



OLA/SportzSoft Registration User Guide

The purpose of this Guide is to be a resource for new and existing Club Registrars with the most important tasks in opening and delivering OLA/SportzSoft online registration.

Introduction

The *OLA/SportzSoft Registration User Guide* was developed to assist with the process of online registration with the Ontario Lacrosse Association (OLA).

The *Guide* is intended as a resource to help new and existing Club Registrars with the most important tasks in opening and delivering OLA online registration each season. As you will discover, the *Guide* is presented as step-by-step instructions, along with screen captures of SportzSoft menu options. We hope this serves to make the process as simple as possible.

Special thanks to Donalyn Dredge who edited and designed the content of the *Guide* and to Colleen Grimes for the cover design.

Thanks also to the following people who significantly contributed to the pages that follow:

Tricia Chilton
Fiona Clevely
Alanna Deaken
Patty Garcia
Janet Murphy
Crysta-Lee Scace
Lynn Swindells

Remember the role of your Provincial Registrar is to expedite the provincial approval of member registrations and to assist Club Registrars with their on-going role in the OLA registration process. Please contact them for assistance or with any registration related questions.

The OLA is also interested in all suggestions on improvements to this document. Please share your ideas with your Provincial Registrar.

We very much appreciate your time and commitment to helping the OLA grow the game! Thank you!

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Registrar Calendar of Important Deadlines (Live Document)

[Registrar Calendar 2025](#)

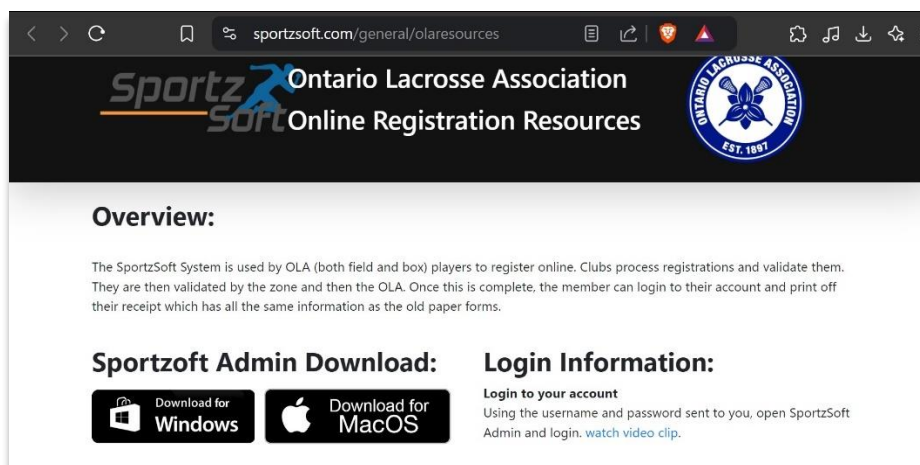
For Further Sportzsoft & OLA Resources

<https://www.sportzsoft.com/general/olareources>

Accessing Sportzsoft

New Club Registrars

1. Complete the POLICIES DECLARATION FOR OLA REGISTRARS document sent to you
2. Return completed documents to Ron MacSpadyen, OLA Program Director, ron@ontariolacrosse.com
3. Sportzsoft will email password access with a download link to install Sportzsoft software, online training resources and communication features available within the Sportzsoft.
[Click on the link provided and download the version for your operating system \(Windows, MAC\)](#)



Or Ctrl+ click on the link below

[Download Sportzsoft Page](#)

- Install on your Desktop (for easy access)
- Open Sportzsoft and Log in



Returning Registrars

1. Sign and submit completed POLICIES DECLARATION FOR OLA REGISTRARS to Ron MacSpadyen, OLA Program Director at ron@ontariolacrosse.com
2. Receive email from Sportzsoft with 2025 password access instructions.

New Season Set Up

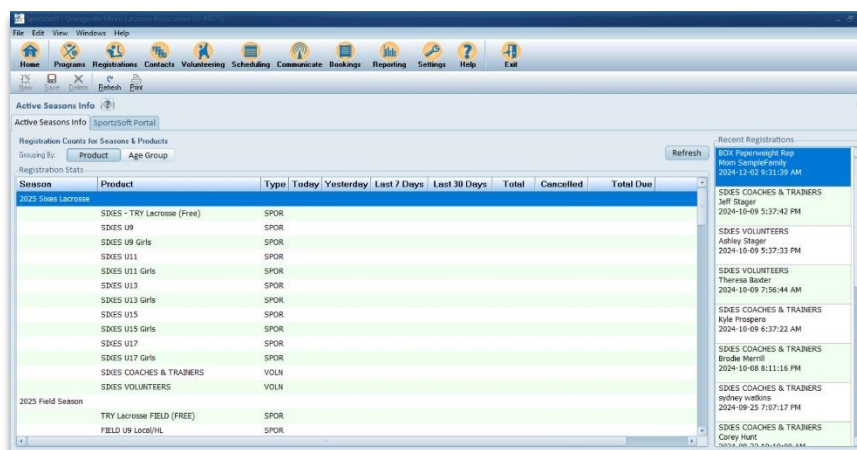
Information to Gather

Before you set up your season, you will need to know the following information;

• What Products will be offered for the season (Box, Field, Sixes, Womens)	✓
• What are the fees for each Product	✓
• Payment options and Refund Policy (Review)	✓
• Date to open club registration portal	✓
• Early Bird Discounts or other promotions (Family discounts) being offered	✓

Once you have the above information you can proceed to season setup

1. Log into your Sportzsoft Account



Here you see all the OLA products available. The parameters for each product (Box, Field etc.) are set by the OLA, within Sportzsoft, prior to the start of each season.

(No changes/updates are required here)

*Most clubs have already set up payment methods and refund policies within Sportzsoft. [A Club Peloton account is mandatory to process registration transactions using Sportzsoft.](#)

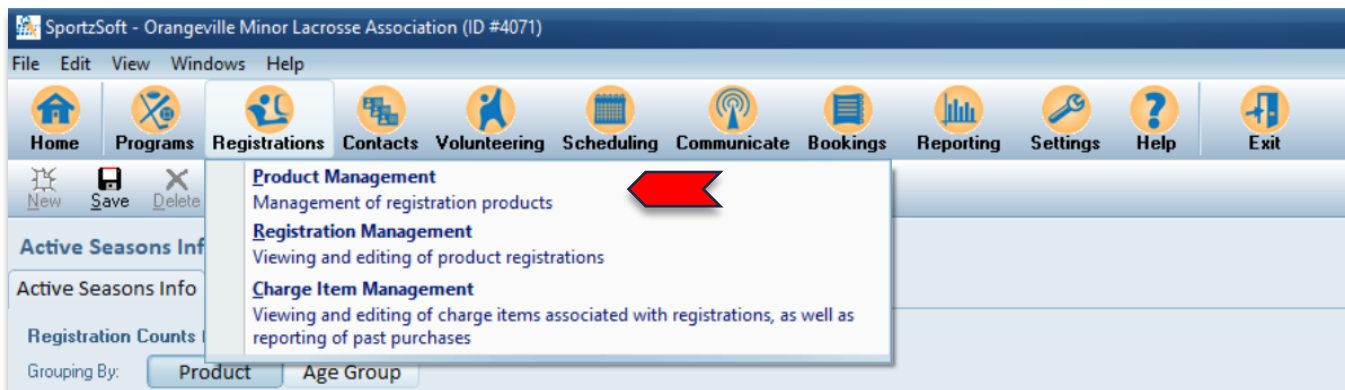
All clubs **MUST** have a club-approved refund policy that is communicated to its members and/or posted online through their website.

Activating Products

1. Select Registrations (from the top menu)

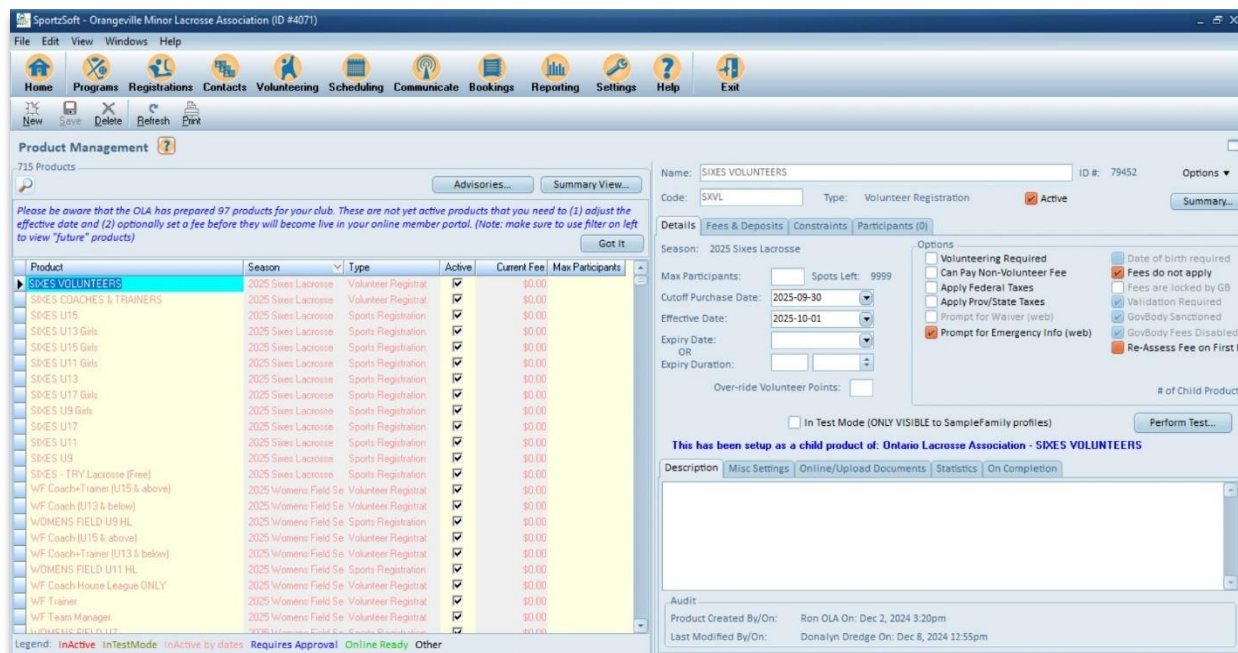


2. Select Product Management (from the drop-down menu)



The next screen will display all products available from the OLA. From this screen you will set up the details for each product your club will be offering for the current season.

Activating Products – cont'd



3. Deselect the products you will **NOT** be running by clicking on the black checkmark. The Active box checkmark will disappear and the product will turn RED (Inactive).

Product	Season	Type	Active	Current Fee	Max Participants
SIXES VOLUNTEERS	2025 Sixes Lacross	Volunteer Regis	☐	\$0.00	

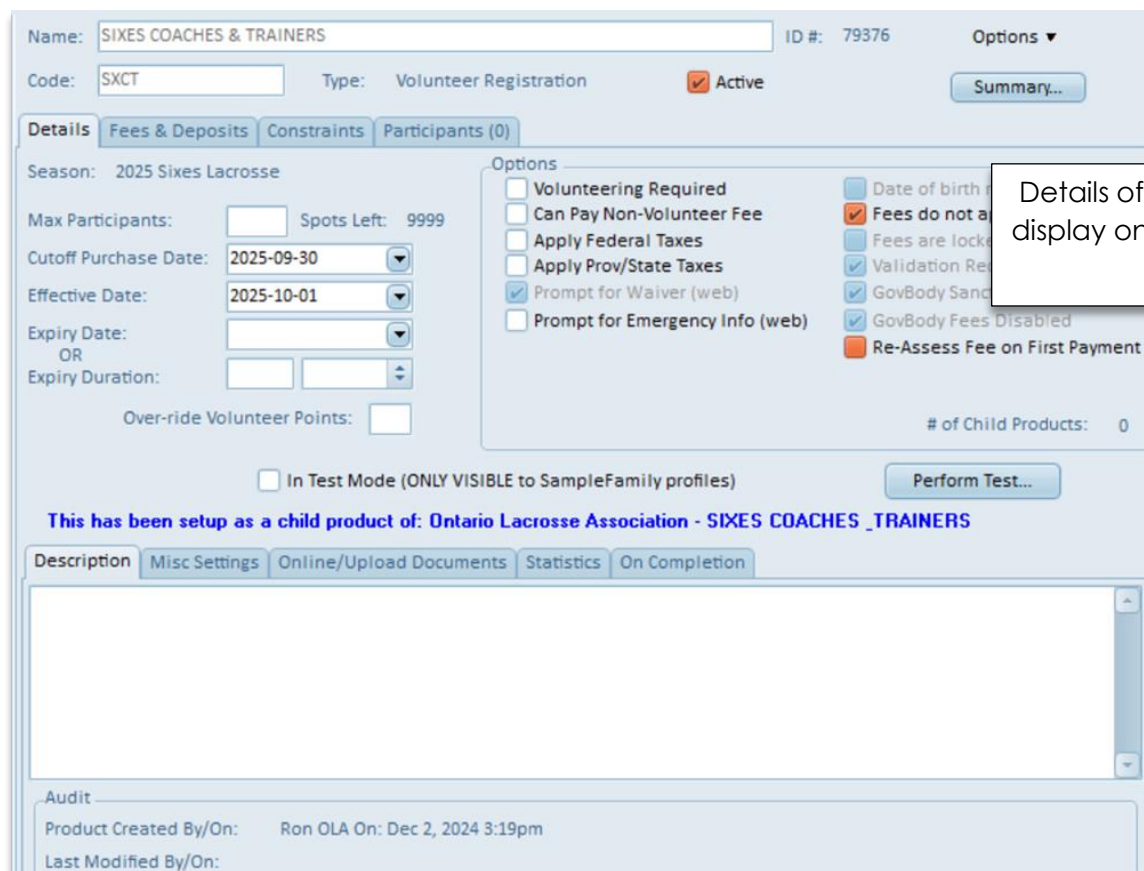


Save your changes before selecting the next product.

4. The products active and awaiting details will display checkmarks beside them.
5. For **EACH** active product (☒) you will now input Details and Fees & Deposits.
6. Select a product by clicking on the box located to the left of the Product name.



Input Products Details



Name: SIXES COACHES & TRAINERS ID #: 79376 Options ▼

Code: SXCT Type: Volunteer Registration ☒ Active Summary...

Details Fees & Deposits Constraints Participants (0)

Season: 2025 Sixes Lacrosse

Max Participants: Spots Left: 9999

Cutoff Purchase Date: 2025-09-30

Effective Date: 2025-10-01

Expiry Date: OR Expiry Duration:

Over-ride Volunteer Points:

Options

- ☐ Volunteering Required
- ☐ Can Pay Non-Volunteer Fee
- ☐ Apply Federal Taxes
- ☐ Apply Prov/State Taxes
- ☒ Prompt for Waiver (web)
- ☐ Prompt for Emergency Info (web)
- ☐ Date of birth
- ☒ Fees do not a
- ☐ Fees are lock
- ☒ Validation Re
- ☒ GovBody Sand
- ☒ GovBody Fees Disabled
- ☒ Re-Assess Fee on First Payment

of Child Products: 0

☐ In Test Mode (ONLY VISIBLE to SampleFamily profiles) Perform Test...

This has been setup as a child product of: Ontario Lacrosse Association - SIXES COACHES _TRAINERS

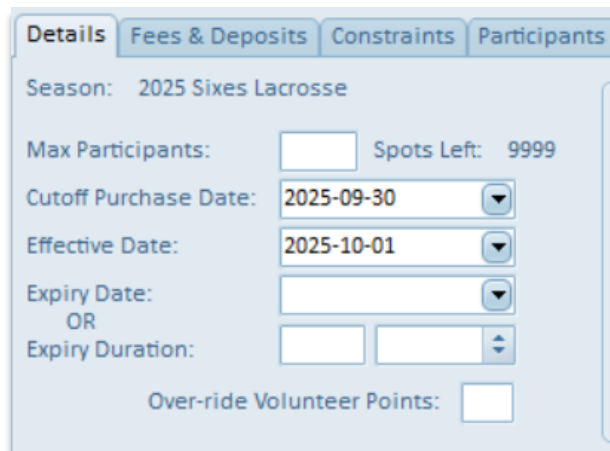
Description Misc Settings Online/Upload Documents Statistics On Completion

Audit

Product Created By/On: Ron OLA On: Dec 2, 2024 3:19pm

Last Modified By/On:

Enter the DETAILS for EACH product



Details Fees & Deposits Constraints Participants

Season: 2025 Sixes Lacrosse

Max Participants: Spots Left: 9999

Cutoff Purchase Date: 2025-09-30

Effective Date: 2025-10-01

Expiry Date: OR Expiry Duration:

Over-ride Volunteer Points:

Important Cutoff Dates by Sector:

BOX – June 1

Women's Field – June 1

Field – April 25

For other sectors refer to Registrar Calendar

Effective Date (This is the date your club's registration portal is open to receive registrations)

Email follow ups & Questionnaires

OPTIONS AVAILABLE

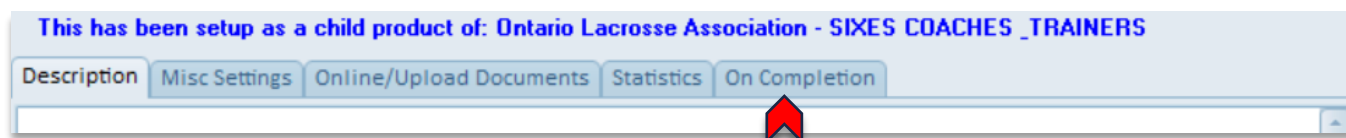


Check **Fees do not apply** for products offered free of charge (i.e. Volunteers, TRY Lacrosse etc.)

