



**Swimming Canada 2026-2027
REMS Club Officials Administrator
(COA) Guide**



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Section 1 PREPARE FOR REGISTRATION

1.1 Admin Accounts

Admin accounts will be created for COAs as per the process outlined by your PSO once club affiliation has been completed. If you hold multiple roles, you will have **one Admin account** which includes the functions of all roles.



[Logging in to your Admin Account Training Guide](#) (includes information on how to reset your admin account password)

Section 2 VIEW REGISTRANTS

2.1 Navigating the View Registrants Screen

To view registrant information (Swimmers, Coaches, Officials, Support Staff) click **View Registrants** from the main login page. As the COA you will have access to view Swimmers, Coaches, Officials and Support Staff in your club.

The default settings for this page are:

- Season* = current season
- Membership Status* = Active

At the start of the season, you won't see any registrants listed under the current season. However, you can change your season selection to view registration information from previous seasons.

2.1.1 View Registrant Screen

The screenshot shows the 'View/Manage Members' interface. On the left is a 'Registration' sidebar with a 'View Registrants' link highlighted. The main area has a top bar with 'Export Registrant List' and 'Select Season' buttons. Below this is a search/filter section with various dropdowns and input fields. Annotations with arrows point to specific elements: 'Export Registrant List' points to the 'Export' button; 'Select Season' points to the 'Season' dropdown; 'Use Category Group to view: Swimmers, Coaches, or Officials' points to the 'Category Group' dropdown; and 'Default Setting is "Active"' points to the 'Membership Status' dropdown.

Registration

- View Registrants
- Payments Received
- Invoicing
- Refunds
- Registration
- Approve Members
- Approve Attachments
- Transfer Discount Requests
- Transfers and Affiliation
- Member Accounts
- Public User Accounts
- Member Lookup

View/Manage Members

Options

- Registration
- Approve Members
- View Payments
- Export
- Manage Duplicates

Search/filter options

REMS ID

Member ID

First Name

Last Name

Primary Email Address

Public User Email

Gender

From Dob

To Dob

From Registration Date

To Registration Date

Identifier Type

Member Identifier

Search

Season

Club

Membership Status

Primary/Discount

Category

Category Group

Export Registrant List

Select Season

Use Category Group to view: Swimmers, Coaches, or Officials

Default Setting is "Active"



Fields on View Registrants Screen

View/Manage Members Settings

Registration Approve Members View Payments Export Manage Duplicates

Search/filter options ▲

REMS ID Gender Season

Member ID From Dob Club

First Name To Dob Status

Last Name From Registration Date Primary/Dual

Primary Email Address To Registration Date Category

Public User Email Identifier Type Category Group

Member Identifier

Not used in REMS **Select "Official" from Category Group**

Official

Search

REMS ID	FIRST NAME	LAST NAME	DOB	ACTIVE	OFFICIAL	TEAMSHEETS	REGISTRATION DATE	CLUB	START DATE	EXPIRY	SEASON	PRIMARY/DUAL	ACTIONS
SC24208938	Strawberry	Fields	01/08/2000	☒	☐	☐	25/11/2025 17:09	Swimming Club	25/11/2025	31/08/2026	2025-2026	Primary	☐
SC24208932	Newclub	Official	01/08/1976	☒	☐	☐	15/10/2025 11:02	Swimming Club Two	15/10/2025	31/08/2026	2025-2026	Primary	☐

Please note that the "**Official**" field on the View Registrants screen is not used in REMS; this field is used by other sports.

In REMS, the "Official" field does not indicate that a registrant is an official. To view officials in REMS, select "Official" from the Category Group.

2.2 Membership Status

Each registrant category will have a membership status indicating what aspects of registration have been completed. If the registrant has the "**Active**" Membership status, there will be a checkmark ☒ in the Active column on the View Registrant screen.

Registrant Membership Status Options

Needs More Info: The registrant contact information has not been updated

Awaiting Approval: All invoices paid, Awaiting approval by club or PSO

Future Start Date: The start date for this category is set to a future date

Active: Registration has been completed; invoice is paid, and swimmer account updated

Expired: No active registration for the current season

Suspended: Disciplinary suspension in place for registrant

You can filter your registrant list by Membership Status or check a particular registrant's status by clicking on the View icon (i) under Actions.



