

National System



User Guide
for
**Clubs & Provincial/Territorial Sport
Organizations**

January 30, 2021

Table of Contents

1	<i>What is the Pickleball Canada National System?</i>	4
2	<i>What are the Components of the PCNS?</i>	4
3	<i>Who Can Access the Pickleball Canada National System?</i>	5
4	<i>How to Access the Pickleball Canada National System</i>	5
5	<i>Administrative Access to the PCNS?</i>	6
5.1	Providing Administrative Access for the PTSO Level	6
5.2	Providing Administrative Access for the Club Level	7
6	<i>How to Set Up the PCNS?</i>	8
6.1	Set Up Your Individual Profile	8
6.2	Set Up Your PTSO or Club Information	10
6.2.1	General Information	11
6.2.2	Age Classes	16
6.2.3	Membership Types	17
6.2.4	Payments and Deadlines	17
6.2.5	Confirmation	19
7	<i>How to sign up or renew as an individual player</i>	20
7.1	Joining a Second Club	24
8	<i>Member Management System (MMS)</i>	25
8.1	Member Information	26
8.1.1	Sorting	26
8.1.2	Searching	26
8.1.3	Reporting	27
8.2	Export Data	29
8.3	Print Report	30
8.4	Mass Email	30
9	<i>Content Management System (CMS)</i>	31
9.1	Add Content	32
9.2	Customize Layout	33
10	<i>Places to Play</i>	33
10.1	Adding and Editing Places to Play	34
10.2	Finding Places to Play	35
11	<i>Sales</i>	36
12	<i>Event Management System (tba)</i>	37
13	<i>Competition System (tba)</i>	37

14	<i>Scheduling of Play (tba)</i>	37
15	<i>Officials Registry (tba)</i>	37
16	<i>Coaches Registry (tba)</i>	37

DRAFT 3

1 What is the Pickleball Canada National System?

The Pickleball Canada National System (PCNS) is a tool to administer and communicate with the members of your pickleball club, Provincial or Territorial Sports Organization (PTSO), and Pickleball Canada, our National Sports Organization. As well, it will assist in managing the various functions the organization. It is a totally integrated platform to pull together all the tools to support our purpose of developing and sustaining a dynamic, integrated system that promotes participation, competition and excellence in pickleball in Canada.

2 What are the Components of the PCNS?

The PCNS is comprised of modules to perform a variety of functions:

1. Member Management System (MMS)
 - one national data base which is accessible by members, clubs, PTSOs and PCO
 - Players are able to enrol, renew and pay online
 - Payments are automatically split to the three entities - club, PTSO and PCO
 - Facilitates communication with all, or selected members of your organization
2. Content Management System (CMS)
 - The MMS connects with your existing website or
 - You are able, through the system, to create a website , free of charge, that connects to the MMS
 - This website allows you to post news items, pictures and videos, recognize sponsors and in general promote your organization
3. Places to Play
 - You are able to identify any or all places to play pickleball in your community and provide, if you wish, detailed information about the location.
 - Sites are paired to Google Maps, which provides direction to the location
 - The Places to Play are housed on a national data base and can be accessed by anyone either through your website or Pickleball Canada's.
4. Market Place
 - You have the ability to market products through your website, complete the financial transaction online and keep track of inventory.

Additional Features will be added either within the system or as third party 'plug-ins':

1. Event Management System
 - Advertise, register and pay to participate in activities such as clinics and social events sponsored by your organization
2. Competition System
 - Set up and run ladders, leagues and tournament
 - Ratings and Ranking software will incorporate results into ratings for both tournament and club play at your discretion
3. Schedule Play
 - Software to facilitate court utilization for recreational play

3 Who Can Access the Pickleball Canada National System?

Players

All players who wish to join Pickleball Canada, through their Provincial/Territorial Sports Organization, if their province has one, have access to the individual features of the platform, regardless of whether they belong to a club or not.

- There is a processing fee of 4.9% +\$0.50 (plus applicable sales tax) per financial transaction. This is a combination of charges of the financial service provider (like PayPal) and the software provider who has developed and operates the PCNS.
- There may be additional user-pay fees for third-party developed services when they become available.

Clubs

A club, affiliated with their Provincial/Territorial Sports Organization, has full access to all the functions of the system.

A club which is not affiliated with their Provincial/Territorial Sports Organization does not have access to the functions of the system, but their players do.

Provincial/Territorial Sports Organizations

Affiliated PTSOs have full access to all the features of the PCNS.

4 How to Access the Pickleball Canada National System

Provincial/Territorial Sports Organization (PTSO)

- You access the National System from the Pickleball Canada website <https://pickleballcanada-ipp.com> (for now secure.pickleballcanada-ipp.com)
 - Pickleball Canada will provide an email address and password for the PTSO administrator to use at the **LOGIN** button at the top right of the website.

Affiliated Clubs

- For Clubs affiliated with their PTSO
- You access the National System from the Pickleball Canada website
 - <https://pickleballcanada-ipp.com> (for now secure.pickleballcanada-ipp.com)
 - The PTSO will provide the club administrator with an email address and password for the Club administrator to use at the **LOGIN** button at the top right of the website.

Non-Affiliated Clubs

- Clubs that are not affiliated with their PTSO cannot access the National System

Individuals (see Section 6 for detailed information)

- If you wish to **join an affiliated club** you can join through the Pickleball Canada website
 - <https://pickleballcanada-ipp.com>
 - You use the **JOIN NOW** button at the top right of the website
 - You select your province
 - You select the club you wish to join
 - Complete the registration process
 - You will pay the club, provincial/territorial and Pickleball Canada fee online.
- If you **do not wish to join any club** but wish to join your PTSO and Pickleball Canada
 - You use the **JOIN NOW** button at the top right of the website
 - You select your province
 - You select the 'I don't belong to any club' option
 - Complete the registration process
 - You will pay the provincial/territorial and Pickleball Canada fee
- You **join a non-affiliated club** directly with the club
- An individual accesses her/his personal services through the LOGIN button on the Pickleball Canada website (or provincial or club website)

5 Administrative Access to the PCNS?

The PCNS Membership Management System is a common database with each level of the system having access to its members. It is set up on a cascading structure:

- The developer gives administrative access to a National Administrator (NA)
 - The NA can give others admin access at the national level
 - The NA gives admin access to an individual of a PTSO (P/TA)
 - The P/TA can give others admin access to their PTSO
 - The P/TA gives admin access to an individual of a Club (CA)
 - The CA can give others admin access to their club

5.1 Providing Administrative Access for the PTSO Level

- A National Administrator or a Provincial Administrator logs into their account. From the VIEW MY MEMBERS screen select the province and then click on the **Province Admins** link.



- Click on the **+Add Another Admin** link and enter the email of the individual to whom you wish to provide admin access.

- You can provide either Full or Partial Access

SHARE ADMIN ACCESS FOR PICKLEBALL DEMO PROVINCE

✖

Email

Partial Access

▼

FUNCTIONALITY	ACCESS LEVEL
Province settings ?	<input checked="" type="radio"/> Full Access <input type="radio"/> Viewing Only <input type="radio"/> No Access
Member list ?	<input checked="" type="radio"/> Full Access <input type="radio"/> Viewing Only <input type="radio"/> No Access
Exporting ?	<input checked="" type="radio"/> Full Access <input type="radio"/> No Access
Reports ?	<input checked="" type="radio"/> Full Access <input type="radio"/> No Access
Mass email ?	<input checked="" type="radio"/> Full Access <input type="radio"/> No Access
Registration form ?	<input checked="" type="radio"/> Full Access <input type="radio"/> No Access

(+) Add Another Admin

- Don't forget to click on the Submit button to confirm your actions.

SUBMIT

CLOSE

- The individual will receive an email from Pickleball Canada with a link for them to set up her/his password.
- The new administrator uses their email and password to LOGIN to the PCNS and will have access to her/his provincial system.

5.2 Providing Administrative Access for the Club Level

The same process is used to set up a club level administrator. A P/TA or a CA logs into their account

- From the MY MEMBERS screen click on the *Show Club List*

Current Memberships

TITLE

LOCATION

Filter by title

Location

Pickleball Demo Province

NU

Options

(+) Show Club List

- and then click on the red *Club Admins* for the appropriate club

Filter clubs...

