

Swimming Luxembourg Club Management System – Member User Guide

1. Introduction

1.1 Software

In August 2019, after considerable research, Swimming Luxembourg engaged with Canadian software developer Uplifter Inc to use their sports club management software, Uplifter, as the primary tool for managing all aspects of Swimming Luxembourg's swimming groups, coaches, swimmers, communications and invoicing. This software has been supporting sports clubs for 8 years and is currently running in several hundred clubs and associations in Canada, the USA and, for the last three years, in Europe. As well as being a very good administrative tool, Uplifter is also, being Canadian, written from the beginning as a bilingual English/French software package, which adapts itself well to the international composition of Swimming Luxembourg's membership. We are firmly of the belief that the adoption of this software will allow Swimming Luxembourg to reach the next level in professionalism both in and out of the water, and we look forward to sharing the results of these improvements with all of the members of the club.

1.2 User Guide

This user guide is primarily aimed at club members who will use it to create and maintain their family and swimmer membership profiles, enroll in courses and manage invoices.

- 1.3 Accessing your account You can access your account in several ways
 - a) Through the registration tab from the swimming.lu website
 - b) Through the "my account" tab from the swimming.lu website
 - c) Directly by the URL https://swimmingluxembourg.uplifterinc.com/login/

As a new user you will be asked to create your family account. For existing users you log in by entering your username and password.

1.4 Useful icons within the application

Throughout the application you will come across a number of icons which can or should be used in certain circumstances to enhance your experience.

1.4.1

Clicking on the "pencil" 🥙 icon allows you to edit the contents of that part of the page

1.4.2



Clicking on the "drop down" icon will give you a list of available options. In some cases you may only choose one option from the list (e.g. "School System") and in others you may choose several (e.g. "Languages Spoken")

1.4.3

*

Any field box which has an "asterisk" * symbol next to it is <u>mandatory</u>. Typically if you forget to fill in one of these fields, you will be unable to save what you have entered and will see a red error message at the top of the page.

1.4.4 🕐

Wherever you see the "question mark" 🕐 logo you can get additional help information by dwelling over the question mark or clicking on it.

1.4.5 🖶 Print

Wherever you seen the "Print" Print logo you can print the associated object by clicking on it

1.5 Availability

The application is available (although not as a dedicated app), on any device that can access URLs. This would include Windows and iOS based PCs as well as most tablets and smartphones.

2. New Users

2.1 Overview

There are three fundamental "building blocks" required when registering for swimming courses, or "groups" as we call them. It is not necessary to perform all steps in the same login session, but it *is* necessary to follow the order, otherwise you will not be able to register for any groups.

a) Create a family account – this is always the first step, and involves creating a login account for the responsible person (usually a parent in the case of junior swimmers) who will register the skaters, pay the invoices and receive mails from the club. The details entered here are those of the responsible person, <u>not</u> the swimmer(s) and will include address and contact details. The family account login name is always a valid email address.



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- b) Verify family account to confirm that the email address that you have used as your login is correct, you need to verify the account. After you request verification an email will be sent to your login email address. Follow the instructions in the email to verify the account. This must be done within 48 hours of creating the account or the account will be cancelled.
- c) Add swimmers to the family account once the family account in a) above is created and verified then details of each swimmer can be added. This includes information such as age, gender, languages spoken, social security number, school system (in the case of junior members) etc.

Swimmer details need to be entered for each swimmer in the family who will be registered into a Swimming Luxembourg group. So, if, for example, the account is set up by the mother of two junior swimmers, and she will also enroll in an adult group, then she will add <u>three</u> swimmers ... her two children <u>and herself</u> as swimmers in her family account. If she will not be enrolling in a course, then she will only add her two children as swimmers.

