



swimming
queenland

EVENTS ONLINE TRAINING GUIDE

for
CLUBS



SWIMMING AUSTRALIA EVENTS

Swimming Australia will only be accepting entries online via Events Online from 1 January 2010. This affects the following Meets:

- 2010 Australian Age & Open, Open Water Championships
 - 2010 Australian Age SWD Championships
 - 2010 Telstra Australian Championships
 - 2010 Australian Age Championships

SWIMMING QUEENSLAND EVENTS

Swimming QLD will trial Events Online at the following meet:

- 2010 Long Course Qualifying Meet (February)

Swimming QLD encourages clubs to try Events Online with the Long Course Qualifying Meet, prior to Australian Meets.

Please note:- Nominations will only be accepted using one format. Clubs can nomination using either Events Online OR Team Manager, not a combination.

How does it all work?

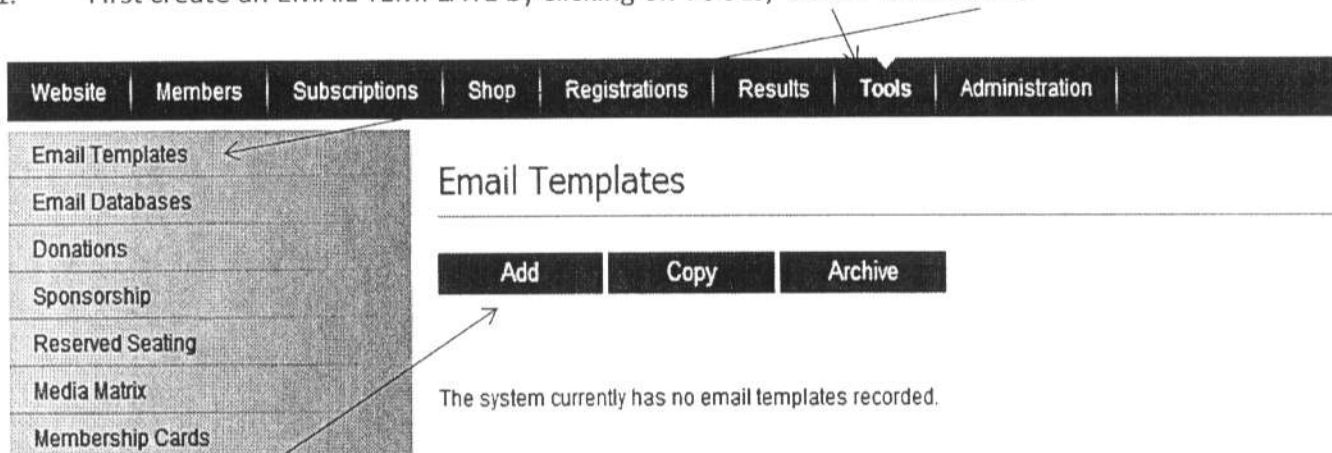
1. Clubs let members know what their username and password is
2. Members go to the Meet Host website (e.g. Swimming Australia or Swimming Queensland) and follow the links to the swim meet
3. Members log in using their username and password supplied by their club
4. Members enter events and pay online using a credit card
5. Clubs go to the Meet Host website (e.g. Swimming Australia or Swimming Queensland) and follow the links to the swim meet
6. Clubs are able to check who is entered into the meet
7. Clubs are able to nominate swimmers in relay events(if applicable) and pay for entries online using a credit card
8. Clubs purchase club packages online using a credit card