2.2.1 View Registrant Screen - Membership Status

View/Manage Members Settings

Registration Approve Members View Payments Export Manage Duplicates

Search/filter options ▲

REMS ID

Member ID

First Name

Last Name

Primary Email Address

Public User Email

Gender

From Dob

To Dob

From Registration Date

To Registration Date

Identifier Type

Member Identifier

Season

Club

Membership Status

Primary/Dual

Category

Category Group

Active Status

Select Membership Status to View

View

Search

REMS ID	FIRST NAME	LAST NAME	DOB	ACTIVE	OFFICIAL	TEAMSHEETS	REGISTRATION DATE	CLUB	START DATE	EXPIRY	SEASON	PRIMARY/DUAL	ACTIONS
SC24208938	Strawberry	Fields	01/08/2000				25/11/2025 17:09	Swimming Club	25/11/2025	31/08/2026	2025-2026	Primary	
SC24208932	Newclub	Official	01/08/1976				15/10/2025 11:02	Swimming Club Two	15/10/2025	31/08/2026	2025-2026	Primary	

2.3 Preview Member

To preview a registrant's details without opening the full Member Details page, click the Preview Member icon  on the left side of the screen.

2.3.1 Preview Member

Preview Member Details

	REMS ID	FIRST NAME	LAST NAME	DOB	ACTIVE	OFFICIAL	TEAMSHEETS	REGISTRATION DATE	CLUB	START DATE
	SC24208938	Strawberry	Fields	01/08/2000				25/11/2025 17:09	Swimming Club	25/11/2025
	SC24208932	Newclub	Official	01/08/1976				15/10/2025 11:02	Swimming Club Two	15/10/2025



Preview Member

MEMBER

John Smith [Copy](#)

IDENTIFIER TYPE	IDENTIFIER
REMS ID	SC24044195 Copy
Swimmer ID	129041671 Copy
NCCP Number	Copy
Sportlomo ID	45899 Copy
Classification Code	S14SB14SM14 Copy
Para Exception Code	0 Copy

PUBLIC USER EMAIL

ismith@test.com [Copy](#)

TYPE	STATUS
Registrant Transfer Copy	Expired
Competitive Copy	Active

Member Identifiers

Para Classification Code

Para Exception Code

Status for each Registration Category

You can view the member identifiers, the Para Classification Code and Codes of Exception (if applicable), and the status of each individual registration category. Click the copy icon to copy any of the fields displayed in the preview window.

2.2 Duplicate Registrant Accounts

To identify duplicate registrant accounts in your club, refer to the training guide below. If you find any duplicates, contact your PSO to merge them. Clubs cannot merge duplicate REMS accounts.



[Identify Duplicate Accounts in REMS Training Guide](#)



Section 3 GROUP REGISTRATION

3.1 Overview of Group Registration

Officials are registered for the season using the group registration process.

Please note the following:

- Registrants are added to a group registration in batches, with each group containing up to 50 registrants.
- When the registration list is submitted, it will be assigned a Registration ID. This ID can be used to track the registrants submitted in that registration group and the payments and/or invoices related to that Registration ID.
- When a group registration list is submitted, the system will determine the registration fees to be paid to Swimming Canada and the PSO. If the group includes coaches, fees will also be paid to the CSCA.
- Bulk import of registrants **is not supported** in the REMS system.

3.2 Group Registration Process

Registrants (swimmers, coaches, officials and support staff) can be registered for the season using the group registration process in your province. You can access group registration using the **Registration** menu option.

Note: The PSO will inform clubs if self-registration will be used for officials registration.

3.2.1 Group Registration

The screenshot displays the 'Registration' interface. On the left, a sidebar menu lists various options, with 'Registration' highlighted in orange. A blue arrow points from this menu item to the main content area. In the main area, the 'Registration History' button is highlighted with a green box. Below this, there are input fields for 'Club Registrar Email', 'Payment Method', and 'Membership Status'. At the bottom right, there is an 'Add Member' button. The interface also shows a table with columns for member details and a 'Next' button at the bottom.

Registrants will be added to the registration group one by one. Registrars should only register registrants who are confirmed to be returning for the season. For detailed instructions on the Group Registration process, please refer to the training guide below.



Notes about Group Registration:

- The Officials category allows direct registration with any club - transfers are not required and cannot be initiated
- In some provinces, officials may be registered with multiple clubs. Please refer to the [Registering an Official with a New Club or an Additional Club \(Dual Club Registration\) using Group Registration](#) for more details on dual registrations for officials.