View Members

Club Admins

Alberta-Club-1-Test

View Members

Club Admins

Demo Province Pickleball Club

View Members

Club Admins

My First Club

View Members

Club Admins

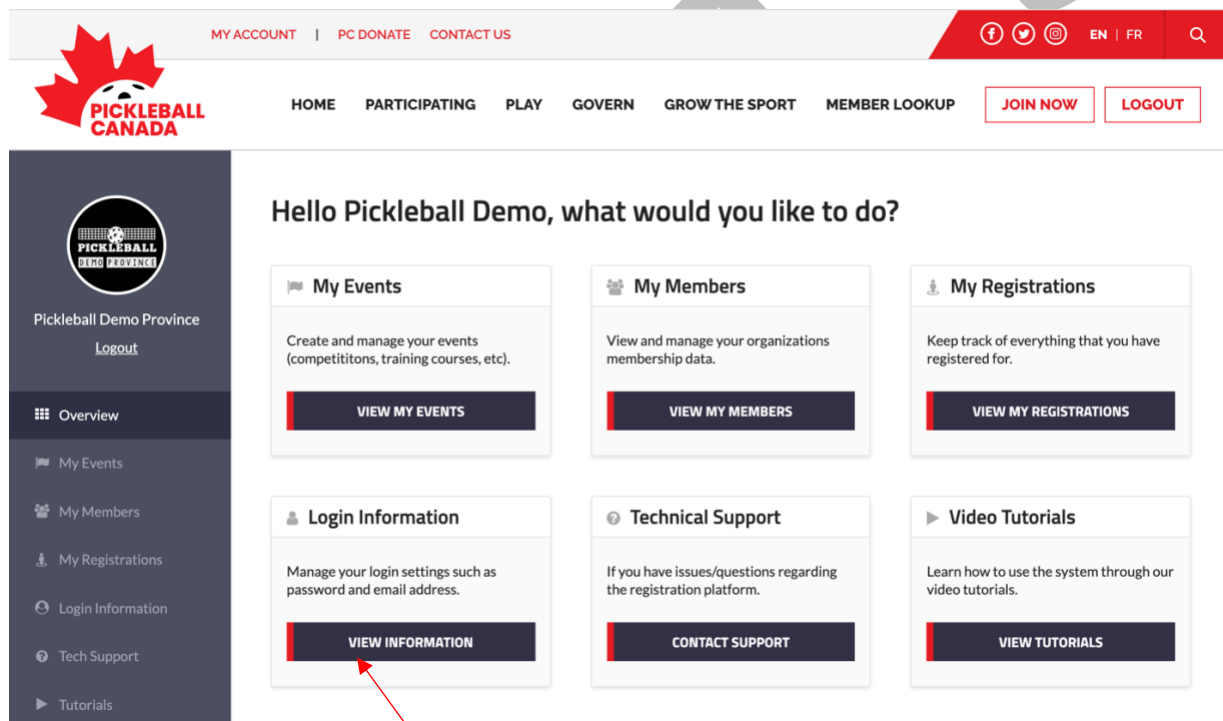
TEST PLACES to PLAY Club

- As before Click on the [+Add Another Admin](#) link, enter the email, determine level of access, and hit SUBMIT.
- The individual will receive an email from Pickleball Canada with a link to set up her/his password.
- The new administrator uses their email and password to LOGIN to the PCNS and will have access to her/his provincial system.

6 How to Set Up the PCNS?

6.1 Set Up Your Individual Profile


Log into your account.




Click on the View Information button under Login Information

NOTE: Tutorial Videos are available from your overview dashboard.

In this section you can upload your picture or logo, change your name, phone number, password and set up 2-Factor Authorization(2FA) for greater security.



 Upload File

Note: *.jpg, *.gif and *.png formats only.
Max size is 3MB.

First Name

Last Name

Email address

Phone number

Password modification

Leave blank to keep current password.

Password cannot be modified on this demo account.

Current password

New password

Re-type new password

2-Factor Authorization (2FA)

2FA gives you an additional layer of security during the login process. If 2FA is enabled along with entering your password you will also have to enter a security code as well.

2FA cannot be setup on this demo account.

There are three different methods of 2FA:

2-FACTOR AUTHORIZATION (2FA) SET-UP X

Google Authenticator App


Along with entering your password you will also have to enter a security code provided to you by the Google Authenticator app (which you install on a mobile device).

Email Address

Along with entering your password you will also have to enter a security code that is emailed to you after each successful login.

Mobile Phone

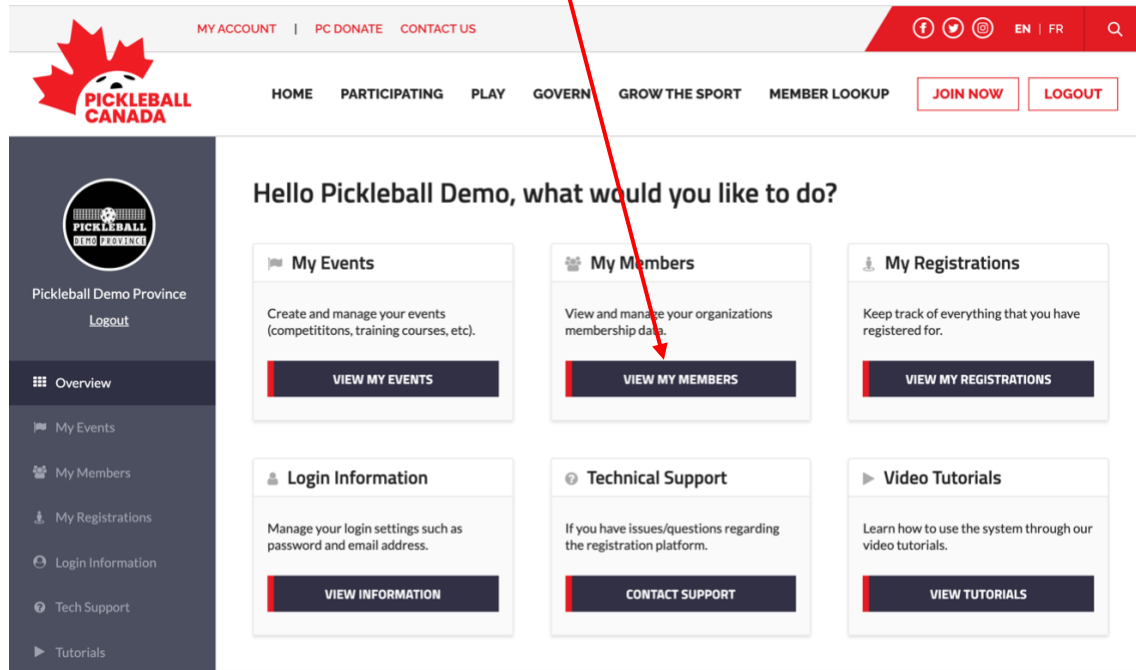
Along with entering your password you will also have to enter a security code that is texted to your mobile phone after each successful login.



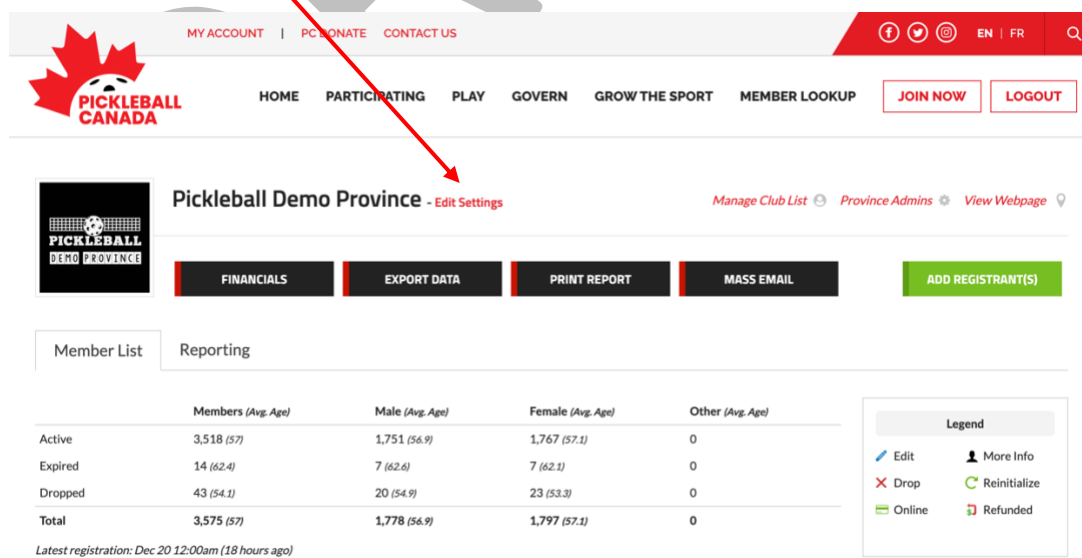
6.2 Set Up Your PTSO or Club Information

The information entered will provide information for participant's registration and a potential website for your organization.

From the main dashboard, select View My Members



From the Current Membership Screen select your province/territory or club. Then select **Edit Settings** next to the Province or Club name



There are four components:

1. General Information
2. Age Classes
3. Membership Types
4. Payments and Deadlines

And then Confirmation of the information

See Resource Video: [Club Admin](#)

There is a **Edit Information** button on the top right of each section. Some of the fields are slightly different if it is a club or PTSO.

