

Sport LoMo Updates – Oct 26, 2023

1. Issue Resolution Process:

- For minor issues:
 - Submit a ticket for the support team.
 - Member support space under FAQs
 - Bottom of the page - "need more help" link to submit a ticket.
 - If a recurring issue it's recommended to collate the information and submit the ticket on behalf of the members.
- The Help Menu is being updated with issues as we work through them for Clubs/Schools to access on their Sport Manager Page
- **Ticket submission requests and help questions can be sent to Amanda Kuz at director6@cheermanitoba.ca for submission and assistance.**

2. Common Issues:

- Incorrect Birthdates:
 - Can be updated by the member ONLY during the Needs More Info step
 - After Need More Info step, can be updated by the Sport Manager for the Club or School
- Incorrect email addresses:
 - Requires a ticket
 - Sport LoMo will correct email, activate account on members behalf and send a password reset link.
- Didn't receive the customized more info required email:
 - Can be resent by the sport manager – this is done by transaction.
 - From Sport Manager Home Page - Membership Section
 - Click Group Registration
 - Click Registration History
 - Click Envelope next to EACH bulk registration transaction to resend Needs More Info email
 - ****This will ONLY send to those still needing to provide info/sign waivers - NOT to those who have completed**
- Didn't receive the activation link:
 - Requires a ticket.
 - In this case you will have to let the member know that Sport LoMo will activate their account on their behalf and they will receive a link to reset their password in order to get in and complete their information and waivers.

3. Major Issues:

- Duplicate Memberships / Refunds:
 - Sport LoMo has advised that we need to self-refund.
 - Sent request to info@cheermanitoba.ca with as much detail as you can provide on which membership needs to be refunded (name, membership ID etc).
 - Once Cheer MB refunds – we will request a refund on your behalf from Cheer Canada.

- **The Cheer Canada portion has NOT been completed yet, TBD on how quickly they will complete on their ends.**

- **Coaches Registration Issues:**

- Ticket still in progress – Amanda has sent a follow up on action and ETA
- Need to add fields for Criminal Record Check, Credentials Drop Down, etc
- Fix the choose file button and missing next buttons

4. Issue Log:

ISSUE ID	ISSUE CAT.	ISSUE DESC.	STATUS	RESOLUTION
1	SUPPORT	Issue Resolution Process: if clubs/schools continue to have issues, what is the process for resolution?	Closed	For minor issues (name changes/cant get an email etc): submit a ticket for the support team. It can be found in member support space. When a member is in their personal sportlomo account if they go to the side menu there's a help section that has a link here https://sportlomo.atlassian.net/wiki/spaces/CCS/overview . They can find FAQs and at the bottom of the page there is a "need more help" link to submit a ticket. If its a recurring issue I would collate the information and submit the ticket on behalf of the members - it could be put into 4-6 tickets and if they arent followed up on in a reasonable time please contact Calum referencing the ticket.
2	SUPPORT	Maintenance Contract: What type of maintenance support is provided for Sport LoMo under Cheer Canada? Is there a support period where we can continue to reach out for assistance - if so when this ends how will we resolve these issues (for example next year when we register for the 2024-2025 season)	Closed	There is no end in the support period, we will work with you on an ongoing basis to support and improve/streamline processes further into the future to save you valuable time.
3	INTERFACE	HELP? Menu: Can we submit a list of FAQ to be added to the Help page for all Clubs/Schools?	Ongoing	Help menu is now configured with a first draft of the club admin support space but as questions come up I will update this please let me know what else needs to be included
4	SUPPORT / INTERFACE	Help Videos: Members are unable to access Help Videos (being declined access) - can these be added to the Help menu on Sport Manager	Closed	please see this link https://sportlomo.atlassian.net/wiki/spaces/CCAS/overview
5	BOARD	Reconciliation: Is there a simplified report for payments that are deposited to the Cheer MB bank account with the club name, membership category, number of registrants and amount?	Closed	Go to "payout report" this is where you can get the reporting on the different "payouts" stripe sends. A payout is an accumulation of payments on a given day piled up and sent all together to the Manitoba bank. Payments received is also useful for payments its like your database of payments, view members is your database of members. Stripe balance in payout report will also show a live feed from stripe on whats due to be sent.
6	BOARD	Under No Club Affiliation - there is only a Coach / Mult. Membership Option. Where do Cheer MB Board Members register?	Closed	Package added to no affiliation, you can add a package to any club via "publish packages" in your PSO admin pane
7	COACH REG	Coaches incorrectly registered during bulk registration are unable to submit more information required/credentials. Will need to be deleted if no work-around for the error message when submitting "more information required."	Closed	Coaches must self-register, do not bulk register.
8	INTERFACE	Bulk Registration button not available	Closed	Button activated for all clubs/schools

9	REGISTRATION	Athletes birth date incorrect; parent is unable to change	Closed	Club/School can edit in Sport Manager
10	REGISTRATION	Athlete1 was registered under Athlete2 email address	Closed	Club/School can change Athlete1 information to Athlete2's information (if Athlete2 is not yet registered); Athlete2 can use existing registration link after change. Email cannot be changed by Sport Manager.
11	INTERFACE	Membership Expiry Date Incorrect: currently this shows as January 7, 2024	Closed	Updated to expire 31-Aug-2024
12	REGISTRATION	Email address entered incorrectly during bulk registration - unable to correct in Sport Manager	Closed	Club to submit Support Ticket with name/membership ID and request to resend update email & resend activation
13	REGISTRATION	Account Activation Email not received by athlete/guardian; email validated as correct	Closed	Club to submit Support Ticket with name/membership ID and request to resend email/activate account. See Issue #1 Resolution
14	REGISTRATION	More Info Email not received by athlete/guardian; email validated as correct.	Closed	<ul style="list-style-type: none"> > From Sport Manager Home Page > Membership Section > Click Group Registration > Click Registration History > Click Envelope next to EACH bulk registration transaction to resend Needs More Info email >> This will ONLY send to those still needing to provide info/sign waives - NOT to those who have completed
15	COACH REG	Coaches (self-registered) are experiencing issues: <ul style="list-style-type: none"> > No field to upload Criminal Record Vulnerability Check (only Child Abuse) > No Drop down for Credentials > Choose File button doesn't work (unless you add a second place to add file, upload, then delete first upload line) > No submit button (but if you close the tab it updates to completed - as reported by a coach/not validated) > Completed fields reset to blank after you upload a file (need to be filled out a second time after uploading is complete) 	Ticket Submitted	<ul style="list-style-type: none"> > Coaches are able to successfully self-register and pay Current Work Arounds: <ul style="list-style-type: none"> > Choose File button - add a second place to add file, upload, then delete first upload line > No submit button - close the tab then go back to check if it updates to completed. > Fields go blank - add files first / or refill our fields after adding file
16	REGISTRATION	Unable to delete duplicate/incorrect registrations	Closed	Submit support ticket. * Note - if a refund is needed this must be completed FIRST before deletion.
17	REGISTRATION	Unable to refund duplicate/incorrect registrations.	Closed	To self-refund: 1. Request Cheer Manitoba to go to "payments received" then search by the ID in the search filters, click the return icon, click the tick-box on the individual for refund and change the their status to "manually refunded" if they are refunding them. 2. Request Cheer Canada follow the same process and refund their portion.
18	BOARD	Under No Club Affiliation - need to add "Athlete"	Closed	Added