[Group Registration Training Guide – Club](#)

3.2.2 Registration History

To see all completed Registration lists that have been submitted to the system and their status, click **Registration History** on the Group Registration page.

Registration

View Registrants
Payments Received
Invoicing
Refunds
Registration
Import Members
Approve Members
Approve Attachments
Transfers and Affiliation
Member Accounts
Member Status Reasons
Public User Accounts
Membership Financial Reports
Member Lookup

Registration History

Club Registrar Email
Payment Method
Membership Status: Need More Info

Email Template

#	MEMBER ID	MEMBER NAME	DOB	MEMBERSHIP TYPE	PRICE	UPGRADE DISCOUNT	AMOUNT DUE
1		Search member		Select Membership			

Add Member

Next

View Registration History

REMS ID
Member First Name
Member Last Name
Payment ID

Search/filter options

Registration Status
Date From
Date To

Search

Registration Id	Total Payment Amount	Registration Date	Status	Actions
1211373	125.63	31/03/2026, 20:00	Payment Received	
1210910	178.02	23/03/2026, 17:00	Payment Received	
1210904	178.02	23/03/2026, 15:15	Payment Received	
1210181	240.58	05/03/2026, 15:21	Payment Received	
1210008	888.09	02/03/2026, 16:07	Payment Received	

You can see the status of each registration list that has been submitted.

3.2.3 Member Registration Details



To view the membership status of the registrants on a specific registration list, go to the **Registration/Registration History** and View icon (i) under Actions.

View Member Registration Details

View Registration History

Back

REMS ID

Member First Name

Member Last Name

Payment ID

Search/filter options

Registration Status

Date From

Date To

Search

View

Registration Id	Total Payment Amount	Registration Date	Status	Actions
1211373	125.63	31/03/2026, 20:00	Payment Received	i
1210910	178.02	23/03/2026, 17:00	Payment Received	i
1210904	178.02	23/03/2026, 15:15	Payment Received	i
1210181	240.58	05/03/2026, 15:21	Payment Received	i
1210008	888.09	02/03/2026, 16:07	Payment Received	i

You can see the membership status for each registrant on the invoice. Click the View icon (i) to view the Member Details for a specific registrant

Invoice Details

Back

All Registrations

Billing Details

Print Receipt

Resend Email Confirmation

Registered By	Email Address	Payment Method	Status	Description	Registration Date	Registration Fees	Tax	Service Fees	Total	Total Outstanding
Admin	club@test.com	Online Payment (Credit/Debit/Pre-authorized Debit)	Payment Received	pi_3TH7qGxluZBsYhc03uUeCkh	31/03/2026 16:00	111.00	10.02	4.61	125.63	0.00

Members

View

REMS ID	Name	Membership Type(s)	Status	Teamsheet Id	Actions
SC26004525	Annie Apple	Pre-Competitive	Active		i
SC26004526	Bobby Banana	Pre-Competitive	Active		i

The Member Registration Details screen also displays the fee payment breakdown for each registrant and - for offline payments **only**: the invoices generated. For Officials registration, there are no fees charged and a \$0.00 fee will show.



Payment Breakdown							
Debbie Dolphin							
ASSOCIATION	STATUS	MEMBERSHIP CATEGORY	PRICE	DISCOUNT	ADDITIONAL FEES	OUTSTANDING AMOUNT	AMOUNT DUE
Swimming Canada	Created	Official	0.00	0.00	0.00	0.00	0.00
Swimming Province	Created	Official	0.00	0.00	0.00	0.00	0.00
Swimming Club	Created	Official	0.00	0.00	0.00	0.00	0.00
Total							0.00

3.3 Status of Registrants Registered using Group Registration

When you register swimmers, coaches or officials using Group Registration, the membership status for the category will initially be set to **Needs More Info**. When the registrant logs in to their REMS member account for the first time, they will need to update their contact information, consent to Swimming Canada's policies, accept the Acknowledgement and Assumption of Risk Form and complete any additional PSO requirement

If your members need help updating their member accounts, please refer to the guide below for more information. You can also share this guide with your registrants.



[Complete Registration Training Guide - Member](#)

3.4 Resend Registration Email

To resend the registration email to registrants that have the status “Needs More Info”, go to the **Registration/Registration History** and click the Resend Email icon beside any registration.