6.2.1 General Information

Edit Settings * Required fields

01. General Information 02. Age Categories 03. Membership Types 04. Payments & Deadlines 05. Confirmation

Club Name * Add Keywords
Sample Pickleball Club! EN

Your Page URL Preview Page
pickleballcanada-ipp.com/club/MySampleClub EN

City ☐ Not applicable Add Venue Location
Burnaby EN

Province/State *
British Columbia

Country *
Canada

Logo (jpg, gif or png)
Upload File

Banner Image X
Upload/Choose File

Page Color #ac00b2

Website
http:// EN

Twitter ☒ Handle ☐ Hashtag
@

Facebook URL
http://

Contact Information

Name
Questions

Email
questions@MySampleClub.com

Phone
1-888-456-6454

Fax

[+ Add Another Contact](#)

UPDATE INFORMATION [GO BACK TO MY ACCOUNT](#)

Note the following:

- EN/FR - Bilingual - at the end of each text box is an EN - if you click on it changes to FR - which is where you would enter text in French
- Your Page URL - **this has been set by the developer - DO NOT CHANGE IT**
- **Add Venue Locations** above City - add main location of play for your club
- Banner Image - upload your custom banner or select one of the stock non-copyrighted ones provided
- Page Colour - allows you to customize the tabs/headers on the web page by selecting the desired colour from the colour wheel

There are six additional functions:

1. Manage Questions - registration
2. Waiver Forms - registration
3. Additional Purchases - this will move to its own 'Market Place' section
4. Custom Messages - registration

5. Manage Sponsors - website
6. Manage News - website

Contact Information

Name: Email: Phone: Fax:

+ Add another contact

Additional Information

Document Name:

+ Add another document

MANAGE QUESTIONS	>	WAIVER FORMS	>
ADDITIONAL PURCHASES	>	CUSTOM MESSAGES	>
MANAGE SPONSORS	>	MANAGE NEWS	>

6.2.1.1 Manage Questions

These are the questions that you wish to appear on your club's registration form. Questions required by PCO and your PTSO cannot be changed. You can add as many other questions as you need.

MANAGE QUESTIONS

SELF Rating

I don't want my recreation play to affect my rating

Alberta Sports Zone

+ Would you like to help at club events?

Radio Buttons ☐ Make required

Options

Yes <input type="button" value="EN"/>	No <input type="button" value="EN"/>	Maybe <input type="button" value="EN"/>	Option 4 (Optional) <input type="button" value="EN"/>
Option 5 (Optional) <input type="button" value="EN"/>	Option 6 (Optional) <input type="button" value="EN"/>	Option 7 (Optional) <input type="button" value="EN"/>	Option 8 (Optional) <input type="button" value="EN"/>
Option 9 (Optional) <input type="button" value="EN"/>	Option 10 (Optional) <input type="button" value="EN"/>	Option 11 (Optional) <input type="button" value="EN"/>	Option 12 (Optional) <input type="button" value="EN"/>

You can also define the type of answer, e.g., drop down, radio button, check box, date, etc. You can decide if the question is required. Then you click update to add the question.

Every input can be in both English and French by clicking on the EN button at the end of the input field. If you don't enter French content, then the French website will show the English version.

MANAGE QUESTIONS

ADD QUESTION X

Emergency Contact Name Pickleball Canada Edit

Emergency Contact Phone Pickleball Canada Edit

SELF Rating Pickleball Canada Edit

I don't want my recreation play to affect my rating Pickleball Canada Edit

Alberta Sports Zone Pickleball Alberta Edit

✚ * Would you like to help at club events? Edit

✚ Would you have your Instagram account? Edit

✚ How did you hear about our club? Edit

(-) Show default field settings

SAVE CANCEL

You can sort the questions as to where they appear on the registration form by clicking and dragging on the 'sort' icon to reposition that question.

6.2.1.2 Waiver Forms

If PCO or the PTSO has waivers that are required, they will show up in this section. You can add your own waiver in multiple ways. You can add several waiver type forms if you wish - for example a Code of Conduct, COVID Protocol, privacy information, etc.

Additional features include:

- making it required,
- showing the waiver in a pop up,
- requiring a digital signature,
- requiring a parent signature if registrant is not an adult,
- being able to email the waiver link, and
- determining when to show/require the waiver

WAIVER FORMS

ADD WAIVER ITEM X

* Pickleball Canada Waiver Pickleball Canada Edit

✚ Club Media Release EN Update Delete

Textual Waiver Show waiver in popup ? Make required (+) More settings

EN FR

I hereby consent to be interviewed, recorded, photographed, videotaped or filmed by representatives of Edmonton Pickleball Club, its Provincial Associations and affiliates while I participate in sanctioned pickleball activities and events and grant permission to use any recordings, images and interview content. The right of use shall include the right to publish, adapt, reproduce, distribute in connection with any product or service for any purpose (includes promotion, advertising and trade).

(-) Hide settings

☐ Digital signature required ☐ Email waiver link to registrant ?

☐ Parent signature required if registrant is U18 ☐ Show waiver per registrant ☒ per order

SAVE CANCEL

6.2.1.3 Additional Purchases

(This may be moved in future versions of the program - See Section 8 of this Guide)

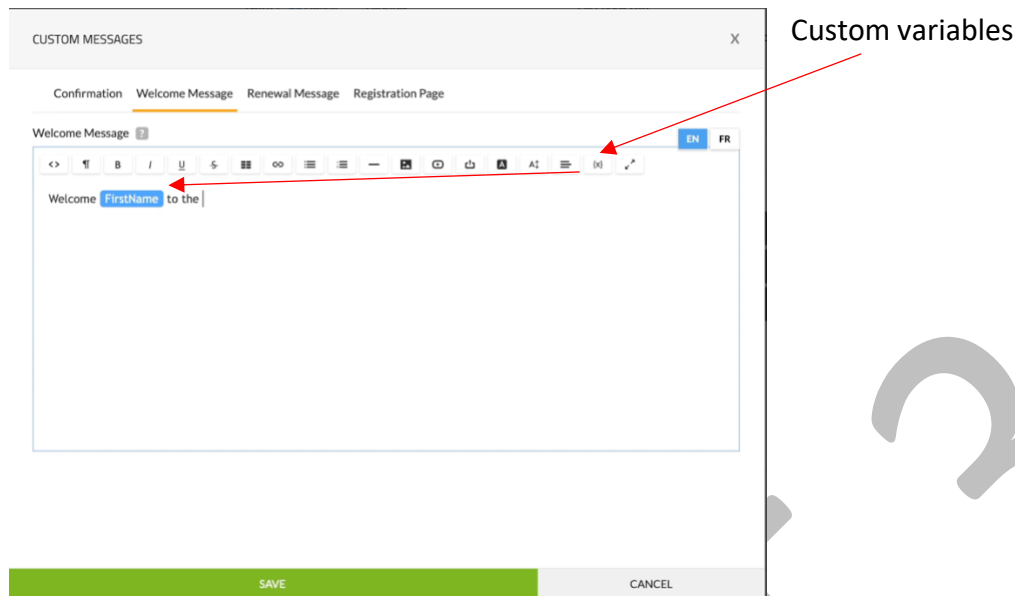
This is where you can add the opportunity for the member to purchase an item or items when signing up. It is added to the club registration form. This feature includes:

- item description, price, image
- purchase deadline
- setting who it applies to
- quantities - default, minimum, maximum
- Size and colour definition - also can set different price for different sizes
- Inventory control

6.2.1.4 Custom Messages

This section has four components”

1. Confirmation of membership when they register for your club - PCO already has done
2. Welcome message to new members - member will receive an email with a message from Pickleball Canada and potentially the PTSO and the Club - ('so keep it short')
3. Renewal message for when the member is coming up for renewal with a link to renew membership - same as for the welcome message
4. Registration page - this shows at top of registration page - PCO has done



6.2.1.5 Manage Sponsors

You can add the logo of sponsors for use on the website.

6.2.1.6 Manage News

You can add news items for use on the website. You can also manage this from the website itself

6.2.1.7 Advanced Options

Many of these will not be relevant most of the time
Advanced Options

The screenshot shows the 'Advanced Options' settings page. It includes sections for 'Additional Options' (with options like 'Disable public webpage', 'Hide social media sharing', 'Redirect this page to another page', 'Require billing phone', 'Enable entry notification', and 'Integrate Google Analytics'), 'Confirmation List' (with options like 'Public confirmation list', 'Show only after registration deadline', and 'Combine entry list with other pages...'), 'Manage Access' (with options like 'Enable editing', 'Enable scratches', 'Manually approve entries', 'Hide on Pickleball Canada', 'Disable registration', 'Restrict access to specific emails', and 'Setup access code'), and 'Other Features' (with options like 'Enable volunteer promotion' and 'Enable donations'). Most options are set to 'No' or 'Disable'.

Additional Options

- Leave these set to NO
- Google Analytics - you will have to set this up by clicking on the Find link

Confirmation List

- Leave Set at NO

Manage Access

- Enabling Editing - Set to YES
- All others in this section - Set to NO
- Access Code if you only want certain people to register for club - **need more info**

Other Features

- Volunteers and Donations - up to you - **need more info**

6.2.1.8 Preview Page (Web Page)

At the top of the Edit Settings page on the right hand side under **05. Confirmation** is a link to **Preview Page**. This shows what your public facing website is going to look like. This is what your members will see, when they register with the club and where they get information on your club. [See Section 9 for more information]

To move to the next Feature, click on **UPDATE INFORMATION** at the bottom of the screen

6.2.2 Age Classes

Edit Club * Required fields

01. General Information **02. Age Classes** 03. Membership Types 04. Payments & Deadlines 05. Confirmation

☐ Open Club
Recommended for clubs that combines all age categories.

☒ Category Specific Club
For clubs that have multiple age categories.

+ PREDEFINED CATEGORIES **+ ADD CUSTOM CATEGORY**

Description	Type	Min	Max	Age calculated on	
	By Age			Dec. 31	⚙️ ✖️
	By Age			Dec. 31	⚙️ ✖️
	By Age			Dec. 31	⚙️ ✖️

You can select no age categories - Open Club - or Category Specific Club if you have different fee structures or privileges for different age groups.