- d) Register the swimmers to the appropriate group Once the swimmers have been recorded in the system, the registration process itself can be followed by clicking on the "Registration" tab and following the steps to choose a group, choose a skater, and then completing the process through the shopping cart which, if successful, will result in the immediate issuance of an invoice which will be sent to your primary (login) email. Only if you receive the invoice have you successfully completed the registration process. If you do not receive it your swimmer is not registered in the course, and you should contact us for clarification.
- 2.2 Create Family Account

You will arrive at the initial login screen and should see the following

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	Registration	
	First Time Deviatories	
ave an Account? ou've registered with us previously,	First Time Registering? If you have never registered for a group on this website, you will need to setup an account to ge	et started.
se login below to proceed.	Required Fields are marked with an asterisk *	
Address.	- Account Login Information	
sword:	Please provide an email and password (minimum 6 characters) for the primary member of yo Keep this information to register your swimmers for additional groups in the future and to gain member features, such as invoice high	ur account. access to
DGIN	1 Email Address * Password * Confirm Your Pass	word*
got your password? k here to reset your password.	Here you create the FAMILY account later you will add your swimme	rs ———
	Please enter the personal and address details of the responsible adult who will receive all ma invoices relating to the swimmers of your family the will be registered with Swimming Luxem	ills and bourg.
	Fire Name * Last Name *	
	Gender * Birthdate (00) MMJ VVVY) *	
2	Alternative telephone number	
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3	Address Please provide the main contact address for this member account. Address Please provide the main contact address for this member account. Address Address City* Province / State* Country* Loxembourg Postal / Zip Code* Phone* Mobile Continuum autor References * Yes No Transaction & Service Notifications These messages include copies of your invoices, wallist notifications and any factual messages directly related to the spec delivery of any products or services that members have purchase such as class re-scheduling or cancellation notices. * Yes No Member Information Messages* These messages provide factual information and details regarding your orgoing subscriptions or membership account updates, such an upcorning membership subscription or equivalent the organization upcoming groups and registration information Information These messages provide up-to-date never about the organization upcoming groups and registration information oneput dotes and other o neves. You may opt out of these messages at any time.	ific d. mas e.e.

1 : Enter the email address that you will use to login to your account and receive emails and invoices.

Create a password (you may change this at any time)

2 : Enter the details of the <u>account</u> <u>holder</u> and provide the requested information.

The alternative phone numbers are not necessary as the primary numbers will be requested below.

Only check the "I will be registering myself into groups" box if you intend to register for a course yourself. It is not necessary to do this as you can add yourself later anyway if you wish

3 : Add your address and contact information.

Note that Province/State is mandatory, but you may enter "—" or "." instead of a valid province

4 : Choose which communications you receive from us. We recommend checking all three options as then you will remain fully informed. You can change these settings whenever you wish

5 : When you are satisfied with your choices, click "CONTINUE" to move on to the account verification and add swimmer screen

6 : you can toggle between English and French for any page here



2.3 Verify Account

Once you have clicked on "CONTINUE" above, you will be taken to a combined account verification / add swimmer screen. You have 48 hours to validate the account

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Registration
You must verify your account by 8 August 2019 14:10 Click here to verify nov 1
J Image: Constraint of the state of the sta
Active Active Account Calendar Account Calendar Swimmers Invoices Communication Preferences
Swimmers
+ Add New Swimmer
No Swimmers.
Sponsors
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1 : Before adding swimmers click on "click here to verify account", then open the email that will be sent to you and follow the instructions

The email that you receive will appear as follows. You have several options to validate the account.

- a) By clicking on the link provided in the mail
- b) By copying the URL into your browser bar and opening it
- c) By copying the code and pasting into your Swimming Club verification window

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Swimming LuceAttif + Societe GRAND-Ducate FONDER EN 1919 Absociation Sans But Lucratif + Societe GRAND-Ducate FONDER EN 1919 THIS EMAIL HAS BEEN SENT FROM A SYSTEM IN TEST MODE! An account has been created with this email address. To verify your account, click on the following link: https://swimmingluzembourg.uplifterinc.com/verify/?email=% doswimming.lu&key=iaHG7Sy or copy the url into your browser. Or enter the following code on the verification page: iaHG7Sr	
	_

The code (represented by "iaHG7......ry" in the example above) can be cut and pasted into the VERIFY box in the screen below, which will automatically appear after you have clicked to verify account in the previous screen.

SWIMMING LUXEMBOURG	
Verify Your Account Existenett Verification code sent to your email then click the "VERIFY" button. Enter code hare VERIFY	1 : If you chose option c) above, then paste the verification code in here and click the VERIFY tab
Didn't receive your email? Crick here to resend your verification email. Sponsors FINTERSFORT FRANCAIS	2 : if you do not receive your mail, then, after checking your spam folder, click here to resend the mail



2.4 Add Swimmer

In this section you will learn how to add one or more swimmers to your family account. This step must be performed for each swimmer that you wish to add, but they do not all have to be added at the same time.

