



# BAYMEADOWS BLUE DOLPHINS SWIM TEAM 2011 NEW & RETURNING MEMBER PACKAGE



## Using the Online Registration System






As we have highlighted throughout our Membership Information and web site, we have enabled our web site to allow you to establish and "Online Account" to **register and pay online** along with several other functions through a third party provider (see their description of their secure service at the end of this information). This capability allows us to now accept credit card payments for all our fees, directly import your registration information into our team management software, send out statements and "streamline" or automate many of our other processes. We know there will be a "learning curve" for this system and this information should be helpful to you in navigating and using the system.

We have posted links on our web site to allow you to go directly to your online account as well as the registration process and the volunteer and meet declaration forms. Please make certain to use those links as they provide the **needed security** for a system of this nature and **protect your identity**.

## Using Your Online Account

The key element of this system is that each family will establish their own Online Account. When you first register a swimmer with us, you create your Online Account for this system. Once set up, the Online Account allows you to view your registration information, update account and participant information, print out statements, make payments and update your username and/or password. This account allows information to be updated for each participant so that when they login as a returning user to register for another event, they only need to fill out questions they haven't already answered.

About 15 to 30 minutes after you complete your first registration with our team (see below), your Online Account will be active. To go to your Online Account, click on the Online Account link on our web site. A log in screen similar to the one below will appear. To log in, enter the email account address and password you designated in the registration process and you will be on your account's "My Account Home" page similar to the one below.

<a href="#">My Account</a>	<a href="#">Statement</a>	<a href="#">Log Out</a>
 <b>My Account Home</b>	 View/Edit Forms	 Username & Password
<b>Welcome William Williams</b> <a href="#">[edit info]</a>		
<b>Your balance is: \$100.00</b> <a href="#">[make a payment]</a>		
		
<b>Make a Payment</b> Check your balance and make a payment		
		
<b>Edit Information</b> View your information and make updates		

[Home](#) | [Account Info](#) | [Make Payments](#) | [Change Password](#) | [Logout](#)

**Your Account:** #1722621347 | William Williams | 12345 Baymeadows Way Jacksonville, FL, 32256 | 904-555-0976 |

From this page, you have several options. Across the top of the page are options for "My Account Home" (opens this page), "View/Edit Forms" or "Username & Password". In the body of the page are options to make a payment or edit your information. A "tab" is also displayed for you to view your current "Statement." Any current outstanding balance owed the team is also displayed on this opening page.

- The Statement Tab or the link option to make a payment is used to return to your account to pay for items you may still owe. It takes you to a payment page with the option to view your current statement or make a payment.
- The "View/Edit Forms" link or the link option to edit information is used to update or change the registration, volunteer or meet declaration information you have previously entered in registering your swimmers, volunteering to work at meets or declaring your swimmers meet attendance.
- The "Username & Password" link allows you to change those two items for your account.

## Registering Your Swimmers Online

The second critical component of the new system is the ability to register swimmers and pay the registration fees and other team costs online using credit cards or "e-checks." Also, the information you enter will download directly into our team's swimmer database used for entering meets and tracking our swimmers' times, generating our team directory and e-mail lists and other important team management functions.

***If you use the online system, you will not have to fill out a paper team registration form or RCSL registration form. This means, if you are a returning swimmer on our team, you will not have to do or turn in any paperwork to register with the team. All new swimmers will still need to provide us with a copy of their birth certificate or other legal proof of their birth date, but this is the only paperwork they will need to turn in to register.***

Click on the Online Registration link on our web site to start the process. You will be redirected to the online registration web site opening page. If you are registering a swimmer for the first time with us, select the "New User" option – this will establish your Online Account as you register your swimmer(s) in this session (see below if you have already registered a swimmer with us and just want to add another – you should **NOT** click on the "New User" option in this case but will log in as a "Returning Member").

You will now go through a series of registration screens, beginning with the swimmer information. Be sure to read the instructions/prompts that are on the screen as you fill out the form. Any input field marked with a red asterisk (\*) is a required field; failure to complete that field will generate an error message and prompt you to fill out that field before allowing you to proceed. These fields are usually ones that we need for our team software or for the Online Account to operate properly.

***Also, please be careful about entering and spelling names as what you enter will be how your swimmer is registered with our team and the League. This is especially crucial if you are entering a returning swimmer as an error will cause the system to create a new record that in essence is a duplicate of the prior one.***

Once you have filled out the registration information for a swimmer, you will be presented with a screen that will allow you to order TeamWear – team logo apparel such as team suits, racing caps or t-shirts - at the time you register. You can order T-shirts for mom and dad at this time as well if you want – quantities are not limited to one per swimmer. Please be certain to check the box to the left of any items you want and enter the quantity of the item you wish to purchase (just checking off the box does not order any items – you must also indicate the quantity). You can order these items later through your Online Account via a link on our web site if you don't choose to order them with the swimmer's registration.

Once this page is completed, a financial summary of this swimmer's transaction will display. You have the option to go back and edit any information you may have mis-entered, add another swimmer for your family or proceed to the "checkout" screen. If you elect to enter a second swimmer, much of the information will be "copied" from the first swimmer's information so that entering additional swimmers is accomplished very quickly.

