

THIS GUIDE HAS BEEN PREPARED TO ASSIST PADDLERS ACCESSING THE NEW PADDLER PORTAL FOR THE FIRST TIME AND RENEWING THEIR REGISTRATION OR BUYING A LICENCE ONLINE VIA OUR SECURE PAYMENT SERVICE PROVIDER PAYGATE. THE GUIDE INCLUDES SOME BACKGROUND INFORMATION WHERE NECESSARY SO PADDLERS ARE BETTER INFORMED, AS WELL AS POSSIBLE ERROR OR SYSTEM MESSAGES PADDLERS MAY COME ACROSS IN INTERACTING WITH THE ONLINE SYSTEM FOR THE FIRST TIME.

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STEP 4 – Renewing your membership or licence, including doing the online payment, as well as some of the system error messages you may receive when doing your payment [page 7-10]

<u>Step 1</u>: Go to Canoeing SA website – <u>www.canoesa.org.za</u> and click on "RENEW YOUR MEMBERSHIP" or "NEW MEMBER" [in fact any of the 4 buttons highlighted will take you to the paddler portal].





You can go direct to the paddler portal – <u>https://paddler.canoesa.com</u>

<u>Step 2</u>: You will be presented with the following screen if this is the first time you are accessing the system:



It is very important to take note of the message in the pop up window.

Welc	come to the new Canoeing South Africa Paddler Portal!
Please	e take a moment to read the following steps before you continue your registration:
lf this details	is your very first time as a Paddler , please click the "Register" button and fill in your personal s. You will be taken through the steps to complete your profile from there.
If you a You wi your IE receive but rat	are a registered Paddler and already have an existing CSA number, please click the "Login" button. ill need to set your password on the new system by selecting the "Forgot password?" option. Use D number, Passport or existing CSA number to access your old profile for the password reset. If yo e an error and cannot log in but you had a profile on the old system, please do not register again , ther <u>email support@canoesa.com</u> for assistance.
Enjoy t	the new system!
	Don't show this message again
	ок

For existing paddlers who have a Canoeing SA registration or boat number, or even someone who has ever been registered with Canoeing SA, a union or even a canoeing club [even many years ago], please treat yourself as a "registered paddler". Your profile will more than likely still be on the Canoeing SA database and it is important for Canoeing SA to retain your proficiency and race details. If you register as a new paddler, you will create a new profile without the history and be allocated a new Canoeing SA registration number [CSA ID].

In the process that follows, in order to access your existing profile you may encounter system error messages with respect to incorrect ID's [ie where the database still has your old ID number where the last three digits were changed, or if you have a "0" at the start of your ID, this may have been dropped in transferring the database from the old to the new system] or verification codes not received as a result of the database still reflecting an old email address. When this happens, please contact support as noted in the popup window.

<u>Step 3</u>: If you are an existing paddler you will need to "Login" and reset your password if this is your first login into the new paddler portal.

For a person registering for the very first time as a paddler [ie never previously been registered or a novice] you will need to "Register" and complete all your personal details as requested etc – please note "*" are required fields; once the entire process, including buying a licence, has been finalised, a Canoeing SA ID/boat number will then automatically be assigned to you.

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In the next window, click on "Forgot Password", and the following Reset Password window will pop up. Insert your ID or Canoeing SA registration/boat number and click on "Continue".

	CANDEING South Africa	
	RESET PASSWORD	
ID / PAS	SPORT NUMBER / CSA NUMBER	
	Continue	
	Cancel	

The following window will then appear. Type in [rather than copy and paste] the verification code as sent to your email address. Type in a new password [normal rules – Upper, lower case, numeric & special characters all allowed] – <u>you need to have at least three green bars before the system will accept your password</u>. Click "Reset Password" and you are done – will now be able to access your profile etc.

CANDEING SOUTH AFRICA
RESET PASSWORD
A verification code was sent to the following email address: fi****e@ca******rg.za. Please enter the verification code below and choose a new password to continue. VERIFICATION CODE
579384
NEW PASSWORD
Safe
CONFIRM PASSWORD
Reset Password
Cancel

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	Dear Canoeing South Africa user,	
	You have requested a erest paravood verification code. If you have not made this request, please delete this small.	
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Example of a verification email that will be sent to the member.

