



System Cutover Update to Clubs with Own Membership Systems

2021-05-13

In this update we are providing some reminders to “Not Integrated” clubs regarding our final cutover to the new **Pickleball Canada National System (PCNS)**.

It’s been a couple of months since our last general update. During this time our Pickleball Alberta PCNS implementation team has been meeting with club representatives to demo the PCNS system and discuss options for club settings.

As well, we have participated at the national PCNS implementation level and are happy to report that there continue to be several enhancements to the system. This has been a significant undertaking for a volunteer run, national organization. I’d like to expressly acknowledge the PA team who have worked with me to dedicate their time and expertise to this project; which will save valuable volunteer time for all of us going forward: Brenda Feser, Blair Morton, Ray Keroack and Diane Main.

The purpose of this email is to remind club administrators of the system cutover plans and to ensure that you know how to contact anyone on the team if you have any questions (anyone cc’d on this email...). Please share this information with others in your club as appropriate.

2021 Membership Renewals are Amazingly Strong

- Even in a pandemic we find that our members are eager to support pickleball clubs and our sport. As of writing, almost 3000 players from Alberta have renewed or joined a Pickleball Alberta / Pickleball Canada and most of these members have also joined a club (or two!).

Final system cutover to PCNS Starts May 30th – just around the corner

- Your club collects your membership information and fees then sends this information to PA to be uploaded into the PA Wild Apricot (PAWA) this will continue until 6 pm on May 30.
- It is essential that you suspend membership sales on May 30 and then send PA information for any additional members who have renewed or joined for the 2021 membership year on May 31. PA will include this information in our final import from PAWA to PCNS.
- From June 1 until June 6, we will migrate any final membership data from PAWA to PCNS, check it, and prepare for memberships to open in PCNS on June 6. *PA WILL NOT BE ABLE TO PROCESS ANY MEMBERSHIPS FROM END OF DAY MAY 30 UNTIL WE OPEN IN PCNS ON JUNE 7.*
- We expect to be contacting you on June 4 or 5 to advise that our tests have been successful and to ask you to open up registrations for your club on PCNS. Please make a note of these dates and check out the detailed system cutover plan in the current version of the PCNS Guide for Alberta (Implementation Considerations on page 37) and attached to this update.
- While we believe your club is pretty much ready to use PCNS, if you have any questions or concerns, please let us know.

- ***Please provide us with a positive confirmation that your club will be ready to start using PCNS when go 'live' on June 6 or in the fall (We do not want any misunderstanding).***
- Your members will want to hear from you regarding this change. There will continue to be some messaging from PA about our cutover to PCNS, however, your members will most likely pay the most attention to messages from your club.
- As a reminder, PCNS resources are provided in the membership section of the PA website: <https://pickleballalberta.org/pcns-docs-2/>
 - We continually update the **PCNS Guide for Alberta** – there are sample messages that you can use to communicate to your members in the Implementation Considerations section on page 37 of the most recent version.
 - We have just posted a new video on the mass email functionality in PCNS for you to check out!

Privacy of Member Data

- We have received questions about system security and privacy; both very important considerations.
 - Please refer to Appendix G of the PCNS Guide for Alberta that describes the Administrators Conduct and Protection of Privacy.
 - The PCO Privacy Policy is an overarching policy document which governs membership data in PCNS. You can find this and other PCO policies on the PCO site under Govern / Policies and Bylaws:
 - https://pickleballcanada.org/wp-content/uploads/2021/03/Privacy_Policy_20_09_02.pdf
 - Trackie has confirmed their system security protocols and we are happy to pass that on to those interested – just send us an email.

Attachment - June Cutover Plan

The following cutover plan may be further refined as June approaches. Comments and input are welcome. Updates to the plan will be posted in the PCNS Guide to Alberta.

This plan does not apply to the Airdrie, Edmonton or Grande Prairie Clubs as they have already implemented PCNS. The plan is intended to apply to all other affiliated, PCNS-participating clubs.

Clubs not yet taking memberships for 2021 may choose to implement PCNS later than the dates shown in this plan but are encouraged to have their settings completed on PCNS by May 31.

The term “integrated clubs” means those using PA’s Wild Apricot (PAWA) system for membership management.

