

ASSA Pilot - Frequently Asked Questions

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GENERAL

- 1. What measures are in place to ensure the security and privacy of personal information within the new registration system?**
The new registration system comes equipped with multi-factor authentication (MFA) to ensure that personal information can only be accessed by the individuals themselves or authorized staff to minimize the risk of a privacy breach. Additionally, data is routinely backed up on separate secure servers to mitigate data loss risks from potential cyber-attacks.
- 2. How will the transition to the new system be communicated?**
The Alberta Summer Swimming Association (ASSA) will manage and distribute all information related to the transition. Details, including training and other resources, are available on the [ASSA pilot website](#).

CLUB AFFILIATION

- 3. How long will it take for access to be granted after submitting the club affiliation form?**
Account setup begins immediately after payment receipt. For offline payments (e.g., cheques), please allow up to two weeks for payment processing and system access.
- 4. How many board members can I add to the club affiliation form?**

You can list up to 12 board members on the club affiliation form. If you need to add more than 12 members, please contact ASSA for further guidance at info@assa.ca

5. **Is there a size limit on the files I choose to upload onto the club affiliation form?**

Yes, each file must not exceed 2MB. If this limit is exceeded, an error message will be displayed, and the file will not be uploaded.

6. **Is it possible to extract a report with the consolidated details from the completed club affiliation forms?**

Yes, a consolidated report of all forms can be exported as a PDF or CSV file, including registration status and board member details. This feature is only available at the provincial level.

7. **What is my username?**

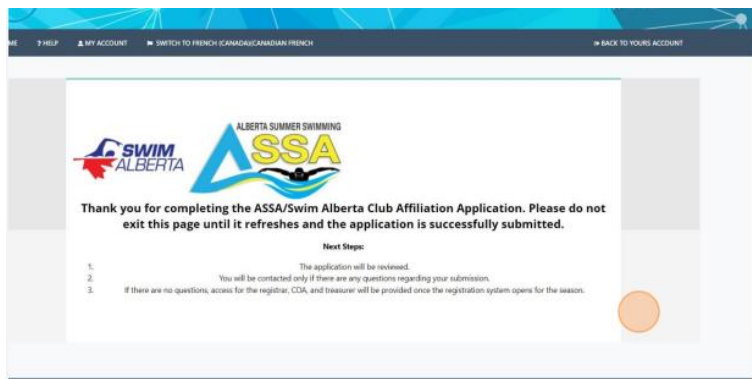
The system automatically generates a username for each user, which consists of the user's first name followed by their last name, separated by a space (e.g., Lynnette Thoresen). Usernames are not case-sensitive (e.g., `lynnette thoresen` will work as well).

8. **Where can I find information about club affiliation submission and payment status?**

Once your club affiliation form is submitted and approved, you will receive an email notification. To view payment status, go to the homepage of your administration account, select 'Event Purchases' under Events Purchased section.

9. **How do I know if the club affiliation form was submitted successfully?**

You will know that your club affiliation form was submitted successfully if you are redirected to the following confirmation screen:



If you complete the form and do not see this screen, contact sportlomo@swimming.ca for additional support and guidance.

REGISTRATION

10. **Do active registrants from the current season automatically remain in the system for subsequent seasons?**

Yes, at the end of each season, registrants' statuses will change to 'Expired.' until registered for the new season. At which point their status will change to 'Active.'

11. **Will the records of previously registered swimmers, coaches, and officials be automatically transferred to the new registration system, or will we be required to manually add all existing registrants ahead of the registration period?**

The records for any swimmer, coach, or official who has been previously registered will be automatically available in the system on the first day of the pilot.

12. **What is the data retention period for registrant records within the system?**

We are currently finalizing our Swimming Canada privacy policy. While registration data will be retained in the system, personal information for registrants may need to be periodically removed to comply with our updated privacy policy standards. The specifics of this policy are still under development.

13. **Is there a bulk upload option when registering new registrants (swimmers, officials, and/or coaches)?**

Yes, a bulk upload option is available. On the administration portal home page, under 'Membership', select 'Import Members'. Begin by downloading the sample CSV file by selecting 'Download Sample File' button on the top of the screen and fill in the necessary information and save the file locally. Once that's done, select the 'Import' button and find the file to begin the bulk upload process.

14. **How are registrants notified to complete their registration information?**

After entering a registrant's information into the new registration system, the member will be sent an activation email with instructions on how to activate their profile and complete their registration.