Accessing your profile.

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WELCOME
with smult testion of south at Welcome to the Canoeing SA Paddler Portal.
Please take a moment to make sure your profile is up to date.
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the Canoring SA Team
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(DOCH)
The PERSON PERSON AND A PERSON
here'
CHANGE PASAWORD

If the ID no or Canoeing SA registration number are not accepted by the system, or if you do not receive or can see the email address on the database is incorrect, please contact support.

RESET PASSWORD		MEN
	CAN DEING BOUTH AFHICA	
	RESET PASSWORD	
	D / PASSPORT NUMBER / CSA NUMBER	
	1234567891013	
	Reset Password Failed: No user with the id, passport number or Canoeing SA id '1234567891013' could be found.	
	Continue	
	Cancel	

<u>Step 4</u>: Renewing your membership registration/licence. Please note licences are now valid for a year. When the licence has approximately two weeks left/is about to expire, an email will automatically be sent by the system as a reminder to renew your licence. On the top right hand side of your profile is the "Menu" hamburger. If you click on this it will expand the menu.

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Click on "Buy/Renew Licence".

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Complete your licence details from the drop down list. As you complete your licence details your "Payment Information" will automatically populate. The "System Administration Fee" goes to our new system developers for ongoing support and system maintenance.

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LP410-Ptee	370.08
Duct Pee	20.00
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	#75.3E

"Accept" the indemnity/safety declaration and click on "Pay Now". You will then be taken to our secure payment service provider PayGate.

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Canoeing SA Fee	385.00
System Administration Fee	30.00
Union Fee	370.00
Duct Fee	36.00
TOTAL	
	815.00
NATIONAL, PROVINCIAL AND CLUB INDEMNITY/SAFETY I 1. Lamaware of the potential dangers twolved to which I will be exposed for particulating in canos 2. Lamatutes searce that Cansevig South Africa and the advelated Unices, and at accordingle tools where, is organizing and permitting my participation in such advelates with in establishing and while thereas, cannot ensure my safety and/or the integratory of such measures. 3. Ad such LinderState to: (a) participation in a consoling and according activities at my own sele inst and responsibility.	DECLARATION mg and associated activities; ex and officials as each as spontaum of protogradity measures in reparts
(b) econempter at persons and bodies involved in the regardization and sponsorship of canceling air. Africs are afficiated utions of non-and informative them operating, any loss of damage which in a any suffer as a result of any injury or coefficient resulting from any act or consistent on the part of such body (including operated)spectral or otherwise; (c) comply with all antifyr and other rules and regulatores of Genoeing South Africa and all affiliate is 1 undertake to see a personal floatablish device and other safely explanent that confirms to the Comply of the second second in a constraint of the second floatablish device and other safely explanent that confirms to the Comply of the second s	Le the auxplote of Canoeing South then, including in dependent, may of person, whether calls to negligence of Unions and suborthisete bodies, as regarements of Canoeing South •

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Please note that the system will accept both credit cards and <u>internet enabled</u> debit cards [you will need to check with your bank to confirm if your debit card is internet enabled]. The system has also been designed with event entry in mind where race entries need to be quick and seamless. As a result, payment by EFT is not an option at this stage, also bearing in mind the additional administration paying by EFT requires.

From time to time, members may also experience redirected, declined or failed transactions. These 99% of the time relate to banking connectivity or OTP receiving issues. There can be any number of reasons for this – cell phone signal, network traffic etc. During Eskom load shedding this tends to get worse. All we suggest is that you give it a few minutes, or maybe even an hour, and then try again. An alternative is to also use another credit or debit card as different banks may be experiencing their own unique issue at any point in time.

The 1% that we can assist with relate to blocked email addresses where the banking system makes a note of email addresses linked to stolen cards etc. These transactions are automatically blocked by the PayGate risk system. The member will get a very specific message when this happens – "Your payment was blocked by the risk system". Canoeing SA also receives a report when this happens and will then follow up with PayGate in order to resolve the blocked email address, and will let the member know once done.

Once payment has been made, the system will automatically inform your club of the payment and request the club to approve your licence [provided the club is happy – club fees up to date etc].