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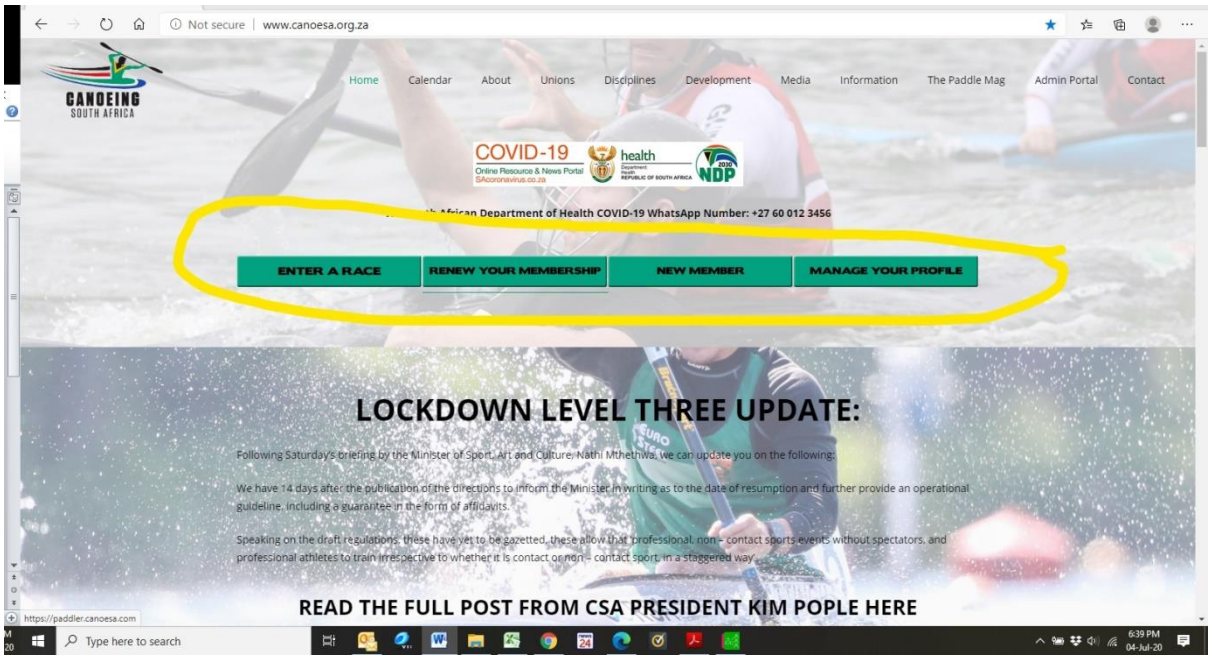
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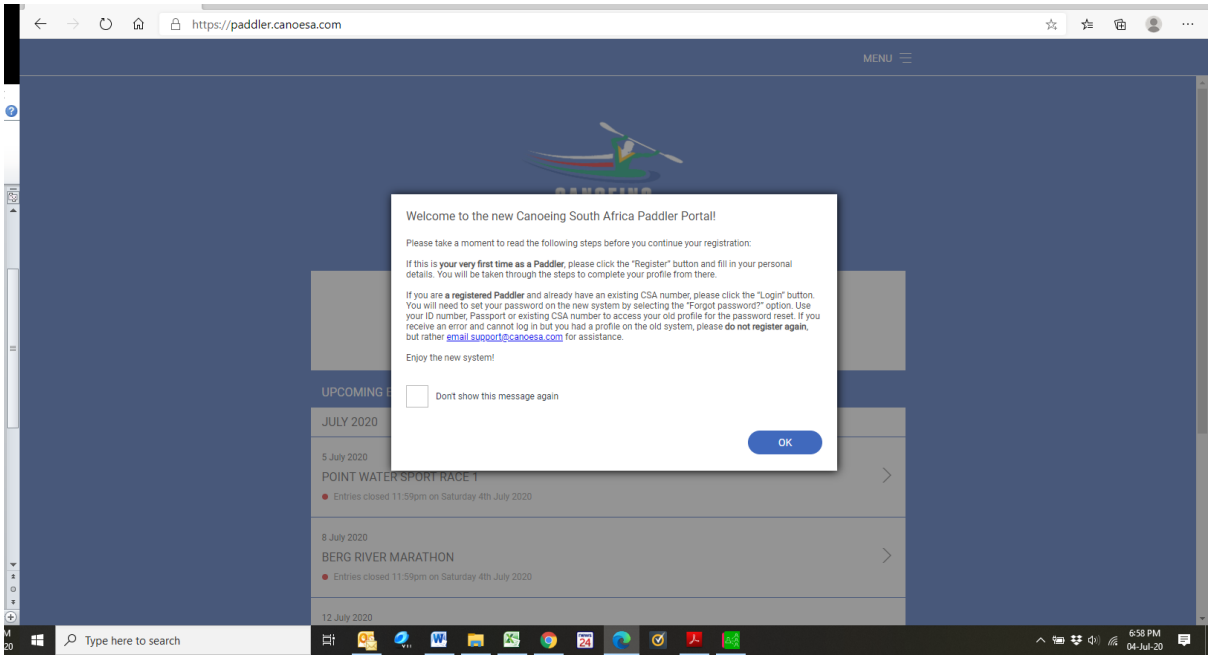
Step 1: Go to Canoeing SA website – www.canoesa.org.za and click on "RENEW YOUR MEMBERSHIP" or "NEW MEMBER" [in fact any of the 4 buttons highlighted will take you to the paddler portal].