SWIMMING LUXEMBOURG
ASSOCIATION SANS BUT LUCRATIF SOCIETE GRAND-DUCALE FONDEE EN 1919
Registration
 You must verify your account by 8 August 2019 14:10. Click here to verify now
Member aince 2019-06-06 Primary Address: 1 Account Status Active
Account Calendar Swimmers Invoices Communication Preferences
Swimmers
Add New Swimmer 1 No Swimmers.
Sponsors
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1 : For each new swimmer that you wish to add, you must first click the + Add New Swimmer tab

may members registering as eximitivers for groups will required Fields 2	first need to be added to your Member Family Account. Add your family's extimmers belo	К.	
rst Name *	Last Name *	Gender *	
rthdate (DD / MMM / YYYY) *			
Social Security Number	Place of Birth	Languages Spoken @ *	5
School System	×	Français English Doutsch pýcosvál	

You will then be taken to the add new swimmer screen as follows

1 : As identified in 2.2.2 above, this step is optional, and can be checked if you wish to register yourself as a swimmer

2 : All fields that are mandatory have an * next to them

3 : The social security number must be 13 digits long.

4 : For junior swimmers please select the relevant school system from the drop down list. This can help us with planning.

5 : Select as many languages as the swimmer is comfortable in

6 : When finished click "ADD SWIMMER"



2.5 Register Swimmer

Once you have created your family account and added your swimmer(s) you are ready to register your swimmer(s) to their training groups.

In terms of registration, there are certain groups which only accept swimmers who have been invited by the coaches. Typically these are the "competition groups" as defined on the swimming.lu website, which, at the time of publishing are Elite, Espoir, Avenir and Jeunesse. In these cases, you will only be able to register for the group if we have pre-authorised it in the system, which can only be done after the family and skater have been added. If you believe that one or several of your skaters will be registered in any of these groups, please contact us after you have completed the steps 2.2 - 2.4 above so that we can perform the pre-authorisation.

All other groups are open to registration without further intervention.

In all cases the following steps are to be performed.

- 1) Click on the registration icon
- 2) Choose a group
- 3) Select your swimmer
- 4) Proceed to the shopping cart and follow the three steps all steps must be done within 30 minutes or the registration will have to be redone
- 5) Check that you have received the invoice if you do not receive an invoice, your registration is not complete.

For the sake of illustration the below worked example consists of only one swimmer registration. If you wish to register several swimmers at the same time, simply repeat above steps 2) and 3) for each group/swimmer whom you wish to register.



2.5.1 The Registration Tab

This is available from the top of most pages in Uplifter



1 : You can access the registration process from the top of more or less any page – here it is illustrated from the top of a family Swimmers page

2 : we are going to work through a registration for Peppa Schwimmer into the Avenir group ... you do not need to click on the name here ... otherwise you will go into the screen to edit her details instead of registration. This highlight is purely to show who we are registering in this worked example

Having clicked on the REGISTRATION tab above, you will be directed to the Group Registrations screen.



2.5.2 Choose a Group

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Find Groups Filter fire groups in the main area by selecting options from the dropdown brow. cocations	Quick Search: Group	ations 1 Swimming - High Pe Description	orformance	2 CALENDAR VIEW
Show All Groups Sort Groups In Each Category Level by: 	Avenir 71001 » View Details 216 Event(s) Start & End Date: 1 Sep 2019 - 31 Aug 2020	Day / Time / Location: Many times per week Bonnevole, Piscine	€370.00	4 REGISTER
	Sponso			
	FRANÇ. © 2019 powered by	AIS Uplifter Inc.		

In the Group Registrations screen we choose the group into which we wish to register the swimmer. There are several ways in which to narrow down the search, as can be seen in highlights 1,2,3

4 : Once the appropriate group has been chosen, click on "REGISTER"

A shopping cart screen will briefly appear and disappear, and your shopping cart will have a new item added to it.