Check Re-Assess Fee on First Payment ***

This will re-evaluate the price of the registration on the first payment based on the start/end date settings of the product fees you set. This is beneficial for registrations received during a promotion that did not pay before the promotion concluded.

Select **ON COMPLETION** if you wish to follow up each registration for a product with an email message.



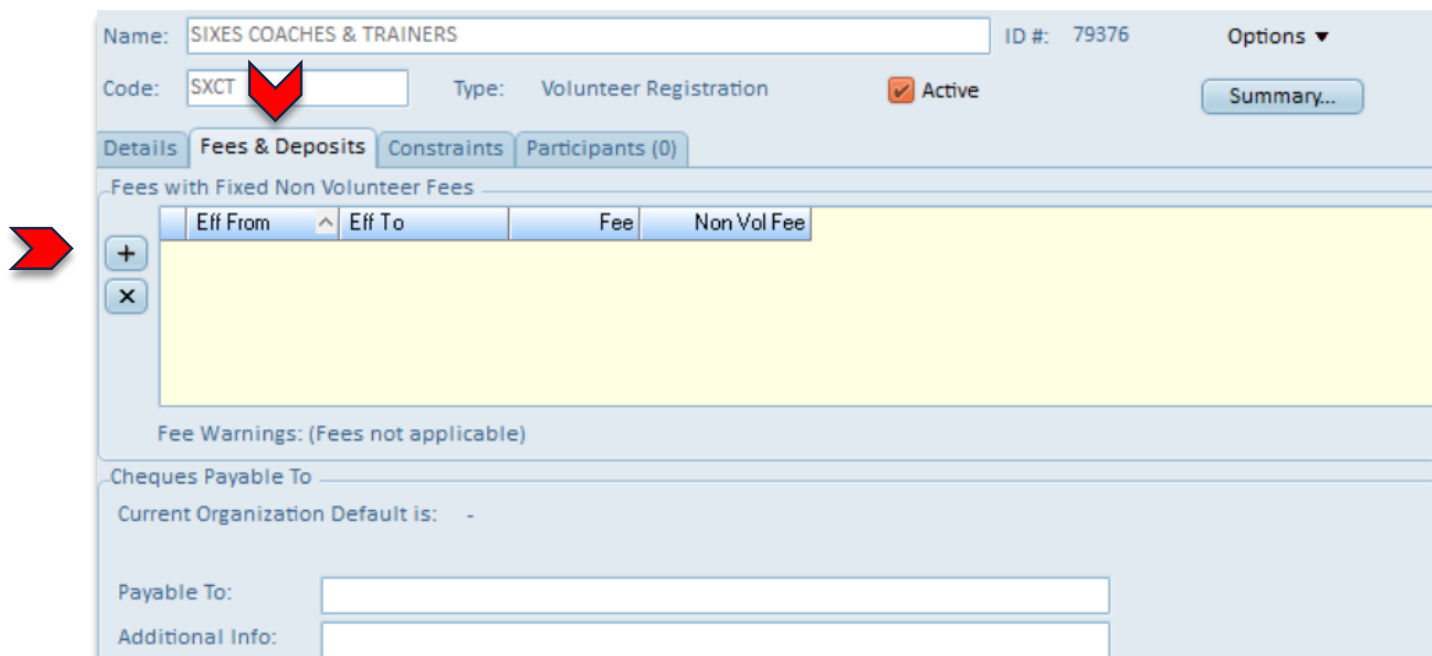
Select **Misc Settings** if you wish to include a questionnaire or 'Custom Waiver' (Club Code of Conduct) with the product. See how to set up a Questionnaire [Sportzsoft Features](#)

Remember you must set these up for each product applicable.

ALWAYS SAVE YOUR CHANGES

Input Products Fees

Select **FEES & DEPOSITS TAB** from the product summary page



Name: SIXES COACHES & TRAINERS ID #: 79376 Options ▼

Code: SXCT Type: Volunteer Registration ☒ Active Summary...

Details **Fees & Deposits** Constraints Participants (0)

Fees with Fixed Non Volunteer Fees

Eff From	Eff To	Fee	Non Vol Fee

Fee Warnings: (Fees not applicable)

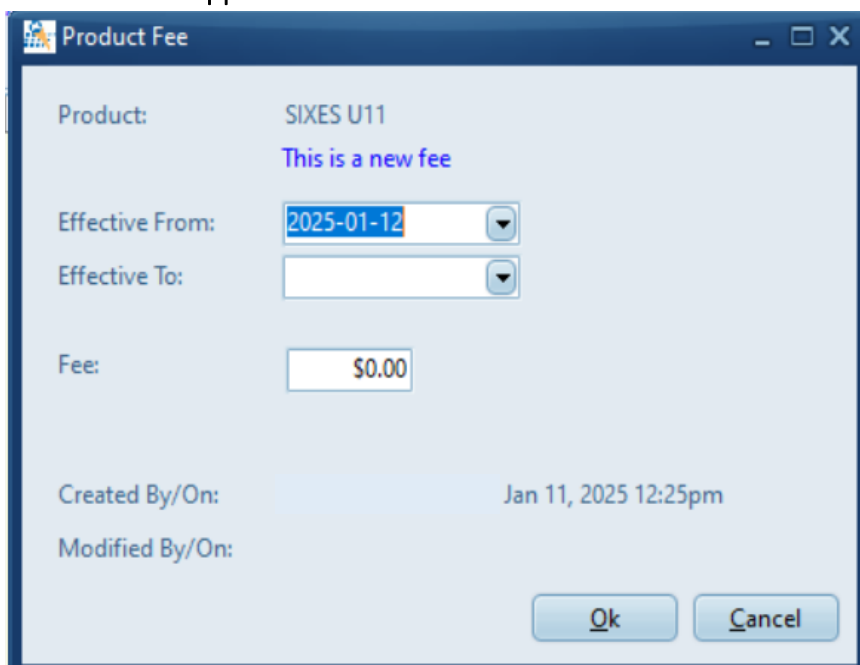
Cheques Payable To

Current Organization Default is: -

Payable To:

Additional Info:

- Select '+'
- A window will appear



Product Fee

Product: SIXES U11
This is a new fee

Effective From: 2025-01-12

Effective To:

Fee: \$0.00

Created By/On: Jan 11, 2025 12:25pm

Modified By/On:

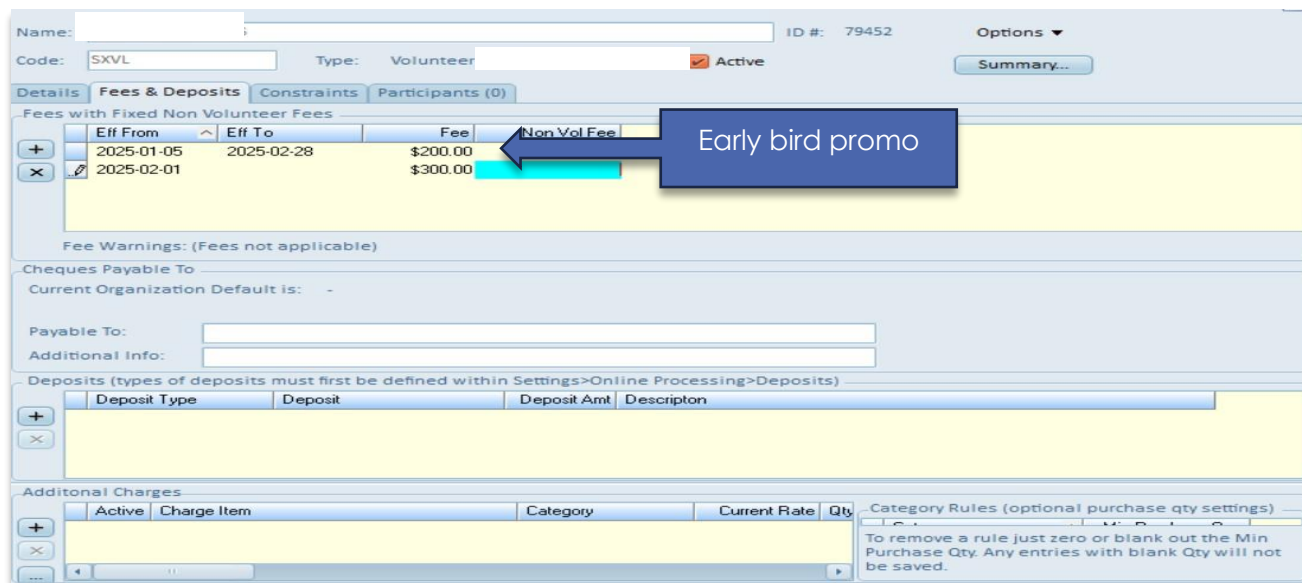
Ok Cancel

Enter dates for Eff from (if your club does not offer promotion discount – enter date set in the details tab) If you offer an early bird discount, input multiple effective dates. **Be sure there are no gaps in the dates as this will result in no fee being charged.** Please see example on the next page of an early bird discount.

Early Bird Promotion Example

Example below of an Early Bird promotion and how to enter them.

- Early Bird discount from January 5-February 28, fee is \$200, after promotion, fee increases to \$300 (Leave Eff To blank as the system will default to \$300 for the remainder of the season)
- You will need to set up this promotion for every product it applies to.



The screenshot shows the 'Fees & Deposits' tab in the SportzSoft registration system. A callout box labeled 'Early bird promo' points to the 'Fee' column in the 'Fees with Fixed Non Volunteer Fees' table. The table shows a fee of \$200.00 from 2025-01-05 to 2025-02-28, and a fee of \$300.00 starting 2025-02-01. Below the table are sections for 'Cheques Payable To', 'Deposits', and 'Additional Charges'.

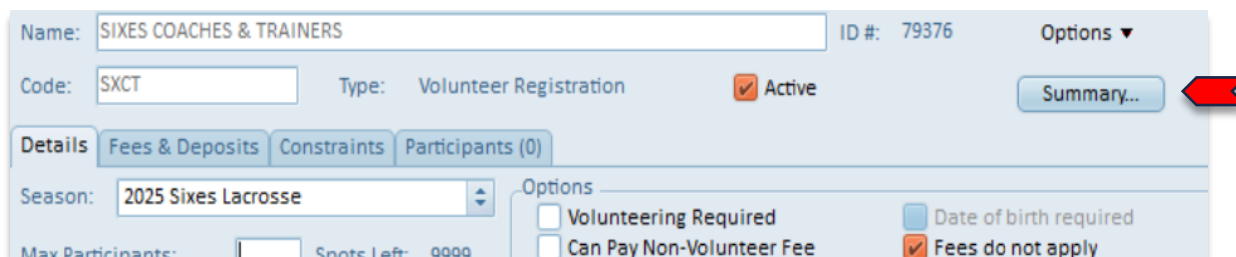
To remove a fee line, select the fee box and hit 'X'

Save all changes

NOTE If your club offers an alternative promotional product (multi child discount) it requires to be set up as a new product. See [Our club offers a family/multi player discount, how do I set that up?](#)

Review and Test Products

- Proceed back to the Details tab.
- Select Summary to display the detail for each product you entered for quick review



Name: SIXES COACHES & TRAINERS ID #: 79376 Options ▼

Code: SXCT Type: Volunteer Registration ☒ Active Summary...

Details Fees & Deposits Constraints Participants (0)

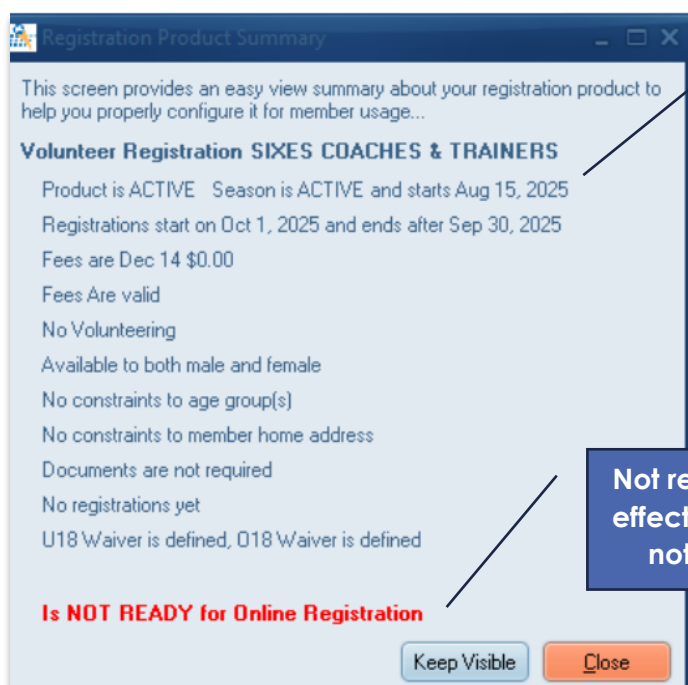
Season: 2025 Sixes Lacrosse

Options

Max Participants: Spots Left: 9999

☐ Volunteering Required ☐ Date of birth required

☐ Can Pay Non-Volunteer Fee ☒ Fees do not apply



Registration Product Summary

This screen provides an easy view summary about your registration product to help you properly configure it for member usage...

Volunteer Registration SIXES COACHES & TRAINERS

Product is ACTIVE Season is ACTIVE and starts Aug 15, 2025

Registrations start on Oct 1, 2025 and ends after Sep 30, 2025

Fees are Dec 14 \$0.00

Fees Are valid

No Volunteering

Available to both male and female

No constraints to age group(s)

No constraints to member home address

Documents are not required

No registrations yet

U18 Waiver is defined, O18 Waiver is defined

Is NOT READY for Online Registration

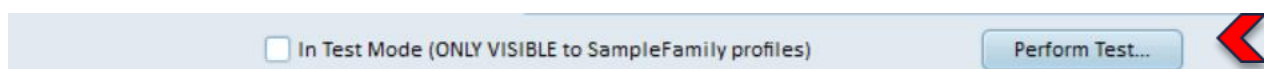
Keep Visible Close

Season ACTIVE date is set by the OLA (earliest date clubs may open registration for this product.

Not ready status, as the effective date is set has not been reached

Do you see the error?

- Optional – Check ‘In Test Mode’ to view the product’s appearance within your club’s registration portal.
- Save
- Hit Perform Test button (this will take you to your club’s registration portal to test run)



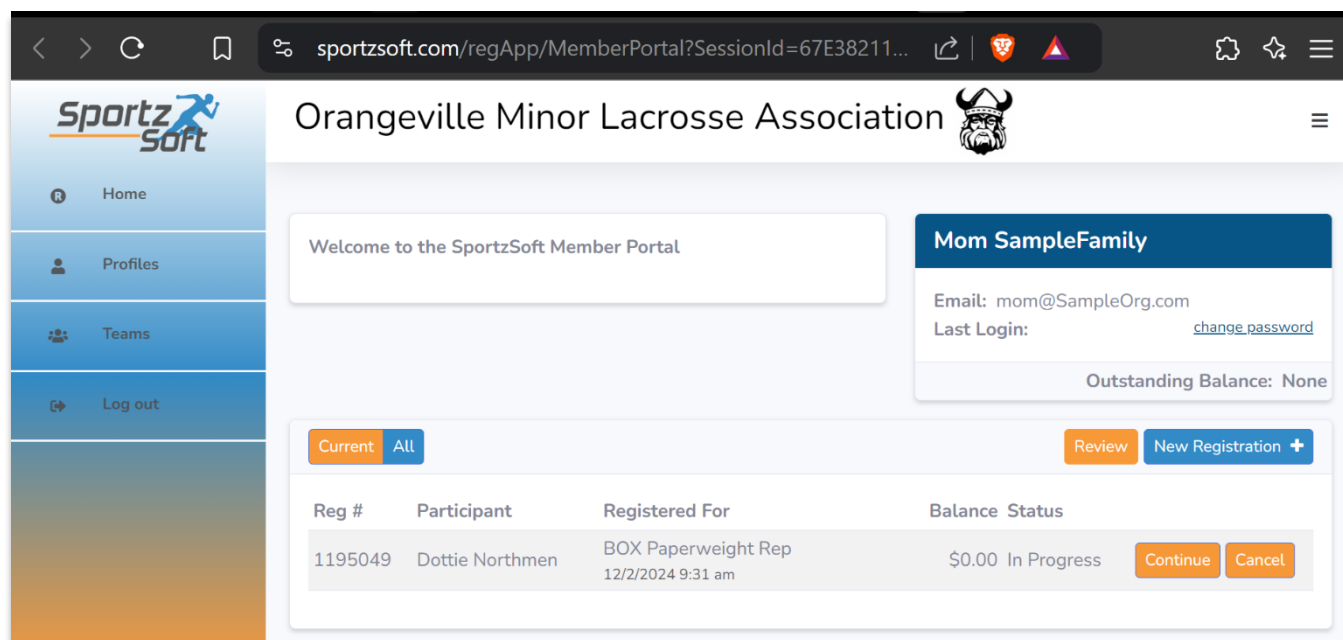
☐ In Test Mode (ONLY VISIBLE to SampleFamily profiles) Perform Test...

(Register as a Samplefamily)

- SAVE all changes

Testing Club Registration Portal

Test run your Products using the sample family. If all is correct, remove test mode checkmark from product.



Orangeville Minor Lacrosse Association

Welcome to the SportzSoft Member Portal

Mom SampleFamily
 Email: mom@SampleOrg.com
 Last Login: [change password](#)
 Outstanding Balance: None

Current All Review New Registration +

Reg #	Participant	Registered For	Balance	Status
1195049	Dottie Northmen	BOX Paperweight Rep 12/2/2024 9:31 am	\$0.00	In Progress

Continue Cancel

PRODUCT COLOUR LEGEND

Once all Product changes are saved, the products will update in colour in accordance with the Legend found at the bottom of the screen.