3.4.1 View Registrant History

View Registration History					← Back
▼ Search/filter options ▼					
This payment has been saved. You must select at least one membership group to continue					
Registration Id	Total Payment Amount	Registration Date	Status	Actions	
1211373	125.63	31/03/2026, 20:00	Payment Received		
1210910	178.02	23/03/2026, 17:00	Payment Received		

Refer to the guide below for details on resending the registration email.



[Resend Registration Email](#)



Section 4 SELF REGISTRATION

4.1 Overview of Self Registration

PSOs may choose to use the self-registration process for registering Officials. Your PSO will inform you if any of your registrants will use self-registration.

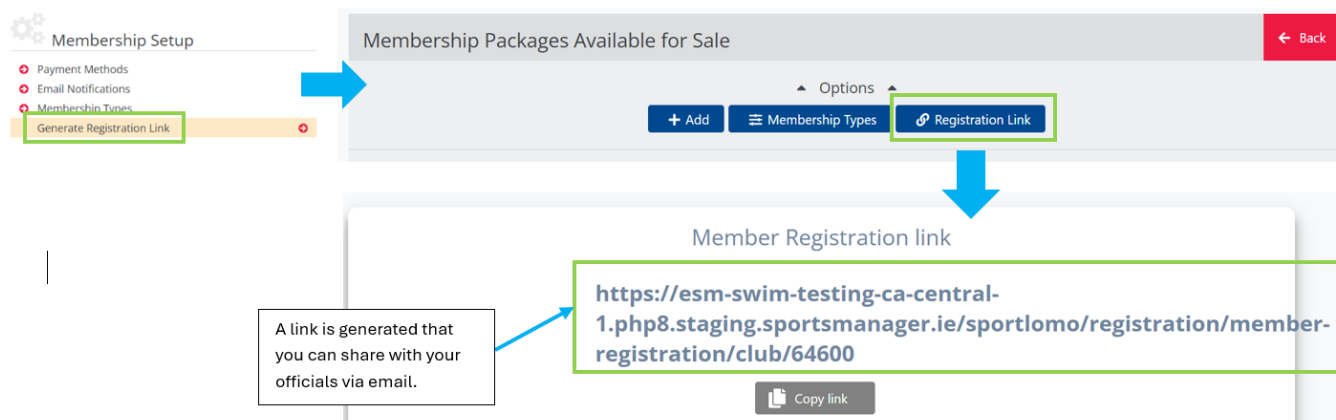
Please note the following:

- Registrants complete their own registration using the link provided by the club or PSO.
- Depending on the registration category, the club may be required to approve registrants who register for the new season through self-registration.

4.2 Generate Registration Link

For any categories that use self registration, clubs will generate a registration link and send it to their registrants.

4.2.1 Generate Registration Link



[Generate Registration Link for Self Registration Training Guide - Club](#)

4.3 Self Registration Process

The self-registration steps differ for **Returning Registrants** and **New Registrants**:

- New Registrant:** Has never been registered with Swimming Canada in REMS or previously in the RTR as a swimmer, coach or official.
- Returning Registrant:** Was previously registered with Swimming Canada—either last season in REMS or in the RTR between the 2017–18 and 2023–24 seasons as a swimmer, coach or official.

Please share the appropriate guide below with your registrants to help them complete self-registration.



[Self Registration for NEW Registrants Training Guide](#)



[Self Registration for RETURNING Registrants Training Guide](#)

4.4 Registrant Status

When registrants complete their registration using self-registration, if they have updated their personal information and signed off on all required waivers, and approval is NOT required

The registrant will have a status of **Active**.

If the registrant category requires approval (e.g. some PSOs may require Officials registration to be approved) the registrant will have a status of **Awaiting Approval** until the registration is approved. Please refer to [Section 4.6](#) below for details on how to approve registrants.

4.5 Registrant Approval

Some self-registration categories require club approval. For example, in some provinces, Officials who self-register must be approved by the Club Officials Administrator.

If your province requires approvals for officials registering using self registration, please refer to the training guide below.



[Approve Officials Registration Training Guide](#)

Section 5 REGISTRANT TRANSFERS

5.1 Officials Transfers

The Officials registration category is set up to allow officials to “Register to any club” without requiring a transfer. You cannot transfer officials using the Transfer process.

