

Frequently Asked Questions



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General

Selection of SportLoMo Platform

Why was SportLoMo selected over other platforms, such as TeamUnify, for the new Swimming Canada registration system?

A Request for Proposal (RFP) process took place with a fulsome list of system requirements. Through this process SportLomo was identified as the recommended vendor following an evaluation process. Team Unify did not submit a proposal. Learn more.

Data Migration

Will we need to start from scratch in the 2024 season?

No, registration history for swimmers, coaches, and officials from the 2017 to 2024 seasons will be migrated into the new registration system. Each registrant's profile will show their registration history, and all official certification history that is currently in the registration system today will be uploaded into the new system.

Will there be any blackout dates we need to be aware of?

Yes. The existing registration system will be inaccessible during the last 2 weeks in August ahead of the launch of the new registration system on September 4, 2024. However, this is not new. The registration system is always inaccessible a few weeks prior to the start of a new season so your processes should not be affected as a result of this change.

Cost Implications

Are there any cost implications for Clubs or Provinces with the transition to the new system?

No. There will be no direct cost implications associated with the change to the new registration system.

Implementing the SportLoMo Platform

Can we use SportLoMo to handle the registration activities and create a custom website for our Club?

Yes. All Provinces and Clubs will have access to leverage the SportLoMo platform to handle registration activities at the Club level and create a new website for their team in time for the 2025-2026 season.

Sandbox

Will there be a sandbox (or testing environment) available for us to help us become proficient with the new system ahead of launch?

No. A sandbox environment is not in scope for this change. Resources and training will be made available in advance of the system launch to help ensure all users are well prepared for the change. [Learn more.](#)

System Features and Capabilities

Custom Reporting Functionality

Will there be custom reporting functionality in the new registration system?

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Yes, the system includes a variety of built-in reports for member details, event entries, payments, and more. Custom reports can also be developed as needed. The data generated in these reports can be based on a custom range of dates (i.e., several swim seasons, specific date range within a season, etc.).

Language Support

Will the new registration system have multi-language capabilities, including English, French, and Mandarin?

The system supports English and French, but Mandarin is not supported at this time.

Mobile App

Will the new SportLoMo platform be accessible on a mobile device?

Yes. The system is mobile responsive, though some administrative tasks are better suited for desktop. Member registration and profile login are fully mobile responsive.

Does the SportLoMo platform have a mobile app we can download?

No, SportLoMo doesn't have a mobile app. However, you can create a shortcut on your home screen to access the platform. Instructions on how to do this will be shared once the new registration system is live.

Continued Use of Existing Platforms

Will Clubs need to stop using platforms like TeamUnify when the new system is implemented?

No. The decision whether to continue using TeamUnify, or transition to use SportLoMo moving forward is completely up to your Clubs. Swimming Canada is not and will not be mandating use of the new registration system for Club level registration activities.

Membership Registration & SafeSport

User Roles

Can multiple roles be assigned per user in the new registration system?

Yes, assigning multiple roles per user is possible. For example, swimmer/parent, coach and official roles can all be assigned to one individual.

Registrant ID Retention

Will my Swimmer, Coach, and/or Official ID change with the new system?

No. Existing registrants will retain their current IDs.

Officials Qualifications/Certifications

Officials Pathway

Will the new registration system be able to support official certification and qualification validation for meets?

This is currently under review. Once a decision has been made it will be communicated accordingly.

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Officials Levels

Will the new registration system be able to map an official certifications and qualifications received with the corresponding level?

This is currently under review. Once a decision has been made it will be communicated accordingly.

Coach Compliance & Administration

Results

Will swim results automatically be linked to the swimmer? Or will coaches still need to download the results after each meet?

Coaches will still need to download the results. The system is not replacing HighTek or Splash that Clubs are currently using for their team management. The meet process in terms of how meet entries are done and how results are uploaded during and after a meet are not going to change.

Meet Registration

Integration with Financial Platforms

Will the new registration system be able to integrate with popular payment platforms like Stripe, PayPal, and QuickBooks?

Direct integration will be available with Stripe. For all other payout platforms, reports can be downloaded from the new registration system for easy upload to these platforms. A detailed tutorial and/or on how to do this will be provided closer to launch.

Creating Meets

Is it possible for Clubs to create a meet using the new registration system, without the need to use Hy-Tek/Splash?

No. The use of Hy-Tek or Splash as the preferred meet management application for Swimming Canada will continue to be a requirement to create meets.

Fees & Payment Processing

Payment Processing

What payment processing options are available in the new registration system?

You will be able to capture both manual payments, such as cheques and cash, and automatic payments, such as credit cards, in the new registration system.

Will E-transfer be an option for payment?

Currently E-transfers are considered a manual payment option. However, SportLoMo is currently working on implementing E-transfer as an automatic payment option within the system in the near term. This change will enable Clubs to take advantage of the same automatic payment benefits that are typically reserved to credit card payment processing only.

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Fees

Will the new registration system be able to support the payment of Provincial invoices associated with swimmer, official and coach registration, and meets?

Yes. The new registration system will allow Clubs to pay their invoices to the Province directly in the system. This can be set up at the individual (member/registrant) level or at the Club level.

Camps Registration

Is it possible to offer camps in the new system?

Yes, the system supports registration for various camps including training and summer camps. A detailed tutorial and/or on how to do this will be provided closer to launch.

Learning Management System (LMS)

Course Enrollment

Will the new registration system change how we enroll in courses through the current LMS?

No. You will continue to use our existing LMS and/or the current system you have in place to enroll in courses.

Tracking Course Completion

Will the new registration system change how we track course completion for officials? Coaches?

No. You will continue to use the registration system to track course completion for officials and the LMS for coaches.

Sign In

Will we still be required to have two login credentials for both the LMS and RTR?

Yes. You will continue to have two login credentials for both the Registration System and LMS. However, if you're already logged into the system, you will be able to access the LMS through Single-Sign-On (SSO); the system will have a link to access the LMS, when clicked, it will automatically log you into your portal in the LMS without the need to key in your LMS credentials.

Will Single Sign-On (SSO) work if I have both an officials and coach profile in the LMS?

Yes. For those who have multiple roles, there will be a button for each in the system to direct you to the correct profile in the LMS through SSO.

Support

Training and Resources

Will there be training sessions or resources available for clubs and users to familiarize themselves with the new system?

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Yes. We are preparing several resources to help prepare you for the change, including instructor-led training sessions, micro-learnings (how-to videos), user guides and more.

Support Channels

Where do I go for support?

There are several channels available to you during and after implementation to support you and your team. You'll have access to a self-serve portal where you'll find various resources, such as user guides, quick reference guides, training videos and more. You'll also have access to a ticketing system you can use if you encounter any technical issues while using the platform. Finally, you'll have access to live support for urgent and/or complex problems.

Questions? [Let us know](#)