

Common Waiver Compliance Issues

- **Athlete has a current record on roster, but is not showing as compliant for the regatta:**
 - **Why?** The Athlete likely has duplicate records on the team roster (either Active or Archived) and the record selected when submitting the regatta entry is **not** the record associated with the current USRowing membership and waiver.
 - **Solution:**
 - Access the team **Roster** through either a RegattaCentral account or the USRowing membership portal
 - **NOTE:** Only RC account holders with Coach Level Access will see the entire team roster
 - Search the '**Active**' and '**Archived**' tabs for any matching athlete records
 - **TIP:** Enter the First or Last Name in the **Filter** field to quickly find all records associated with the athlete
 - Move any '**Archived**' records to '**Active**'
 - If found a record is found, select it and then select '**Unarchive**'
 - To **Merge**, select both Athlete records
 - If using a PC, use **Control key + left click** to select multiple records
 - If using a Mac, use **Command key + left click** to select multiple records
 - Select '**Merge**' in the tool bar
 - **NOTE:** To merge records, the Athlete's First and Last Name, DOB, gender, and Email must match. Select the record to access the Athlete Detail screen.
- **Athlete says they completed a waiver, but you cannot find a compliant record on your roster:**
 - **Why?** The athlete most likely did not enter the Club Code to affiliate themselves with the team **Roster** when they completed the USRowing membership portal
OR the Athlete has been **Archived** or **Deleted** from the team roster.
 - **Solution:**
 - Access the team **Roster** through either a RegattaCentral account or the USRowing membership portal
 - **NOTE:** Only RC account holders with Coach Level Access will see the entire team roster
 - First, search the '**Archived**' tab for any matching athlete records
 - If found a record is found, select it and then select '**Unarchive**'
 - Merge with existing '**Active**' records, if necessary
 - If no records are found under the '**Archived**' tab, select one of the options below to search the database for any matching athlete records:
 - **If logged into RegattaCentral account:**
 - select '**Add**' in the tool bar while under the '**Active**' tab
 - Select '**Yes**', the individual is a member of USRowing
 - Select the '**Search by Last Name and Birthdate**' option
 - Enter the Last Name and Birthdate of the athlete and click **Search**
 - If a record is found, add it to the team roster
 - If multiple records are found, you will need to repeat the '**Add**' process for each record and then merge the duplicate records
 - **If logged into the USRowing membership portal**
 - select '**Add Athlete**' while under the '**Active**' tab
 - Select the '**Search by Last Name and Birthdate**' option
 - Enter the Last Name and Birthdate of the athlete and click **Search**
 - If a record is found, add it to the team roster
 - If multiple records are found, you will need to repeat the '**Add Athlete**' process for each record and then merge the duplicate records