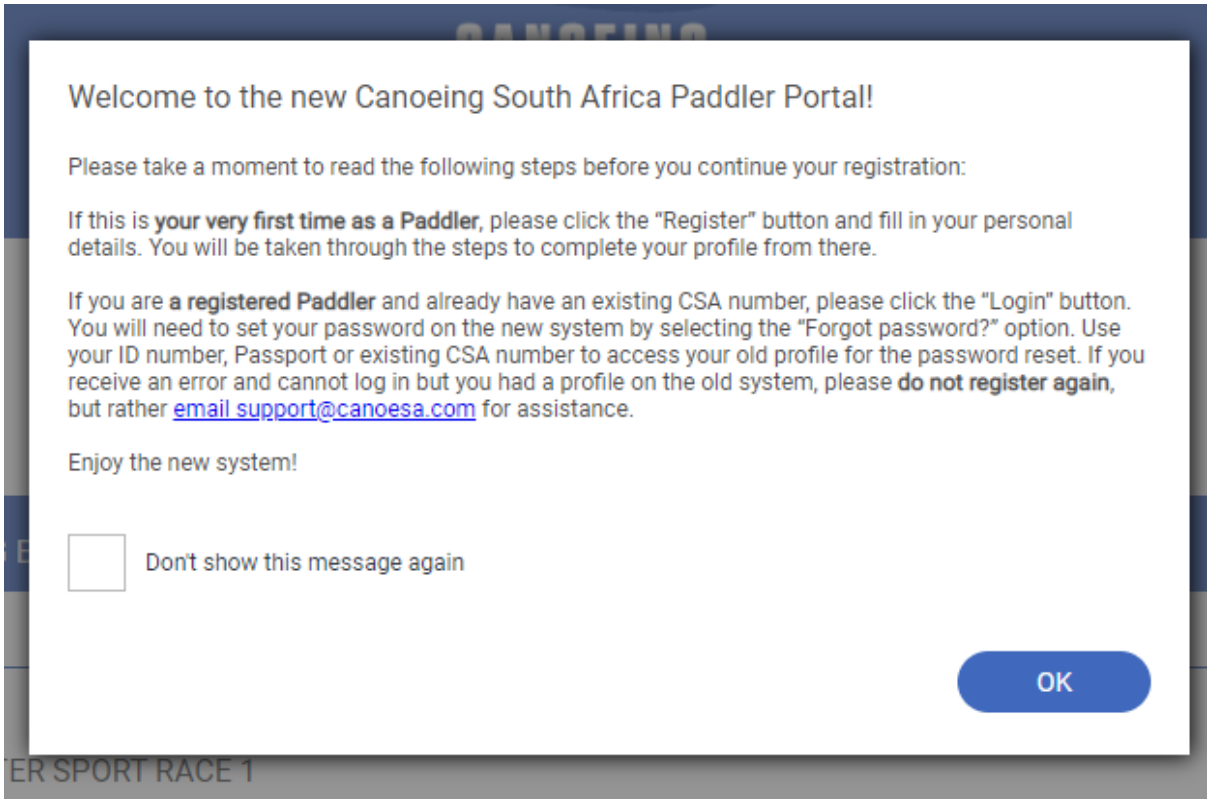
OR

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

Step 2: 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.