EMAILING MEMBERS TO NOTIFY THEM OF THEIR LOGIN DETAILS

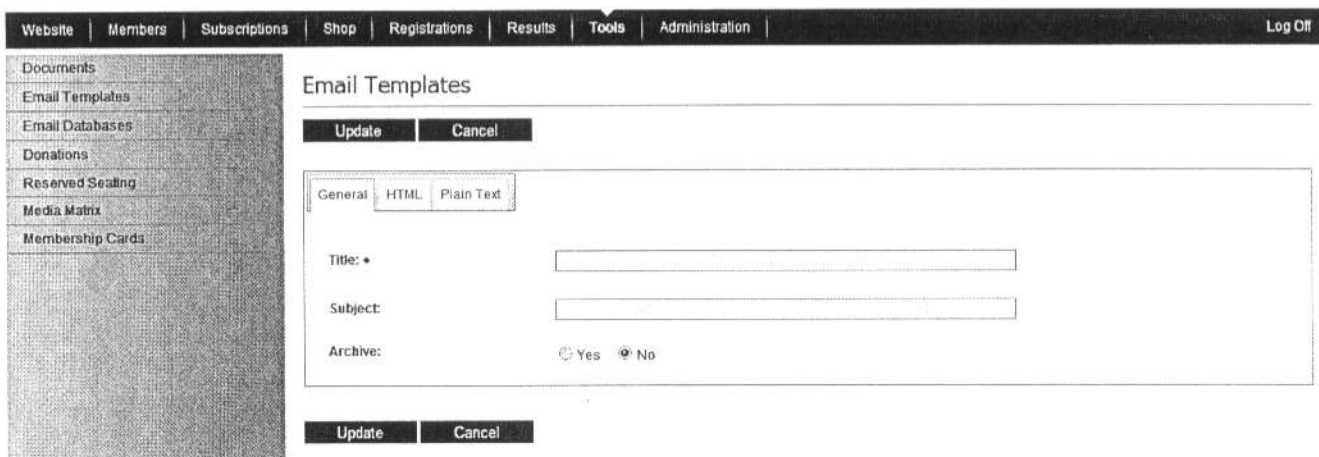
Use the email function to notify your members of their username and password, which they need to log in and enter a swim meet.

Registrars will need to log into the ClubsOnline Administration Console, using the link on Swimming Queensland's website (SwimOnline Registrars Login).

1. First create an EMAIL TEMPLATE by clicking on TOOLS/ EMAIL TEMPLATES.



2. Click on ADD and enter a title (suggestion: "Your username and password for Online Events")



Type the email that you wish to send to your members in a word document. Below is an example email which will merge the individual swimmers username and password into the email to save entering each individual's details:

EXAMPLE

Dear MEMBERFIRSTNAME,

Please see below your Username and Password to complete your entry online through the Swimming Australia Website (www.swimming.org.au)

Username: MEMBERUSERNAME

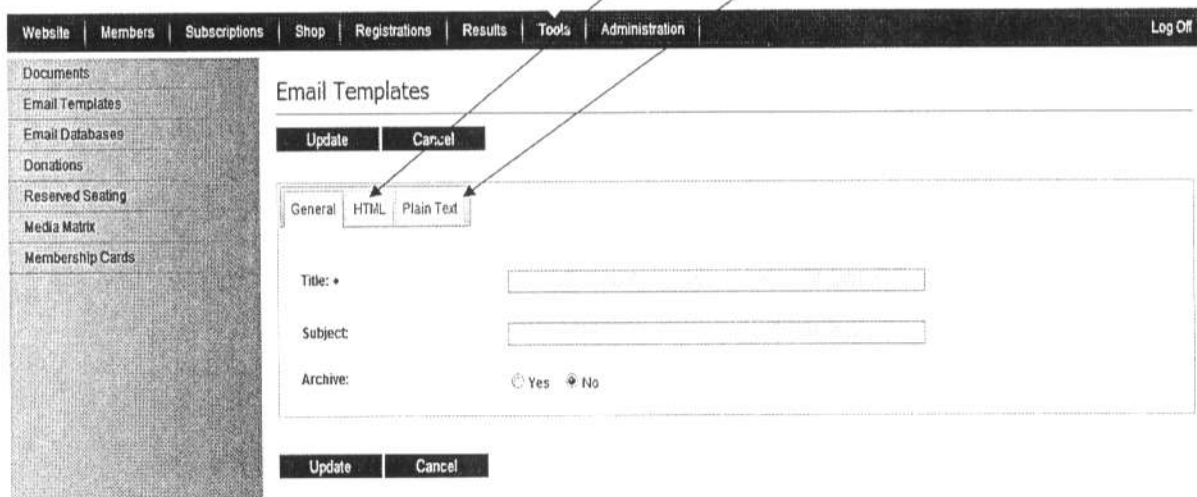
Password: MEMBERPASSWORD

If you have any further questions, please contact (Registrar's details)