The checkout screen will present you with a financial summary for all that you have entered, present you with several payment options and display a "waiver" that we require you to "sign" to be a member of the team. Select the option(s) you prefer, fill out the necessary payment information, accept the waiver and enter your name where indicated. Clicking on the "Process" button at the bottom of the page will complete the registration process and a confirmation page including the financial summary will be displayed. You can print out this confirmation for your records then click on the link to return to our website. You will also receive a confirming e-mail with the details of this transaction.

If you registered your swimmer(s) through this system last year, your "User Account" is still active and you can sign in as a "Returning Member" to register for this year. If you cannot remember your password, there is a "Forgot Password" link to allow you to retrieve/reset your password.

If you complete the registration process and then a sibling decides to join the team at a later date, you can return to the online registration process through the links on our web. The opening screen has an option for a returning member to log in with their Online Account information and complete an additional registration for that swimmer in much the same manner as above. Just like adding an additional swimmer above, much of the information will be copied from your other swimmer(s).

## Volunteering to Work at Swim Meets

We have always allowed our parents to volunteer to work at swim meets through the web site. All we have done is moving that capacity to this service. By doing so, you can volunteer for any job, on any shift, at any meet at any time.

Click on the "Volunteer Online" link on our web site to start the process. Log in using your Online Account username and password and you will be shown a screen with a list of people associated with your account. Initially, this will only show the swimmer(s) you have registered – to set yourself or another family member up to volunteer, click on the "Add a New Volunteer" button and then click on continue. You will then be asked to enter this person's name, cell phone number and e-mail address. Once this is done and you click on continue, you will see a list of our dual meets for the year. Select the meet(s) you want to volunteer for by clicking on the check box to the left of the meet name and click on continue.

The next screen will show the jobs by shift for each of the meets you have selected and the number of "slots" remaining for that particular job and shift. If there are slots remaining, you can click on the checkbox for that selection. Once you have chosen your jobs for each meet, click on continue and you will see a screen that show your selections and gives you options to change them, add new ones or "checkout." When you checkout, you will be shown a confirmation page that you may print out as a reminder. You will also be sent an e-mail with this information.

Once you have set your volunteer schedule, you can edit it through your Online Account using the View/Edit Forms link or the Edit Information link on your Home Page.

## Declaring Your Swimmer's Meet Attendance

Like volunteering for meet jobs, we have allowed you to tell us when your swimmer(s) could **NOT** attend a swim meet through the web site for the past several years. Again, we have moved that capacity to this service and expanded it to also allow you to tell us when you **WILL** be attending a meet. If we don't get a definite yes, you are attending or no, you are not, we will continue to assume that you will be at that meet but we would still prefer a positive declaration of your intentions to avoid confusion.

Click on the "Online Meet Declaration" link on our web site to start the process. Log in using your Online Account username and password and you will be shown a screen with a list of your registered swimmers. Select the swimmer you wish to update and click continue. The next screen will have a list of the meets for the season and selections to attend or not attend the meet directly below each meet. Go down the list, selecting the appropriate choice for each meet and again click continue. You will be shown a confirmation page that you may print out as a reminder. You will also be sent an e-mail with this information.

Once you have set your meet attendance schedule, you can edit it through you Online Account using the View/Edit Forms link or the Edit Information link on your Home Page.

## Problems or Concerns

We hope that you see the benefit of using this system for our team and its members. We have tested the system extensively before launching it, but that doesn't mean we've found every potential problem. If you encounter any difficulties in using the system, please write down any error message or other information about what you were doing and what happened and get this information to us. We will try to resolve these issues quickly through the service provider for you and let you know when the issue is resolved. If you have any other questions or concerns, please let us know.

You can email these items to us at [coach@bmst.org](mailto:coach@bmst.org) or let us know at practice.

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\*The service we are using is provided by ActiveNetwork. They are a provider of secure event registration and payment collections services for a myriad of sporting leagues, teams and events. For those of you that may be concerned about the security of this process, this is their description of the security system for their data collection and payment processing service:

*"(ActiveNetwork's) investment in state-of-the art infrastructure and reliable technology ensures transactions are processed securely and efficiently. All data and payment information collected are stored in a secure operating environment that is not available to the public. As part of this tight security process, all credit card information supplied by participants is transmitted via Secure Socket Layer (SSL) technology. Strict security begins at the point of data transmission where SSL encryption scrambles all payment information and credit card numbers so information cannot be intercepted.*

*"We are also compliant with security standards for the Payment Card Industry (PCI) Data Security Standard, an internationally-recognized, best practices standard for credit cardholder data security. For service providers like Active, who store, process and transmit cardholder data, compliance certification with the PCI Data Security Standard represents a significant commitment to industry security standards, supported by all major credit card associations.*

*"To achieve compliance for the PCI Data Security Standard, Active enrolled in Ambiron Trust Wave's TrustKeeper™ remote Compliance Program. Through the program, our policies, procedures and technical systems were evaluated, security levels were assessed, and monthly scans are conducted to ensure consistent protection.*

*"We consider all of the registrant information we collect for our customers to be private and have established security and privacy policies to control and safeguard this data at all times. Any financial information that is collected is used only to bill participants for products and services they have specifically requested. Unlike many registration providers, we never sell this data to third parties."*

ActiveNetwork publishes a statement on security available to you on the web at:

<https://thriva.activenetwork.com/FileStore/ThriveUpdate/Data%20Security%20Spotlight.pdf>