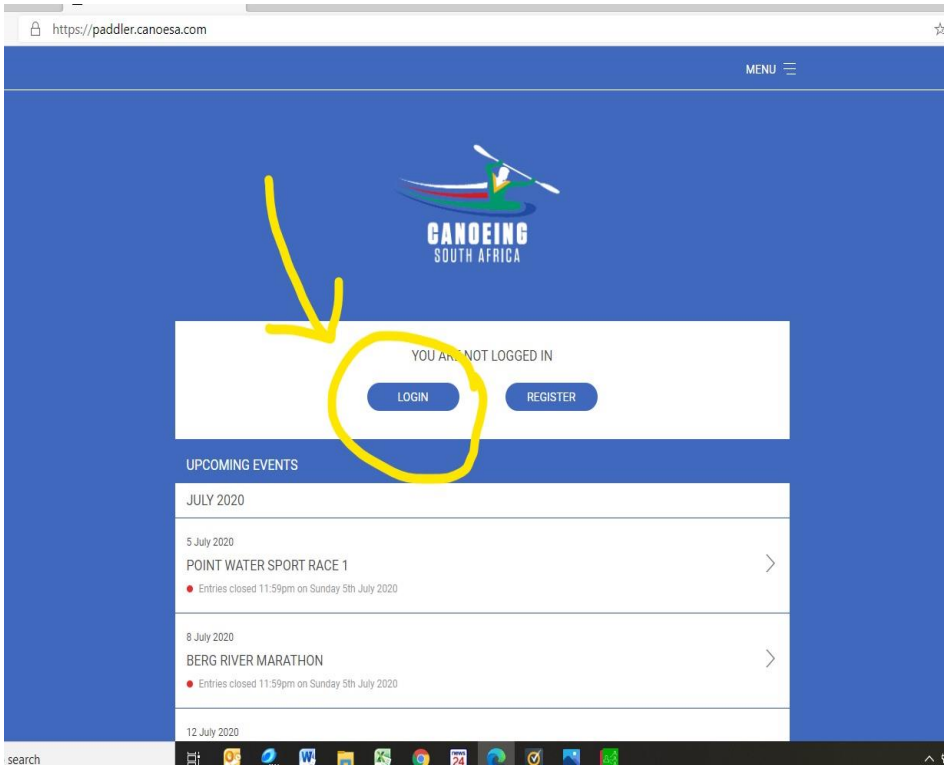


For existing paddlers who have a Canoeing SA registration or boat number, or even someone who has ever been registered with Canoeing SA, a union or even a canoeing club [even many years ago], please treat yourself as a "registered paddler". Your profile will more than likely still be on the Canoeing 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].

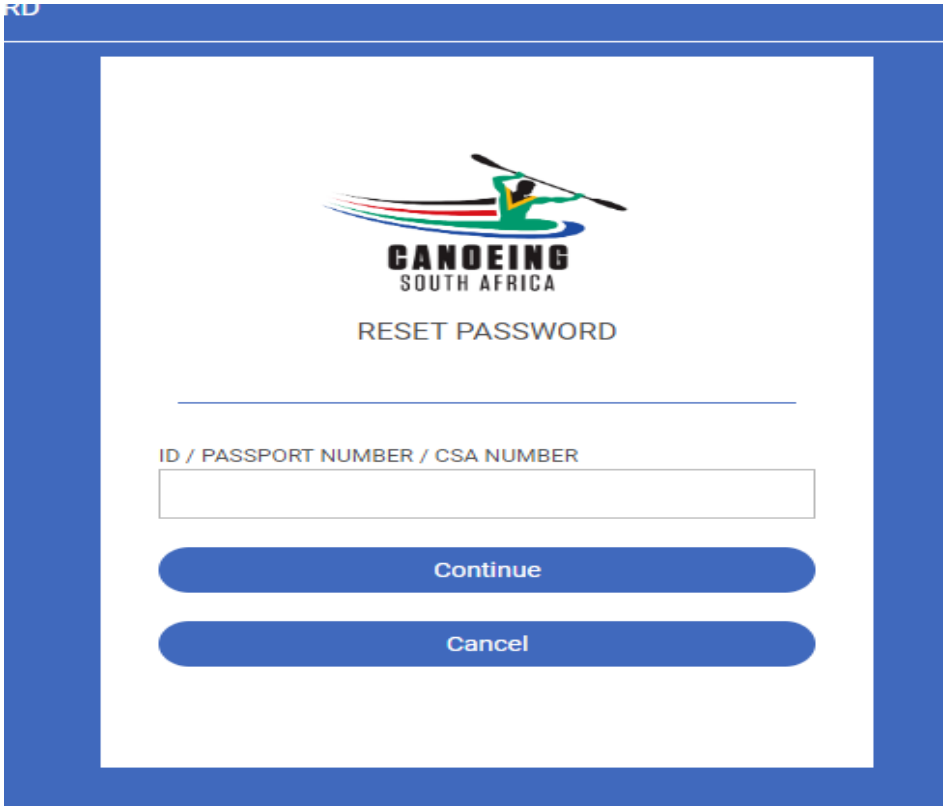
In the process that follows, in order to access your existing profile you may encounter system error messages with respect to incorrect ID's [ie where the database still has your old ID number where the last three digits were changed, or if you have a "0" at the start of your ID, this may have been dropped 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.

Step 3: 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.

