

## Online Sanctioning Portal

### Frequently Asked Questions

#### How do I get access to the Online Sanctioning Portal?

You must first register for a login in the system. All logins need to be approved before access is granted. This may take up to 2 business days.

#### What should I put in the organisation field when registering?

If you are a club you would put your club name here. If you are a commercial event organiser you would put your trading or company name here. This will then be used to generate an invoice for your organisation. Please ensure that any more users added for that organisation have the same name.

#### When adding an event I can't type in the name of the race director?

All race directors must be added as user. You can do this on their behalf making sure you use their email address. Every user must have a unique email address. The race director is responsible for ensuring that event is delivered in accordance with the sanctioning application lodged and so will need their own access to the event application. Once they are approved as a user you will be able to select them in your event.

#### How do I submit my event for review or have it sanctioned?

All information is saved as you go. When you would like it reviewed all you need do is edit the event and near the bottom is the option called "Sanctioning Status". Change the status to "awaiting sanctioning" and the sanctioning officer in your state will be notified your event is ready to be reviewed.

#### How much are Sanctioning Fees?

Sanctioning Fee	Number of participants
\$330	0 – 100
\$550	101 – 500
\$770	501 – 1000
\$990	1001 +

Effective of the 10th August 2018.

#### How do I receive my COC as soon as possible?

After you have set your status to "awaiting sanctioning" and paid the applicable fee your COC will be issued to you soon after that. Please be aware that COC's are only issued once a week generally on Thursdays. Remember your event is not "sanctioned" and the COC validated until the race permit is issued.

#### How do I pay my sanctioning fee?

Once you have set the status you should click on the finance tab and print your invoice. You may continue to pay through the system with your credit card (charges apply). Or using the "Event Code", this consists of your state and a number (eg; NSW211) you can pay by direct credit to Triathlon Australia using the details on your invoice.

### **What is a “Race Permit”?**

A race permit is issued when sanctioning approval is finally given by the sanctioning officer allocated for the event. All events will be subject to some standard sanctioning conditions and depending on the event the sanctioning officer may also impose other conditions specific to your event. Without this the Certificate of Currency will not be validated for the day of the event.

### **What happens if I don't have some information or are not sure what to put in a certain field?**

You can add any questions in the comments field which will be seen by the sanctioning officer.

### **Why can't I just send an email to the sanctioning officer asking questions about the event?**

It is important that all communication regarding the event is kept within the portal. If the responsibility for sanctioning an event is passed on to someone else it will retain all this communication for the benefit of the new person.

### **I have the same event I do a number of times a year do I have to input all the information for all those events again?**

The good news is no, when you are looking at your list of events you will notice on the right hand side the option to “clone”. When you click on this you will have the opportunity to adjust things like dates and also choose what attachments you wish to take over to your next event. Don't worry if you take over something you didn't need as attachments can be deleted and other details altered after you have cloned an event. I set my event to “Awaiting Sanctioning” but I have received a notification saying the status is now “Needs Alteration” what does this mean? The sanctioning officer has reviewed your event and requires more information. Once you have updated your event please switch it back to “Awaiting Sanctioning”. This will notify the sanctioning officer that you have made the necessary changes.

### **I have received an email saying that I have notifications pending what should I do?**

The system is designed to send you notifications when something has changed about your event. It will send you a reminder every day until you have read that notification. First log on the portal. You will see at the top of the screen the notifications with a number next to it in red. First click on the notification area at the top of your screen. To read a notification you must click on that notification on your list. It will take you to the relevant event. Only when you have clicked on every message will you stop receiving these notifications.

NOTE: These FAQ's will be updated from time to time so check back regularly.