

RAMP Frequently Asked Questions Guide

Q: How does someone register themselves for the water polo season?

A: There are two ways that an individual can register themselves in the RAMP system.

- 1) **Clubs with a merchant account:** Registrants must go to their club's registration page and create a profile for themselves and/or their children. Once this has been completed, they will be able to login to their profile and complete their registration using the online payment system.
- 2) **Clubs without a merchant account:** Registrants must go to their club's registration page and create a profile for themselves and/or their children. Once this has been completed, they will be able to login to their profile and complete their registration by selecting the "pay offline" option.

Q: How do you edit the main registration page as a PSO?

A: The registration page consists of registrant information, questions, waivers, optional document upload requirements and membership categories. To make changes to this page, the PSO must update each of the individual sections separately:

- **To make changes/additions to the questions or waivers:** Login to your RAMP admin account and click on the "Seasons" tab. The "Questions" and "Waivers" buttons will appear in the dropdown menu. Click either of these buttons to update their information.
- **To make changes to the membership categories:** Login to your RAMP admin account and click on the "Memberships" tab. Click on the "memberships" button in the dropdown menu to edit the membership categories and their prices.
- **To make changes or additions to the required document uploads you require from clubs:** Login to your RAMP admin account and click on the "Settings" tab and select the "Club File Uploads" button to include additional document upload requirements.

Q: How do you edit the main registration page as a Club?

A: The registration page consists of questions, waivers and registration package information. To make changes to this page, the club must update each of the individual sections separately:

- **To make changes/additions to the questions or waivers:** Login to your RAMP admin account and click on the "Seasons" tab and the "Questions" and "Waivers" buttons will appear in the dropdown menu. Click either of these buttons to update their information.
- **To make changes to the packages:** Login to your RAMP admin account and click on the "Packages" tab to make any necessary changes.

Q: How do you add a team?

A: To add a team, login to your club account and click the "Team" tab. Select the "Team" button in the drop down menu and then click the "Add New Record" button. Once selected you have the ability to create a team by entering its name, division, gender and description. If the team is a provincial team, check the box at the bottom of the page to identify that this is the case.

Q: What are the different payment options available?

A: The payment options available to registrants are set-up by Water Polo Canada and the PSOs. The credit card option can only be selected by the PSO if they have set up a merchant account. The payment options available are:

- Offline: *Cheque, Cash, E-Transfer*
- Online: *Credit Card*

Q: How do you refund a registrant's payment?

A: There are two ways to issue a refund.

- The first option is to click on the "Transactions" tab and select either the "Clinic Transactions" button or the "Member Transactions" button. Scroll through the transaction history or search for a specific transaction in the search bar and then click the refund button beside the correct transaction to refund a specific or total amount to the registrant.
- The second option is to click on the "Registrations" tab and select either the "Players" button or the "Staff" button. Once selected, use the search bar to search for a specific registrant and open their profile. A refund can be initiated through their profile.

*Please note that once you issue a refund, the process can take **up to 2 weeks** to finalize.

Q: How do you send someone the waiver link?

A: If a registrant was imported into RAMP, the system identifies that these registrants have not signed their waiver. In order to participate in any water polo activities hosted by clubs, PSOs and WPC, each registrant is required to sign all necessary waivers. To send the waiver link to these registrants, the PSO/club must login to their RAMP account and click on the "Registrations" tab. Then click the "Waiver Check" button to search for all registrants who have not signed their waivers and send a mass email with the link to these registrants.

Q: Do all Club, PSO and NSO administrators/Board Members have to register in RAMP?

A: Yes. All registrants, including administrators/Board members must register in RAMP. Club, PSO and NSO administrators/Board members fall under the "Executives/Volunteers" position category.

Q: How do you check a coach/official's certification level in RAMP?

A: To check a coach/official's certification level, you must login to your RAMP account and click on the "Registrations" tab. Select either the "Staff" button or the "Officials" button and then use the search bar to search for a specific registrant. Once you select this registrant's profile, you will see their coach and official certification levels as well as any other completed coach training from their Locker profile.

Q: How do I set up a clinic?

A: WPC has prepared clinic categories for all coach and official workshops that all organizations can use to create their clinics. To use these, login to your RAMP account, select the "Clinics"

button from the “Clinics” tab drop down menu and then select “Add New Record”. You can then create your clinic with the categories provided as well as any additional information needed.