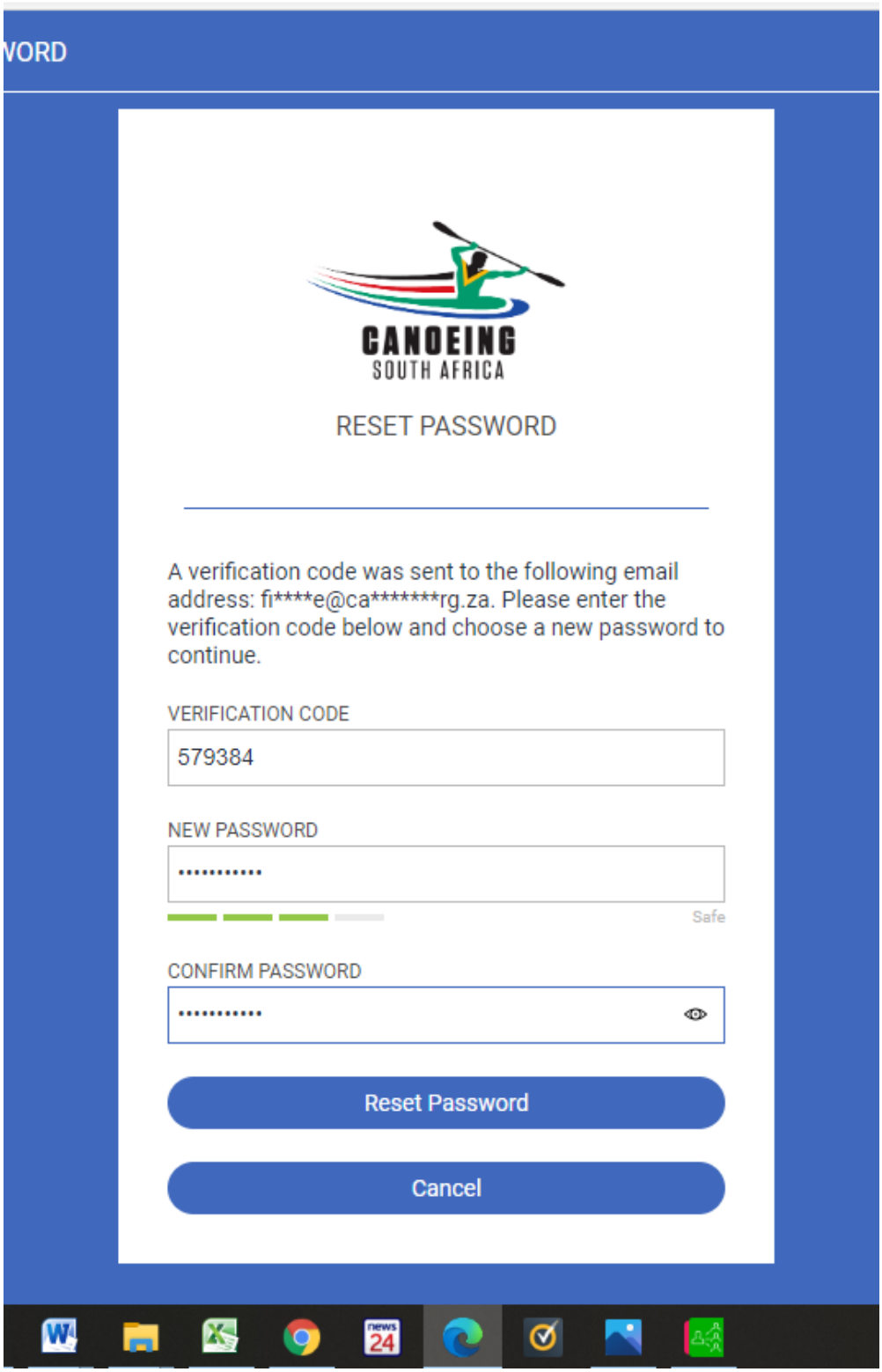
For a person registering for the very first time as a paddler [ie never previously been registered or a novice] you will need to "Register" and complete all your personal details as requested etc – please note "*" are required fields; once the entire process, including buying a licence, has been finalised,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



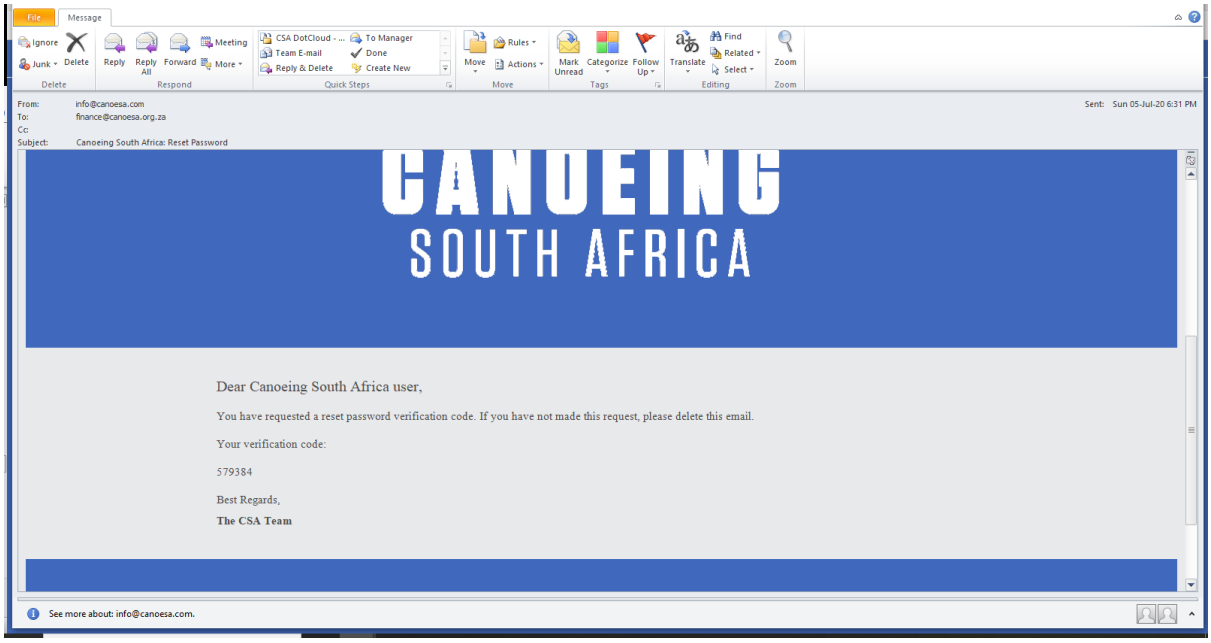
In the next window, click on “Forgot Password”, and the following Reset Password window will pop up. Insert your ID or Canoeing SA registration/boat number and click on “Continue”.