Deadline	Action
April 5	<ul style="list-style-type: none"> All non-integrated clubs send an upload spreadsheet of new and renewed member registrations to PA. These are to include any registrations up to and including March 31. (The PCO fee for each will be \$5, as usual.)
Apr 23	<ul style="list-style-type: none"> PA sends PCNS upload to PCO/Trackie, then verifies upload a few days later. Verification steps put into a data check/test plan.
May 5	<ul style="list-style-type: none"> All non-integrated clubs send an upload spreadsheet of new and renewed member registrations to PA, for those who renewed any time in April. (The PCO fee for each will be \$10, reflecting the April 1 PCO price increase.)
May 9	<ul style="list-style-type: none"> PA sends PCNS upload to PCO/Trackie, then verifies upload a few days later.
May 10	<ul style="list-style-type: none"> Clubs going live in June plan and develop any adjustments that will be needed to their PCNS settings, registration custom messages, and webpage messages. (These are the adjustments to be implemented June 5.) Clubs may consult with and engage the PA Team to help with this if needed. As a minimum, the club plan will assign responsibility to a club PCNS administrator to enable registrations and disable “Hide on Pickleball Canada” on June 5. PA finalizes its data check/test plan, which will be implemented June 3.
May 20	<ul style="list-style-type: none"> PA requests Trackie remove the “hard-coded” lock preventing registration in most Alberta clubs. Trackie to complete by May 24, leaving PA and clubs in control of when they accept registrations.
May 27 to 29	<ul style="list-style-type: none"> All clubs remind (email) their members of upcoming changes: last day to make membership changes using current method is 6 pm May 30. no joins/renewals during May 31 to Jun 7 conversion. new process for membership joins renewals commences June 7.
May 30	<ul style="list-style-type: none"> 9pm (3 hours after advertised 6 pm time), PA (Bev) turns off PAWA membership sales for all integrated clubs. 9 pm (3 hours after advertised 6 pm time), non-integrated clubs turn off their membership sales.
9pm May 31	<ul style="list-style-type: none"> All non-integrated clubs send a final upload spreadsheet of new/renewed members to PA (excluding those member record updates previously sent) All non-integrated clubs planning to continue using their current membership to collect “club-only” fees, reduce their club fees by \$15 to reflect that PA and PCO fees will be collected in PCNS.

Deadline	Action
Evening June 1	<ul style="list-style-type: none"> PA (Bev, Blair) uploads all data from non-integrated clubs into PAWA. Brenda reviews. PA and each integrated club (PAWA users) perform a backup (export a spreadsheet) of all their organization's PAWA membership data and retain unaltered copy for at least two years.
June 2	<ul style="list-style-type: none"> PA (Diane) exports all new/changed membership info from PAWA, produces final PCNS upload, and sends to Trackie, cc to PCO.
by 1 pm June 3	<ul style="list-style-type: none"> Trackie (Adam) uploads AB data to PCNS and advises PA Team (Diane, Bev, Ray, Blair, Brenda) when it is complete.
by 5 pm June 3 pm	<ul style="list-style-type: none"> PA (Diane) verifies Trackie upload in PCNS and advises PA Team.
June 4	<ul style="list-style-type: none"> (am) Blair opens PA, Red Deer and V-Club (no club) memberships on PCNS by adjusting Disable Registration setting. Ray does same for St. Albert Club. (Soft launch for testing purposes). (am) PA (Blair and Ray) tests V-Club, RDPC and SAPC membership registrations. (am or pm) If tests are successful: PA (Ray) informs club admins that PCNS cutover is a go Ray or Blair adjusts PA webpage and PA Registration custom message.
June 5	<ul style="list-style-type: none"> Upon receipt of the above "go" message from PA, clubs adjust their PCNS settings, registration custom messages, and webpage messages if needed to accept registrations (per their May 10 plan). As a minimum, clubs enable registrations and disable "Hide on Pickleball Canada" to allow club/PCNS registrations to commence.
June 6	<ul style="list-style-type: none"> Contingency day, if needed.
June 6 or 7	<ul style="list-style-type: none"> Clubs email members from PCNS with messages described below in <i>Communication to Members</i>. New club memberships now sold through PCNS.