Brown – Test Mode, Green – Active (Live), Pink – available product waiting for details/fees, Red – inactive product. Bold Font– indicates changes were made and were unsaved. This will disappear upon exit of Sportzsoft.

TIP

If there are areas within the screen you are unable to view, select the 'calendar icon' found at the top right corner to maximize.



DO NOT ADJUST 'CONSTRAINTS' IN PRODUCT MANAGEMENT

Reviewing Registrations – Players

MR2.02

Remember to provide the PGB Registrars with 14 days to PGB APPROVE player registrations;
Remember to provide OLA Admin 7 business days to PGB APPROVE bench registrations.

Club Registrars should frequently log into Sportzsoft to view, process and approve COMPLETE club registrations on a regular basis to prevent unnecessary delays and backups.

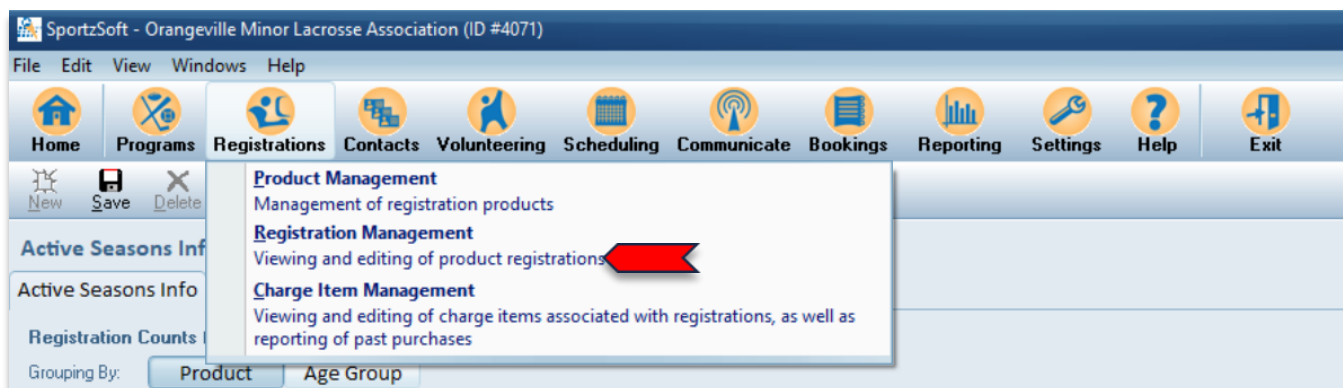
NOTE: TRY Lacrosse Participants are not required to upload documents when registering. If they wish to continue participation at the conclusion of the TRY Lacrosse program, they are required to register under the appropriate product and upload a DOB documentation for validation.

Validating Player Registrations

1. Select Registrations Tab



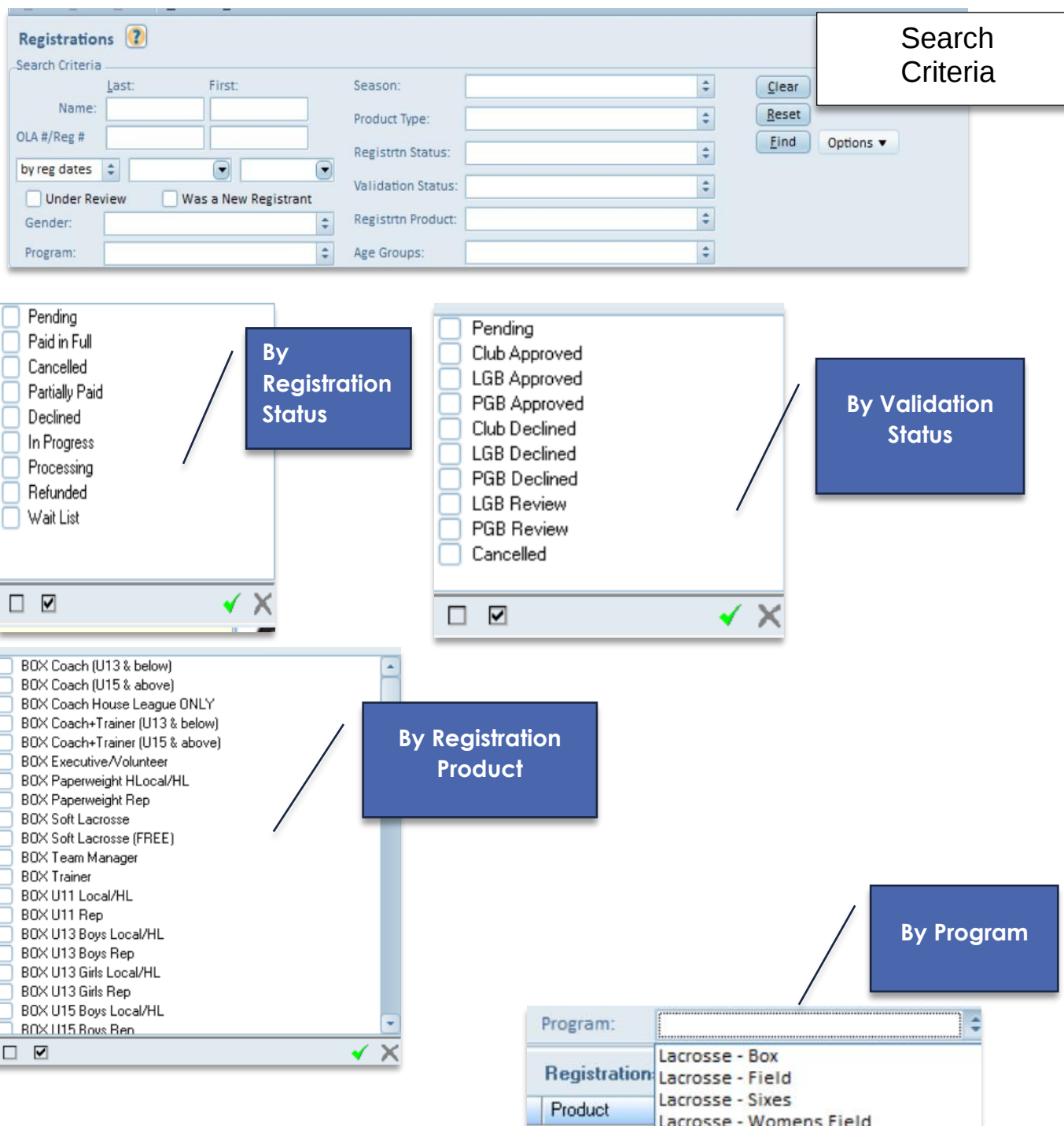
2. Then Registration Management (from drop-down menu)



Search Criteria

- Use Search criteria to filter registrations for review. [Registration Management](#) You can filter multiple options at once as well as multiple choices within each to narrow your search.

NOTE - Be sure to click on the green check mark at the bottom of the drop-down menu after your selection.



Registrations ?

Search Criteria

Last: First: Season: [dropdown]
 Name: [text] [text]
 Product Type: [dropdown]
 OLA #/Reg # [text] [text]
 Registrtn Status: [dropdown]
 by reg dates [dropdown] [dropdown] [dropdown]
 Validation Status: [dropdown]
☐ Under Review ☐ Was a New Registrant
 Gender: [dropdown]
 Registrtn Product: [dropdown]
 Program: [dropdown]
 Age Groups: [dropdown]

Clear
Reset
Find Options ▾

Search Criteria

By Registration Status

- ☐ Pending
- ☐ Paid in Full
- ☐ Cancelled
- ☐ Partially Paid
- ☐ Declined
- ☐ In Progress
- ☐ Processing
- ☐ Refunded
- ☐ Wait List

By Validation Status

- ☐ Pending
- ☐ Club Approved
- ☐ LGB Approved
- ☐ PGB Approved
- ☐ Club Declined
- ☐ LGB Declined
- ☐ PGB Declined
- ☐ LGB Review
- ☐ PGB Review
- ☐ Cancelled

By Registration Product

- ☐ BOX Coach (U13 & below)
- ☐ BOX Coach (U15 & above)
- ☐ BOX Coach House League ONLY
- ☐ BOX Coach+Trainer (U13 & below)
- ☐ BOX Coach+Trainer (U15 & above)
- ☐ BOX Executive/Volunteer
- ☐ BOX Paperweight HLocal/HL
- ☐ BOX Paperweight Rep
- ☐ BOX Soft Lacrosse
- ☐ BOX Soft Lacrosse (FREE)
- ☐ BOX Team Manager
- ☐ BOX Trainer
- ☐ BOX U11 Local/HL
- ☐ BOX U11 Rep
- ☐ BOX U13 Boys Local/HL
- ☐ BOX U13 Boys Rep
- ☐ BOX U13 Girls Local/HL
- ☐ BOX U13 Girls Rep
- ☐ BOX U15 Boys Local/HL
- ☐ BOX U15 Boys Rep

By Program

Program: [dropdown]
 Registration: [dropdown]
 Product: [dropdown]

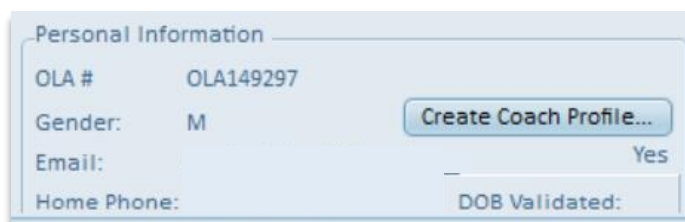
Lacrosse - Box
 Lacrosse - Field
 Lacrosse - Sixes
 Lacrosse - Womens Field

Information to Verify

New/Returning Players

[Returning Players](#) – will already have their DOB already validated and (displayed with their personal information) Registrants are unable to alter this information once validated.

[Reviewing Returning Player Registration](#)



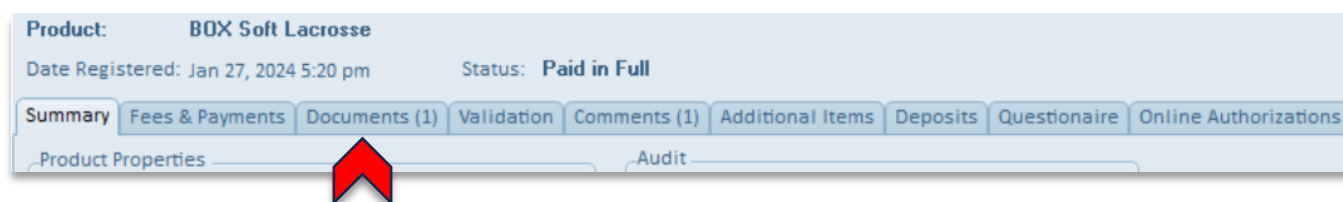
[New Player Registrations:](#)

- DOB (Date of Birth) Does it match proof of age document uploaded in Documents tab
- Accepted documents validating DOB (Date of Birth)

▪ Birth Certificate	▪ Health Card
▪ Live Statement of Birth	▪ Baptismal Certificate
▪ Passport	▪ School Report Card
▪ Valid Driver's License	▪ Certification of age from Family Physician

- Program – did they register for the product corresponding to their age.
- Address (Is it within your club's boundaries – if not, further investigation/steps are required)
- Paid/not paid
- House League or Rep (this will depend on the product registration)

[New Players Documents](#) – New registrants will require a document to be uploaded verifying DOB (Date of Birth). Documents can be viewed using the documents tab. [Reviewing New Player Registration](#)



If any document is hard to read or unclear, mark it as INVALID and send an email to registrant requesting a clear copy. If legible and meets requirements, mark as VALID and proceed with validation.

MR3.04(b,c,d)

- Check the address of new players. In the example below (1) Comment is added regarding player's address.



The screenshot shows the 'Comments (1)' tab in the registration system. A red arrow points to the 'Comments (1)' tab. The 'Communications Log' on the left shows a comment by Lynn Swindells on Jul 11, 2024, at 7:50 pm, stating 'Player's residence closest to Orangeville boundaries.' The 'Selected Comment' section on the right shows the same comment, with a red arrow pointing to the 'Comment Text' field.

MR3.04 (b) Prior to the Club Registrar approving any registrations at the club level, where residency is in doubt, it is the responsibility of the Club Registrar to promptly verify, in writing, with the Provincial Registrar to ensure the rights of said player(s) would belong to that club.

MR3.04(c) If a player is found to be incorrectly registered it is the responsibility of the Club Registrar to immediately advise the player, in writing, with a copy to the correct association and the Provincial Registrar.

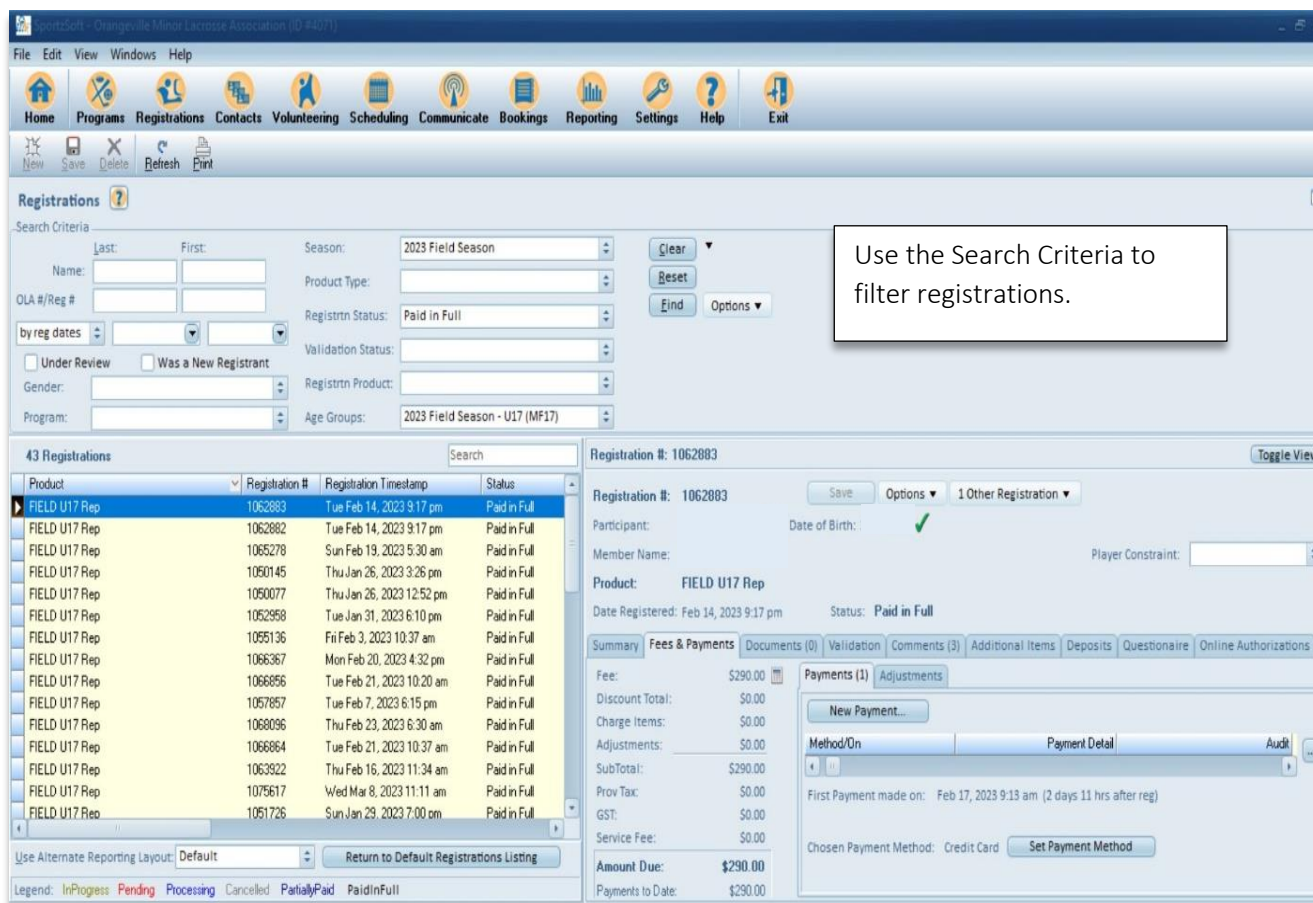
MR3.04(d) Any association found to have registered player(s) that are not residentially bound to, or previously released to, that association, without Zone / League approval will be fined \$500.00 per occurrence.

Please see – [How to use the Mapping Tool](#)

DO NOT APPROVE UNTIL all documentation is received.