This is a North American system, so the registration is linked to the invoice – hence the need to go through the shopping cart to complete the process

2.5.3 Select your Swimmer

Having chosen the group, and clicked on the REGISTER tab, you will be presented a pop-up screen with a drop down menu of your swimmers.

	Swimming Luxe Association sans but lucratif • SC Registration	MBOURG
Find C Filter th selectin	Avenir 71001	«370.00 R VIEW 1:
below. Location Show	Which swimmer is to be enrolled in this group? 1. George Schwimmer	sw
All Gr Sort G by:	ADD NEV Johann Schwimmer Peppa Schwimmer 1 Sep 2019 - 31 Aug 2020 Many times Boinwoola,	
	Paone Sponsors arena	
	FTANÇAIS © 2010 powered by Upifiler (nc.	

- 1 : Click on your selected swimmer
- 2 : Click on ADD to continue



2.5.4 Proceed to the Shopping Cart

Once you have selected the swimmer, you will be returned to the Group Registrations page. The next mandatory step is to complete the process through following the three stages in the shopping cart.

Note : you only have 30 minutes to complete the process from this point to the production of the invoice, otherwise you have to start again from this stage.



1 : You will notice that you have an additional item in your shopping cart.

You must click on the shopping cart to complete the registration process



Once in the shopping cart you will be presented with a three step process which

- 1) Itemises what you are purchasing
- 2) Gives you the opportunity to change the billing information
- 3) Allows you to review the payment information and to accept it if you wish to complete the purchase (registration) process
- 2.5.4.1 Your Purchase Items



1 : Please note the timer clock, which shows you how long remains before the checkout process times out!

2 : The mandatory annual membership fee and swimming licence are added automatically to the invoice at this stage

3 : Once you are happy with the details shown here, please click on either of the two "BILLING INFORMATION" tabs to go to the next stage



2.5.4.2 Billing Information

Normally you would skip straight past this stage and go to Payment Information, but if you wish to change the billing account, this is the time to do it



1 : Don't forget the clock

2 : Check this box if you wish to change the billing account. Normally this will not be necessary

3 : Once you are happy with the content of this page, click on either one or the other of the PAYMENT INFORMATION tabs to go to the third and final step



2.5.4.3 Payment Information

You are now almost at the end of the process. You should now find yourself at the Payment Information stage, and just one click away from completing the registration process.

		Shopping Cart	(1) Johann -
THI	S IS A TRIAL WEBSITE 🕜		
SWIMM	ING LUXE		EE EN 1919
	Registration		
1. Your Cart (3 items)	0	Invoice Summary	© 29:38
		Groups (1)	€370.00
2. Billing Information	0	Products and Subscriptions (2)	€37.00
3. Payment Information		Subtotal	€407.00
		Total	€407.00
CONFIRM & PAY IN PERSON 1		*All prices are in EUR.	
		THIS IS A TRIAL WEBSITE. DO INVOICE	NOT PAY THIS
	Sponsors		
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	FRANÇAIS		
0	2019 powered by Uplifter Inc.		

1 : This is your final opportunity to review the invoice. Once you are happy, click on the CONFIRM & PAY IN PERSON tab This will generate an invoice which will both be displayed on the screen (see next screen shot) AND sent to your primary mailbox ...

if you do not receive the mail or see the next screen, you have **not** completed the process.

2.5.5 Review Invoice

If you now see the screen below, you have successfully completed the registration process ... congratulations!

Please now note that you need to pay the invoice by virement.

You will see on the invoice that there are instructions in red which request that the rubric of the virement contain certain key information. This is important to streamline and improve the accuracy of our administration process.



	Shopping Cart	Johann	•
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SWIMMING LUXEMBOURG	ALE FONDEE E	EN 1919	
Registration			

Registration Receipt

Please see your registration receipt as follows. A copy of this receipt has been emailed to you for your convenience

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Registratio	on Details					
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1 : The rubric of the virement should include the invoice number and FOR EACH SWIMMER IN THE INVOICE the group name <u>and</u> number.

So in this worked example the rubric would be

Inv 66, Avenir 71001



2.5.6 Time Out Error

In the event that you take more than 30 minutes to complete the registration process, you will receive a message as follows. Simply restart from the shopping cart if this happens.

