

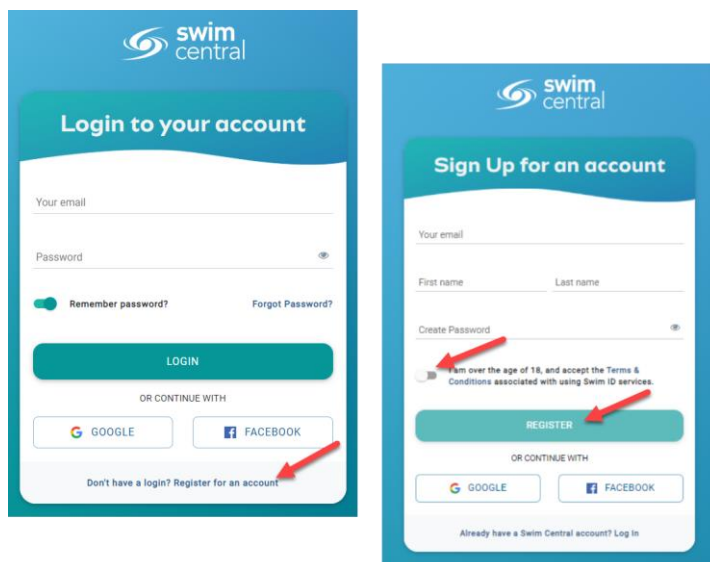
## HOW TO REGISTER WITH SWIM CENTRAL

To join Swim Central as a brand-new member, please follow the below steps to register and login.

**\*\*\*Please note, if you are registering an account for your child who is under 18, you must first register yourself and then create a family group, whereby you will then be able to add your child into your family group. More details below.**

Please go to Swim Central located at: <https://swimcentral.swimming.org.au/>

Look to the bottom of the sign in window and click on **Register for an account**. You will be taken to a screen to **enter your e-mail, your name** and **create a password**. Accept the T&Cs then select **Register**.



A confirmation email will be sent to the registered email address from [noreply@swimming.org.au](mailto:noreply@swimming.org.au). You will need to access your inbox and click the confirmation link in the email before proceeding. **\*\*Please check your spam/junk folders if you do not see an e-mail in your inbox within a few minutes.**

Select **Return to Swim Central** from the e-mail to confirm your e-mail address.

Hi Your Name,

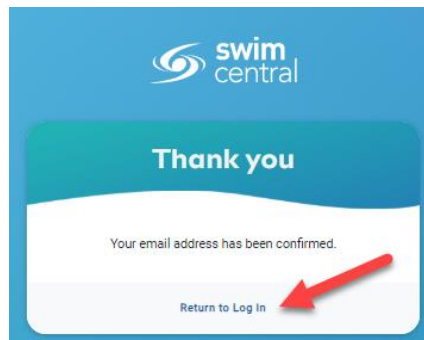
Thanks for signing up to Swim Central!

For security reasons we'd like you to take a moment to confirm your email address.



**Return to Swim Central**

A new window will pop up to show you that confirmation was a success. Select **Return to Log in**



The system login screen will appear. Enter your newly registered e-mail and password then select **Login**.

If you are an individual who will not be creating a family group to manage child accounts, please click [here](#) to see how to purchase a membership with your club/organisation.

If you are an individual who will be functioning as a parent/guardian of a family group, please follow the steps [here](#) to create your family group or [here](#) to join an existing family group.