If you set up categories by age, December 31st is usually used as the age determiner. Clicking the gear icon at the end of the row provides additional settings. To delete a category, click on the 'x' at the end of the row. Advanced Options are generally set to 'NO'.

ADDITIONAL SETTINGS X

☐ Disable this category.

☐ Don't require this category to enter a DOB.

Division #

SUBMIT **CLOSE**

6.2.3 Membership Types

EDIT CLUB

01. General Information 02. Age Classes 03. Membership Types 04. Payments & Deadlines 05. Confirmation

☐ Single Membership
When registrants all registers for the same membership.

☒ Multiple Memberships
When registrants have multiple membership options.

+ ADD MEMBERSHIP TYPE

Apply to checked: Categories | Cap/Waitlist | Disable | Delete

Name	Male Categories	Female Categories	
<input type="checkbox"/> Competitive Players <input type="button" value="ON"/>	<input type="checkbox"/> Youth <input type="checkbox"/> Adults <input type="checkbox"/> Seniors	<input type="checkbox"/> Youth <input type="checkbox"/> Adults <input type="checkbox"/> Seniors	<input type="button" value="X"/>
<input checked="" type="checkbox"/> Recreational Players <input type="button" value="ON"/>	<input checked="" type="checkbox"/> All categories	<input checked="" type="checkbox"/> All categories	<input type="button" value="X"/>
<input type="checkbox"/> Trial Membership <input type="button" value="ON"/>	<input checked="" type="checkbox"/> All categories	<input checked="" type="checkbox"/> All categories	<input type="button" value="X"/>

You can select a Single Membership type or Multiple Membership types. You can name, categorize, differentiated by Male/Female. You can add additional settings by clicking on the Setting 'gear'.

ADDITIONAL SETTINGS FOR RECREATIONAL PLAYERS

General Settings Cap/Waitlist

Leave textbox blank if no cap applies.

☒ Combine age categories ☒ Combine genders

☒ Enable waitlist → ☒ No charge to be on waitlist ☐ Charge to be on waitlist

CATEGORY	ENTRIES ALLOWED
All categories	<input type="text" value="CAP #"/>

You can create a cap or limit for a membership type and also create a waitlist to join the membership type. You can also indicate if there is a charge to be on the waitlist.

Advanced Options are generally set to 'No'.

6.2.4 Payments and Deadlines

6.2.4.1 Deadlines

Edit Event

01. General Information 02. Age Classes 03. Membership Types 04. Payments & Deadlines 05. Confirmation

☒ No entry deadline (registration always opened). ☐ No charges for registration (free membership). ☐ Open registration on specific date.

☒ Early Bird Deadline 2020-09-30 11:59pm (23:59) \$ 50 Per registrant

☐ Regular Deadline \$ Price Per registrant

☐ Late Deadline \$ Price Per registrant

You can set deadlines: early bird, regular and late.

Set custom prices for each deadline, duration of the membership or prorate the membership.

Generally, 'No entry deadline' is chosen and in the 'Regular Deadline' row the club or PTSO fee is entered.

6.2.4.2 Prorating a Fee

If you wish to prorate a membership fee, select 'Add Custom Price for Regular Deadline'. Choose 'Type/Age Specific, enter the price, select 'Prorated Amount'. If you wish to prorate monthly, then enter '1' in 'Prorate Frequency' and 'Months'. Date Range would likely be the calendar year but could be any time period. Generally, choose 'Automatically set prorated prices'. If you wish to manipulate the prices, select 'Manually set prorated prices'. Types = All membership types - All registrants.

ADD CUSTOM PRICE FOR REGULAR DEADLINE

Type:
☐ # of Types ☒ Type/Age Specific ☐ Family/group ☐ Max Charge

Price:

☐ One-time cost ☐ Recurring Payment ☒ Prorated Amount

Prorate frequency: 1 month(s)

Date range: to

☒ Automatically set prorated prices ☐ Manually set prorated prices

Type(s):
 All membership types

☒ All registrants ☐ Members only ☐ Non-members only

SUBMIT CLOSE

At the bottom of the page **Manage Promotions** lets you add limits and start and end dates, costs or discount. - need more information about where this shows up - how do you access it?

ADD PROMOTION

+ ADD NEW PROMO

By code FriendNight Amount \$ %

Limited # of availability Per registrant Apply to: All registrants

Start Date End Date Apply to: ☒ Entry fees ☒ Additional products

6.2.4.3 Payment Methods

Receiving Your Funds

One of the significant benefits of the NS system is that it provides split payments. For example, the registrant signs up for the club, the province and PCO and pays the total amount. PCNS

splits the amounts to the appropriate account: club, province, PCO. Each party needs to indicate where they wish their funds sent. This is where you enter your club or PTSO bank account information.

Payment Information

How would you like to handle refunds?

☒ Manually submit refunds ☐ No refunds ☐ Automatically refund scratches

☒ Canadian Bank Account ☐ Non-Canadian Bank Account

Pickleball Canada Organization
Transit #
Institution #
Account #

* Your bank account information can be found at the bottom of a cheque.



Processing Fee

Registrants are charged a processing fee. This is how the business that provides our National System makes money. The processing fee is 4.9% of each transaction plus \$0.50 plus applicable provincial tax. This includes the 'PayPal' type processing fee as well.

Refunds

It also allows you to set up how you will deal with refunds.

Advanced Options

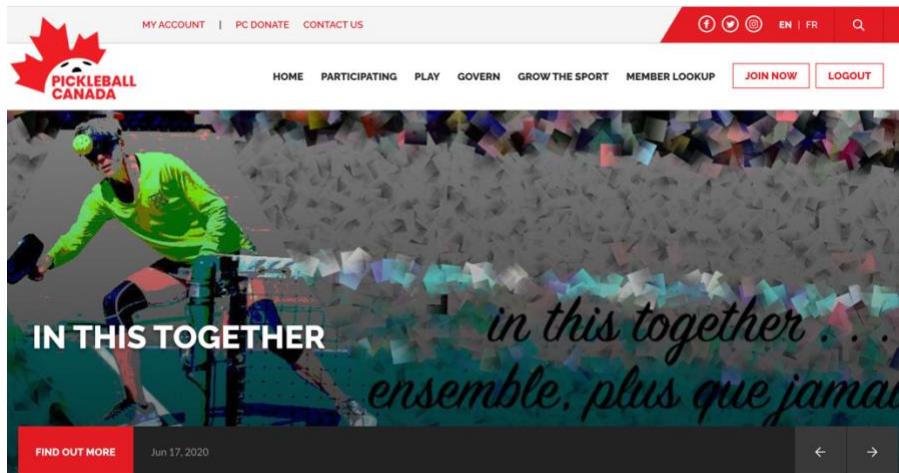
Allows you to set **Taxes**, allow non-member fees, and set extraordinary fees.

6.2.5 Confirmation

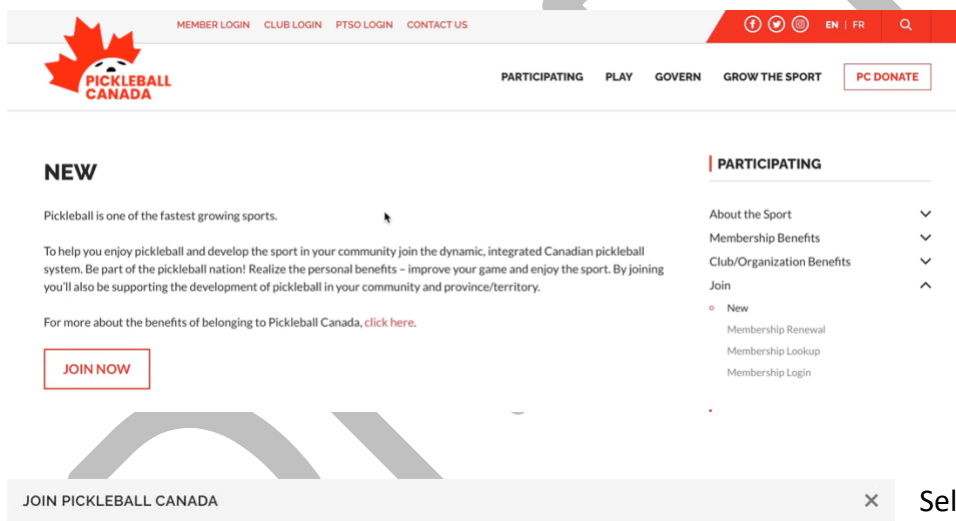
This page is an overview of everything you have set up. You can do additional edits or return to the account page and carry on with other business or sign off.