3 Options to Validate Registrations

THE START SCREEN for Reviewing Registrations



Registrations

Search Criteria

Last: First: Season: 2023 Field Season Clear Reset Find Options

Name: Product Type: Registrn Status: Paid in Full Validation Status: Registrn Product: Age Groups: 2023 Field Season - U17 (MF17)

OLA #/Reg # by reg dates Under Review Was a New Registrant Gender: Program:

43 Registrations

Product	Registration #	Registration Timestamp	Status
FIELD U17 Rep	1062883	Tue Feb 14, 2023 9:17 pm	Paid in Full
FIELD U17 Rep	1062882	Tue Feb 14, 2023 9:17 pm	Paid in Full
FIELD U17 Rep	1065278	Sun Feb 19, 2023 5:30 am	Paid in Full
FIELD U17 Rep	1060145	Thu Jan 26, 2023 3:26 pm	Paid in Full
FIELD U17 Rep	1050077	Thu Jan 26, 2023 12:52 pm	Paid in Full
FIELD U17 Rep	1052958	Tue Jan 31, 2023 6:10 pm	Paid in Full
FIELD U17 Rep	1055136	Fri Feb 3, 2023 10:37 am	Paid in Full
FIELD U17 Rep	1066367	Mon Feb 20, 2023 4:32 pm	Paid in Full
FIELD U17 Rep	1066856	Tue Feb 21, 2023 10:20 am	Paid in Full
FIELD U17 Rep	1057857	Tue Feb 7, 2023 6:15 pm	Paid in Full
FIELD U17 Rep	1068096	Thu Feb 23, 2023 6:30 am	Paid in Full
FIELD U17 Rep	1066864	Tue Feb 21, 2023 10:37 am	Paid in Full
FIELD U17 Rep	1063922	Thu Feb 16, 2023 11:34 am	Paid in Full
FIELD U17 Rep	1075617	Wed Mar 8, 2023 11:11 am	Paid in Full
FIELD U17 Rep	1051726	Sun Jan 29, 2023 7:00 pm	Paid in Full

Registration #: 1062883

Participant: Date of Birth: ✓ Player Constraint:

Member Name: Product: FIELD U17 Rep Date Registered: Feb 14, 2023 9:17 pm Status: Paid in Full

Summary Fees & Payments Documents (0) Validation Comments (3) Additional Items Deposits Questionnaire Online Authorizations

Fee: \$290.00 Discount Total: \$0.00 Charge Items: \$0.00 Adjustments: \$0.00 SubTotal: \$290.00 Prov Tax: \$0.00 GST: \$0.00 Service Fee: \$0.00 Amount Due: \$290.00 Payments to Date: \$290.00

Payments (1) Adjustments

New Payment...

Method/On Payment Detail Audit

First Payment made on: Feb 17, 2023 9:13 am (2 days 11 hrs after reg)

Chosen Payment Method: Credit Card Set Payment Method

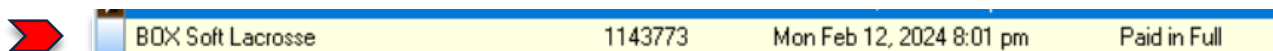


(You can drag the screens left and right to enlarge each window)

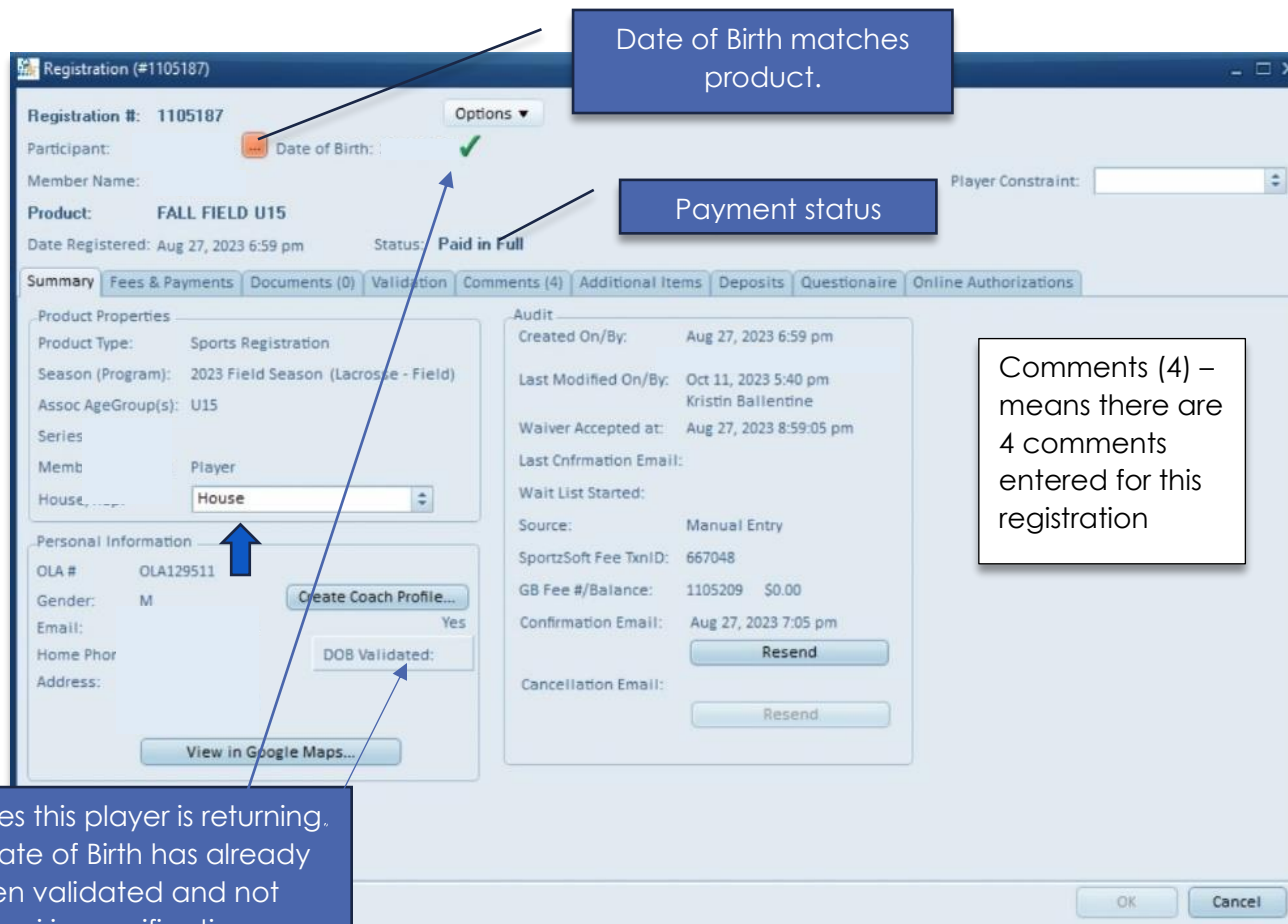
Option 1

Use the Search Criteria to filter registrations by status, season, product, age group etc.

1. Double click on the box next to the registration for review



(this will maximize the window to full screen summary)



Registration (#1105187)

Registration #: 1105187

Participant: [Red Arrow] Date of Birth: [Green Checkmark]

Member Name: [Red Arrow]

Product: FALL FIELD U15

Date Registered: Aug 27, 2023 6:59 pm

Status: Paid in Full

Player Constraint: [Dropdown]

Summary | Fees & Payments | Documents (0) | Validation | Comments (4) | Additional Items | Deposits | Questionnaire | Online Authorizations

Product Properties

Product Type: Sports Registration

Season (Program): 2023 Field Season (Lacrosse - Field)

Assoc AgeGroup(s): U15

Series

Memb: Player

House: [Dropdown]

Personal Information

OLA #: OLA129511

Gender: M

Email: [Field]

Home Phor: [Field]

Address: [Field]

Create Coach Profile... [Yes]

DOB Validated: [Yes]

View in Google Maps...

Audit

Created On/By: Aug 27, 2023 6:59 pm

Last Modified On/By: Oct 11, 2023 5:40 pm
Kristin Ballentine

Waiver Accepted at: Aug 27, 2023 8:59:05 pm

Last Confirmation Email:

Wait List Started:

Source: Manual Entry

SportzSoft Fee TxnID: 667048

GB Fee #/Balance: 1105209 \$0.00

Confirmation Email: Aug 27, 2023 7:05 pm
[Resend]

Cancellation Email: [Resend]

Comments (4) - means there are 4 comments entered for this registration

Indicates this player is returning. The Date of Birth has already been validated and not requiring verification.

Date of Birth matches product.

Payment status

OK Cancel

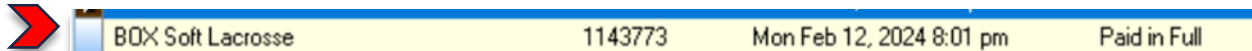
If this was a NEW Player – Documents tab would display (1) indicating a document was uploaded and attached to this registration. Click on Documents to view.

Once all information has been validated – approve registration.

Option 2

Using Toggle View for quick view of registration

1. Click on registration to be reviewed



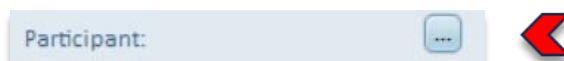
2. Hit Toggle View in orange.



3. Scroll to Verify all information – same as in Option 1

Some Limitations to using Toggle View

- If a registration requires a modification, addition of a comment, identify registrant as HL or Rep, or if details need to be investigated, hit the toggle view button again to exit and return to summary screen to complete these tasks.
- Toggle View is great for quick, simple registration validations
- Documents uploaded – DOB – will display as a picture for verification (if you cannot see the document – leave toggle view by hitting the toggle view button and click on the 3 dots beside the participant's name to view or see in summary view > documents to see if this gives you a better view of the document.



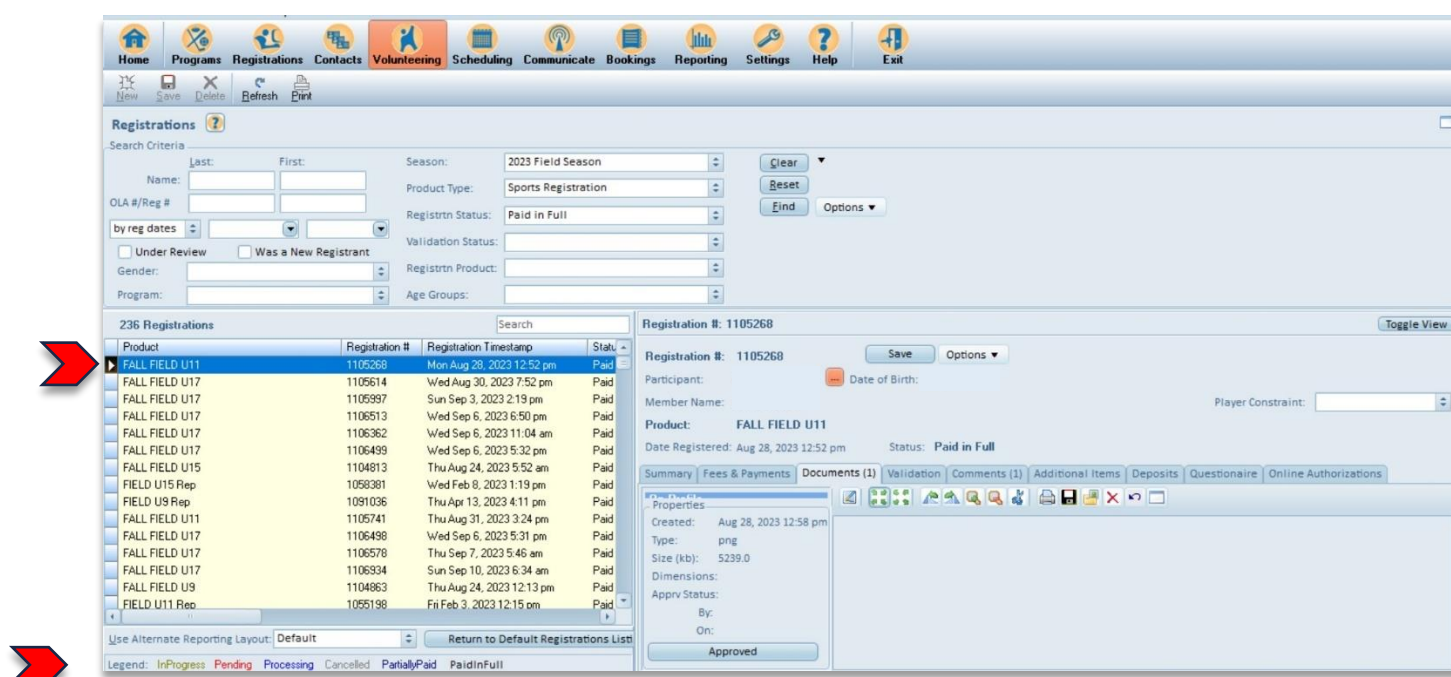
Remember if you cannot clearly see the uploaded document – mark it as invalid and email request a new copy to be uploaded.

4. Validation tab – approve/decline
5. Refresh to proceed to the next registration

Option 3

- Click to Select registration as in Option 1 and 2
- Select Summary tab
- Verify information – Uploaded Documents (pop up viewer), or choose the 3 dots beside the registrant's name to proceed to individual profile page
- Validate – approve/decline

Upon validation of approve/decline – the registration will be updated to reflect the status.



The screenshot displays the SportzSoft Registration User Guide interface. The top navigation bar includes tabs for Home, Programs, Registrations, Contacts, Volunteering, Scheduling, Communicate, Bookings, Reporting, Settings, Help, and Exit. The Registrations tab is active, showing a search criteria section with fields for Last, First, Season, Product Type, Registration Status, Validation Status, Gender, Program, and Age Groups. A table of 236 registrations is displayed, with columns for Product, Registration #, Registration Timestamp, and Status. A red arrow points to the first row, which is highlighted. The detailed view of the selected registration (1105268) is shown on the right, including fields for Participant, Member Name, Date Registered, and Status. The Summary tab is selected, showing a list of documents and their properties.

Product	Registration #	Registration Timestamp	Status
FALL FIELD U11	1105268	Mon Aug 28, 2023 12:52 pm	Paid
FALL FIELD U17	1105614	Wed Aug 30, 2023 7:52 pm	Paid
FALL FIELD U17	1105997	Sun Sep 3, 2023 2:19 pm	Paid
FALL FIELD U17	1106513	Wed Sep 6, 2023 6:50 pm	Paid
FALL FIELD U17	1106362	Wed Sep 6, 2023 11:04 am	Paid
FALL FIELD U17	1106499	Wed Sep 6, 2023 5:32 pm	Paid
FALL FIELD U15	1104813	Thu Aug 24, 2023 5:52 am	Paid
FALL FIELD U15 Rep	1058381	Wed Feb 8, 2023 1:19 pm	Paid
FALL FIELD U11	1091036	Thu Apr 13, 2023 4:11 pm	Paid
FALL FIELD U11	1105741	Thu Aug 31, 2023 3:24 pm	Paid
FALL FIELD U17	1106498	Wed Sep 6, 2023 5:31 pm	Paid
FALL FIELD U17	1106578	Thu Sep 7, 2023 5:46 am	Paid
FALL FIELD U17	1106934	Sun Sep 10, 2023 6:34 am	Paid
FALL FIELD U9	1104863	Thu Aug 24, 2023 12:13 pm	Paid
FALL FIELD U11 Rep	1055198	Fri Feb 3, 2023 12:15 pm	Paid

Registration # 1105268

Participant: FALL FIELD U11

Member Name: FALL FIELD U11

Date Registered: Aug 28, 2023 12:52 pm

Status: Paid in Full

Summary | Fees & Payments | Documents (1) | Validation | Comments (1) | Additional Items | Deposits | Questionnaire | Online Authorizations

Properties

Created: Aug 28, 2023 12:58 pm

Type: png

Size (kb): 5239.0

Dimensions:

Apprv Status:

By:

On:

Approved

(Status Legend)

When to use the Comments Tab

- When mapping is required. Input **Mapping measurements** in the comments for registrations outside of your club's boundaries
Select Comment > New Comment (add measurements) . **Save these comments to Player & Registration**
- **Player Releases/No Program Releases**
Select Comment > New Comment. **Save these comments to Player & Registration**
Import release documents to the player's profile.
- **Invalid documents were uploaded**
Select New Comment (save to registration only)
- Select **Comment** Tab to see and read all comments linked to this registration. **PGB will use this tab to communicate registration errors/omissions.** The number of comments added to a registration will be displayed within the Comments (#)

See Instructions on how to use the Mapping Tool to calculate measurement points.

[How to use the Mapping Tool](#)

Player Constraints - window

- A registration may be subject to constraints. House League only for players outside of club boundaries.
- No HL only players are permitted to play rep without proper releases from their home clubs.

Reviewing Registrations – Coach & Trainers

Coach Validation

1. Same procedure for players, use Search Criteria to filter by Box, Field coach product code
2. Click on the registration to review



Product	Registration #	Registration Timestamp	Status
BOX Coach+Trainer (U13 & below)	1168433	Tue Mar 26, 2024 3:51 pm	Paid in Full

3. Click on the 3 dots beside the participant's name in summary, Select Toggle View or Double Click the registration to view information




Registration #: 1168433

Registration #: 1168433 Save Options 3 Other Registrations

Participant: Date of Birth: ✓

Member Name

Product: BOX Coach+Trainer (U13 & below)

Date Registered: Mar 26, 2024 3:51 pm Status: Complete

Summary Fees & Payments Documents (0) Validation Comments (4) Additional Items Deposits Questionnaire Online Authorizations

4. Select Roles & Profiles (Individual Profile)




Individual Profile

Name: First: Last: Active Is Generic OLA #: OLA117042 Person ID: 520109

Club: Orangeville Minor Lacrosse Association Local/Default Club Expired On: May 26, 2019

General Family Roles & Profiles Registrations Volunteering Login & Audit Communications Certifications Documents Notes

Assigned Roles (these are used to control application security as security is managed by role the role must be active)

Role	Start Date	End Date	Active	Season / Group / Div	Team Spe

Member Profile Open Member Profile...

Member #:

Player Profiles No Profiles Open Player Profile...

Team Coach & Manager Profiles Yes OCN1940 Created: Ma Open Coach Profile...

Referee Profile Create Official Profile...

Google Mapping Latitude: Longitude: Get Google Coordinates View in Browser...

