THE H2OREG SYSTEM FOR DPC CLUBS

DIVING PLONGEON CANADA

2023-24 START-OF-SEASON INFORMATION PACKAGE

Message from Diving Plongeon Canada

For the 2023-2024 season, DPC has made this system mandatory for all competitive athletes, coaches, and officials.

Clubs must be set up with either option A or B so that each participant can access the system to complete their personal information and sign required documents. For more information about each option, please refer to the CONFIGURATION OPTIONS section in page 4.

If the club still wishes to manage the recreational membership/facility programs' participants through a bulk upload, this will still be accepted.

Club Program and Membership Registration

2023-2024 season

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ABOUT THIS DOCUMENT

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This document outlines the H2Oreg portal configuration procedure for diving clubs.

The following terms are applicable to this document:

- DPC: Diving Plongeon Canada

- PSO: Provincial Sport Organization

H2Oreg is a multi-level platform with memberships for DPC, PSOs, and club programs that are linked to each other to best assist registrants.

DPC and each PSOs set up their memberships independently in H2Oreg at the start of each season.

Clubs are responsible for overseeing the configuration of their registration portal (registration categories, registration rules, fees, etc.) within the context of their preferred configuration option (A or B - described in detail in the process below).

IMPORTANT THINGS TO KNOW ABOUT H2OREG

1. H2Oreg is DPC online membership platform. H2Oreg is powered by Interpodia, an online technology and solutions provider that has been working with sports organizations since 2019. Interpodia is headquartered in Vancouver, BC.

2. Interpodia is a PCI compliant merchant and works with WePay, a branch of Chase Bank. A WePay account is required to process credit card payments in H2Oreg.

3. Each organization using H2Oreg can collect information from registrants and use the information within the parameters of privacy law. Interpodia's privacy policy can be consulted here. All data collected is stored by AWS in Montreal, Quebec.

4. H2Oreg works best when participants register themselves, therefore, it is strongly recommended to keep the use of bulk uploads and administrator registrations available for exceptional circumstance and will need to be approved by DPC and the PSO in advance.

Clubs can contact their PSO for information on H2Oreg training / Q&A sessions for the 2023-24 season.

CONFIGURATION OPTIONS (OPTION A OR B)

A **configuration option** refers to the way clubs will use the H2Oreg system for members registration (memberships, club programs) and payment (credit card via WePay, Payment Group).

There are **two (2) main configuration options** available within H2Oreg, and a club must select one (1) configuration option each season:

	Option A	Option B
Registration Options	Each participant registers in H2Oreg for: ▪ DPC membership ▪ PSO membership ▪ Club program	Each participant registers in H2Oreg for: ▪ DPC membership ▪ PSO membership
Payment method	▪ Participant pays by **credit card** via H2Oreg. ▪ DPC membership fees, PSO membership fees, and club program fees are deposited into each organization's respective WePay/banking account. ▪ Registrations requiring payment by cash, cheque, or EFT will be processed on a case-by-case basis by info@interpodia.com **A WePay account is required!**	▪ Participant pays by **credit card** via H2Oreg. ▪ DPC membership fees and PSO membership fees are deposited into each organization's respective WePay/banking account. ▪ Registrations requiring payment by cash, cheque, or EFT will be processed on a case-by-case basis by info@interpodia.com

A club may request an ADDON SETUP after it has submitted the form for club portal configuration if offline payments or registrations are needed (for recreational programs):

- PAYMENT GROUPS (OPTION C): Allows a club to manage registrations ONLINE, and payments OFFLINE.
- BULK UPLOAD (OPTION D - Subject to DPC & PSO Approval): Allows a club to manage registrations and payments OFFLINE (setup fees apply).

2023-24 PORTAL SETUP

Important!

Clubs are very strongly encouraged to configure their H2Oreg portals before the end of June, as the response time of Interpodia's support team past that date may be delayed due to high registration traffic across Interpodia's platforms.

GET STARTED: REGISTRATION PATHWAY AND FEE PACKAGE (ALL CLUBS)

Once your club has selected a configuration option, complete and submit the applicable configuration request form:

Club AB	https://h2oreg.com/#!/CL-ABD/permit/diving-plongeon-canada-club-applications
Club BC	https://h2oreg.com/#!/CL-BCD/permit/diving-plongeon-canada-club-applications
Club MB	https://h2oreg.com/#!/CL-DMB/permit/diving-plongeon-canada-club-applications
Club NFL	https://h2oreg.com/#!/CL-NFLD/permit/diving-plongeon-canada-club-applications
Club NS	https://h2oreg.com/#!/CL-NSD/permit/diving-plongeon-canada-club-applications
Club ON	https://h2oreg.com/#!/CL-DON/permit/diving-plongeon-canada-club-applications
Club QC	https://h2oreg.com/#!/CL-PQC/permit/diving-plongeon-canada-club-applications
Club SK	https://h2oreg.com/#!/CL-DSK/permit/diving-plongeon-canada-club-applications

Once the form is submitted, please allow **5 to 10 business days** to receive your draft 2023-24 portal from Interpodia.

CONFIGURATION OPTION A: SETUP A WEPAY ACCOUNT

This step only applies to clubs that select Configuration Option A for the first time.

A WePay account is required to process credit card payments (club program fees, merchandise) in H2Oreg.

Click here to consult the step-by-step guide on creating a WePay account, which is required to process credit card payments (club program fees, merchandise) in H2Oreg. Note once a WePay account is activated, it shall remain active season after season until a club chooses to deactivate it.