7 How to sign up or renew as an individual player

See Resource video: [Individual Registration](#)



From Pickleball Canada webpage - pickleballcanada.org - click on the **JOIN NOW** button

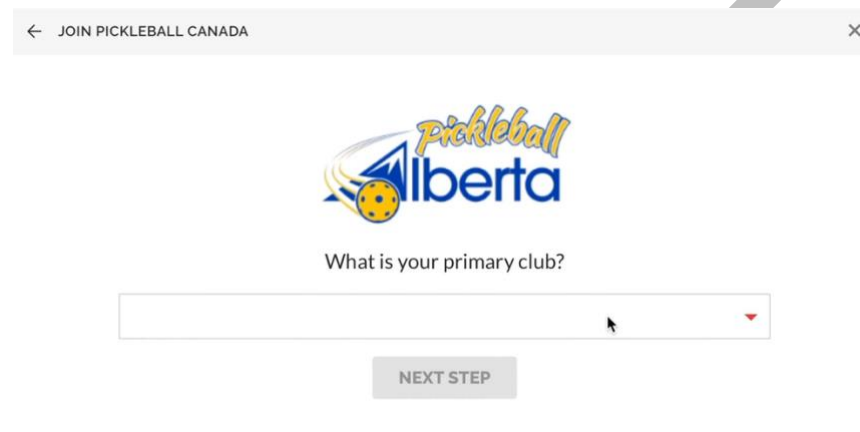


Select **JOIN NOW**

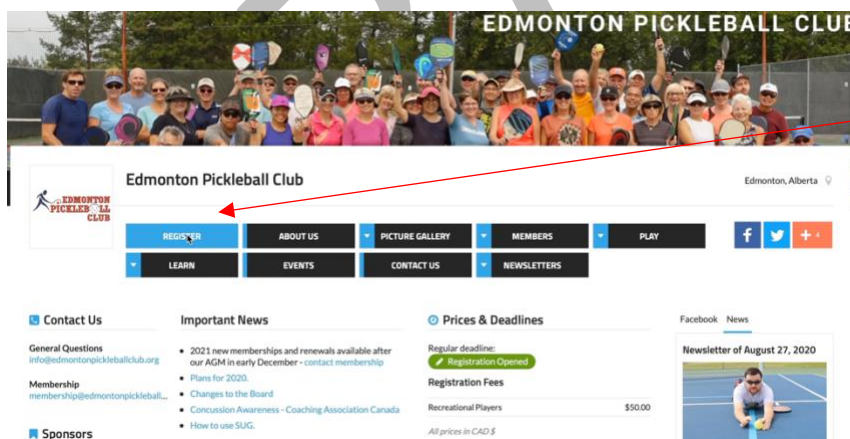
Select your province or territory from the drop down menu and if your province or territory **is not** yet part of PCNS it will direct you to their website for you to sign up.



For example



If the Province or Territory is part of PCNS then it will ask you to choose your primary club



Where you will select Register

MEMBER LOGIN CLUB LOGIN PFSO LOGIN CONTACT US

PARTICIPATING PLAY GOVERN GROW THE SPORT PC DONATE

of individuals that you want to register: 1 Import Share fields

Are you a new or renewing member? *
☒ I am new to Pickleball Canada
☐ I am renewing my membership with Pickleball Canada

First Name * Last Name *

Gender *
☐ Male ☐ Female ☐ Gender Diverse

Date of Birth * (YYYY-MM-DD)
 YYYY / MM / DD

Profile Photo
 Upload File

Contact Information

Full Mailing Address - Street Address * Address 2 * City *

Province/State * Country * Postal Code *

PROCEED TO STEP 2 SAVE & COMPLETE LATER ADD REGISTRANT

This may look slightly different for each club depending on the information it has set up for each registrant.

You can add additional registrants by clicking

PARTICIPATING PLAY GOVERN GROW THE SPORT PC DONATE

Share fields between multiple registrants

of individuals that you want to register: 2 Import Share fields

Refine...
 John Doe
 Registrant #2

Are you a new or renewing member? *
☒ I am new to Pickleball Canada
☐ I am renewing my membership

First Name * Last Name *

Gender *
☐ Male ☐ Female ☐ Gender Diverse

Date of Birth * (YYYY-MM-DD)
 YYYY / MM / DD

Profile Photo
 Upload File

Contact Information

Full Mailing Address - Street Address * Address 2 * City *

Province/State * Country * Postal Code *

PROCEED TO STEP 2 SAVE & COMPLETE LATER ADD REGISTRANT

The second registrant has been added.

If he or she is from the same household, you may wish to use the *Share Fields* button so as to not have to retype information.

Which fields do you want to share across all registrants?

☐ Member # ☐ First Name

☐ Last Name ☐ Gender

☐ Date of Birth ☐ Profile Photo

☐ Contact Information ☐ Street Address

☐ Address 2 ☐ City

☐ Province/State ☐ Country

☐ Postal Code ☐ Individual Email

☐ Phone Number ☐ Alternate Phone Number

☐ Emergency Contact Information ☐ Emergency Contact Name

☐ Emergency Contact Phone ☐ Other Information

☐ SELF Rating ☐ I don't want my recreation play to affect my rating

☐ Alberta Sports Zone ☐ Member's Skill Rating

☐ Sanctioned Tournament Application Form

Confirm Cancel

After selecting the desired fields, press the *Confirm* button and then fill in the rest of the registration.

Then select the *Proceed to Step 2* button.

Edmonton Pickleball Club View info Contact Us Edmonton, Alberta

01. Registrant Information 02. Confirmation & Payment 03. Receipt

⚠ Your registration is not yet complete, confirm registration below.

Please review your info - [Edit Information](#) [Print Report](#)

Name	Member #	Team	Gender	Description	Price
John Doe (1988-03-01)	Non-member	Edmonton Pickleball Club	M	Pickleball Canada Membership	\$5.00
				Pickleball Alberta Membership	\$10.00
Jane Doe (1993-05-05)	Non-member	Edmonton Pickleball Club	F	Pickleball Canada Membership	\$5.00
				Pickleball Alberta Membership	\$10.00
Total:					\$30.00
Grand Total:					\$30.00

Promo Code: [Apply](#) All prices are in CAD

[CONFIRM REGISTRATION](#) [EDIT REGISTRATION](#) [SAVE & COMPLETE LATER](#)

Jane Doe (1993-05-05) Non-member Edmonton Pickleball Club F Pickleball Canada Membership \$5.00 Pickleball Alberta Membership \$10.00 Total: \$30.00

Promo Code: [Apply](#) Grand Total: \$30.00 All prices are in CAD

Payment Information

☒ Credit Card ☐ INTERAC® Online ☐ PayPal ☐ By Cheque

Card Number* 4514 - 9999 - 9999 - 9999 Expiry (MM/YY)* 01 22 CSC* 123 Type VISA

Billing Name* John Doe Billing Address* 123 Test Ave City* Edmonton

Province/State* Alberta Country* Canada Postal Code (ZIP)* E3G8P5

[CONFIRM REGISTRATION](#) [EDIT REGISTRATION](#) [SAVE & COMPLETE LATER](#)

Pickleball Canada
You have successfully registered for Yukon Pickleball Association.
To: Dick Chambers,
Reply-To: noreply@trackie.com

Inbox - iCloud Yesterday at 12:15 PM

This is the Confirmation and Payment page where the club, provincial and national fees have been set up by the respective group.

It will allow payment by Credit Card, Interac or PayPal (not by cheque)

Then select the *Confirm Registration* button.

The new registrant receives a confirmation email. (it has been revised)

You have successfully registered for Yukon Pickleball Association.

Registration completed successfully on January 29th, 2021

This charge will **show up as "PICKLEBALL REGISTRATION - TRACKIE"** on your credit card statement.

If you have any questions please contact: Jim Gilpin at jgilpin@northwestel.net or 867.668.2814.

RECEIPT # 2172312

Name	PCO # Club Name	Description	Amount	Fee
Richard Chambers	46874 Yukon Pickleball Club	Yukon Pickleball Association (Pickleball Yukon)	\$20.00	\$2.10
		Pickleball Canada (Pickleball Canada)	\$10.00	
Total			\$30.00	\$2.10
Grand Total			\$32.10	

All prices are in CAD.

Welcome John!

It looks like it is your first time here.
Let's finalize your account!

Email Address

Password

Re-type Password

You will use the above to login to Pickleball Canada.

This is where you set up your Pickleball Canada password.

After determining your password and hitting the *Submit* button it will take you to your Account page.

MY ACCOUNT | CONTACT US

PARTICIPATING PLAY GOVERN GROW THE SPORT PC DONATE

John Doe
Logout

Overview
My Registrations
My Profile
Tech Support
Tutorials

Hello John, what would you like to do?

My History
Filter by...
• Today: You joined the "Edmonton Pickleball Club".

My Registrations
Keep track of everything that you have registered for.

My Profile
Manage your profile settings such as password and email address.

Technical Support
If you have issues/questions regarding the registration platform.

This page allows you to edit your profile - any of your contact information.

It also shows all clubs, organizations or events for which you have registered

7.1 Joining a Second Club

There are several ways to join an additional club:

1. Log in as an individual - go to VIEW MY REGISTRATIONS > click on the JOIN ADDITIONAL CLUB button
2. Use the JOIN NOW or REGISTER button on Pickleball Canada, PTSO or Club webpage. As you begin to enter information about yourself the screen will prompt with an "Is you query". If it is, it will provide PCO number and other information.