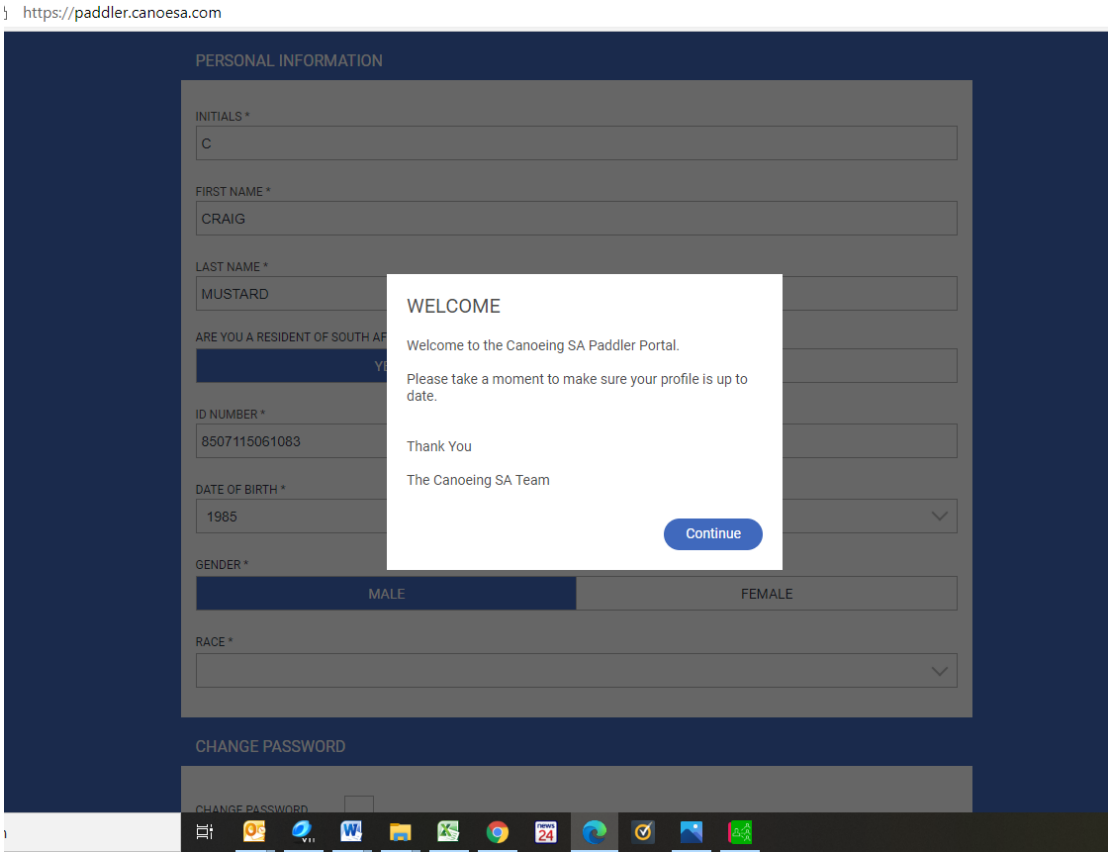
The following window will then appear. Type in [rather than copy and paste] the verification code as sent to your email address. Type in a new password [normal rules – Upper, lower case, numeric & special characters all allowed] – **you need to have at least three green bars before the system will accept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