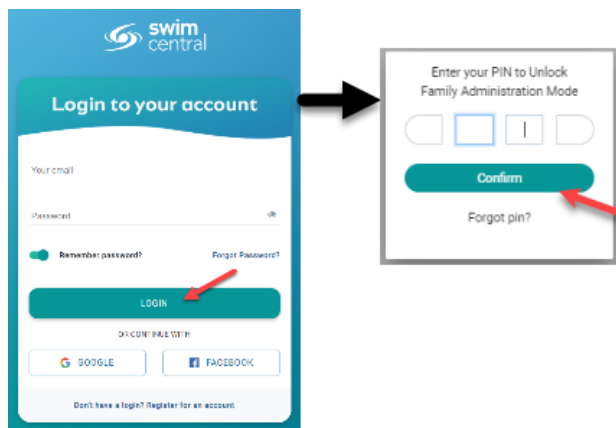
## HOW TO PURCHASE A MEMBERSHIP IN SWIM CENTRAL

Revised 30/06/2020

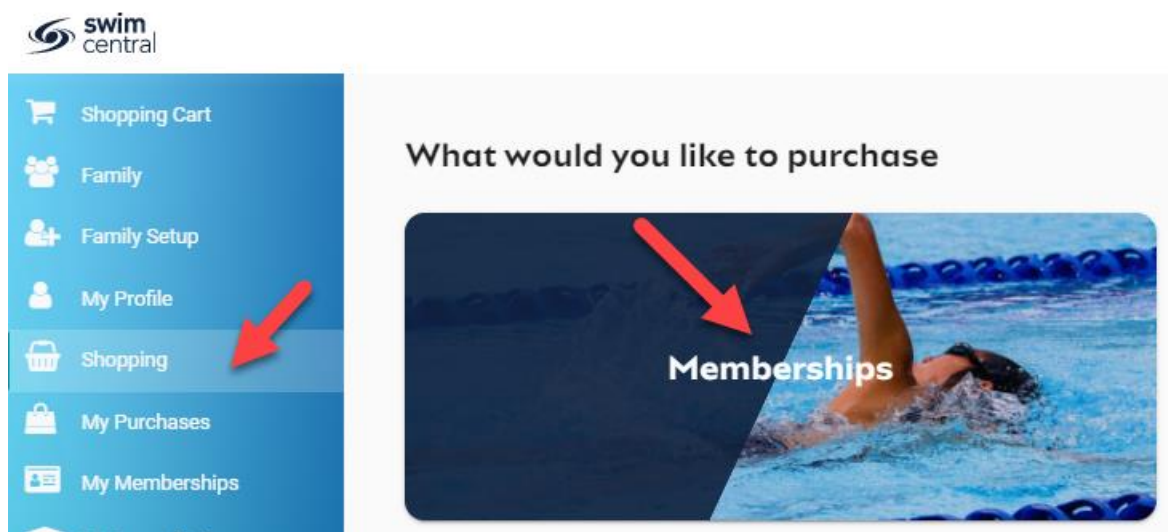
To become a member of a club/organisation, participants will need to purchase a membership product with that club/organisation in Swim Central. Please see instructions below.

**If you are an individual member not attached to a family group buying a membership for yourself,** **Login** to Swim Central, *refresh your browser to get the latest version of Swim Central*, and go directly to **Shopping** from your personal dashboard.

**If you are the Head of a family group buying a membership for yourself and a child/dependant,** **Login** to Swim Central, *refresh your browser to get the latest version of Swim Central*, and **Unlock** your family group by family administration PIN.

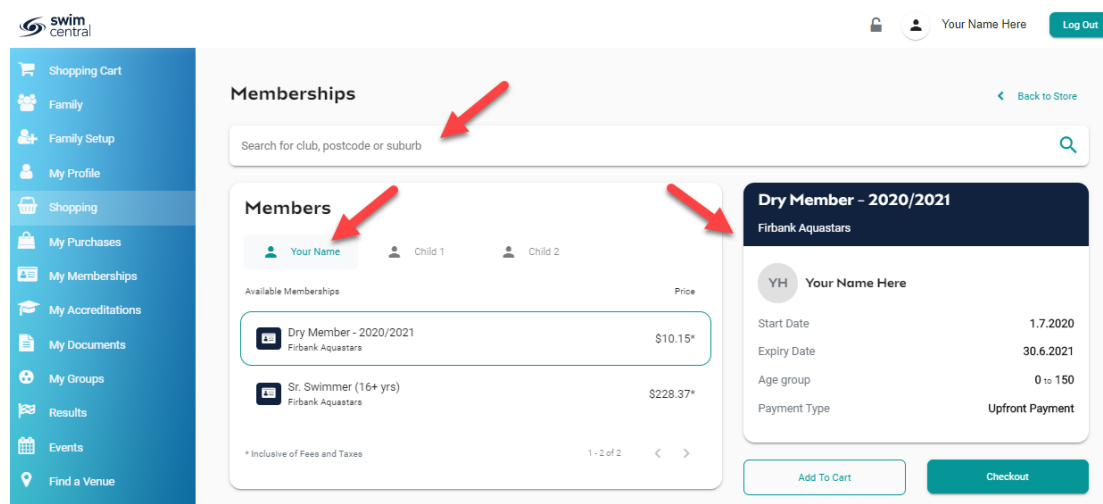


From the menu options on the left-hand navigation panel, select **Shopping**. You will see a new 'What would you like to Purchase?' with different categories. Please select **Memberships**



***\*\*Please note for every Victorian member under the age of 18 a guardian/parent must also become a member.***

***To start purchase the guardian membership for yourself***, you will see your name at the top of a tab with a list of available memberships for your current club/organisation for which you meet the age criteria. Select your appropriate membership to view membership details on the right. If you are changing clubs/organisations or have never had a membership, you will use the Search functionality to search by club/organisation, postcode or suburb. Click through memberships to view details on the right. Once you have the correct membership selected, click **Add to Cart**.