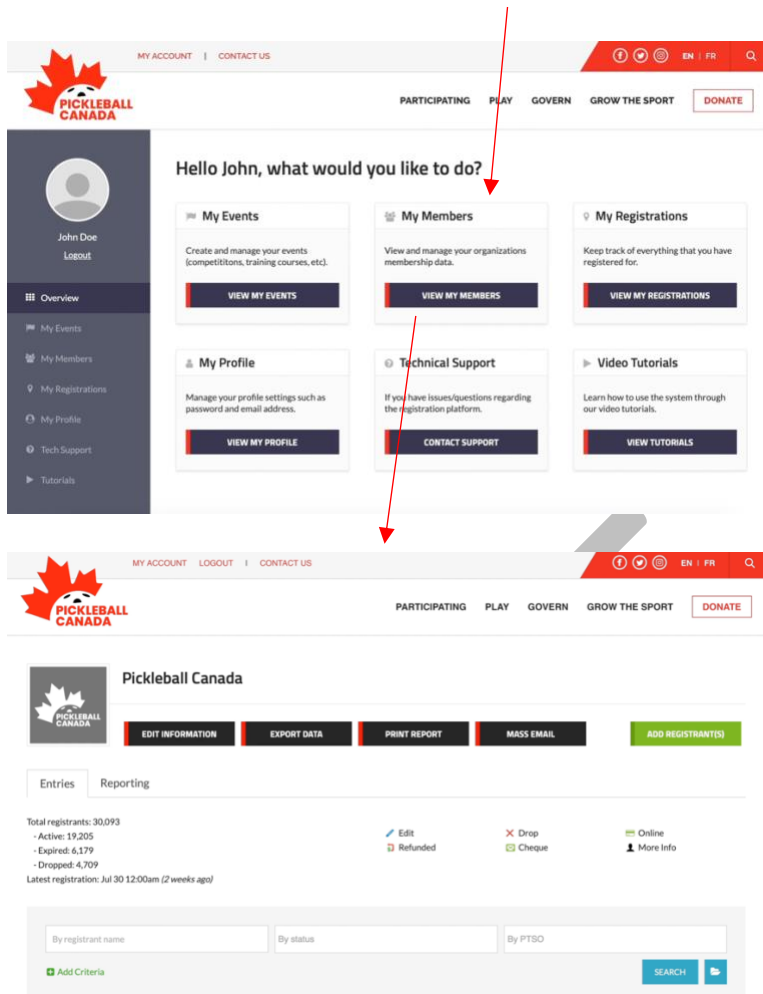
You will only be charged one PCO fee and one PTSO fee for a club in that province/territory.

NOTE: Clubs will have to work with all their members to ensure email addresses are accurate. All members will have to login to the new system to create a new password. PCO will work on developing a 'Welcome Email' with a link to reset their password.

8 Member Management System (MMS)

See resource videos: [Member Management](#)

You access the MMS through the **My Members** module



There are five components to the My Members section:

1. Member Information - scroll down to see the list of your member below the black headers, and then the four tabs at the top of the screen:
2. Edit (club) Information (This was already covered in Section 4)
3. Export Data
4. Print Reports
5. Mass Emails

8.1 Member Information

By registrant name By status By PTSO

[Add Criteria](#) [SEARCH](#)

Apply to checked: [Edit](#) | [Drop](#) | [Email](#) | [Export](#) | [Print Report](#) | [More Info](#) | [Less Info](#)

Viewing entries: 1 - 500 of 30093 Page size: 500

Check all	Full Name ▲	Gender	PCO #	Club	Join Date	Expiry Date	Days to Expiry
-----------	-------------	--------	-------	------	-----------	-------------	----------------

8.1.1 Sorting

You can change the header fields by clicking on 'Visible Fields'.

You can Sort by either clicking on 'Sort by' or by clicking on the header itself.

By clicking on a row, you get an expanded view of information about that member.

By clicking on the 'person icon' you see their full profile. You can hide or show the information plus add admin notes.

8.1.2 Searching

There are very flexible search options through the 'Add Criteria' button in the above screen shot. You could combine searches by clicking on two criteria in one of the three boxes, e.g., if you wanted to search for a member in both B.C. and Alberta you would click on both provinces in the rightmost box.

As well by clicking on 'Add Criteria' you have available a search for all the fields in the data base. The system is *smart* - if you ask it to search for all "Dave" names it will also show those with "David". You could also search for two different names by putting a comma after the first name and then adding the second. For example - David, Sue. This would locate all those registrants with either David or Sue as their first name.

You can also do 'and - or' searches and more complex group 'and-or' searches.

The screenshot shows a search form with three main sections: 'By registrant name', 'By status', and 'By PISO'. Below these are two rows of criteria. The first row has 'AND' selected, 'First name' as the field, 'Ends with' as the operator, and 'e' as the value. The second row also has 'AND' selected, 'Club name' as the field, 'Contains' as the operator, and 'Manitoulin Island Pickleball' as the value. There is an 'Add Criteria' button on the left. On the right, there are three icons: a red eraser, a blue 'SEARCH' button, and a blue folder icon. Red arrows point from the text above to the 'AND' dropdowns, the 'SEARCH' button, and the folder icon.

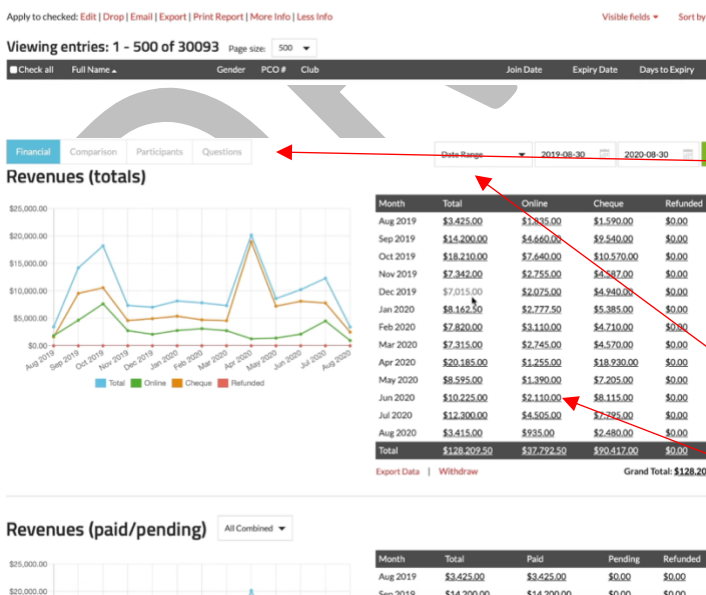
You can save the search by clicking on the 'disk' icon. You can share admin access to the search. You load the search by clicking on the 'folder' icon. To clear the filters, click the eraser icon.

8.1.3 Reporting

See Resource video: [Membership Management \(Reporting\)](#)

The screenshot shows the 'Reporting' tab selected in the top navigation bar. Below the navigation bar, there are several buttons: 'EDIT INFORMATION', 'EXPORT DATA', 'PRINT REPORT', 'MASS EMAIL', and 'ADD REGISTRANTS'. A summary of registrants is shown: 'Total registrants: 30,093', 'Active: 19,205', 'Expired: 6,179', 'Dropped: 4,709', and 'Latest registration: Jul 30 12:00am (1 month ago)'. There are also icons for 'Edit', 'Refunded', 'Drop', 'Cheque', 'Online', and 'More Info'. Below this is a search form similar to the one in the previous block, with 'By registrant name', 'By status', and 'By PISO' sections, and a 'SEARCH' button. A red arrow points from the text above to the 'Reporting' tab.

You access this section by clicking on the Reporting tab.



There are four reporting tabs:

1. Financials
2. Comparisons
3. Participants
4. Club questions

The Date range can be set.

Detailed information underlying each figure can be obtained by clicking on the figure.

Information can be printed, saved as a PDF, or exported as a csv file (Excel).

8.1.3.1 Financial

Financial Information is located here.

WITHDRAW FUNDS link.

By clicking on the amount, you can see the details.

You can change comparisons by clicking on the labels to remove that section from the graph.

Month	Total	Online	Refunded
Dec 2019	\$220.00	\$220.00	\$0.00
Jan 2020	\$1,080.00	\$1,080.00	\$0.00
Feb 2020	\$1,090.00	\$1,090.00	\$0.00
Mar 2020	\$1,120.00	\$1,120.00	\$0.00
Apr 2020	\$780.00	\$780.00	\$0.00
May 2020	\$1,140.00	\$1,140.00	\$0.00
Jun 2020	\$1,010.00	\$1,010.00	\$0.00
Jul 2020	\$1,080.00	\$1,080.00	\$0.00
Aug 2020	\$980.00	\$980.00	\$0.00
Sep 2020	\$1,070.00	\$1,070.00	\$0.00
Oct 2020	\$1,160.00	\$1,160.00	\$0.00
Nov 2020	\$1,050.00	\$1,050.00	\$0.00
Dec 2020	\$970.00	\$970.00	\$0.00
Total	\$12,750.00	\$12,750.00	\$0.00

Grand Total: \$12,750.00

Transfers to your Bank Account

It shows the **funds available** to transfer.

It allows you to modify your **bank account details**.

You can change the settings between **manual or automatic withdrawals**.

It provides **withdrawal history**. By clicking on the value, you can see the **unique transactions** related to the amount.