Many thanks

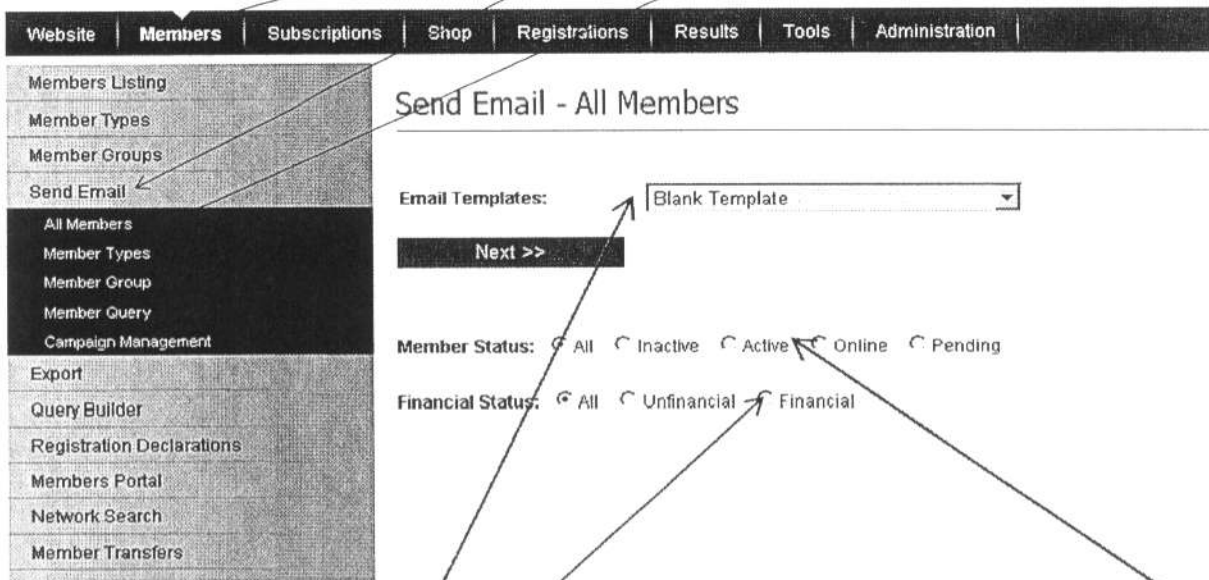
CLUB NAME

3. You will need to write this email in the HTML and the PLAIN TEXT options



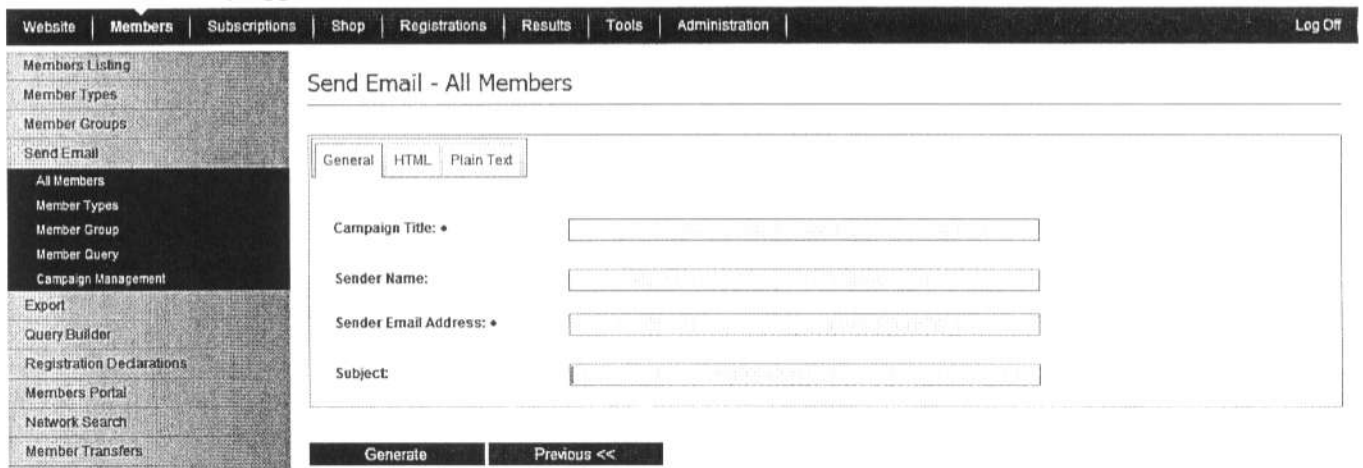
4. For the system to automatically enter the Username and Password into the email for each individual member you will need to copy the above example email exactly.