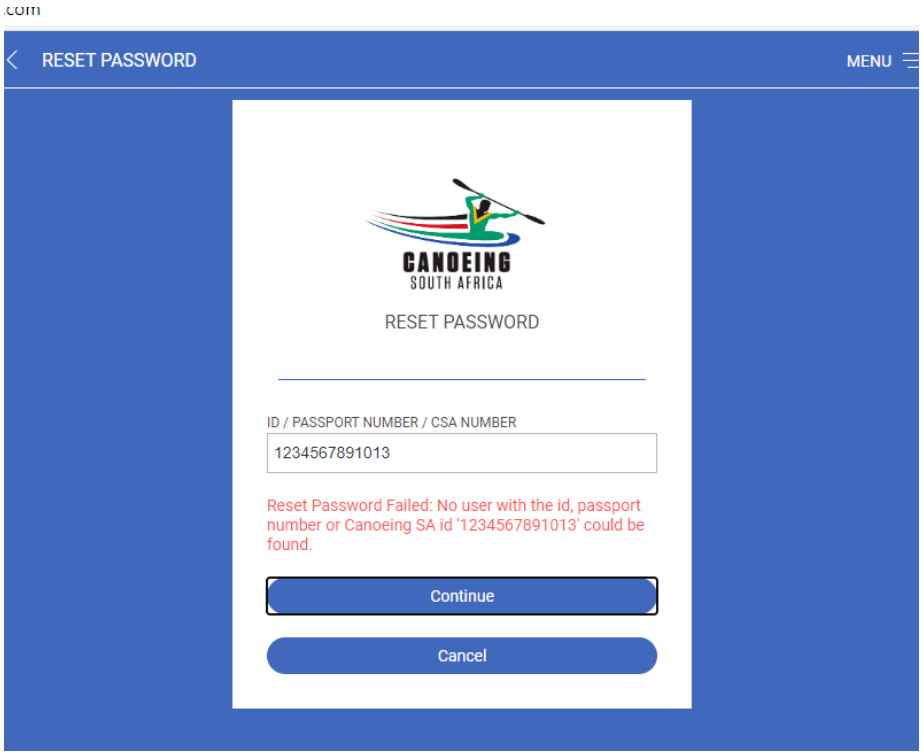
Example of a verification email that will be sent to the member.



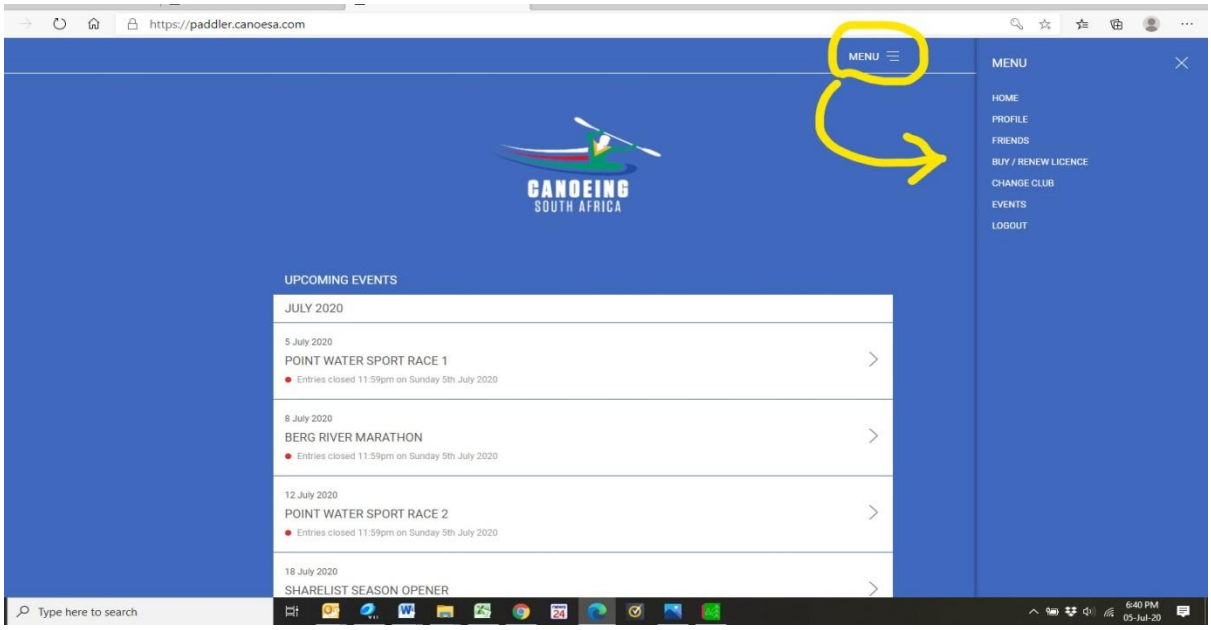
Accessing your profile.