TRANSFER ID	DATE	AMOUNT	DEPOSITED TO
1005	June 1st, 2020 12:00am ET	\$2,110.00	123 (transit #), 456 (institution #), 123456789 (account #)
1004	May 1st, 2020 12:00am ET	\$1,390.00	123 (transit #), 456 (institution #), 123456789 (account #)
1003	April 1st, 2020 12:00am ET	\$1,255.00	123 (transit #), 456 (institution #), 123456789 (account #)
1002	March 1st, 2020 12:00am ET	\$2,745.00	123 (transit #), 456 (institution #), 123456789 (account #)
1001	February 1st, 2020 12:00am ET	\$3,110.00	123 (transit #), 456 (institution #), 123456789 (account #)

8.1.3.2 Comparisons

Comparisons can be made in regard to registrants and revenue. Similar to the Financial section:

- the date range can be adjusted,
- the number of comparisons can be modified by clicking on the chart labels,
- unique responses can be obtained by clicking on the underlined values
- at the bottom of each data grid there is a link to export all data or the totals,
 - Information can be printed, saved as a PDF, or exported as a csv file (Excel).

8.1.3.3 Participants

Retention rates can be tracked: total members, renewed members, new members, not renewed. Participant gender can also be graphed. As well:

- the date range can be adjusted,
- the number of comparisons can be modified by clicking on the chart labels,
- unique responses can be obtained by clicking on the underlined values,
- At the bottom of each data grid there is a link to export data.
 - Information can be printed, saved as a PDF, or exported as a csv file (Excel).

8.1.3.4 Questions

You can chart and graph data related to questions that you have created in your club set up. This function has similar features to the previous components:

- the date range can be adjusted,
- the number of comparisons can be modified by clicking on the chart labels,
- unique responses can be obtained by clicking on the underlined values,
- At the bottom of each data grid there is a link to export data.
 - Information can be printed, saved as a PDF, or exported as a csv file (Excel).

8.2 Export Data

There are two methods to export data:

1. Clicking on the Export Data tab at the top of the screen. This will export your **entire data base** with the following options.

EXPORT DATA

Export to: ☒ Spreadsheet ☐ Easy Meet ☐ Hy-Tek Meet Manager ☐ Runscore ☐ MeetPro ☐ Sportdata ☐ LynxPad ☐ Other

Export data as of: ☒ All data ☐ Since last export ☐ Custom date

Delimiter: ☒ , (comma) ☐ ; (semi-colon) ☐ (tab)

Force fields to be quoted: ☒ No ☐ Yes

What would you like to export:

☒ Individuals (+) [View fields](#)

☐ Include dropped

2. To export a subset of your membership

a. do a search

Click "Check All"

Select Export

By registrant name By status By PTSO

Apply to checked: [Edit](#) | [Drop](#) | [Email](#) | [Export](#) | [Print Report](#) | [More Info](#) | [Less Info](#) Visible fields ▼ List format ▼ Sort by ▼

Viewing entries: 1 - 500 of 30093 Page size: 500 ▼

<input type="checkbox"/> Check all	Full Name ▲	Gender	PCO #	Club	Join Date	Expiry Date	Days to Expiry
------------------------------------	-------------	--------	-------	------	-----------	-------------	----------------

To clear a search, you click on the 'red eraser' button next to the search button.

8.3 Print Report

This is similar to the Export function. You can use the search function to create a group of people with specific characteristics. After the search click 'Check All' and then go to Print Report. It allows printing, saving as a PDF or Exporting to Excel as a CSV file.

By registrant name By status By PTSO

AND ▼ Club name Contains Manitoulin Island Pickleball

AND ▼ Payment status Is not equal Paid

Apply to checked: [Edit](#) | [Drop](#) | [Email](#) | [Export](#) | [Print Report](#) | [More Info](#) | [Less Info](#) Visible fields ▼ List format ▼ Sort by ▼

8.4 Mass Email

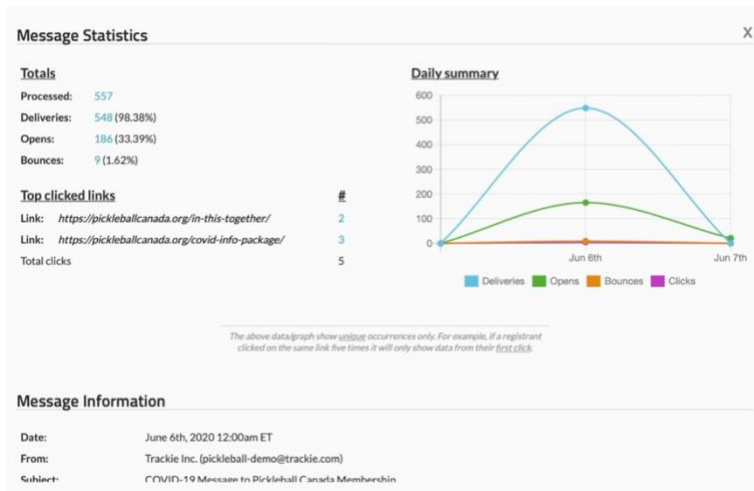
You can 'check' a few individuals then click Email. If you wish to email your entire membership click on the **Mass Email** button at the top of the screen. It allows

- attachments.
- the use of a template to format your email
- preview your email
- send test email

Additionally, it allows you to:

- Export email list
- Integrate with MailChimp, and

- View history and statistics on readership



It shows:

- How many were sent
- How many were opened
- How many bounces
- what and how often links were opened - you can even see who opened the links by clicking on the number related to the link

9 Content Management System (CMS)

See Resource video: [Tier 1 Website](#)

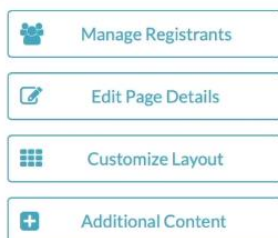
PCNS provides a free 'Tier 1' website. These are its capabilities.

Much of the information for the web page comes from your input on Section 6.2 Edit Information about the Club.

Steps

1. Login through the Pickleball Canada website as the Account Administrator
2. From the Overview Dashboard select **VIEW MY MEMBERS**
3. Select your Province or club
4. Select Edit Settings **Pickleball Demo Province - Edit Settings**
5. On the 01: General Information level click on the **Edit Information** button.
6. Select **Preview Page** in the top right section of the page

Admin Options



This takes you to the Edit Information about the Club

This allows you to manipulate where things are on the page.

This is where you add content.

9.1 Add Content

ADDITIONAL CONTENT

ADD CONTENT

LEFT SIDE MENU

TOP MENU

INLINE CONTENT

OUR COACHES - Our Coaches
View page Edit

MEETS & RESULTS - Meets & Results
View page Edit

PHOTO GALLERY - Photo Gallery
View page Edit

SPONSORS - Sponsors
View page Edit

ADD CONTENT Back to Manage

Our Courts EN The Courts in Regina! EN

Content type: ☒ Enter your own content ☐ External link EN FR

Lets just type something!

- Bullet point 1
- Bullet point 2
- Bullet point 3

Change some font color

☐ Add photo gallery to page

Set content to be a submenu under:
This is a parent page

Header Icon
None
address-book
address-card
adjust

Update ☐ Hide from public ☐ Registrant access only

This allows you to add content on the left side, top or on the body of the page.

With the Left Side Menu highlighted you can drag the content higher or lower by click and drag on the +

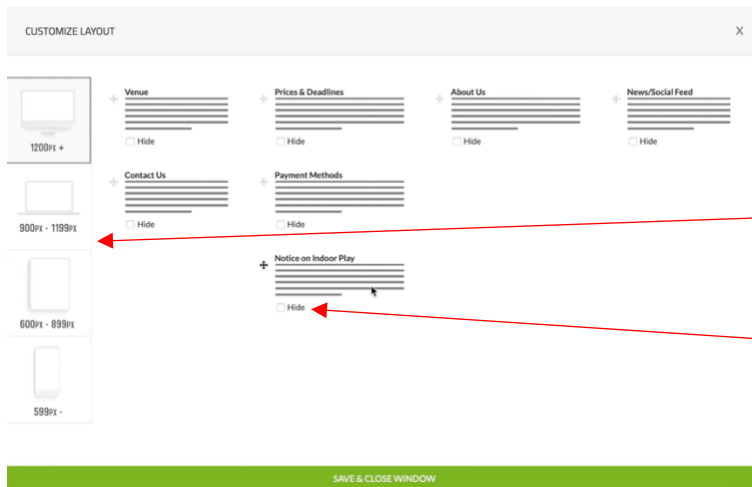
You can enter your **own content** or an **External Link**.

Add **Photos**.

Set up as a **submenu** to another page.

Hide from the public or allow **only your registrants** to see it.

9.2 Customize Layout



To reposition the information, click and drag it to the desired location.

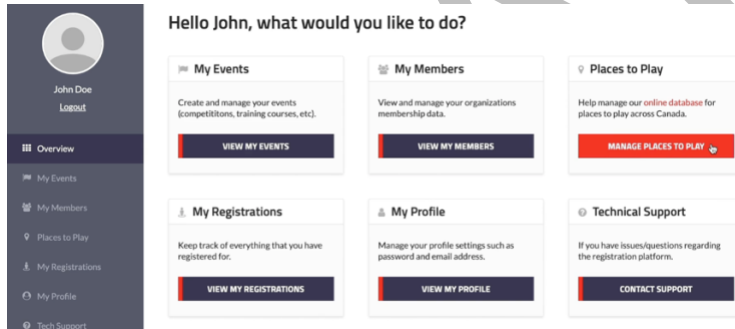
You can also change the size of the information.

You can hide or show information by clicking on

10 Places to Play

See Resource video: [Places to Play](#)

At the bottom of the Pickleball Canada home page is a link to Places to Play for people to search for places to play pickleball across Canada. These choices are created by the club on their dashboard.



