAS will keep the record that is associated with that individual self-registering and/or copy the secondary role to the main CAS # plus cancel the non-used CAS # so it is hidden
 - in the role being moved we will note in the notes field what CAS # it came from
- 3) CAS will be able to see and run a report of cancelled CAS #'s
- 4) If a merge has taken place and the previous CAS # is entered in the search, the merged CAS # will be displayed so you can select the new profile.

Note - please ensure all search methods are exhausted prior to creating a record with a new CAS number for someone who logically would have been registered previously.

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