		Shopping Cart (1) Johann •
THIS IS A TRIA			
SWIMMING ASSOCIATION SANS BUT L		MBOURG	EE EN 1919
Rogist	tration		
1. Your Cart (3 items)	0	Invoice Summary	© 21:41
		Groups (1)	€370.00
2. Billing Information	\bigcirc	Products and Subscriptions (2)	€37.00
3. Payment Information		Subtotal	€407.00
You have encountered the following error(s) on this page:		Total	€407.00
Your current invoice has timed out due to browser inactivity of more than 3	10 minutes.	*All prices are in EUR.	
Your registration spots are no longer reserved.		THIS IS A TRIAL WEBSITE. DO INVOICE	NOT PAY THIS
CONFIRM & PAY IN PERSON	1		
Spo	nsors		
VINTERSPORT	arena		
FF	RANÇAIS		
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3 <u>Users who already have an account</u>

Users who already have a family account will be able to access their account directly from the login screen. As a minimum, to be logging in as an existing user you will already have performed steps 2.2 and 2.3 above. After that, the steps are identical for adding new swimmers, and for registering for groups, so for information on those tasks, please see sections 2.4 and 2.5 above.



In all cases the login screen contains the same elements, both for first time registration and also for regular login.

This section relates only to users who have already set up their account. Therefore at the login page you only need to use the section on the left "have an Account?"

After this login the screens that will be presented to you will allow you to maintain and view your own family data including all the details that you had already entered when you created your account, your own personal swimming agenda, the status of your family invoices, your communication preferences, add swimmers and amend swimmer data, and register swimmers to groups.

In many cases, they are either the same screens, or functionally similar, to the screens already covered in sections 2.4 and 2.5 above, so will not be repeated here.

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	Registration		
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1 : Enter your login email address and password. If you have saved this through your operating system then the username password should already be filled automatically and you simply need to click on LOGIN

2: If you forget your password, click here to reset it.







Membership

Create your personal family account To access your Swimming Luxembourg Uplifter system, you will need to first create your personal Family Account. Click the LOGIN link at the top of the page and complete the required fields under "First Time Registering?".

Once this is done you can add swimmers to your family account by clicking on the *Swimmers* icon under "*My Account*" or by following this link

Registration

Register a skater into a programme Once you have added one or several skaters you can register them for a programme. For open programmes this can be done directly by the swimmer or parent, for programmes that are by coach invitation you will receive separate instructions.

Registration can be done either from the "Registration" icon at the top of the main menu or from this link.

Once the skater is registered for a programme, please proceed to the payment section either by clicking on the "Shopping Cart" icon at the top of the main menu or by following this link.

You will be obliged to read and accept the policies in order to be provisionally registated for the programme. In order for the registration to be confirmed you will also need to print them, and where appropriate fill them in, sign them and return them, with proof of payment to the club.



Your Account

Maintain and monitor your account

Your account allows you to monitor important aspects of your relationship with the club including skater goals and achievements, calendar of activities, messages and outstanding invices. Use it to your advantage to get the most out of your club membership. 1 : Having logged in, you arrive at the home page, in which you can choose either to go to your account, or to log out.

Click on "My Account" to access and maintain your account data as described above



Having clicked on "My account" you will be directed to your account home page, with tabs that will allow you to view and modify your personal relationship with Swimming Luxembourg

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Note that clicking on the pencil logo in all screens allows you to edit the contents



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	School System	Splash Groups	
Johann Schwimmer (Male)	Swimmer since	Coach	
Birthdate 1970-01-01 (YYYY-MM-DD) (Age 49)	2019-08-07	Not Set	
		-	
	Place of Birth United Kingdom	Languages Spoken Français.English.Deutsch.Other	
	School System	Splash Groups	
Peppa Schwimmer (Female) Birthdate 2009-01-01 (VYXMMADD) (Ale 10.)	Swimmer since	Coach	
	Membership Number	Social Security Number	
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Johan Member smoc ⊇ jschwim ♥ Primary Account	n Schwimmer 2019-08-07 mer1888@gmail.com • +352 12345678 • +352 456789 Address: 13A Boulevard Royale, Luxembourg Luxembourg, L-2015, LUX Status	
<u>~</u> 0 /	4.LIVE •	
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