15. **Is it necessary to log into different portals to view profile information for all family members or the different roles I hold (e.g., swimmer and coach, coach and official, etc.)?**

No, a single member portal will consolidate the information for all registrants associated with the same email address. For example, a parent with multiple children registered will find each child's information, as well as their own, within one portal. Similarly, individuals with multiple roles (such as official, swimmer, and coach) will have their information for each role available in the same member portal.

16. **Is the registration process different for swimmers, coaches, and officials?**
The registration process is essentially the same for all roles. The only difference is the Membership Type selected on the Group Registration page, which is specific to the role being registered.
17. **Can a family account be separated to allow individual members, such as a swimmer transitioning to a master, to receive their own communications instead of through a parent?**
Yes. Individual members on a family account can be separated in the user's member page. For assistance, contact sportlomo@swimming.ca
18. **Is it possible for a coach or official to be registered with more than one club?**
Yes. Furthermore, coaches or officials who are already associated with multiple clubs will have this information transferred from the current RTR to the new registration system.

MANAGE DUPLICATES & TRANSFERS

19. **Are there any limitations in terms of which profiles can/can not be merged?**
No. All registrant profiles can be merged, including swimmers, coaches and officials.
20. **What happens if two records are accidentally merged?**
In the event that two records are accidentally merged, you have the option to undo the merge. This action allows you to recover the original, separate information, ensuring there is no loss of data.
21. **Who is authorized to modify registration information for swimmers, officials, and coaches?**
Any staff member with an administrative role has access to make any change to a swimmers, officials and coaches registration details at the Club level.
- Note:** If two registrant accounts need to be merged from two different clubs, reach out to your PSO to assist with the merge.
22. **When merging duplicate accounts together, should we merge all data fields or only the information that is missing from the master account?**
When merging duplicate accounts, if it is difficult to identify duplicate information within the profiles, merging all data fields can be the more straightforward approach. However, if certain data fields are clearly duplicated, it is recommended that you only transfer those specific fields.

23. **During the transfer process, which club, if any, will the registrant be considered active with?**

The registrant will not be listed as active with either club in the system until the transfer process is fully completed.

INVOICING

24. **What reports are available to help us manage the club's finances?**

Financial management reports will be available after the pilot launch. We will communicate the details once these reports are ready.

25. **When is the invoice generated during the registration process?**

The timing of invoice generation depends on the chosen payment method. For offline payments, an invoice is generated at the time of registration. However, the registrant status is not changed to 'Active' until the PSO marks the invoice as paid on their end. For automatic online payments, such as credit cards, the registrant's membership becomes active immediately after the online payment is processed; the invoice is generated, and the registrant status changed to 'Active' simultaneously.

OFFICIALS

26. **Will there be any changes to the evaluation process for officials with the new system?**

No. The evaluation process for officials will remain as is for the 2024-25 season.

TRAINING

27. **Is the information in the Learning Management System (LMS) and the new registration system aligned?**

We are continuing to work with our LMS provider to ensure that information captured in the LMS appear in the new registration system (as well as maintaining its connection with the RTR for those outside the pilot).

The expectation is that by May 1, users will be able to access the LMS through single sign-on from the new registration system; preventing the need to key in your credentials multiple times to access both platforms. Furthermore, clinic

registration and completion information for all eLearning courses will be viewable in the new registration system. The team is currently working on ensuring that registrations for in person clinics through the LMS also appear in the new registration system, but this is not expected until after the pilot go live date. We will communicate the details once this functionality is available.

If you have any questions about this process or what to do in the interim, please reach out to ASSA at info@assa.ca.

28. **What if I missed one of the training sessions that were scheduled in April?**
All training sessions were recorded. Just fill out the following [form](#) and a member of the ASSA team will reach out and share the appropriate material with you.

SUPPORT

29. **Where can I find the support resources (e.g., user guides) for the new registration system?**
All resources, including training, user guides, and more can be found on the [ASSA pilot website](#). When new resources are added we will share the details with you through our monthly ASSA newsletter.
30. **Where can I go if I have a question that is not captured in the FAQ?**
You can view all available support channels during the pilot [here](#). You'll find that, depending on the nature of your question, you have several options to get the answer you're looking for, including an option for anonymous submission.
31. **Are there any plans for ongoing updates or enhancements to the Sport Lomo system based on feedback from officials and stakeholders?**
Yes, ongoing meetings with stakeholders will ensure that all necessary enhancements are identified and implemented in a timely manner post-launch. Feedback during the pilot is welcome and will be considered for future enhancements, you can submit your feedback by filling out the following [feedback form](#) or contacting us directly at sportlomo@swimming.ca.