< Prior Next > OK Cancel

or Use Toggle View




Registration #: 1135411 Toggle View

Complete

RGB Approved Validation...

Certification	Status	Supp Age
Coach U13 & Below MF		MF11
Coach - Pee wee & below	Trained	N, P
Making Head Ways in Sport		

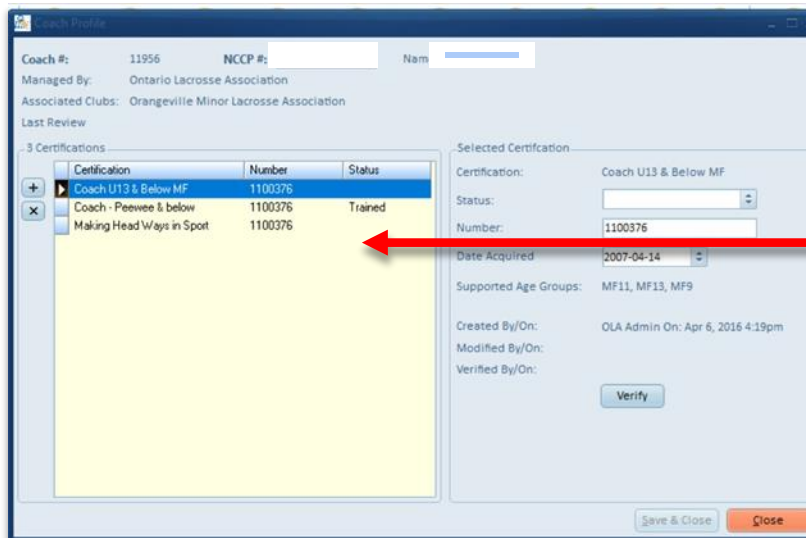
Certification	Stat
Criminal Record Check - DECLARATION 2017	clear
Criminal Record Check - 2024	clear

Toggle View is for quick registration validations.

5. Do they have a Coach Profile?

Coach Profiles

Yes – click to verify credentials (already validated by OLA Admin) correspond to the product registration



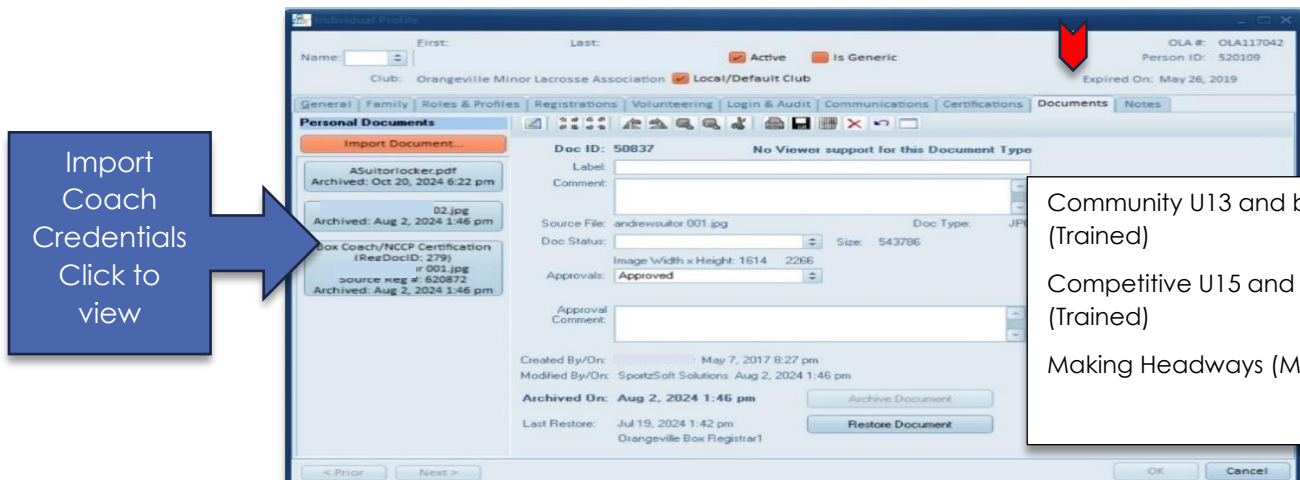
In the example, the coach is trained for U13 and below and has completed Making Headways. This coach is not eligible for product coach U15.

If they are registered to take Competitive coaching, wait until they complete the course, import new documents from the Locker and then validate.

If there is No – coach profile - proceed to documents tab

6. Select documents

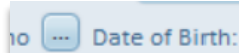
(coach credentials should be uploaded from the Locker & using their NCCP#)



Community U13 and below (Trained)
Competitive U15 and above (Trained)
Making Headways (Mandatory)

7. Check Coaching credentials match the registration product. <https://ontariolacrosse.com/coaching/ola-coaching-requirements>

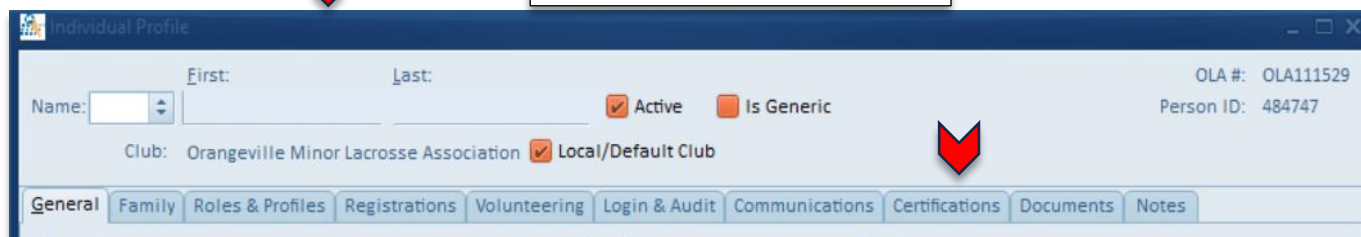
Criminal Record Check (CRC) & Offense Declaration Form (ODF)

8. To add or verify a Criminal Record Check (CRC) or Offense Declaration Form (ODF), click on the 3 dots beside the registrant's name. 
9. Select Certifications tab to verify CRC or ODF is valid for the current season.
 - Coaches/Trainers/Managers properly registered and CRC-approved in 2024→ need to complete an Offense Declaration Form covering the period since last approval
 - Coaches/Trainers/Managers **not registered and/or not CRC-approved in 2024**→ new CRC required.
 - Club members requiring CRC-approval under the OLA Screening Policy require CRC or ODF.

The OLA partners with Sterling BackCheck to expedite a cost-effective solution for volunteer screening.
[Sterling BackCheck](#)

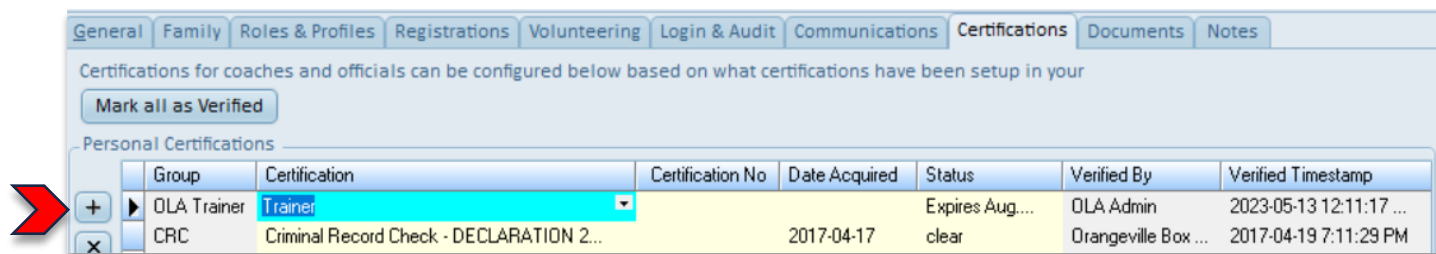


Individual Profile view



The screenshot shows the 'Individual Profile' window. At the top, there are fields for 'First' and 'Last' name, a dropdown for 'Name', and checkboxes for 'Active' and 'Is Generic'. Below these is the 'Club' field, set to 'Orangeville Minor Lacrosse Association', with a 'Local/Default Club' checkbox. On the right, 'OLA #' is 'OLA111529' and 'Person ID' is '484747'. At the bottom, there is a tabbed interface with 'General', 'Family', 'Roles & Profiles', 'Registrations', 'Volunteering', 'Login & Audit', 'Communications', 'Certifications', 'Documents', and 'Notes'. A red arrow points to the 'Certifications' tab.

Select '+' to add a CRC/Offense Declaration 'X' to remove



The screenshot shows the 'Certifications' tab in the 'Individual Profile' window. It includes a 'Mark all as Verified' button and a section for 'Personal Certifications'. Below this is a table with columns: Group, Certification, Certification No, Date Acquired, Status, Verified By, and Verified Timestamp. A red arrow points to the '+' button in the 'Group' column.

Group	Certification	Certification No	Date Acquired	Status	Verified By	Verified Timestamp
OLA Trainer	Trainer			Expires Aug...	OLA Admin	2023-05-13 12:11:17 ...
CRC	Criminal Record Check - DECLARATION 2...		2017-04-17	clear	Orangeville Box ...	2017-04-19 7:11:29 PM

Validate a coach registration when ALL INFORMATION IS RECEIVED AND COMPLETE

TIPS:

- Create a coach profile to speed up validation verification
- Making Headways is MANDATORY
- 1st year coaches must take Community before Competitive
- A NEW REP COACH is eligible to coach U7 up to U22 their first year, only.
- Do not validate a coach until they have completed the coaching course.
- CRCs/Offense Declaration Form are MANDATORY for ALL volunteers over the age of 18.

Trainer Validation

1. Use search criteria to narrow registrations as with Coaches
2. Select the registration to review
3. 3 dots (Individual Profile view), summary or toggle view to view information
4. Select Documents in Summary and Individual profile screens, to verify First Aid course is on the OLA's approved list <https://ontariolacrosse.com/content/coaching/trainers-requirements.pdf>
5. Verify a CRC/Offense Declaration Form is valid for the current season using the Certifications tab.



6. Validate Registration as Trainer

DO NOT VALIDATE UNTIL ALL INFORMATION IS RECEIVED AND COMPLETE!

NOTE:

Coach/Trainer product registrants must provide proof for both to be validated.

DO NOT VALIDATE COACH/TRAINERS AS BOTH UNTIL ALL REQUIRED INFORMATION IS PROVIDED

Only approve registrations based on the coaching/trainer credentials they currently possess at that time. You can update the registration product after validation and PGB approval should the coach or trainer complete additional courses. Modify the registration using the Options and Flag for PGB review. Be sure to keep these product codes active for the entire season.

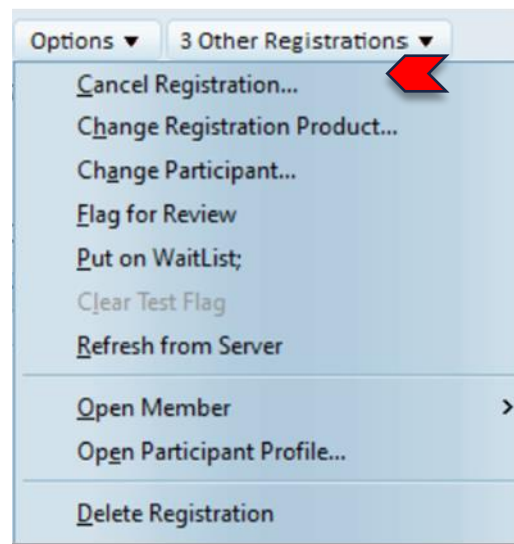
Refund a Registration

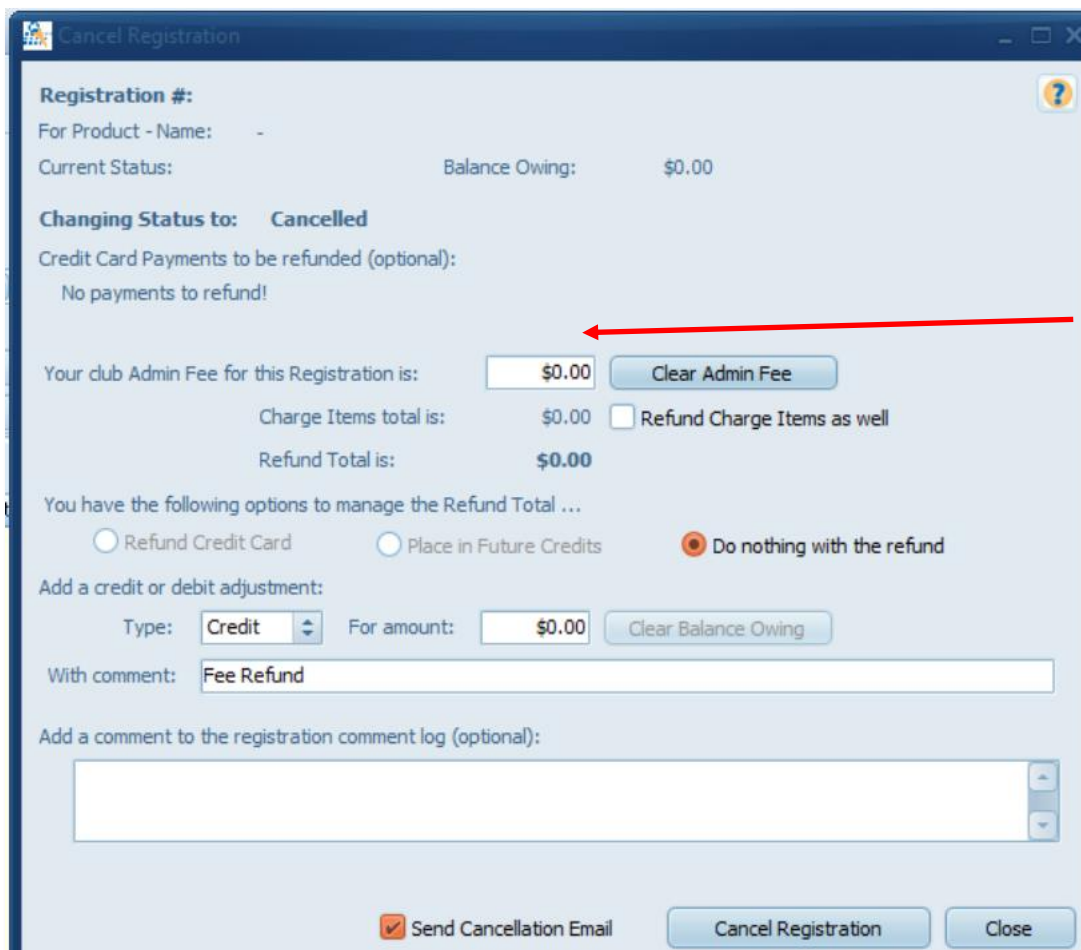
Before refunding a registration, consult your Club's refund policy.

Prior to opening 2025 registration, clubs are mandated to have a club-approved refund policy that is communicated to all members and/or posted online at your club website.

Refund a Payment via Credit Card

1. Select [Registrations](#)
2. [Registration Management](#)
3. Find the registration you wish to refund by using the [Search Criteria](#)
4. Click on the registration to be refunded. The registration details will appear on the right side of the screen in Summary view.
5. Select [Options](#) tab
6. Cancel Registration
(Do not Delete)





Cancel Registration

Registration #:

For Product - Name: -

Current Status: Balance Owing: \$0.00

Changing Status to: Cancelled

Credit Card Payments to be refunded (optional):
No payments to refund!

Your club Admin Fee for this Registration is:

Charge Items total is: \$0.00 ☐ Refund Charge Items as well

Refund Total is: **\$0.00**

You have the following options to manage the Refund Total ...

☐ Refund Credit Card ☐ Place in Future Credits ☒ Do nothing with the refund

Add a credit or debit adjustment:

Type: For amount:

With comment:

Add a comment to the registration comment log (optional):

☒ Send Cancellation Email

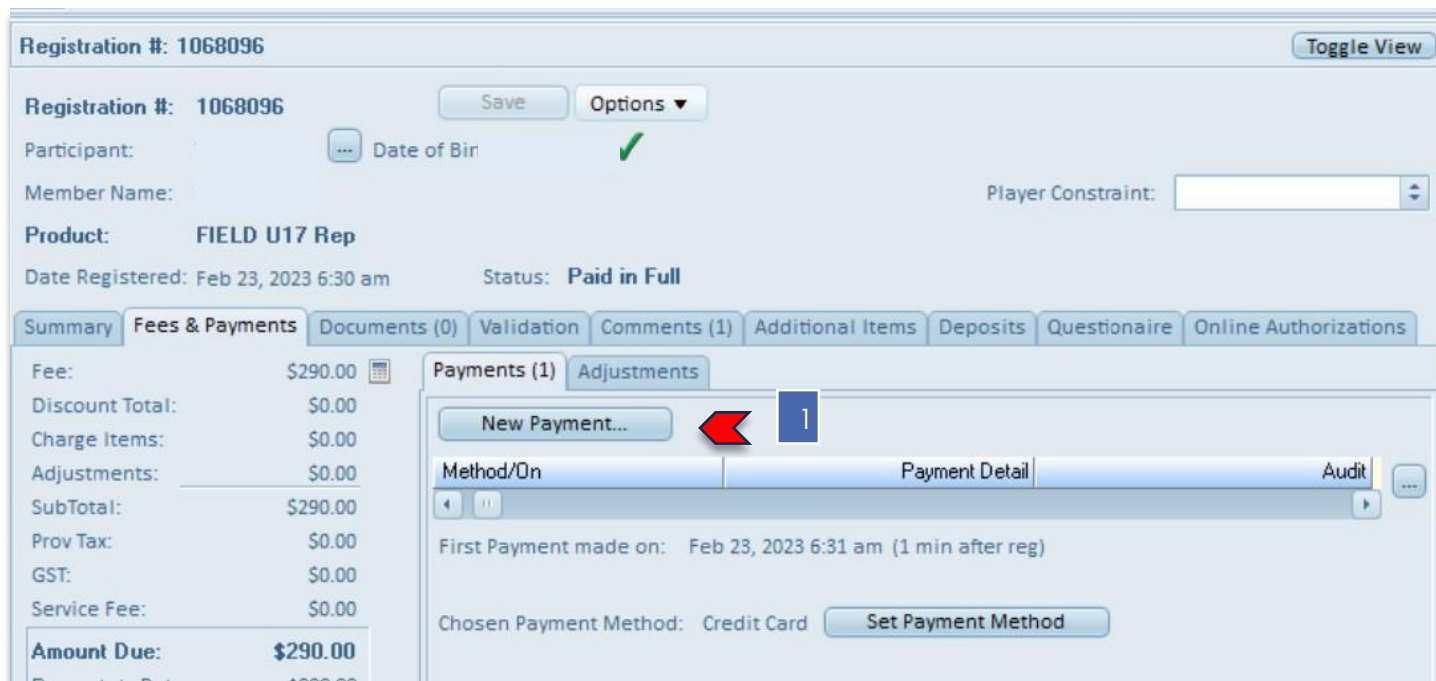
If your club has an Admin Fee, input here.