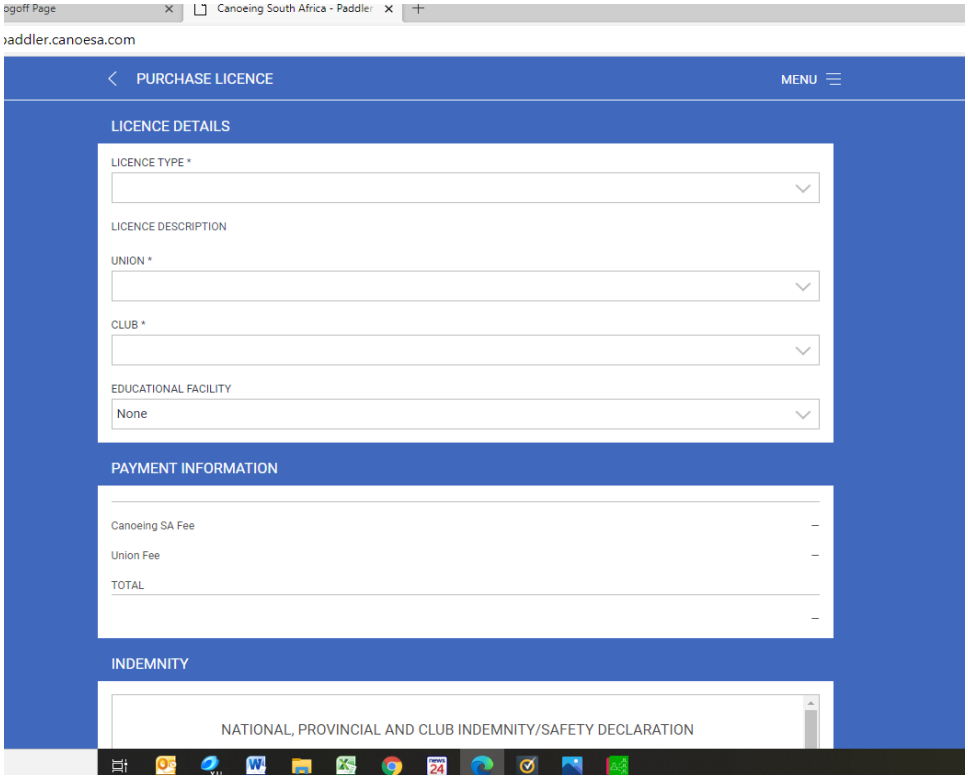
If the ID no or Canoeing SA registration number are not accepted by the system, or if you do not receive or can see the email address on the database is incorrect, please contact support.



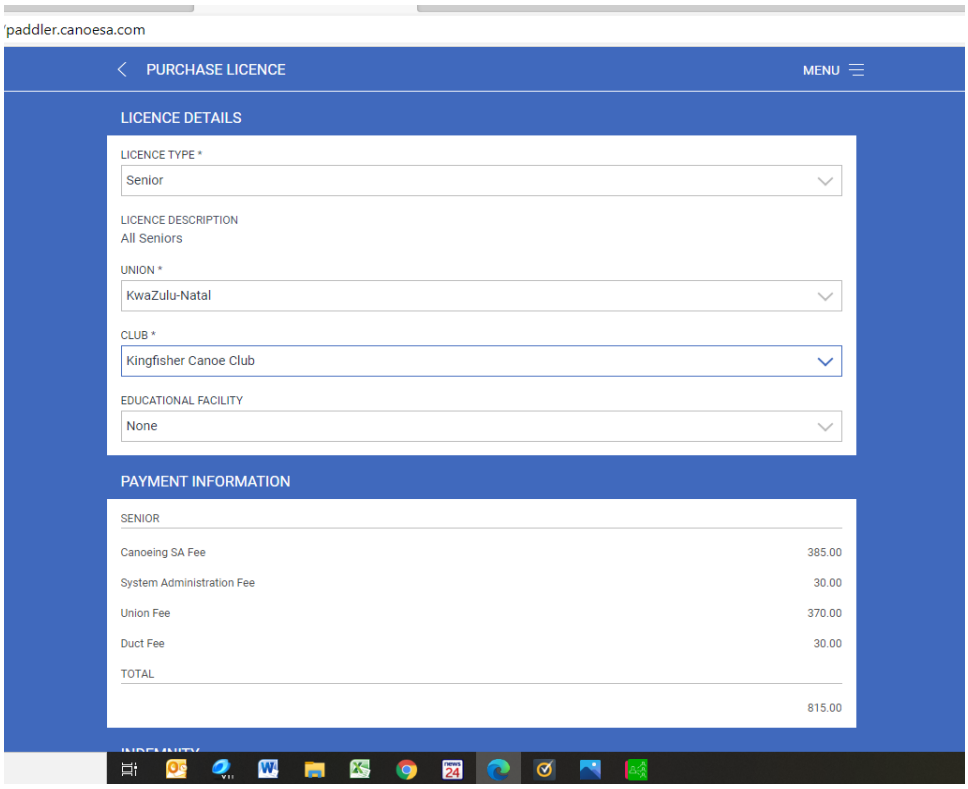
Step 4: Renewing your membership registration/licence. Please note licences are now valid for a year. When the licence has approximately two weeks left/is about to expire, an email will automatically be sent by the system as a reminder to renew your licence. On the top right hand side of your profile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