CONFIGURATION OPTION A & B: SETUP YOUR REGISTRATION PROCESS

STEP 1: REVIEW AND EDIT

For clubs who've been using H2Oreg the past season, Interpodia will copy all portal configuration information from last season into your draft 2023-24 portal, **except the registration rules***.

When you receive your draft 2023-24 portal from Interpodia, please **review and edit** the portal's configuration, including but not limited to:

Club contact information	Click on the **Configuration** tab, and then the **Contact** sub-tab.
Registration page Confirmation email Email header Transaction successful message	Click on the **Configuration** tab, and then the **Contant** sub-tab.
Registration categories and registration rules	Go to [Appendix A](#) for details on registration categories and registration rules. ***All registration rules must be added anew.*** IMPORTANT THINGS TO KNOW ABOUT CONFIGURATION OPTION B *When using configuration options B, a club creates registration categories at $0.00 using either the club's terminology (club program names) or their PSO's terminology (PSO membership categories). Clubs using configuration options B are still responsible for ensuring the correct registration rules are applied.*
Waiver(s), if applicable	Click on the **Configuration** tab, and then the **Waiver** sub-tab.
Payment method (credit card payment or payment group)	A club should have only one (1) payment option within their registration process: credit card payment or payment group. This can be verified by executing a test registration.

STEP 2: TEST REGISTRATIONS

Important!

All clubs are strongly advised to **execute test registrations** before opening registration to the public. When executing test registrations, always ensure your **cart is empty** and **do not click the 'Submit and Complete' button**. If you accidentally click the 'Submit and Complete' button, ensure all test registrations are deleted by Interpodia before the portal goes 'live'.

STEP 3: SUBMIT FOR REVIEW

Once you are satisfied with the configuration of your club portal, click on the green **Submit for Review** button at the top-right corner of the dashboard. Interpodia will then review your club portal and send you a confirmation email when your club portal is "live" (within **2-5 business days**).

If the green **Submit for Review** button is not visible within your club dashboard, send an email to info@interpodia.com requesting your club portal go 'live'.

ADDON SETUP (OPTION C): PAYMENT GROUPS

A **payment group** is an offline payment tracker that allows organizations to track amounts owing to DPC, the PSO when a participant registers online in H2Oreg and pays the club directly by cash, cheque, or EFT.

Interpodia will create the payment group on behalf of clubs upon request.

Each participant registers in H2Oreg for:

- DPC membership
- PSO membership

- Participant pays the club directly by cash, cheque, or EFT and amounts owing to DPC and the PSO are tracked in **payment groups**.
- Club will have one (1) payment group to track amounts owing to DPC and the PSO
- Club will be invoiced for DPC membership fees and PSO membership fees at the end of the season.
- Club **cannot** accept credit card payments via H2Oreg.

ADDON SETUP (OPTION D): BULK UPLOAD *(SUBJECT TO DPC AND PSO APPROVAL)*

Access to bulk uploads will be limited to special circumstances and will require DPC and PSO approval.

In case a participant DO NOT register in H2Oreg, the club collects the registration information for:

- DPC membership
- PSO membership

Then, the club will BULK UPLOAD membership information into H2Oreg.

- Participant pays the club directly by cash, cheque, or EFT and amounts owing to DPC and the PSO are tracked in a **payment group**.
- Club will have one (1) payment group to track amounts owing to DPC and the PSO.
- Club will be invoiced for DPC membership fees and PSO membership fees at the end of the season.
- Club **cannot** accept credit card payments via H2Oreg.

Bulk Upload Permission Setup Fee = $99.00 plus applicable taxes per club per season

NEED HELP?

TECHNICAL SUPPORT

Need help? Send an email with your queries to info@interpodia.com. **Allow 1-2 business days for a response**.

There is also a **chat box** is available from within the club dashboard. The chat box is located at the bottom-right of the dashboard and is visible from Monday to Friday between 7:00 AM and 5:00 PM PDT. **Response time ranges from a few minutes to a few hours**.

Questions in English and in French are welcome!

CAN WE TALK?

If you prefer to speak one-on-one with the H2Oreg support team, please request a video phone call by sending an email to info@interpodia.com with your availability.

KNOWLEDGE BASE

Clubs should check out Interpodia's bilingual Knowledge Base, which includes guides, articles, and helpful hints.

To create a club program, a club must (1) create a **registration category** and (2) add a **registration rule** be attached to the registration category. A registration rule dictates which PSO membership (and corresponding DPC membership) must be purchased by the registrant.

Did you know? A registration category must have at least one (1) registration rule. Registration categories without a registration rule will not ensure that your club members purchase the appropriate membership option.

More detailed information is available in our complete guide: HOW TO SETUP YOUR CLUB PORTAL AND CREATE YOUR CLUB PROGRAMS

REGISTRATION CATEGORIES

Registration categories are managed within the **Registration Categories** tab.
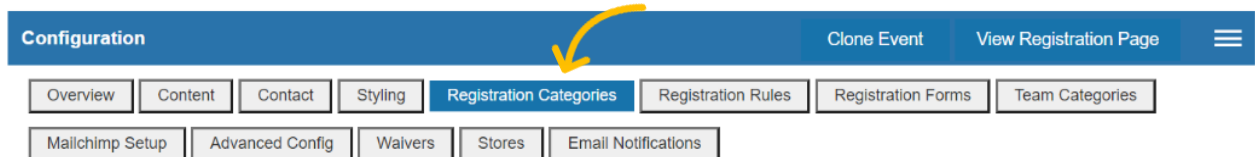
REGISTRATION RULES

Registration rules are listed within the **Registration Rules** tab, under the **Registration Categories** check box. For simplicity, registration rules are listed using only the PSO's terminology.