5. To send the template, go to MEMBERS/ SEND EMAIL/ ALL MEMBERS.



6. Select the email template from the template drop down option, and set the 'MEMBER STATUS' to 'ACTIVE' and 'FINANCIAL STATUS' to 'FINANCIAL' . Click NEXT

7. Enter a title (suggestion: "Your username and password for Online Events")



8. Click on the 'GENERATE' button at the bottom of the screen. (Be patient whilst the emails are sent out. If your browser does change after a few minutes, continue with the next step below)

9. Click on the 'MANAGE' button

The screenshot shows the ClubsOnline interface. At the top left is the logo 'clubsONLINE'. To the right are links for 'Home | Support | Contact Us |'. Below the logo is a navigation menu with items: Website, Members, Subscriptions, Shop, Registrations, Results, Tools, Administration, and Log Off. On the left side, there is a sidebar menu with categories: Members Listing, Member Types, Member Groups, Send Email, Export, Query Builder, Registration Declarations, Members Portal, Network Search, and Member Transfers. The 'Send Email' category is expanded, showing sub-items: All Members, Member Types, Member Group, Member Query, and Campaign Management. The main content area is titled 'Send Email - All Members' and contains the message: 'Your email message request has been added to campaign management.' Below this message is a 'Manage' button, which is highlighted with a red arrow pointing from the instruction above.

10. Click on the 'SEND' button

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Date	Title	Selected	Dups	Sent	Send	Delete
11-Dec-2009	test email - ignore	1	0	0		

The 'Send' button in the table is highlighted with a red arrow pointing from the instruction above.

Your email has now been sent successfully.

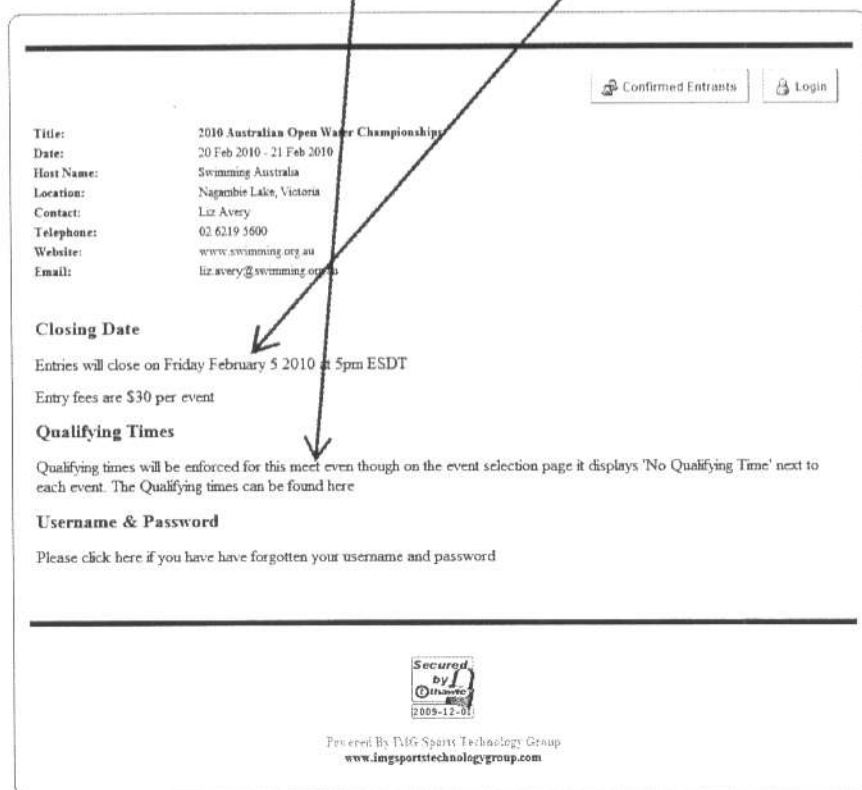
HOW SWIMMERS ENTER ONLINE

For a Swimming Australia Swim Meet:

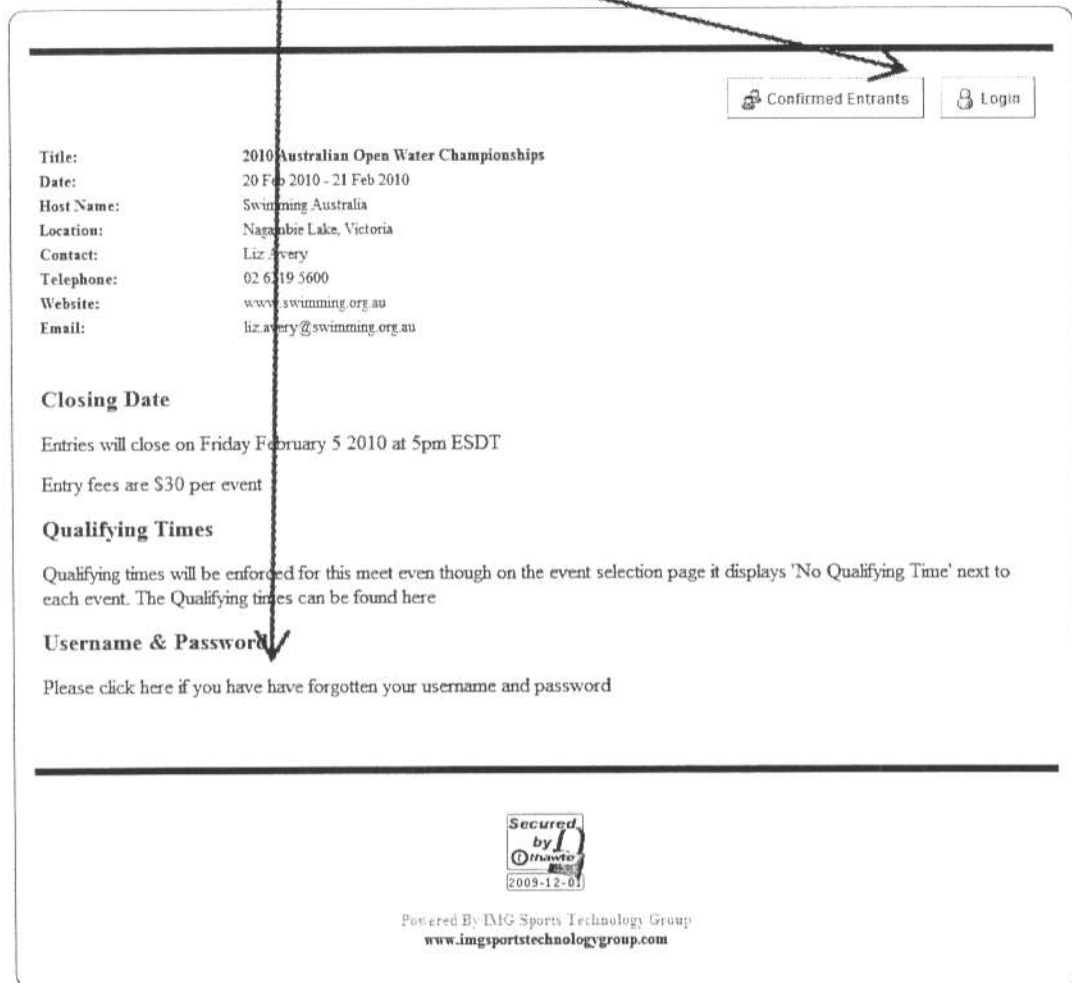
1. Go to the **Swimming Australia** website www.swimming.org.au
2. Click the link on the Noticeboard to enter online for the meet - eg. 2010 Australian Open Water Championships



3. Check the event information for Qualifying Times and Closing Dates



4. Make sure you have a list of events you wish to swim in, and you have double checked this information with your coach.
5. Click '**LOGIN**' and enter your Username and Password. If you do not know your username or password, please click on forgotten password or contact your club registrar.




[Confirmed Entrants](#) [Login](#)

Title: 2010 Australian Open Water Championships
Date: 20 Feb 2010 - 21 Feb 2010
Host Name: Swimming Australia
Location: Nagambie Lake, Victoria
Contact: Liz Avery
Telephone: 02 6319 5600
Website: www.swimming.org.au
Email: liz.avery@swimming.org.au

Closing Date
Entries will close on Friday February 5 2010 at 5pm ESDT
Entry fees are \$30 per event

Qualifying Times
Qualifying times will be enforced for this meet even though on the event selection page it displays 'No Qualifying Time' next to each event. The Qualifying times can be found [here](#)

Username & Password
Please click [here](#) if you have have forgotten your username and password


2009-12-01

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6. Once logged in, the information regarding the meet will appear for you to review.


[Register](#) [Results](#) [Confirmed Entrants](#) [Logout](#)

Title: 2010 Australian Open Water Championships
Date: 20 Feb 2010 - 21 Feb 2010
Host Name: Swimming Australia
Location: Nagambie Lake, Victoria
Contact: Liz Avery
Telephone: 02 6219 5600
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From this screen you are able to:-

- View your '**Results**' currently in the database
- Review the '**Confirmed Entrants**'
- '**Register**' for the meet.