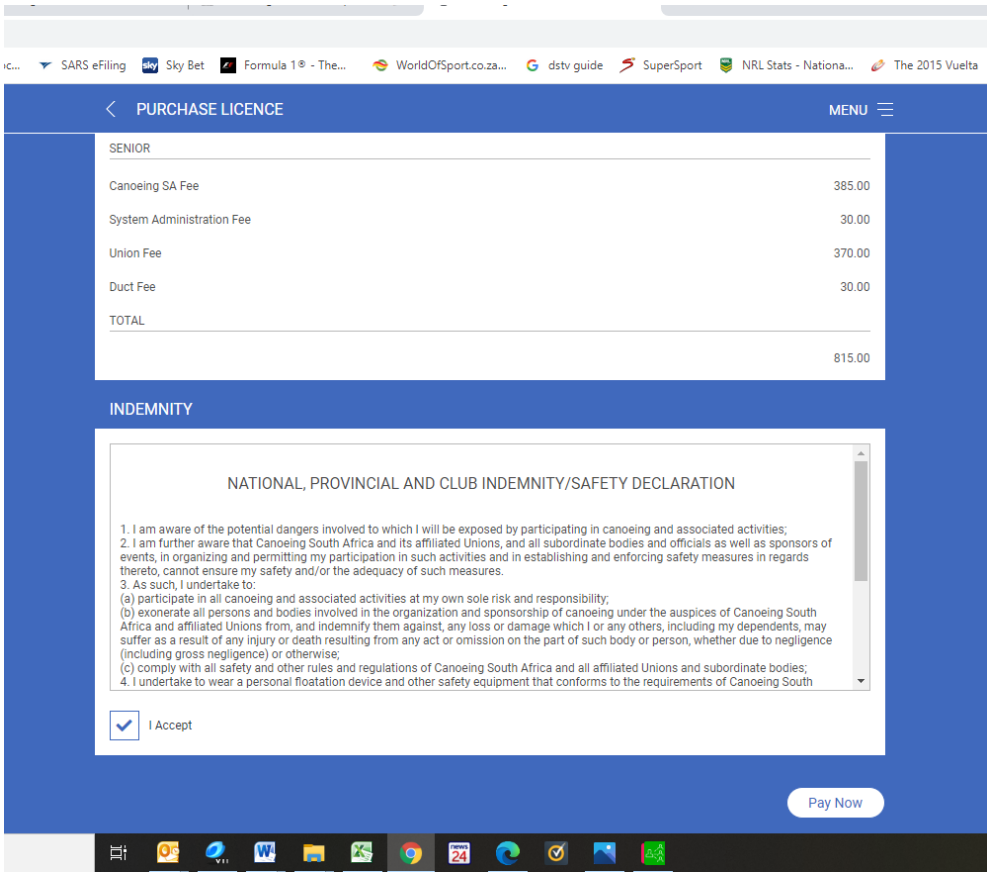
Click on “Buy/Renew Licence”.

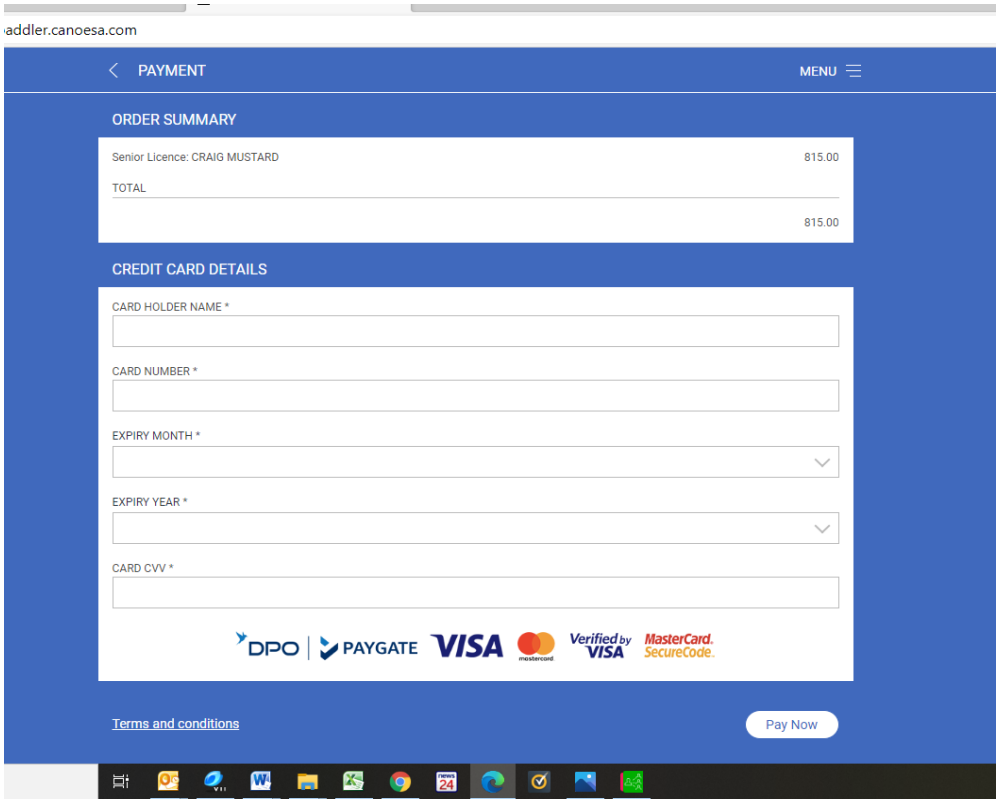


Complete your licence details from the drop down list. As you complete your licence details your “Payment Information” will automatically populate. The “System Administration Fee” goes to our new system developers for ongoing support and system maintenance.



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





Please note that the system will accept both credit cards and **internet enabled** 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. 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].