2M Membership Platform

Onboarding Guide

Interpodia

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What is the new system?

In 2015, Archery Canada had transitioned to a nation-wide database, with the intent of streamlining and creating a more consistent process nationwide. Having outgrown that system, Archery Canada recognized the need for a more flexible and robust system that will be able to continuously grow as Archery grows in Canada.

In late 2019, Archery Canada underwent a RFP (Request for Proposal) process with the objective of selecting and implementing an integrated membership and events management platform. In Early 2020, Archery Canada announced the results of the RFP, with a Partnership with Interpodia. Interpodia is the parent company of 2M, which is the platform in which our membership and event management system will be housed.

Interpodia has partnered with numerous National Sport Organizations, including but not limited to Speed Skating Canada, Canada Snowboard, Equestrian Canada and Wrestling Canada. They are headquartered in Vancouver British Columbia, and provide a fully bilingual tech support service.

Check out the following testimonials from some of Interpodia's clients:
- [Canada Snowboard](#)
- [Cycling Canada](#)
- [Badminton Canada](#)

What you need to know about the Archery 2M Registration System

Old Membership Account Numbers:

1. Archery Canada has worked with all Provincial Members to import as many current membership numbers for active registrants from the 2019-2020 season to be transferred to the Archery 2M Membership System.
2. Some Provinces have chosen to import membership data from years prior to the 2019-2020 season, those being Ontario, Yukon Territory, and Manitoba. If you were a previous member, but not a member for the 2019-2020 season, you will be able to register, and will be assigned a new membership number
3. Information on how to claim your accounts have been sent to your individual PTSO. If you need assistance, please contact the Archery Canada office, contact information provided below.
4. Any new members will be required to create new member accounts in the 2M system.

Archery Events:

5. The Archery 2M Registration system will have event management tools for Provinces and Clubs to use.
6. The Archery 2M Registration system is able to accept online (credit card) and offline (cheque, cash EFT) payments. It is highly recommended that payments be processed online by credit card, with offline payments occurring in unique circumstances
    a. Offline Payments will be subject to an offline processing fee ($1.50 +tax per transaction), and will be invoiced to the PTSO. PTSO's can choose how often these invoices are received.
7. The 2M Database, is designed for the archers to self-register in the system, for membership and events. It is highly recommended that PTSO's encourage the archers to register themselves online. Below, in item number 8, is how clubs can manually upload if needed.
8. PTSO Membership Chairs, or the CLub Membership Chair will be able to complete a bulk upload, using an excel spreadsheet. The Club in which the upload is occurring **must** be registered/renewed in the system ahead of time. Please see full instructions on the Bulk Upload process here
9. Archery Canada does not recommend a membership chair registering members manually. Manual registration will be a long and tedious process

Memberships

10. The Archery 2M registration system, if a registrant was not previously imported, will be assigned a primary membership number as an archer, and identify technical roles -Coach or official- if applicable to that archer.
11. Archery Canada is currently working with Provincial Members to transition fully over to the new Archery 2M Registration system. In the 2021-2022 season, archers will only be considered an active member if they are registered within the 2M registration system.

Pricing Structure and Features

12. For information on Interpodia's club fee packages, please [click here](#)
    Note: Fees also apply to registrations executed manually by an administrator
13. Payment of processing fees for membership will be determined by the Province. The majority of Provincial Members will require the user to cover the processing fee. Below are the processing fees that will be applicable:

    a. Credit Card Processing Fee: 5% (2.9% +$0.30 to WePay per transaction, 2.1% to Interpodia
    b. Offline Processing Fee: $1.50 + tax per transaction to Interpodia

14. Interpodia will charge a $3.00 fee per refund, per organization. Each organization can determine if they will absorb the refund fee or charge to the user.

Privacy and Security

15. For information on Interpodia's privacy policy [click here](#).
16. For information on Interpodia's security features, [click here](#)
17. Interpodia is a PCI compliant merchant and works with [WePay](#), a branch of Chase Bank.

Knowledge Base/How-To Guides

18. Interpodia has a large collection of how-to guides for [registrants](#) and [administrators](#). There is also a search bar that makes it easy to find what you are looking for. Interpodia can create custom how-to guides for organizations if needed.

PTSO Membership Chairs - How To Guide

Below is a list of topics that link to an overview of How To Guides for Administrators. Note, Interpodia does have their own Knowledge Base that provides assistance as well. If not listed below, please visit their Knowledge Base here: https://support.interpodia.com/knowledge

Registration:

- How to register online
- How to follow registrations
- How to change styling of my registration page
- How to find my registration page link
- How to edit a registration
- How to register a member manually (Admin Transaction)
- How to Upload multiple memberships for club
- How to resend a confirmation email
- How to look up a member's status (for events etc.)