These are the steps required to move an official’s registration to a new club:

- a) The official can be registered with the new club without transferring their registration using Group or Self-Registration
- b) The COA must request that the PSO remove the original registration, following the PSO process

5.2 Officials Registration in Multiple Clubs (Dual Registration)

Officials can be registered with multiple clubs in the current season. The main club is designated as “Primary”, while any additional clubs can be designated as “Dual.” Officials can be registered with an additional club using Group or Self-Registration.

Please refer to the guides below for detailed steps on registering an official with a new club or to an additional club. These guides are also available in the REMS Knowledge Base in the **Club**



Officials Administrators section.



[Registering an Official with a New Club or an Additional Club using Group Registration](#)



[Registering an Official with a New Club or an Additional Club using Self-Registration](#)

Section 6 OFFICIALS CREDENTIALS

A credential is an e-module, clinic or deck evaluation. All officials clinics must be set up through the Learning Management System (LMS). The COA or Official does not have the ability to add this credential type themselves. Only deck evaluations can be added and/or approved by the COA/Official.

6.1 Add Officials Credentials

Club Officials Administrators (COAs) can add credentials for their officials, or officials can enter their own credentials. If an official adds their own credentials, they must be approved by the COA. To add credentials for an official, find the official in View **Registrants** and click “i” under Actions. Click View Credentials. Click Upload Credential.

The screenshots illustrate the steps to add official credentials in the REMS system:

- View/Manage Members:** A table lists members. The 'Actions' column for member 'SC24248081' (Newswim Official) contains an 'i' icon, which is highlighted by a green arrow.
- Member Details:** The 'View Credentials' button is highlighted by a green arrow.
- Newswim Official's Credentials:** The 'Upload Credential' button is highlighted by a green arrow.

Please refer to the guides below for detailed steps to add Officials Credentials. These guides are also available in the REMS Knowledge Base in the Club Officials Administrators and Registrants (Swimmers, Coaches & Officials) sections.



[Add-Edit Officials Credentials - COA](#)



[Delete Officials Credentials - COA](#)



[Add-Delete Officials Credentials - Official](#)

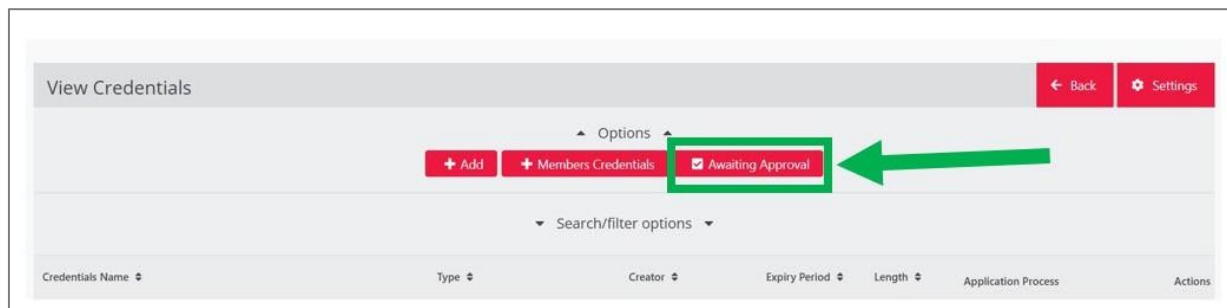
6.2 Approve Officials Credentials

There are two ways for COAs to approve officials credentials using Member Credentials and by using Credentials Approvals.

6.2.1 Credentials Awaiting Approval

In Credentials, click Awaiting Approval and use the Reject/Accept buttons to Approve the Credential

Officials Approvals



Please refer to the training guide below for more information on approving Officials. This guide is also available in the REMS Knowledge Base in the [Club Officials Administrators](#) section.



[Approving Officials Credentials using Credentials Approvals - COA](#)

6.2.2 Member Credentials

In Member Credentials, filter the credentials list based on the status “Awaiting Approval” and approve each credential.



6.3 Officials Approvals

The screenshot shows a web interface titled "Members Credentials". Below the title is a search filter section. It includes a "Search/filter options" header with several dropdown menus: "Season", "Type", "Name", "Member First Name", "Member Last Name", "Expiry Period", "Status", and "Club Applicant". The "Status" dropdown is currently set to "Awaiting Approval" and is highlighted with a green rectangular box. A green arrow points from the right towards this box. At the bottom of the search filters is a red "Search" button.

Please refer to the training guide below for more information on approving Officials. This guide is also available in the REMS Knowledge Base in the **Club Officials Administrators** section.



[Approving Officials Credentials using Member Credentials - COA](#)