The screenshot shows the 'Memberships' page on the swimming australia website. The sidebar on the left contains links to Shopping Cart, Family, Family Setup, My Profile, Shopping, My Purchases, My Memberships, My Accreditations, My Documents, My Groups, Results, Events, and Find a Venue. The main content area is titled 'Memberships' and includes a search bar with the placeholder text 'Search for club, postcode or suburb'. Below the search bar is a 'Members' section with tabs for 'Your Name', 'Child 1', and 'Child 2'. The 'Your Name' tab is selected, showing a list of available memberships. The first membership listed is 'Dry Member - 2020/2021' for 'Firbank Aquastars' at a price of '\$10.15\*'. The second membership is 'Sr. Swimmer (16+ yrs)' for 'Firbank Aquastars' at a price of '\$228.37\*'. To the right of the list is a detailed view of the selected 'Dry Member - 2020/2021' membership, showing the member's name 'Your Name Here', start date '1.7.2020', expiry date '30.6.2021', age group '0 to 150', and payment type 'Upfront Payment'. At the bottom of the detailed view are 'Add To Cart' and 'Checkout' buttons. Red arrows point to the search bar, the 'Your Name' tab, and the 'Dry Member - 2020/2021' membership.

***If you are shopping for yourself and children in your family group***, you will see your name at the top of a tab with tabs adjacent for all children in your family group. Select the tab for whomever you are shopping for to view available memberships for which they meet the membership criteria. Click through memberships to view details on the right. Once you have the correct membership selected for that member, click **Add to Cart**.

### Memberships

[Back to Store](#)