Additional steps may be required if installment payments are involved

You must also cancel any upcoming scheduled payments on the plan

Refunding a Registration – Cheque or Cash

1. Same as for Credit Card except you will click on [New Payment](#) within the registration's Fees & Payments.



Registration #: 1068096

Registration #: 1068096

Participant: ... Date of Bir ✓

Member Name: Player Constraint: [dropdown]

Product: FIELD U17 Rep

Date Registered: Feb 23, 2023 6:30 am Status: Paid in Full

Summary Fees & Payments Documents (0) Validation Comments (1) Additional Items Deposits Questionnaire Online Authorizations

Fee: \$290.00

Discount Total: \$0.00

Charge Items: \$0.00

Adjustments: \$0.00

SubTotal: \$290.00

Prov Tax: \$0.00

GST: \$0.00

Service Fee: \$0.00

Amount Due: \$290.00

Payments (1) Adjustments

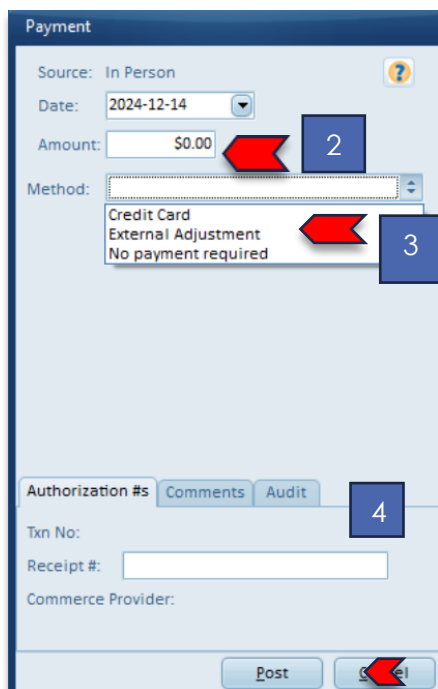
New Payment...

Method/On Payment Detail Audit

First Payment made on: Feb 23, 2023 6:31 am (1 min after reg)

Chosen Payment Method: Credit Card Set Payment Method

2. Enter the amount to refund (make sure there is a negative sign in the amount).



Payment

Source: In Person

Date: 2024-12-14

Amount: \$0.00

Method: [dropdown]

Credit Card

External Adjustment

No payment required

Authorization #s Comments Audit

Txn No:

Receipt #:

Commerce Provider:

Post

3. Choose the method of refund.
4. Add any necessary comments.
5. Press the "Post" button to complete the refund.
6. Proceed to 'Cancel the Registration', same as above

The refund results will display in the Payment grid. The Balance and Status fields will update automatically.

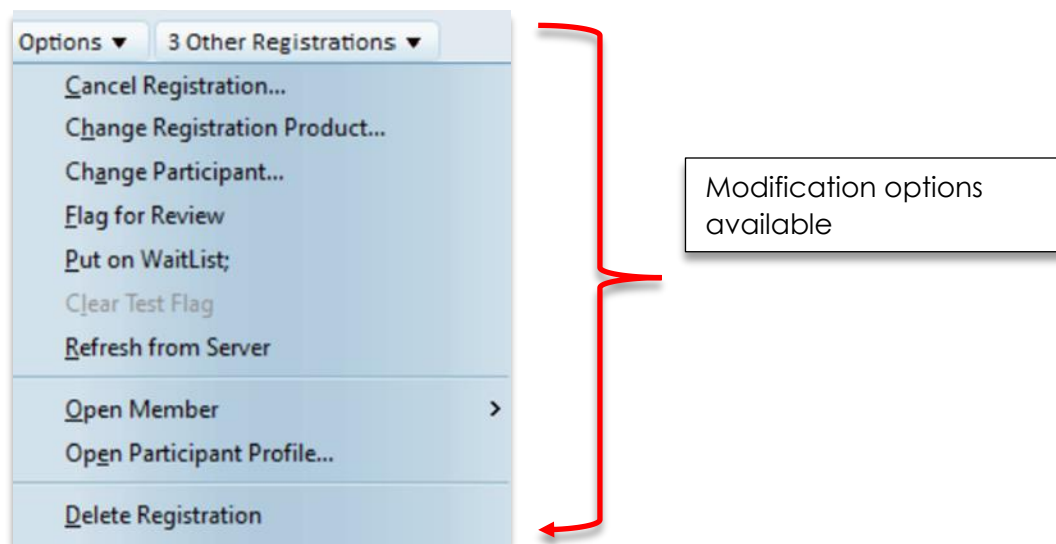
Modifying a Registration

Modifying a registration (not validated)

1. Locate the registration using the search criteria (Name – partial letters work as well)
2. Beside the Registration # in the summary page is an Options



3. From the drop-down menu choose the modification required.



4. Select the modification required
5. Save your changes – Registration will update status based on modification chosen.

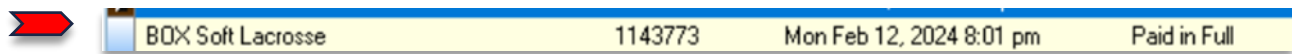
Modifying a registration (already validated by PGB)

1. Select the registration to be modified using the search criteria
2. Select Options
3. Change their product to the new product, upload documentation to support change
4. Select '**Flag for Review**' in Options to notify PGB there was a change to the registration.
5. **Save your changes**

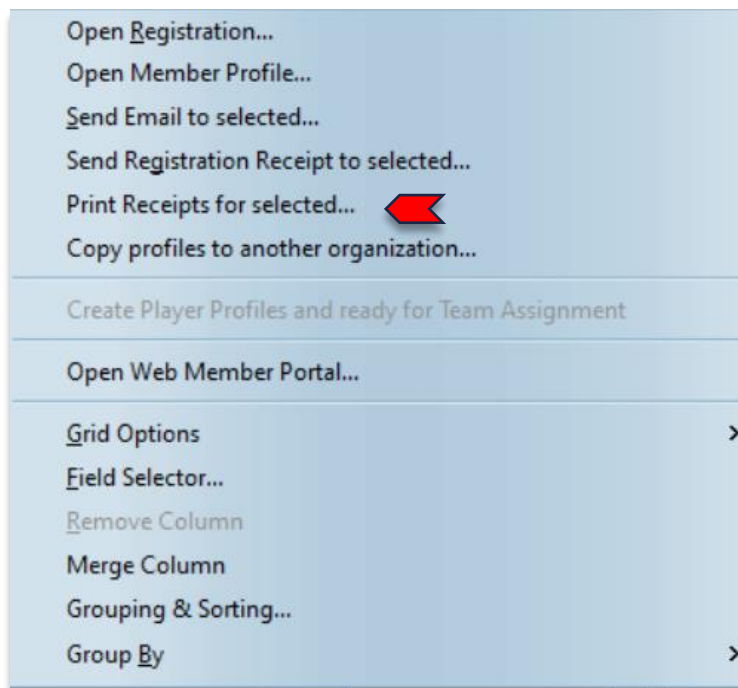
Printing Registrations

To Print/Save a SINGLE registration

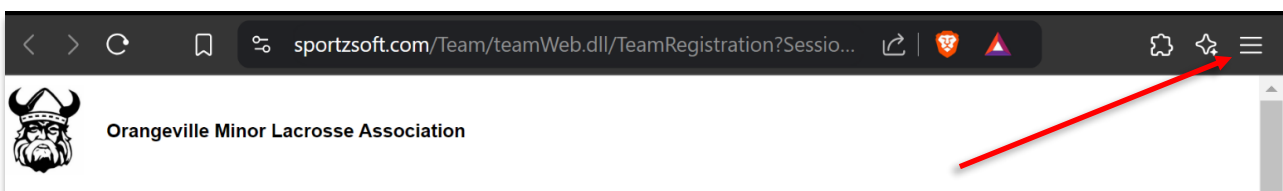
1. Select the Registration to be printed



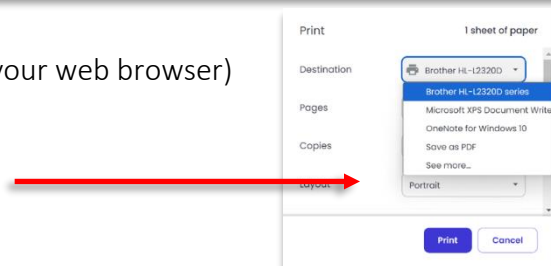
2. Right Click



3. Choose 'Print Receipts for selected...'
4. This will open up a webpage in your browser



5. Right Click on  or  (the print option in your web browser)
6. Select Print (either print or save as PDF)



Printing Registrations (Multiple)

To MASS Print

1. Use Search Criteria to filter the registrations to print (i.e. by division/product/status)
2. Click on the small box to the left of the product to highlight entire registration box

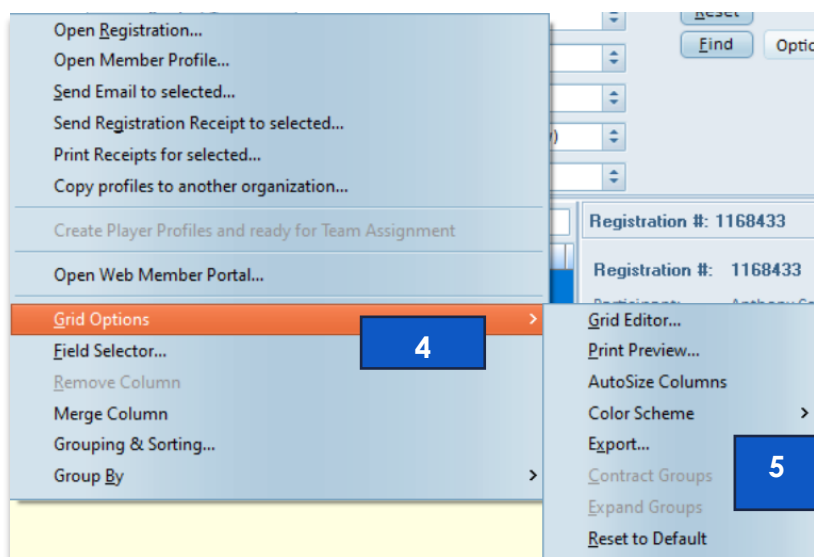


Product	Registration #	Registration Timestamp	Status
BOXX Coach+Trainer (U13 & below)	1168433	Tue Mar 26, 2024 3:51 pm	Paid in Full
BOXX Coach+Trainer (U13 & below)	1164565	Mon Mar 18, 2024 7:23 pm	Cancelled
BOXX Coach+Trainer (U13 & below)	1170667	Mon Apr 1, 2024 8:57 pm	Paid in Full
BOXX Coach+Trainer (U13 & below)	1176122	Mon Apr 15, 2024 6:53 pm	Paid in Full
BOXX Coach+Trainer (U13 & below)	1176148	Mon Apr 15, 2024 7:28 pm	In Progress
BOXX Coach+Trainer (U13 & below)	1181480	Tue May 7, 2024 6:12 pm	Paid in Full

3. Right Click
4. Choose 'Print Receipts for selected...'
5. Webpage will open containing the registrations highlighted
6. Right Click (to select print/save as PDF from your web browser)

Export Registrations to Excel (data format only)

1. Search Criteria to filter registrations
2. Click and drag, highlighting registrations
3. Right Click
4. Grid Options
5. Exports
6. Excel .csv file



Grid Options & Questionnaires

Grid Option

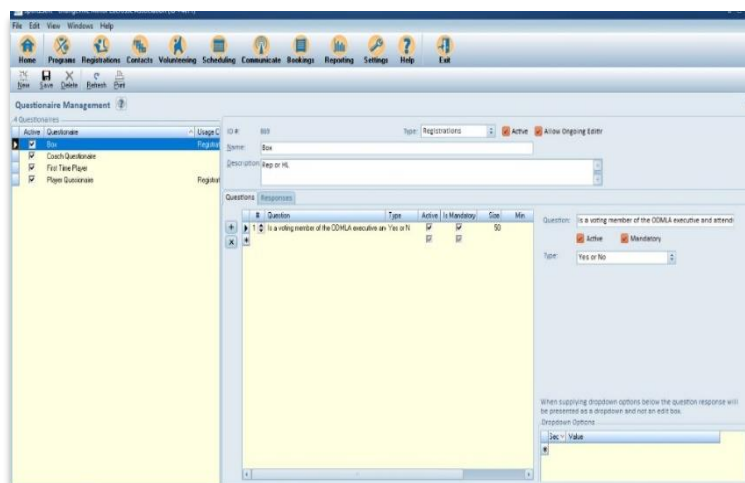
The Grid is a useful tool for personalizing how you view total registrations and product information displayed within the GRID. You can choose the order in which columns are displayed on your screen. More details will be demonstrated in the Zoom mtg scheduled by the OLA's Regional Registrars.

Insert Questionnaires

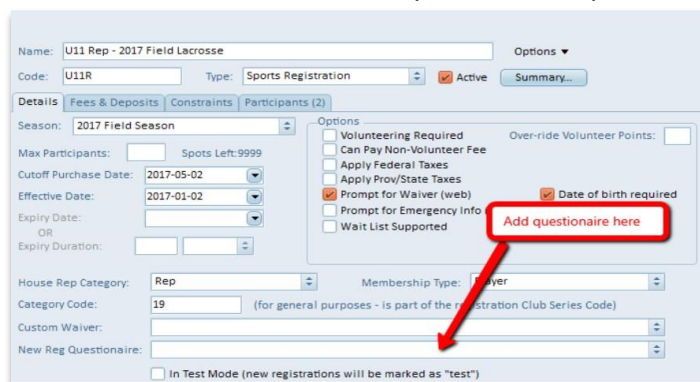
Clubs can create questionnaires to send to their members. This feature allows clubs to individualize the questionnaires. [Questionnaire](#)

To set up a questionnaire

1. Select Communicate
2. Questionnaire
3. Select NEW (top left corner) – then New again
4. Name your questionnaire
5. Type
6. '+' to add a question
7. Type – What form will the responses be in (ie. Yes or No)
8. Mandatory?



** Be sure to add the questionnaire to each Product's details you wish the questionnaire to appear.*



Generating Reports – Registration Report

You can generate reports within Sportzsoft to track registrations by status as well to assist with reconciling payments with your club's Peloton account.

Generating Reports

1. Select Reporting (top menu)
2. Choose from these options



Registration Report - sample

Club: Orangeville Minor Lacrosse Association
Print

Select Dashboard

Registrations
Volunteering
Practices
Games
Incidents

Registrations Summary Dashboard

Counts by Status			Counts by Validation	
Status	Count	%	Validation Status	
In Progress	3	2.3%	Pending	
Pending	1	0.8%	Club Approved	
Processing		0.0%	Club Declined	
Cancelled		0.0%	Club Approved	

Generating Reports – Accounting Report

Accounting Report - sample

Reporting

Search Criteria

Type: Daily Start Date: 2024-12-01 End: 2024-12-31 < Dec-2024 > Clear Refresh Print...