Administrator Tools

- How to edit administrator permissions (Account Owners)
- How to Download Reports

Financial Tools

- Refunds
  - How to Process
  - How to Track Refunds (Admins)
- How to create coupon codes and promotions
- How to set-up your WePay Merchant Account (3rd Party Payment processor)
- Interpodia's Online Registration Fees

Club's and Club Membership Chairs

Club Portals

Archery Canada affiliated clubs have the option of signing onto Interpodia/2M, and creating a Club Specific Portal. Some advantages of having a club specific portal include, but are not limited to:

- Club members can process their annual membership for the Club, the PTSO and Archery Canada in one step (all inclusive)
- Payment Splitting - when archers register through your portal, payment is automatically split between the club, your PTSO and Archery Canada. No more mailing cheques and spreadsheets!
- Access to membership management tools
- Access to online event registration features - such as online payment processing and membership validation
- Volunteer Registration tools
- Reporting and Statistics dashboard
- Waiver and Declaration collection
- Donatio Features
- Integrated Payment Processing
- Financial Reporting
- Technical Support
- And more!

This is optional for Archery Canada clubs. To see more information, please click here!

Club Membership Chairs

If not utilizing the Club Portal, which for 2021 is optional while we transition and onboard all PTSO's, club membership chairs will be able to upload members into the system in two methods. Please see guides below:

- How to register a member manually (Admin Transaction)
- How to Upload multiple memberships for club
- How to look up a member's status (for events etc.)
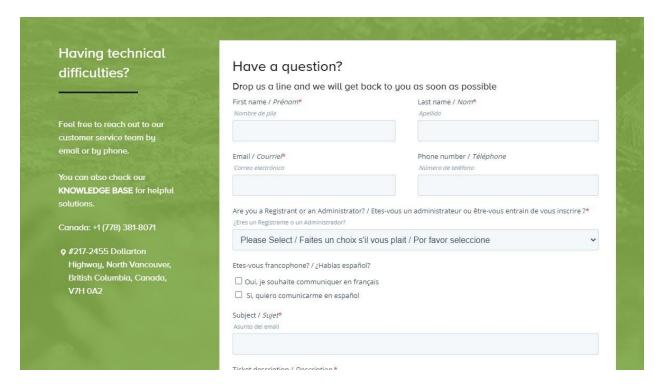
Technical Support

For Registrants:

If a member needs assistance registering with their Provincial Organization, or later an event, at the bottom of the screen, they can select **Contact Support**

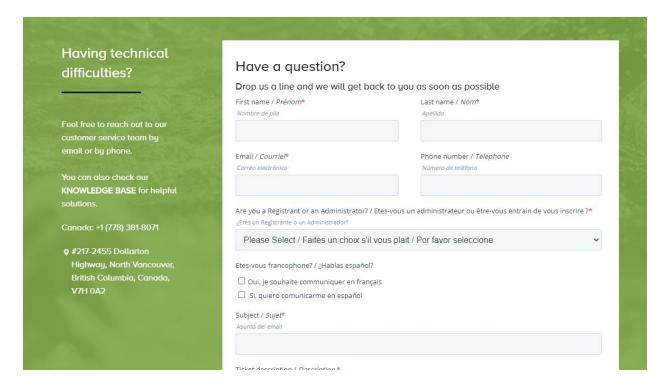The member will then be brought to the following page:

For Administrators:

In administrators need technical support, they can click the support button in their dashboard:

MEMBERSHIP ORGANIZATIONS

The administrator should then be directed to the following page:

Having technical difficulties?

Feel free to reach out to our customer service team by email or by phone.

You can also check our **KNOWLEDGE BASE** for helpful solutions.

Canada: +1 (778) 381-8071

📍 #217-2455 Dollarton Highway, North Vancouver, British Columbia, Canada, V7H 0A2

Have a question?

Drop us a line and we will get back to you as soon as possible

First name / *Prénom**
Nombre de pila

Last name / *Nom**
Apellido

Email / *Courriel**
Correo electrónico

Phone number / *Téléphone*
Número de teléfono

Are you a Registrant or an Administrator? / Etes-vous un administrateur ou être-vous entrain de vous inscrire ?*
¿Eres un Registrante o un Administrador?

Please Select / Faites un choix s'il vous plait / Por favor seleccione ⌄

Etes-vous francophone? / ¿Hablas español?

☐ Oui, je souhaite communiquer en français
☐ Si, quiero comunicarme en español

Subject / *Sujet**
Asunto del email

Ticket description / *Description**

Need Further Help?

For questions related specifically to Archery Canada related components, or for more questions about the new membership system please contact:

 Kylah Cawley
Program Coordinator
Archery Canada
Email: kcawley@archerycanada.ca