10.1 Adding and Editing Places to Play

MANAGE PLACES TO PLAY **ADD LOCATION** X

Filter places to play.

Alexander Grove Park 10 Warner Colpitts Lane, Stittsville, Ontario	Edit
Ancaster Rotary Centre 385 Jerseyville Rd W, Ancaster, Ontario	Edit
Artillery Park 382 Bagot Street, Kingston, Ontario	Edit
Camrose Grrr-Kins Pickleball Club 4512 53 St, Camrose, Alberta	Edit
Central Lions Pickleball Club 11113 113 St, Edmonton, Alberta	Edit
City of Whitehorse Canada Games Centre 200 Hamilton Blvd, Whitehorse, Yukon	Edit
Clara Hughes Park 281 Henderson Hwy, Winnipeg, Manitoba	Edit
Cold Lake Pickleball Club 7825 51 St, Cold Lake, Alberta	Edit

This will show you all the places you have access to.

You can add a location or edit information about an existing location.

There is a great deal of information that can be shared about the places to play in your area!

ADD LOCATION [Back to Manage](#)

Country * Postal Code *

Canada

Additional Information [EN](#) [FR](#)

(Rich text editor area)

Contact Details

Contact Name Contact Phone

Contact Email Website [EN](#)

Venue Information

Availability: ☐ Public ☐ Membership Required ☐ Private

of Indoor Courts # of Outdoor Courts Avg. Number of Players

ADD LOCATION [Back to Manage](#)

- ☐ Acrylic Surface
- ☐ Asphalt
- ☐ Clay
- ☐ Concrete
- ☐ Covered Courts
- ☐ Indoor Courts
- ☐ Lighted Courts
- ☐ Outdoor Courts
- ☐ Permanent Nets
- ☐ Portable Nets
- ☐ Wood

Player Skill Variety

- ☐ None
- ☐ 2.5 Players
- ☐ 3.0 Players
- ☐ 3.5 Players
- ☐ 4.0 Players
- ☐ 4.5 Players
- ☐ 5.0 Players
- ☐ Pro Players

Preferred Ball

- ☐ Dura 40
- ☐ Franklin X
- ☐ Onix Pure Indoor
- ☐ Onix Pure Outdoor
- ☐ Quiet Ball (sponge)
- ☐ Top
- ☐ Jugs Indoor

- ☐ Age Restricted
- ☐ Beginner Classes
- ☐ Beginners Welcome
- ☐ Challenge Court
- ☐ Competition Focused
- ☐ Invite Only
- ☐ Rating Restricted Courts
- ☐ Recreational Focused
- ☐ Senior Crowd
- ☐ Silversneakers
- ☐ Tournament Practice
- ☐ Wheelchair Play
- ☐ Young Crowd

Schedule

- ☐ All Day Play
- ☐ Dawn Play
- ☐ Morning Play
- ☐ Afternoon Play
- ☐ Evening Play
- ☐ Night Play
- ☐ Verify Schedule

Cost

- ☐ Drop-In Fee
- ☐ Free to Play

- ☐ Club Run Facility
- ☐ Food Available
- ☐ Gated Community
- ☐ Portable Restrooms
- ☐ Public Park
- ☐ Restrooms
- ☐ RV Resort
- ☐ Snacks Available
- ☐ Spectator Seating
- ☐ Tennis Club
- ☐ Water Fountain
- ☐ Wheelchair Accessible

Days of Week / Times

- ☐ Sunday
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday

Programs

- ☐ Youth U18
- ☐ Kids < U 14
- ☐ Safe Sport
- ☐ Coaching/Instructor
- ☐ PC certified
- ☐ IPTPA
- ☐ Other

PICKLEBALL CANADA

34

Preferred Ball
☐ Dura 40
☐ Franklin X
☐ Onix Pure Indoor
☐ Onix Pure Outdoor
☐ Quiet Ball (sponge)
☐ Top
☐ Jugs Indoor

Cost
☐ Drop-In Fee
☐ Free to Play

Programs
☐ Youth U18
☐ Kids < U 14
☐ Safe Sport
☐ Coaching/Instructor
☐ PC certified
☐ IPTPA
☐ Other
☐ Officiating

Share admin access to this location (separate multiple emails with comma)

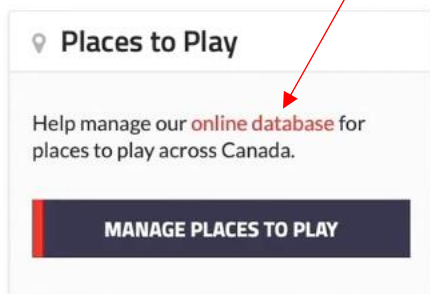
☐ Hide location from public

You can share admin access to the location

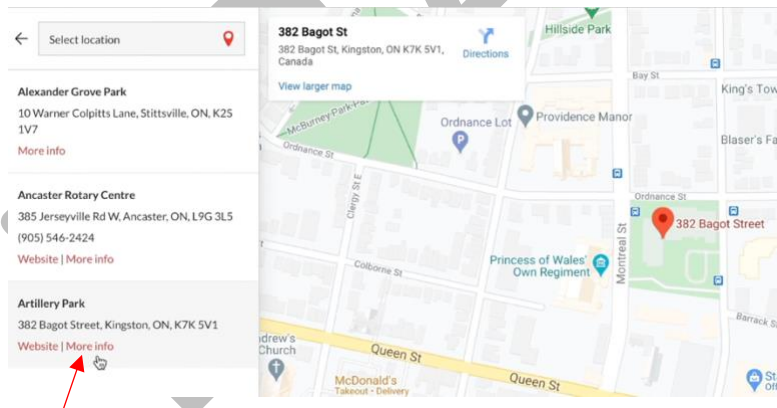
And hide it from public view

10.2 Finding Places to Play

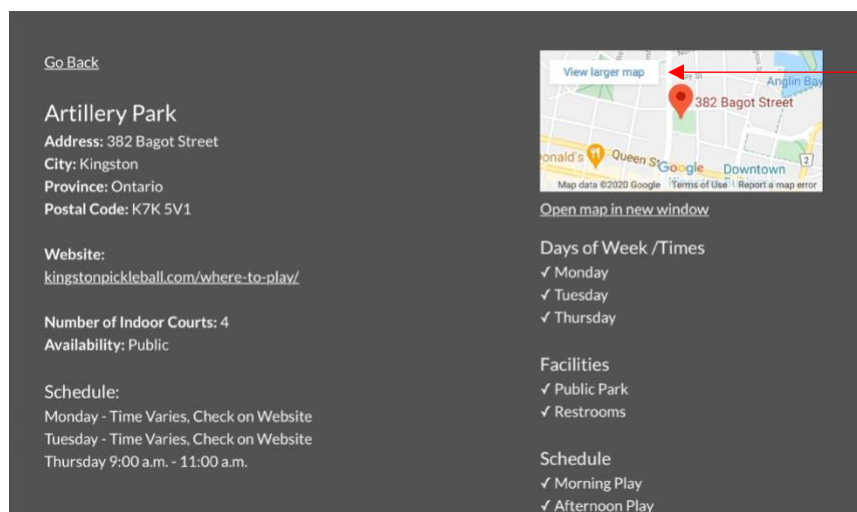
To find Places to Play either return to the PCO website Places to Play section or from your dashboard click on the **online database** link on the Places to Play button.



If you wanted to find more information about a place to play in Ontario >Kingston>Artillery Park



The **More info** link will provide all the information about the location



The [View Larger Map](#) link will provide an interactive map that will provide directions to the pickleball facility.

11 Sales

This function will be moved to a separate location in the future. (At the moment it is linked to the registration process.)

From the Club Overview Dashboard >> View My Members >> Edit Settings >> Edit Information >> Additional Purchases

This is where you can provide the opportunity for a member to purchase an item or items when signing up. It is added to the club registration form. This feature includes:

- item description, price, image
- purchase deadline
- setting who it applies to
- quantities - default, minimum, maximum
- Size and colour definition - also can set different price for different sizes
- Inventory control

The screenshot shows a web form titled 'ADDITIONAL PURCHASES' with a green 'ADD ITEM' button and a close 'X' button. The form is for a 'Club T-Shirt' item. It includes fields for 'Item price \$ 15', 'Item image', 'Make required' (checkbox), and 'Hide settings' (link). There are also fields for 'No deadline' (checkbox), 'Tooltip text' (text area), and 'Apply to: All registrants' (dropdown). Below these are 'Default quantity (0)' and 'Minimum quantity (0)' dropdowns, and a '1' dropdown. Further down are 'Add different sizes' and 'Set quantity per size' dropdowns, and a 'Set different price per size' checkbox. The 'Available Sizes' section contains a grid of size and quantity options: X-Small (15), Small (10), Medium (5), Large (10), X-Large (2), Size 6 (Qty), Size 7 (Qty), Size 8 (Qty), Size 9 (Qty), Size 10 (Qty), Size 11 (Qty), and Size 12 (Qty). A '+ Add more sizes' link is at the bottom left. At the bottom of the form are 'SAVE' and 'CANCEL' buttons.

12 Event Management System (tba)

13 Competition System (tba)

14 Scheduling of Play (tba)

15 Officials Registry (tba)

16 Coaches Registry (tba)