Show: ☒ Counts ☒ SportzSoft Fees/Payments ☐ Cancellation Fees/Member Credits ☐ Governing Body Fees/Payments

Settlement Report

Date	Registrtn Count	Registration Fees	Registration Total Due	Credit Card Payments	Credit Card Total	Cheques	Cheque Payments	Refunds	Refund Total	Merchant Fees	SportzSoft Pymt Count	SportzSoft Fees	SportzSoft Balance
Dec 1, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 2, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 3, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 4, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 5, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 6, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 7, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Dec 8, 2024	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	-\$793.72
Totals	0	\$0.00	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	0	\$0.00	

OLA/SPORTZSOFT REGISTRATION USER GUIDE

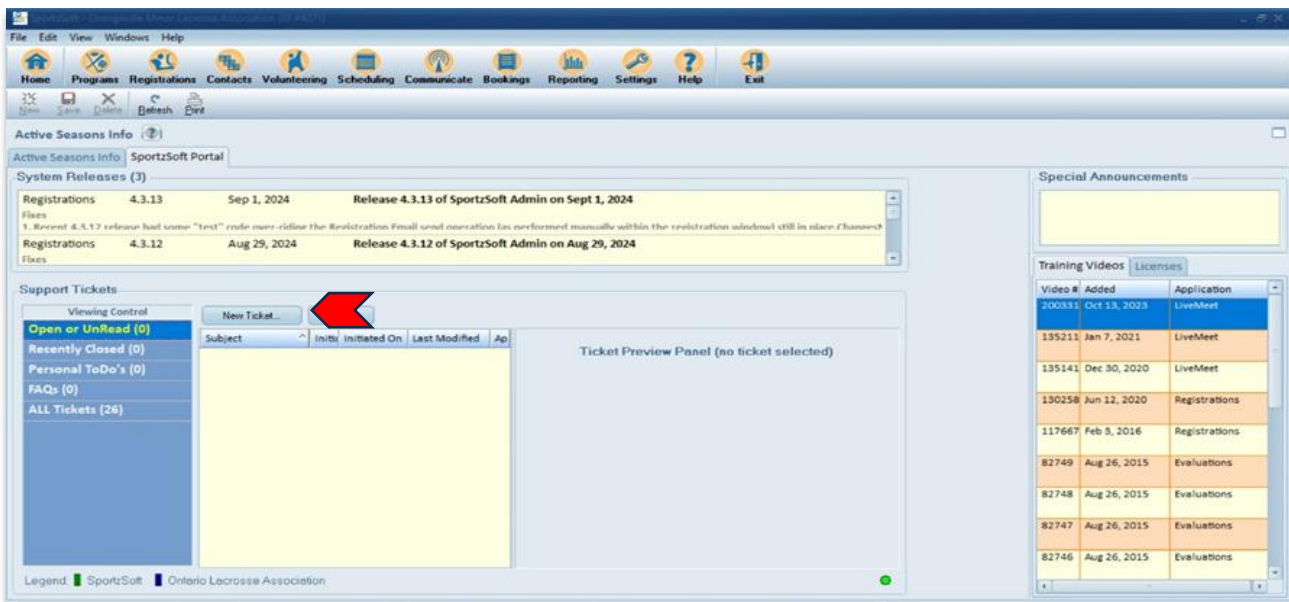


How to submit a 'Support Ticket'

Use this feature to communicate problems or issues you are having using Sportzsoft.

[Video - how to use the Support Ticket system \(CTRL Click\)](#)

From the HOME screen, select Sportzsoft Portal



Select New Ticket...

Subject: What issue are you having

Provide details to the issue you are experiencing

Module: The area for which the issue is originating from.

Save Ticket – will send the information to Sportzsoft

Support Ticket Entry

Direct To: SportzSoft Support ✓ or OLA or Personal ToDo

Ticket #: Subject: [New Ticket]

Please key in a full description of the problem...

Respond to...

Status: No Responses | History | Attachments

Requested By: Donalyn Dredge Orangeville Minor Lacrosse Association (#4071)

Created by/on: Donalyn Dredge

Last modified by/on:

Module:

Current Status is: Open Cancel Ticket Priority: (1) Low

You can attach external documents (PDF, images, etc.) to this ticket OR you can use the F10 key to create a ticket and prepare a screenshot of the screen you were on when you hit the F10 key (the Attach button below is then used to confirm the screenshot should be attached)

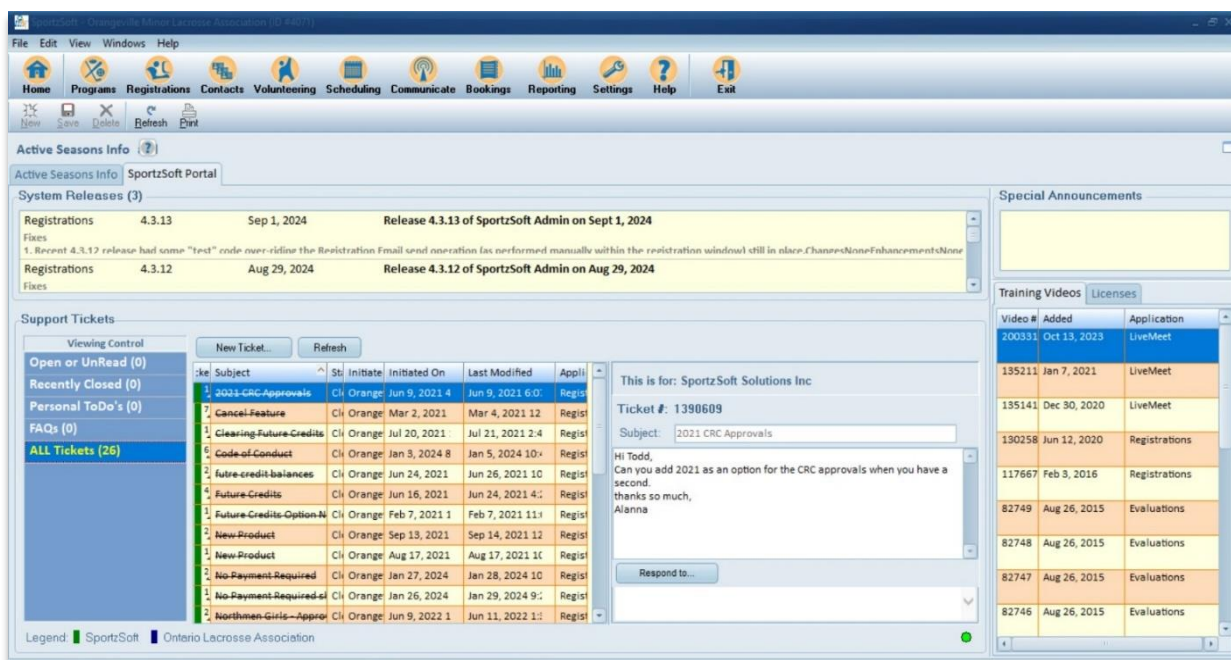
Attach Screen Image Attach External Document...

Save Ticket Cancel



Review Support Tickets

You can filter open/closed tickets for view by using the Viewing Control



The screenshot shows the SportzSoft application interface. The 'Support Tickets' section is active, displaying a table of tickets. A red arrow points to the 'Viewing Control' dropdown menu on the left side of the table, which is currently set to 'ALL Tickets (26)'. The table columns include 'Subject', 'Status', 'Initiated On', 'Last Modified', and 'Applied'. The table contains 26 rows of tickets, with the first row being '2021 CRC Approvals'.

Subject	Status	Initiated On	Last Modified	Applied
2021 CRC Approvals	Cl Orange	Jun 9, 2021 4	Jun 9, 2021 6:01	Regist
Cancel-Feature	Cl Orange	Mar 2, 2021	Mar 4, 2021 12	Regist
Cleasring-Future-Credits	Cl Orange	Jul 20, 2021	Jul 21, 2021 2:4	Regist
Code-of-Conduct	Cl Orange	Jan 3, 2024 8	Jan 5, 2024 10:0	Regist
Future-credit-balances	Cl Orange	Jun 24, 2021	Jun 26, 2021 10	Regist
Future-Credits	Cl Orange	Jun 16, 2021	Jun 24, 2021 4:0	Regist
Future-Credits-Option-N	Cl Orange	Feb 7, 2021 1	Feb 7, 2021 11:1	Regist
New-Product	Cl Orange	Sep 13, 2021	Sep 14, 2021 12	Regist
New-Product	Cl Orange	Aug 17, 2021	Aug 17, 2021 10	Regist
No-Payment-Required	Cl Orange	Jan 27, 2024	Jan 28, 2024 10	Regist
No-Payment-Required	Cl Orange	Jan 26, 2024	Jan 29, 2024 9:0	Regist
Northmen-Girls-Appro	Cl Orange	Jun 9, 2022 1	Jun 11, 2022 1:0	Regist

The interface also includes a 'Viewing Control' dropdown menu on the left, a 'New Ticket...' button, and a 'Refresh' button. The 'Viewing Control' dropdown menu is currently set to 'ALL Tickets (26)'. The 'New Ticket...' button is located above the table, and the 'Refresh' button is located to the right of the 'New Ticket...' button. The 'Viewing Control' dropdown menu is currently set to 'ALL Tickets (26)'. The 'New Ticket...' button is located above the table, and the 'Refresh' button is located to the right of the 'New Ticket...' button.

FAQs

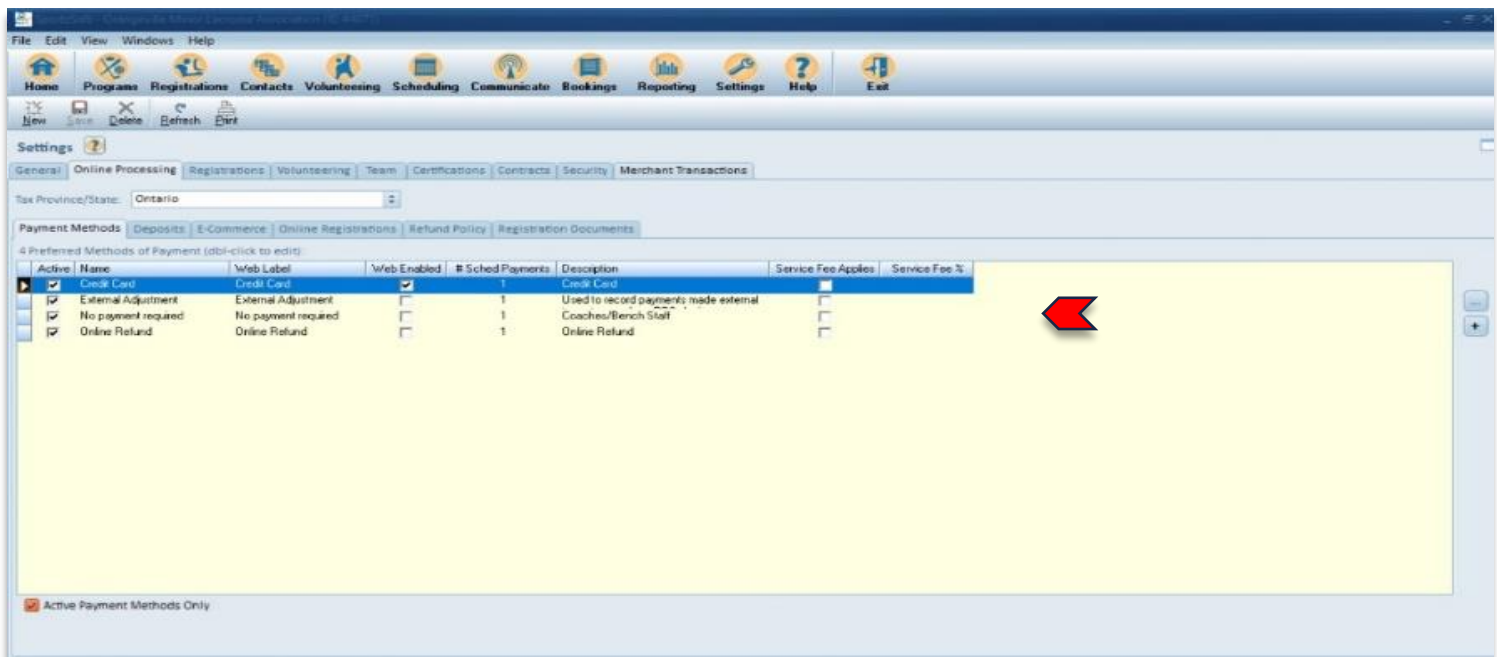
What if I need to update club payment options?

****Instructions on how to change/add/remove payment option, update refund policy, or online processing– Please consult with Sportzsoft and OLA Program Director for assistance.

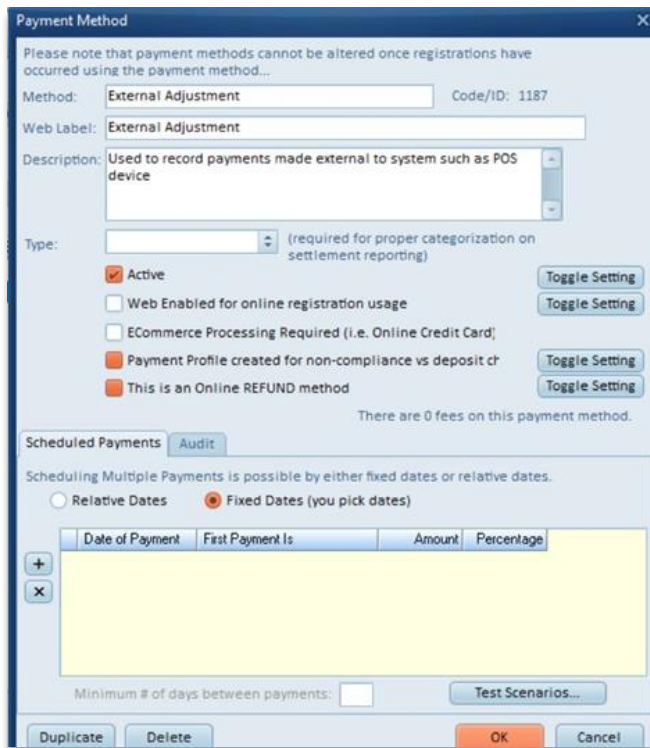
Updating Club Payment Options

1. Settings
2. Settings
3. Online Processing
4. Payment Methods

**Review your club's
refund policy**



5. Click on the payment method to update



The screenshot shows the 'Payment Method' dialog box. It contains the following fields and options:

- Method:** External Adjustment (Code/ID: 1187)
- Web Label:** External Adjustment
- Description:** Used to record payments made external to system such as POS device
- Type:** (required for proper categorization on settlement reporting)
- Active:** ☒ (with a 'Toggle Setting' button)
- Web Enabled for online registration usage:** ☐ (with a 'Toggle Setting' button)
- ECommerce Processing Required (i.e. Online Credit Card):** ☐ (with a 'Toggle Setting' button)
- Payment Profile created for non-compliance vs deposit ch:** ☐ (with a 'Toggle Setting' button)
- This is an Online REFUND method:** ☐ (with a 'Toggle Setting' button)
- Scheduled Payments:** ☐ Relative Dates, ☒ Fixed Dates (you pick dates)
- Table:** A table with columns: Date of Payment, First Payment Is, Amount, Percentage. It has a '+' button to add rows and an 'x' button to delete rows.
- Minimum # of days between payments:** (empty field)
- Buttons:** Duplicate, Delete, OK, Cancel, Test Scenarios...

Online refund must be left alone – it should be active but not web enabled which means it won't be displayed to your members. Online refund is needed to perform refunds so please just leave it alone. Payment methods should be left as 'active'. If you don't want to offer your members a particular payment method, then double click on the payment method to open up the payment method properties screen. **DO NOT MAKE PAYMENT METHODS INACTIVE.** Click on the TOGGLE SETTING button beside the 'Web Enabled' property. When you click this the check mark will disappear and the payment method will no longer be visible to your members, but the payment method will remain 'active' in case you decide to use it.

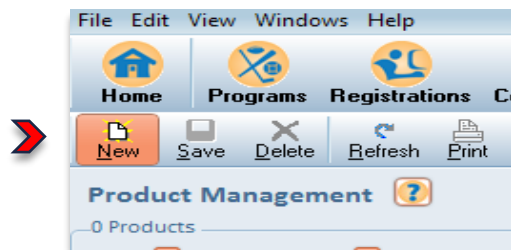
Our club offers a family/multi player discount, how do I set that up?

Creating a Family Discount/ Multi Player Discount

1. Go to Registrations then Product Management

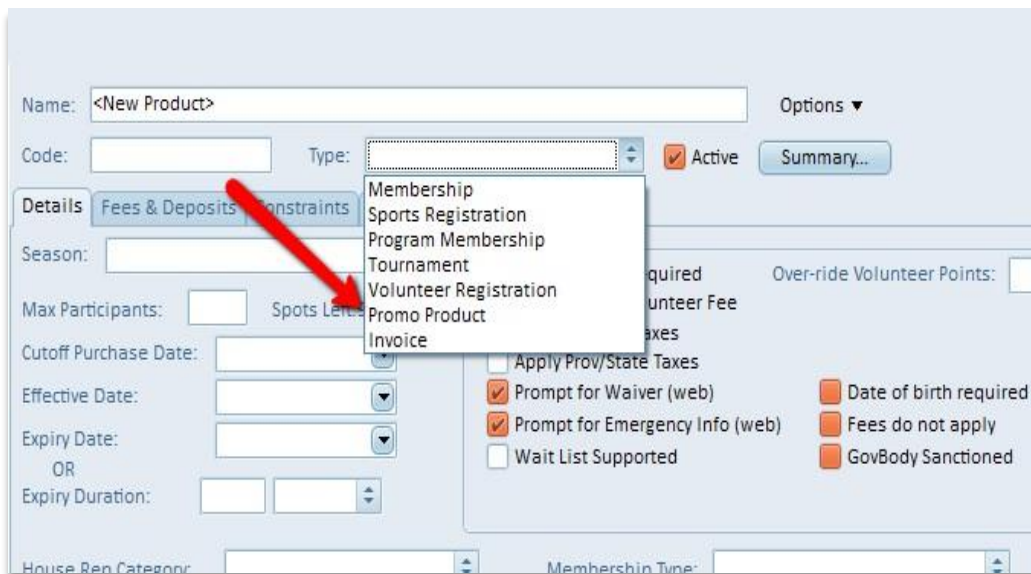


2. Click New

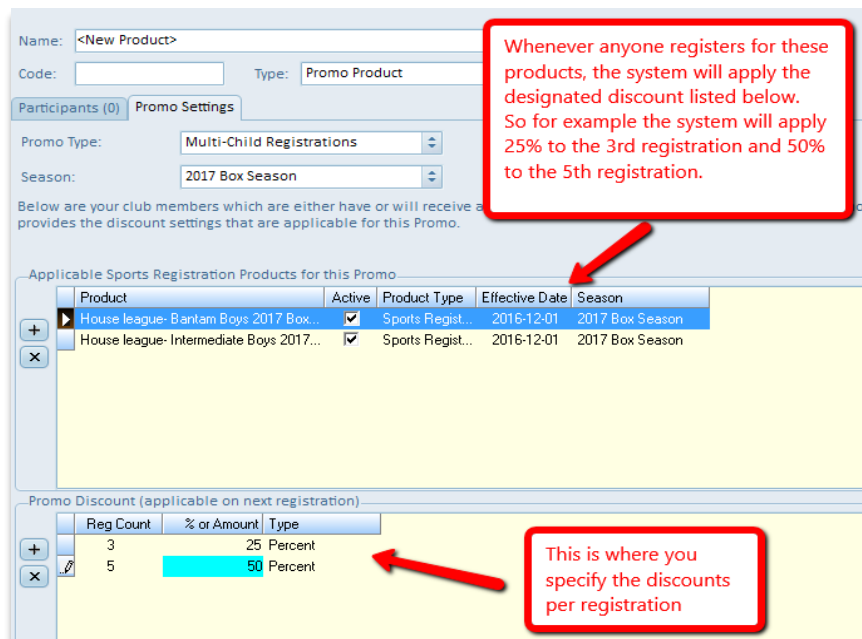


Setting up a Multi-player Promotion Discount cont'd

3. Choose 'Promo Product' as the type of product
4. Choose Multi-Child Registrations as the **Promo type**, and your season.