#### Members

Your Name


**Child 1**

Child 2

Available Memberships

 Dry Member - 2020/2021  
Firbank Aquastars

\$10.15\*

 Sr. Swimmer (16+ yrs)  
Firbank Aquastars

\$228.37\*

\* Inclusive of Fees and Taxes

1 - 2 of 2

#### Sr. Swimmer (16+ yrs)

Firbank Aquastars

CP

Child 1 Profile

Start Date

1.7.2020

Expiry Date

30.6.2020

Age group

16 to 150

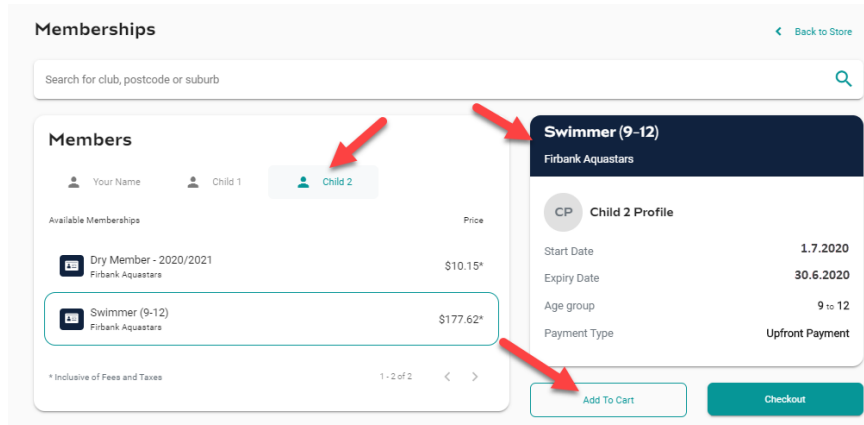
Payment Type

Upfront Payment

Add To Cart

Checkout

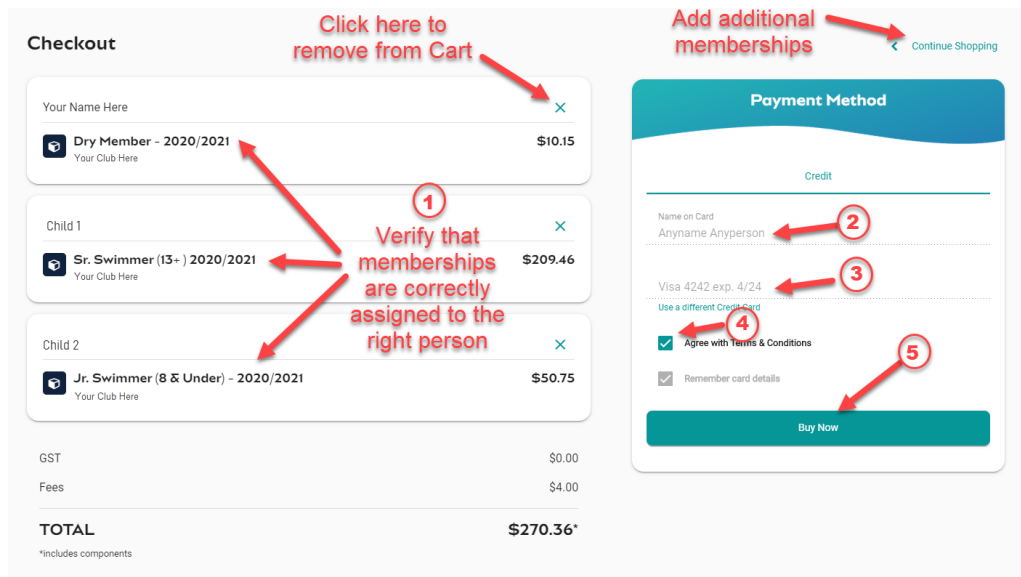
Continue to add memberships to your cart by selecting the member tab and then finding the appropriate membership then adding to cart as required.



Once you have tabbed through and selected memberships for all children (and yourself) verify that the correct number of items is in Shopping Cart at the top left. Select **Checkout**



A summary of your cart contents will be displayed. Each membership product will have the membership name, club/organisation, and member name to whom each membership is assigned. Follow steps 1-5 to complete the payment.




1. **Confirm the details of each membership per member name to make sure you have the correct membership for each person,**
2. Enter your payment details – name on card
3. Enter your payment details – card number and expiry date
4. Read and **agree to the T&Cs,**
5. Select **Buy Now** to complete your purchase


Providing your payment is Successful, you will be taken to the below page where you can **Go to Purchases** or Continue Shopping.

**Thank you for your purchase**


Your Name Here

 <b>Dry Member - 2020/2021</b>	\$10.15
<small>Your Club Here</small>	

Child 1

 <b>Sr. Swimmer (13+ ) 2020/2021</b>	\$209.46
<small>Your Club Here</small>	

Child 2

 <b>Jr. Swimmer (8 &amp; Under) - 2020/2021</b>	\$50.75
<small>Your Club Here</small>	

GST	\$0.00
Fees	\$4.00
<b>Total</b>	<b>\$270.36*</b>

\*Includes components

Go to Purchases

Continue Shopping

***\*If your payment is not successful, you will see a red box at the bottom of the screen notifying you of the action needed to complete a successful transaction.***

***\*\*If your membership requires a document upload, please see [here](#) for clarification on that process.***

Select **Go to Purchases** to view a list of all purchases made in Swim Central with the most recent at the top. You will see this most recent purchase in a 'Completed' state. Select this purchase to view details on the right and have the option to download an invoice for the purchase. ***Please note, an invoice will be e-mailed to you upon purchase completion for your records.***

Finish off by setting your new memberships as your primary membership for competitions by following the steps outlined [here](#).

## HOW TO SET A PRIMARY MEMBERSHIP

Within Swim Central, each participant can purchase a membership from any number of clubs/organisations. **However, each participant needs to select which is their primary membership for competition purposes.** This help guide is for setting primary memberships in two different circumstances, for the individual membership holder and for children.

### SET YOUR OWN PRIMARY MEMBERSHIP

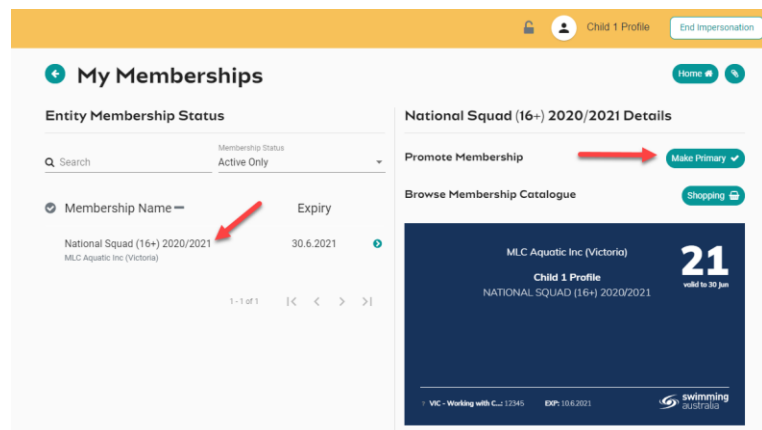
From your Swim Central homepage, select **My Memberships** from the left-hand navigation panel of your dashboard.

