

Can we have more than two registrars with administrative access?

AAS encourages clubs to provide limited administrative access to the database given the personal information contained within the system however realize that clubs may have the need for more than one registrar. Primary administrative access is managed by AAS however clubs can add or change administrators. [This link](#) will provide guidance on the process.

What is the membership year with AAS and CAS?

The membership year is from September 1 to August 31.

Have the membership fees for AAS and CAS been increased for 2023-24?

Yes, only the CAS portion has increased by 5%. Please see the fee table on the AAS [Registration Page](#). Additionally, there is a 2.9% + \$.50/transaction processing fee. Fees can also be found on the [H2OREG Landing page for 2023-2024](#).

When can athletes and associate members register?

Registration for all membership types will open approximately two weeks following the opening of Member Club registration. **Registrants must make sure they choose the correct season to register with.** Athletes and coaches participating in a summer camp must register for the current season.

Will all members pay their fees online?

Yes, the H2OREG system is set up to collect the AAS and CAS fees through a third-party provider, WePay. No payment information is stored in the system. Those individuals that meet all requirements within the system and paid will receive confirmation of their membership within minutes. The system will show the breakdown of fee and they will also be able to print out a receipt.

Can members choose my club to affiliate with?

Yes. Members **must** choose a club to affiliate with so you can confirm that they are a member of your club and so that the member can be accessed to register for an event. If the member missed adding a club, please contact [Jennifer Flowers](#) to have the club added to their profile.

Why is my club not available when our members try to register?

Clubs must be compliant with AAS policies to be listed as a Member Club. Once a club becomes compliant AAS will have the club added to the list, this can take up to three business days from the time approved on the H2OREG system. Until the club is compliant, members will not be able to register for the upcoming season.

Do members have to be registered on the AAS database before they can participate?

Yes, all athletes, associates and coaches must have submitted all forms and paid the applicable fee on H2OREG before they are eligible to participate in any club sanctioned training or activities. Once a member's status is 'issued' they are insured to participate. You can check the status of each member in your club on your H2OREG roster. See below for instructions.

Who has to register as an associate?

Board members, chaperones and anyone else who will be in a designated position as defined by the [CAS Screening Policy](#) and [AAS Screening Policy](#).

Board Members

All board members MUST be registered by September 3rd annually. Clubs whose associate members are not registered by the deadline will be deemed non-compliant and will be fined \$100. **Membership is valid once.**

the member has 'issued' status.

Elections prior to September 1: *unless your bylaws state that the new boards term starts September 1st*

- All new members will register immediately following the election AND in the new season
- Returning board members only need to register in the new

season Elections following September 1:

- All board members from the past season must register by September 3rd to meet club compliance
- New board members must register immediately following elections

Associate memberships are non-transferable.

Chaperones and Individuals in a Designated Position

These individuals must register as associate members and have issued status by the time they take on the responsibility of their role. Use the Event/Activity online sanction form ([Governance/Rules Webpage](#)) to declare your event/activity and your designated person.

It is the responsibility of the registrar/club to ensure all members have issued status.

Do coaches have to be registered on the AAS database before they can coach or instruct?

Yes, all coaches must have submitted all forms, paid the applicable fee on H2OREG and have 'issued' status. They will also receive a confirmation email that they are a member before they are eligible to coach or instruct any club sanctioned activities. You can check the status of coaches with your club on your H2OREG site. See below for instructions. Coaches must select your club in order for you to see their status.

How do I see the list of members who have registered?

- From the Clubs menu, select your club to view the club's dashboard. Then open the tab named "Affiliation/ Club"
- You can also download a CSV report of these members from the "Reports" Tab and by downloading the report named " PSO Membership Report"

What if members are missing from my list?

It's possible that the member did not complete the registration process. Check with them to see if they have an 'issued' status. If not, then instruct them to complete the process through to the checkout. If they have done this, contact [Jennifer Flowers](#) and provide the name of the missing member. AAS will then be able to add your club to their profile.

What does Alberta Artistic Swimming (AAS) collect for an athlete on the H2OREG?

All forms and information required by policies or needed for participation in artistic swimming by AAS and CAS will be collected within the database. The system will guide you through pages to complete all the information and forms required for membership.

Is there a registration deadline to become an AAS or CAS member?

Memberships are accepted in all categories throughout the membership year of September 1 to August 31 however all individuals must register and receive confirmation of membership prior to their participation in any role.

Do members have to make a donation to AAS? If I do, how are the funds utilized?

Making a donation to AAS is optional so can be skipped or a \$0.00 amount selected. In the event that someone makes a donation these funds would be tracked as donations and allocated to athlete development initiatives such as development camps, talent identification programs and/or provincial teams.

How do I see if our members have registered with AAS/CAS?

You can use your Club Dashboard to search and view and download reports for AAS members who have indicated they are affiliated with your club.

- From the Clubs menu, select your club to view the club's dashboard. Then open the tab named "Affiliation/ Club"
- You can also download a CSV report of these members from the "Reports" Tab and by downloading the report named " PSO Membership Report"

Can I check my members from a mobile device?

You can access a page to verify an AAS membership from your phone or mobile device without having access to the admin dashboard.

- This function is great for verifying that someone is a current member and they have completed their agreements and waivers
- You can visit this [AAS member lookup](#) to search AAS Members by name.
- You will only see the individuals name and membership status; no other personal information will be accessible using this means.

Can I edit/update club information?

You can edit your club landing page descriptions, club details or logo.

- Each club has a listing on the AAS club directory. You can edit and manage the content on this page.
- Select your club from the [clubs navigation menu](#) and then open the tab names " Organization listing" You can use this page to edit and save changes and also preview your club landing page.

What if a members status shows as pending?

If a member's status shows as "pending" then they are likely missing a requirement to be compliant in a selected category. You should be able to see what is missing by clicking the button next to the members name. Please remind the member that they must complete the registration and have an issued status so that they are insured to participate in events and activities.

- CAS Screening Form – forms will be reviewed by AAS minimally each Tuesday and if clear will be manually updated.
- Background check – Usually completed within 24hrs. If not, please have the member contact Sterling to find out why there is a delay. Check the FAQ's for [myBackcheck here](#).
- Safe Sport/Respect in Sport – completion of this will be confirmed manually by AAS and updated minimally each Tuesday.

How do I complete Sanction Requests?

Sanction request have now been moved online. You can access to the following forms on our website:

About Us > [Governance / Rules](#)

- Annual Club Sanction Form
- Coach Roster Form
- Event / Activity Sanction Form, includes
 - Third Party Contractor Declaration
 - Chaperone and Driver Declaration
 - Hosted Competitions (for invitationals)

Our club is interested in using Interpodia/H2OREG for our online membership Get Support or inquire

about setting up your club with integrated registration for activities, membership and program registration.

- You can use the chat icon from the bottom right side of the page to access the virtual assistant, find knowledgebase articles and also speak to one of the H2OReg support team.

Who do I contact if I am having issues with my registration?

If you are having specific Artistic Swimming Questions you can contact Jennifer Flowers. If you are having site related issues you can contact Interpodia by clicking on the 'contact' button at the bottom of your screen.