5. Then choose all the applicable products that the discount will be attached to and add your discounts. You can specify (in dollars or %) how much the discount is per registration. The example below shows percentages but if you offer an amount discount you can set it up the same way.
Ex. Registration #1 – \$0.00 discount, Registration #2- \$50 discount, Registration #3- \$75 discount, etc.



Whenever anyone registers for these products, the system will apply the designated discount listed below. So for example the system will apply 25% to the 3rd registration and 50% to the 5th registration.

Product	Active	Product Type	Effective Date	Season
House league- Bantam Boys 2017 Box...	☒	Sports Regist...	2016-12-01	2017 Box Season
House league- Intermediate Boys 2017...	☒	Sports Regist...	2016-12-01	2017 Box Season

Reg Count	% or Amount	Type
3	25 Percent	
5	50 Percent	

This is where you specify the discounts per registration

6. Click save

How do I calculate next closest club? When do I need to?

You may be required to map a registrant's address for the following scenarios:

1. No program available
2. Release
3. No space

How to use the Mapping Tool

2025 OLA Boundary Map Instructions (Using Google, My Maps)

<https://www.google.ca/maps/about/mymaps/>

To use the OLA Boundary Maps, you must have a Google account/Gmail address. Should you not currently have a Gmail account, simply Google "Create a Gmail account".

There are four different OLA Boundary Maps:

- Minor Box
- Minor Field
- Women's Field
- Sixes

Club Registrars can request access to the map(s) from your Provincial Registrar.

How To Copy Your Map

- Open the map.
- You will be shown a Google map with a **Red** legend on the left side, at the top right corner of the Legend are three small dots.
- Select the dots, you will be given several options, **select: copy map**.
- Save your copy of the map, this becomes an edit style copy of the map. **Your copy is the map you will be using and distributing/sharing with your clubs. Anyone receiving a map will need to copy and save the map to be able to use in an edit style format.**

Open your copy, you will now see a map different than the initial **red** legend map, this is an edit style map. This map has a tool bar in the top center of the map and a white legend on the left side.

How to Measure Distance from Address to Club Boundaries

Open your edit style map, the map will have a tool bar in the top center of the map and a legend on the left side. If you have a **red** legend on your map, please see: How to Copy Your Map (above).

Each club's boundaries are shown on the map. **Green** colored pins have been placed at the roads that intersect the boundaries for each club. When measuring the distance from the address to the clubs you will be using these pins

1. Enter address in search bar, select address being sure to check postal code etc. A **green** icon will appear with the address plotted on the map.
2. Below the search bar you will see a menu with tools, select add directions. A small box will open on the bottom left of the screen below the side legend, labeled '**Untitled layer**'... Hover your mouse above the **green** icon where your address is plotted and select the icon; it will insert the address into the untitled layer. Expand the map till you see the clubs you wish to measure the distance to (tip: you can roll the wheel on your mouse to expand or shrink as desired). Select the pin that best suits the well-travelled route from the address to the club.
3. Your 'Untitled layer' will now change its title to 'Directions from address'... there are three small dots to the right of this new title, select the dots and you will have three choices, select; step by step directions. It will provide you with the rounded up/down measurement at the top of the box that pops up on the upper left side of the screen.
4. To measure to another pin or another club, simply close the top box showing the directions, return to the directions from address box and delete the pin from the lower left box, 'untitled layer/Directions from address' and select a different pin. **Tip:** do not delete the address you are measuring, just delete the pin you have already measured, hover your mouse over the pin number and an x will appear beside the number; by selecting the 'x' it will delete the information. **Note:** remember to delete the address if you save it to your map.

Note for trouble shooting: Each time you check a measurement an 'untitled layer' is created. Be sure to delete the untitled layer when you are finished your measurement. The map has a limited number of 'untitled layers' before it will stop working. If your map stops working be sure to delete the untitled layers and clear the cache on your computer

Easy Access to Your Maps:

1. Google My Maps
2. Sign into your Google Account.
3. You'll see maps you've made or viewed as well as maps shared with you.

Remember to input your measurements using the Comments tab inside the registration summary. Choose option save to player profile & registration.



A registration I validated came back PGB or OLA Admin declined. What do I do now?

- PGB and OLA Admin will communicate, via the [Comments tab](#), registrations that were declined and why.
- Correct/update the information
- Save
- Select '[Flag for Review](#)' under Options Tab
- SAVE. This will update the registration from DECLINED TO REVIEW.

How to use 'In Test Mode'

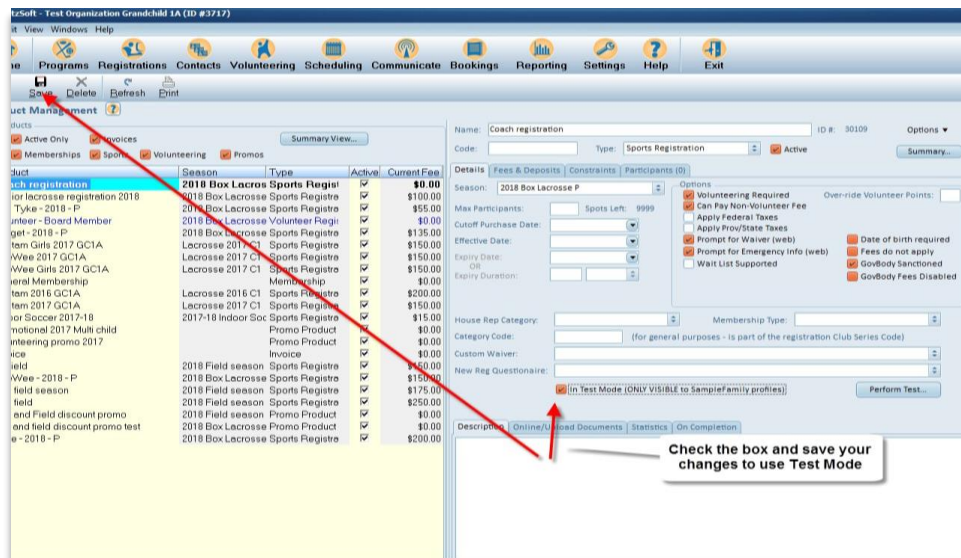
Registrations > Product management -

On the Details tab of a product is a checkbox for 'In Test Mode'

Check the box before testing. This will prevent accidental registrations from being received before you have completed a test run of the products.

Set Product Effective date to current date of Testing.

SAVE your changes.



While 'In Test Mode' – you will be using a SampleFamily 's member account. This allows you to freely test with an active and open product without fear.

Perform Test button will launch you into the SampleFamily member account where you can test. It is suggested that you allow Cash as payment method during your tests to allow you to complete a registration entirely. It will also allow you to delete the TEST registration when testing is completed.

When testing is complete, remove the 'In Test Mode' checkbox within the product, return the effective date to start date of open registration, click SAVE.

Final step - Registration > Registration management, locate your samplefamily registrations and delete them from the system.

Additional Information

TRY Lacrosse

- TRY Lacrosse program duration is January 1st to June 1st annually.
- TRY Lacrosse is a free registration option for all OLA clubs running free introductory skills and drills programs targeted to recruiting new players.
- The purpose of this registration option is to allow OLA clubs to promote local, learn-to-play opportunities with age groups of new players, while ensuring all participants are properly registered and insured.
- Under the **TRY Lacrosse** registration option, all registered participants and OLA clubs are **not charged any registration fees**. The registration fee and insurance coverage for the winter/spring period is provided by the Ontario Lacrosse Association.
- **All participants registered under the TRY Lacrosse program must be eligible to participate with your club under existing OLA residence rules.**
- There is **no requirement to upload any documentation to register** for the program.
- **Participants will be considered properly registered in the TRY Lacrosse program exclusively**, and not as OLA members for the purposes of box/field/women's field/Sixes lacrosse programs. **Should they be interested in your club programs, they are required to register online, in those specific programs, on your club website.**
- All new or returning players already registered in your 2025 club programs would also be eligible to participate in your TRY Lacrosse sessions.
- **The TRY Lacrosse program appears as a menu option in SportzSoft registration software.**
- Activating the program simply means all players interested in participating in your winter/spring camp, clinic or skill programs register using a link on your website.

We hope the TRY Lacrosse registration initiative helps OLA clubs committed to the potential of TRY Lacrosse campaigns, with easy registration access to promote introductory and skill development initiatives to new and existing players.

Free Soft Lacrosse Initiative

To assist clubs with player recruitment and retention, returning for the 2025 season is our free Soft Lacrosse Initiative. The OLA will continue to subsidize insurance and online registration fees for all players registered in a club Soft Lacrosse program. Soft lacrosse programs target players ages 3 & 4 in (non-contact) skills and drills program formats. A new product for the program is available to be activated in SportzSoft as “BOX Soft Lacrosse (FREE)”.

For those organizations with enhanced Soft Lacrosse programs which may need to capture revenue to support the division, a “BOX Soft Lacrosse (FEE)” product.

Age Divisions by Birth Year

The OLA uses alphanumeric age divisions for all minor lacrosse (Soft Lacrosse and Paperweight excluded). Our product naming convention now includes a BOX or FIELD or SIXES prefix to avoid any confusion between disciplines now using similar division titles.

Please note the following age division names; age eligibility and birth years for the 2025 season:

Age Division	Age Cohorts	Birth Years
Soft Lacrosse	3- 4 years	2022-2021
Paperweight (U7)	5 – 6 years	2020-2019
U9	7 – 8 years	2018-2017
U11	9 – 10 years	2016-2015
U13	11 – 12 years	2014-2013
U15	13 – 14 years	2012-2011
U17	15 – 16 years	2010-2009
U22	17 – 21 years	2008, 2007, 2006, 2005, 2004
U19 – Women’s Field	15 – 18 years	2010, 2009, 2008, 2007

Important Note:

Soft Lacrosse is a non-contact age division
Paperweight is a modified-contact division

To assist parents in understanding these changes, post the above table on your website.

2025 OLA/SportzSoft & Peloton Pricing

Peloton Technologies is the payment processing partner of SportzSoft who serves your club with a merchant account to transact credit card payments to your club bank account. A Peloton merchant account is a necessary part of the OLA/SportzSoft platform.

For the 2025 season, the OLA/SportzSoft fee structure is:

- OLA Admin Fee (includes insurance): \$32.00 (non-refundable)
- SportzSoft registration fee: \$2.30 (non-refundable)
- SportzSoft registration fee for products/merchandise \$50 < is \$0.58 (vs \$2.30)
- SportzSoft registration fee for coaches/trainers/volunteers: \$0
- TRY Lacrosse: \$0 (includes insurance and online registration covered by OLA)
- Soft Lacrosse: \$0 (includes insurance and online registration covered by OLA)

For the 2025 season, the Peloton fee structure is:

- Credit card processing fee: 2.75% (a blended rate for all cards)
- Credit Card return fee: \$0.50 per transaction
- EFT fee (club Peloton → club bank account transfers): two free per month; \$0.50 per additional funds transfer
- Account Fee: \$80.00 (annual merchant account fee applied in February)

Please remember it would be important to confirm who has password access to your club Peloton account. We recommend Peloton password access be changed with any new Executive member now in that role, or as directed by your Executive.

Peloton password access can be changed online in the Peloton software. For obvious security reasons, the OLA is not involved in that process. Your club will not be able to access your account unless administrative access has been confirmed with Peloton (no action required if this is the same Executive member as last year). Should you need to contact Peloton directly, use support@peloton-technologies.com.

All Peloton transactions should be reconciled with your bank account statements by at least two club Board members, and presented to your Board on a monthly basis.

PELTON REFERENCE GUIDE (Available from your Provincial Registrar)

Reference Guide includes instructions to access your Peloton portal; use the client dashboard; transfer funds and schedule payments.

OLA Coaching Certification Requirements

The OLA promotes and mandates NCCP requirements for coaches in Ontario. The purpose of NCCP certification is to ensure safe and quality athlete experiences in sport. All coaches must be properly registered in the OLA/SportzSoft registration system in the current season.

NOTE: These requirements are currently being updated for 2025 and will include Sixes. This 1-page document to be distributed to clubs when available.

STEP 1: Community Development

1. Become trained at the Community Development Level by attending a discipline-specific (either box or field, or a combined box+ field) certification clinic
2. Complete the "[Making Headway](#)" Concussion Awareness online module (mandatory)
3. Complete the "[Making Ethical Decisions](#)" online module (recommended)

This coaching certification is required for:

Box Lacrosse

- All Paperweight, U9, U11 and U13 Coaches
- First Year U15 and Above Coaches

Field Lacrosse

- All U9, U11 and U13 Coaches
- First Year U15 and Above Coaches

Women's Field Lacrosse

- All U11 and U13 Coaches
- First Year U15 and Above Coaches

STEP 2: Competitive Introduction (Trained)

1. Become trained at the Competitive Introduction Level by attending a discipline-specific (either box or field, or a combined box+ field) certification clinic
2. Complete and submit the Coaching Portfolio package

Note: Successful completion of STEP 1: Community Development is a pre-requisite for attendance at a Competitive Introduction certification clinic.

This coaching certification is required for:

Box Lacrosse

- Second Year U15 and Above Coaches

Field Lacrosse

- Second Year U15 and Above Coaches

Women's Field Lacrosse

- Second Year U15 and Above Coaches

OLA Trainer Certification Requirements

The OLA Recognized Trainer's Certification List contains a listing of all approved vendors/training organizations eligible to deliver certification which meets/exceeds the required standards. All trainers are required to provide proof of valid certification training to Club.

List of approved vendors in four categories (8 hours+):

- Standard First Aid
- Standard First Aid & CPR
- Emergency First Aid
- Emergency First Aid & CPR

Please check the OLA's website for 2025 Approved Trainers' Certification List.

[2025 Approved Trainers' Certification List](#)

Registrars.

Note: all above certification standards have **expiry dates** included on the proof of certification card/document.

As in coaching above, all trainers must be properly registered in the OLA/SportzSoft registration system in the current season.

Trainer registrations are valid across all OLA sectors.

Provincial Registrars

Provincial Registrars are hired by the OLA to:

1. Expedite the provincial approval of member registrations
2. Conduct SportzSoft training sessions with Club Registrars
3. Assist Club Registrars with their on-going role in the OLA registration process
4. Circulate OLA Boundary Maps and instructions to Club Registrars
5. Solicit ideas and recommend ways to improve the OLA registration process
6. Verify registration information submitted to the OLA that may be under review

Provincial Registrars have been assigned to clubs in the following Zones/Leagues:

Zones/Leagues	Provincial Registrars	Email
1, 7 and 8	Crysta-Lee Scace	crysta-lee@ontariolacrosse.com
4, 5 & 10, OMFL	Lynn Swindells	lynn@ontariolacrosse.com
6 & 9, OWFL	Alanna Deaken	alanna@ontariolacrosse.com

Where Do I Play? & playlacrosse.com

Returning for the seventh season, to help parents find the correct Association to register with, is the Where Do I Play? feature on the OLA website. Parents simply complete and submit an online form. Responses are managed manually, typically within 48 hours of receipt and include copies to Club Registrars.

Note: responses apply to new OLA members in 2025, not those signed in previous OLA seasons. A similar feature exists on the recently launched www.playlacrosse.com (an OLA initiative) for similar registration options.

Where Do I Play?

www.playlacrosse.com

Insurance

Each year the OLA provides a General Certificate of Insurance to clubs for the purpose of booking facility permits for programs.

Should your municipality or school board request to be listed as a co-insured party on the OLA insurance certificate, please send that request to Peter Flook at peter@ontariolacrosse.com.

Turnaround on co-insured certificates is about five business days.

The application for clubs interested in purchasing Directors & Officers Liability coverage is online here: <https://ontariolacrosse.com/content/administration/insurance-travel-documentation/directors-liability-coverage.pdf>

The 2025 OLA Insurance Handbook details the liability and accident coverages of the OLA policy and is a resource that should be shared with your club members. The 2025 edition will be posted online when available from our insurer (usually about the end of January).