Select a Membership from your list on the left to view more information on the right. To set the selected membership as 'Primary' click on **Make Primary** above the membership details on the right to make the membership your primary membership. You will see a green tick appear to indicate you have designated this membership as your primary membership.

### SET PRIMARY MEMBERSHIP FOR CHILDREN

Upon login, enter your family administration PIN to unlock your family. From your Swim Central homepage, select **Family** from the left-hand navigation panel of your dashboard. Click on the child for which you would like to set the primary membership. You will land on that child's dashboard. From the menu options, select **My Memberships**.

Select a Membership from the list on the left to view more information. To set the selected membership as 'Primary' click on **Make Primary**. You will see a green tick indicating you have selected that membership as that child's primary membership.



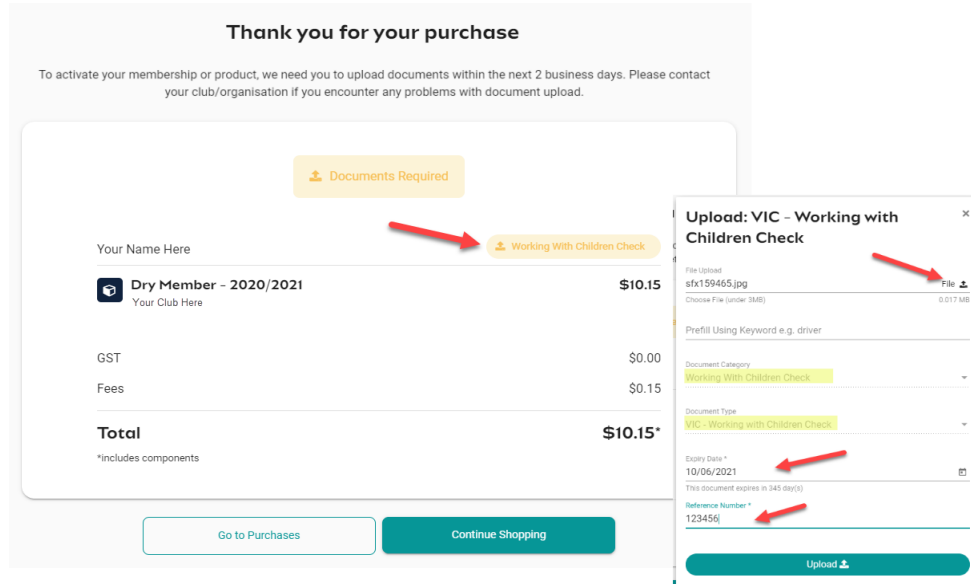
The screenshot shows the 'My Memberships' page. On the left, under 'Entity Membership Status', there is a table with columns 'Membership Name' and 'Expiry'. A red arrow points to the 'National Squad (16+) 2020/2021' entry. On the right, under 'National Squad (16+) 2020/2021 Details', there is a 'Promote Membership' section with a 'Make Primary' button that has a green checkmark. Below this is a 'Browse Membership Catalogue' section with a 'Shopping' button. At the bottom right, there is a large blue card for 'Child 1 Profile' with a large number '21' and a date 'valid to 30 Jun'.

Select **End Impersonation** to go back to the family group and select any other people needing a primary membership established. Repeat this process as required until you and all children have a primary membership designated.



## UPLOADING DOCUMENTS FOR MEMBERSHIP REQUIREMENTS

Some memberships require a document upload, if that is a condition of your membership purchase, you will see a notify of this action on your purchase confirmation that looks like this:



The screenshot shows a 'Thank you for your purchase' page. A yellow box labeled 'Documents Required' points to a 'Working With Children Check' requirement next to the member's name. A pop-up window titled 'Upload: VIC - Working with Children Check' is open, showing a file upload interface. Red arrows indicate the 'File' button, the 'Document Category' dropdown (set to 'Working With Children Check'), the 'Document Type' dropdown (set to 'VIC - Working with Children Check'), the 'Expiry Date' field (set to '10/06/2021'), and the 'Reference Number' field (set to '123456'). The 'Upload' button is at the bottom of the pop-up.