7. Click on '**Register**' to continue with entering the swim meet.

8. You will then be required to accepted the terms and conditions of entry.
Click 'Next' to continue.

Terms Of Entry > Personal Details > Events > Payment > Confirmation > Receipt

Terms Of Entry

I agree to the Terms & Conditions of Entry , Swimming Australia By-Laws and the Indemnity Form

I agree to the above

[Home](#) [Next](#)

9. Check your personal information is correct. Click 'Next' to continue.

Terms Of Entry > **Personal Details** > Events > Payment > Confirmation > Receipt

Personal Data

• Denotes a required field


Title: •

First Name: •

Gender: • Male Female

[Previous](#) [Home](#) [Next](#)

Payment Processing
Credit Card Statement
Security


2009-12-01

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10. Click on 'Enter Events' to select the events you wish to swim in.

Terms Of Entry > Personal Details > **Events** > Payment > Confirmation > Receipt

Enter Event

Currently no events are selected for entry.

11. Select your first event and click 'Next'

Terms Of Entry > Personal Details > **Events** > Payment > Confirmation > Receipt

Enter Event

	Title	Qualifying Time (H:M:S.H)
<input checked="" type="radio"/>	Women's 10km	No Qualifying Time
<input type="radio"/>	Women's 5km	No Qualifying Time
<input type="radio"/>	Women's Multi Class 5km	No Qualifying Time

12. Review your entry before clicking 'Submit'.

Terms Of Entry > Personal Details > **Events** > Payment > Confirmation > Receipt

Enter Event

Event Entry Fee: 530.00

Event Type: 0

Session Title: Day1

Session Number: 1

Multi-Disability Classification: 0

13. You can now enter more events, clicking on 'Events' or complete your entry, using 'Enter and Pay Online'. If the system tells you that you have no qualifying time for the event you are trying to enter and you believe you do, please contact Swimming Queensland (on 1300 559 548 or 3390 2011).

14. Qualifying Times are held in a national online results database. Every qualifying meet held in Queensland must provide a complete Meet Manager back-up to Swimming Queensland. The results are then uploaded by Swimming Queensland into the database. Results from other State, National and International competitions are also included. The online results database can be accessed via <https://console.clubsonline.com.au/swimmaster/resultsTable/>
15. You can now continue to add the events you wish to swim in. Once you are finished, click on '**Enter and pay online**' to enter your credit card details. There is NO additional fee for paying online with your credit card.
16. Your best times will automatically be selected from the online results database as at the closing date for online entries.
17. Once you have paid, a receipt will be emailed to you.

HOW CLUBS CHECK ENTRIES VIA EVENTS ONLINE

To check times for your swimmers who have entered a meet please follow the below steps:

1. Go to the relevant host website- e.g. Swimming Australia www.swimming.org.au
2. Click on the 'Enter Online' link from the Notice board
3. Click on 'Confirmed Entrants'
4. From this screen, you can select to view entrants by event or by team

The screenshot shows the 'Confirmed Entrants' page for the 2010 Multi Class Age Championships. The page is divided into two main sections. The top section displays event details, and the bottom section shows a list of entrants with navigation options.

Event Details:

- Title: 2010 Multi Class Age Championships
- Date: 26 Feb 2010 - 28 Feb 2010
- Host Name: Swimming Australia
- Location: Canberra
- Venue: Australian Institute of Sport
- Address: AIS
- Contact: Liz Avery
- Telephone: 02 6219 5600
- Email: liz.avery@swimming.org.au

Navigation and Filtering:

- Buttons: Confirmed Entrants, Login
- Buttons: Show By Event, Show By Team, Home

Entrants List:

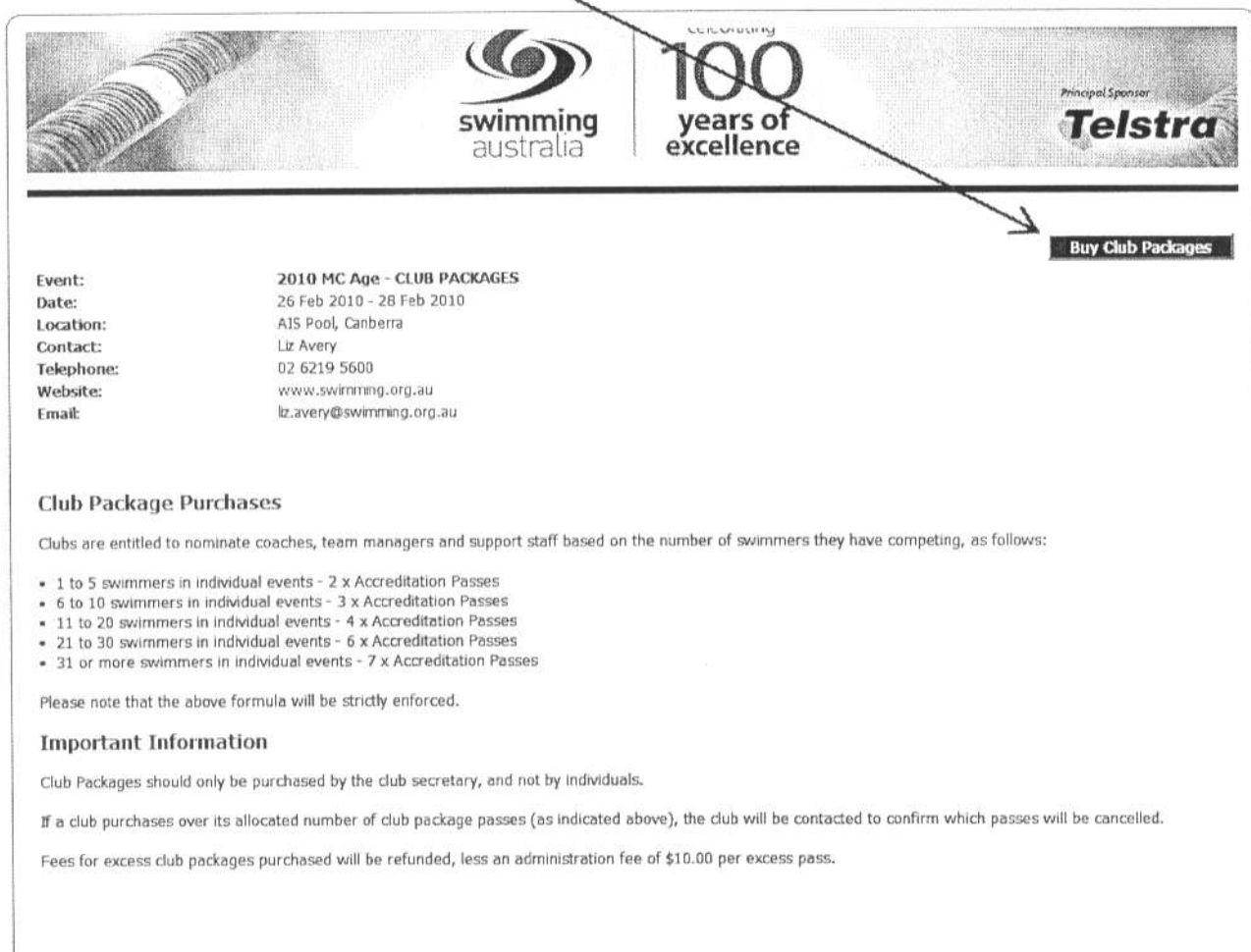
All Entrants A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name	Gender
Aungles, Jesse	Male
Auprince, Michael	Male
Haseloff, Hellen	Ferrale

HOW CLUBS PURCHASE CLUB PACKAGES

To purchase club packages, please follow the below steps:

1. Go to the relevant host website – e.g. Swimming Australia www.swimming.org.au
2. Click on the 'Club Packages' link from the Notice board
3. Click on Buy 'Club Packages'



The screenshot shows the top banner of the Swimming Australia website. On the left is the Swimming Australia logo. In the center, it says 'celebrating 100 years of excellence'. On the right, it says 'Principal Sponsor Telstra'. Below the banner, there is a 'Buy Club Packages' button. An arrow from step 3 of the instructions points to this button.

Event: 2010 MC Age - CLUB PACKAGES
Date: 26 Feb 2010 - 28 Feb 2010
Location: AIS Pool, Canberra
Contact: Liz Avery
Telephone: 02 6219 5600
Website: www.swimming.org.au
Email: lz.avery@swimming.org.au

Club Package Purchases

Clubs are entitled to nominate coaches, team managers and support staff based on the number of swimmers they have competing, as follows:

- 1 to 5 swimmers in individual events - 2 x Accreditation Passes
- 6 to 10 swimmers in individual events - 3 x Accreditation Passes
- 11 to 20 swimmers in individual events - 4 x Accreditation Passes
- 21 to 30 swimmers in individual events - 6 x Accreditation Passes
- 31 or more swimmers in individual events - 7 x Accreditation Passes

Please note that the above formula will be strictly enforced.


Important Information

Club Packages should only be purchased by the club secretary, and not by individuals.

If a club purchases over its allocated number of club package passes (as indicated above), the club will be contacted to confirm which passes will be cancelled.

Fees for excess club packages purchased will be refunded, less an administration fee of \$10.00 per excess pass.

4. Enter the number of each type of pass to be purchased (Coach, Manager, Support Staff) into the units box. Click 'Calculate' to show the amount that you will be charged. Then click 'Next'.




celebrating

100

years of
excellence


Principal Sponsor



Description	Units	Price	Total
Club Package Passes			
Coach Pass	<input type="text" value="0"/>	\$30.00	\$0.00
Club Package Passes			
Managers Pass	<input type="text" value="0"/>	\$30.00	\$0.00
Club Package Passes			
Support Staff Pass	<input type="text" value="0"/>	\$30.00	\$0.00

Calculate

Next



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5. The following screen will appear which will display the number of units and the price per pass. You then need to enter each person's name, position & ASCTA ID if they are a Coach. Please enter all person's details up to the maximum of 7 passes. Click 'Next' at the bottom of the screen.

Description	Units	Price	Total
Club Package Passes			
Coach Pass	1	30.00	\$30.00
Managers Pass	1	30.00	\$30.00
Support Staff Pass	1	30.00	\$30.00
Total			\$90.00
Person 1			
Full Name: *	<input type="text"/>		
Position: *	<input type="text" value="Please Select"/>		
ASCTA No.: (Coaches Only)	<input type="text"/>		
Person 2			
Full Name:	<input type="text"/>		
Position:	<input type="text" value="Please Select"/>		
ASCTA No.: (Coaches Only)	<input type="text"/>		
Person 3			

6. The following screen appears that requires the committee member that is buying the passes to enter their personal details. This is for the purpose of fulfilling the order. Click 'Next'.

Login


For security reasons your IP Address will be recorded with this application (165.228.126.55).

• Denotes a required field

Title: •	Dr
First Name: •	
Last Name: •	
Club Name:	
Address: •	
Suburb: •	
State: •	
Postcode: •	
Country:	Australia
Home:	AreaCode: Number:
Mobile:	
Email Address: •	


Next
Previous

7. The final screen is the credit card payment screen. Please enter your credit/debit card details. The total your card will be charged by is displayed. Click the 'Next' button.



100

years of
excellence



Card Information

Card Type: •	Mastercard
Card Number: •	
CardHolder Name: •	
Card Expiry Date: •	01 2009

Sub Total	\$90.00
Total To Be Charged To Card:	\$90.00

Next
Previous

- Payment Processing
- Credit Card Statement
- Security

8. The last screen is the Confirmation Screen. Once you click 'Submit Payment', your credit card will be charged. Please only press **SUBMIT PAYMENT** once and **don't click the BACK** button in your browser. You will then be emailed a receipt with all your payment details and the number and type of passes you have purchased.

FREQUENTLY ASKED QUESTIONS

I HAVE PAID MY MEMBERSHIP HOWEVER THE SYSTEM WILL NOT LET ME ENTER ONLINE.

Swimmers will need to contact their clubs and make sure that their membership is ACTIVE and FINANCIAL, not PENDING or UNFINANCIAL.

I HAVE SEARCHED ONLINE RESULTS AND MY RESULTS ARE INCORRECT AND I AM MISSING SOME OF MY TIMES.

If a swimmer's results are missing from the online results database

<https://console.clubsonline.com.au/swimmaster/resultsTable/>

Please contact Swimming Queensland immediately (on 1300 559 548 or 3390 2011).

WHAT IF I DON'T HAVE A CREDIT CARD?

We are fully aware and appreciate that not everyone owns a credit/Debit card; unfortunately IMG (who provide the technology to Swimming Australia) are not able at this stage to offer members alternative online payment methods other than credit card. The online system will also accept Visa and Mastercard branded debit cards.

Visa pre-paid charge cards are available at Australia Post, banks and financial institutions. Similar to a plastic gift voucher card, they can be brought in preset amounts. Once the amount has been spent, the card can be disposed of.

WHAT IF I DON'T HAVE INTERNET ACCESS?

We appreciate that not everyone has internet access. We encourage members to work with colleagues, family or friends who may be of assistance obtaining and using internet access. Also research your local public library, and the possibility of Internet Cafés

WHAT IF MY CLUB PAYS FOR MY ENTRIES?

If your club pays for your entries or subsidizes your entries, you have two options:

1. If the club pays all your entries fees, they can log in on your behalf and enter and pay for your events online.
2. If the club subsidizes your entries, you will need to log in, enter and pay online and the club will then need to reimburse you.