To fully activate the membership, and fully process payment, you will need to upload the required documents within 2 days of the membership purchase to give the club registrar time to approve the document as meeting the conditions of the purchase. If the document is not uploaded and approved within 7 days, the membership purchase is void and you will be required to step through the purchase and upload process again.

**To upload documents**, **click on the document requirement** next to the member name to be taken to that member's document library. A pop up will then give you an opportunity to upload a file with prefilled document type and document category. Please **fill in all required information** then select **Upload**. *If you have trouble uploading your document, please contact your club administrator.*

Once your document is uploaded, you will see the confirmation page refresh to no longer show the yellow document upload option. Select **Go to Purchases** to view a list of all purchases made in Swim Central with the most recent at the top. For memberships requiring a document upload you will see the transaction in a 'Approval Pending' state. Once the registrar has approved your document, the payment will process in full and the membership purchase will switch to a 'Complete' status.

Finish off by setting your new memberships as your primary membership for competitions by following the steps outlined [here](#).

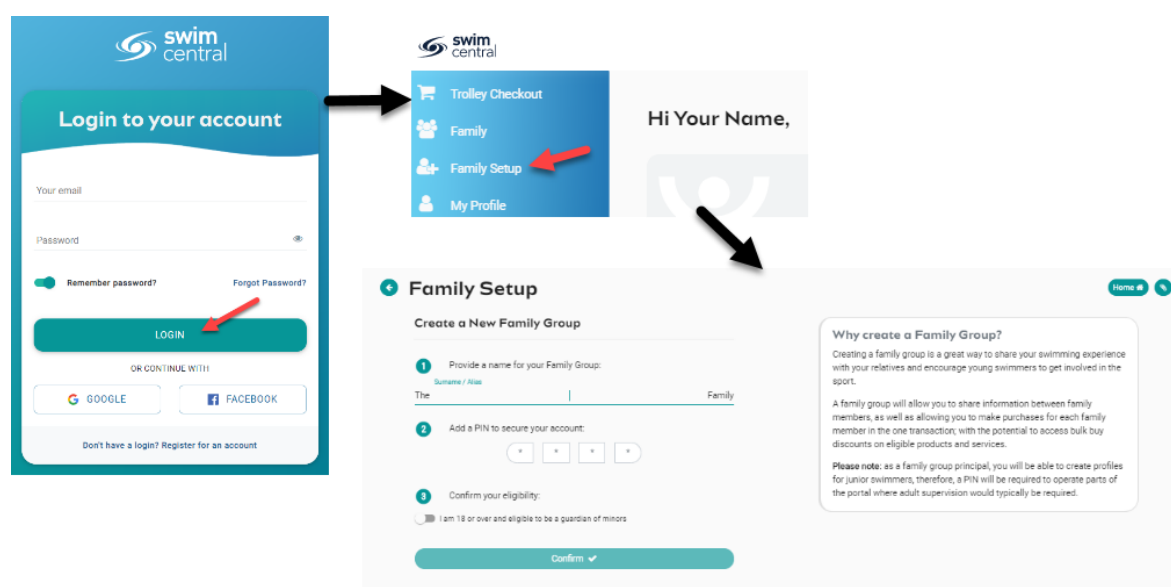
## HOW TO CREATE A FAMILY GROUP

Once you have registered and created your own profile in Swim Central, you have the option to create a family group to track all child profiles, join an existing family group, or maintain an independent profile that is not attached to a family group. This help guide is for creating a family group.

**Login** to Swim Central and select **Family Setup** from the left-hand navigation panel of your dashboard.

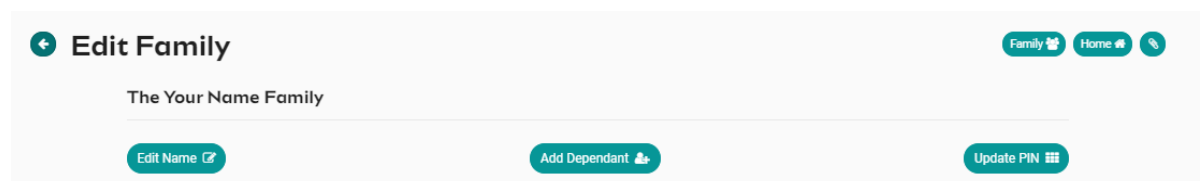
Create your new family group by completing the following:

- Name the family group
- Designate a secure family administration PIN that will control the authority features within the family group such as editing profiles and completing purchases
- Confirm your eligibility as a guardian
- Select **Confirm**

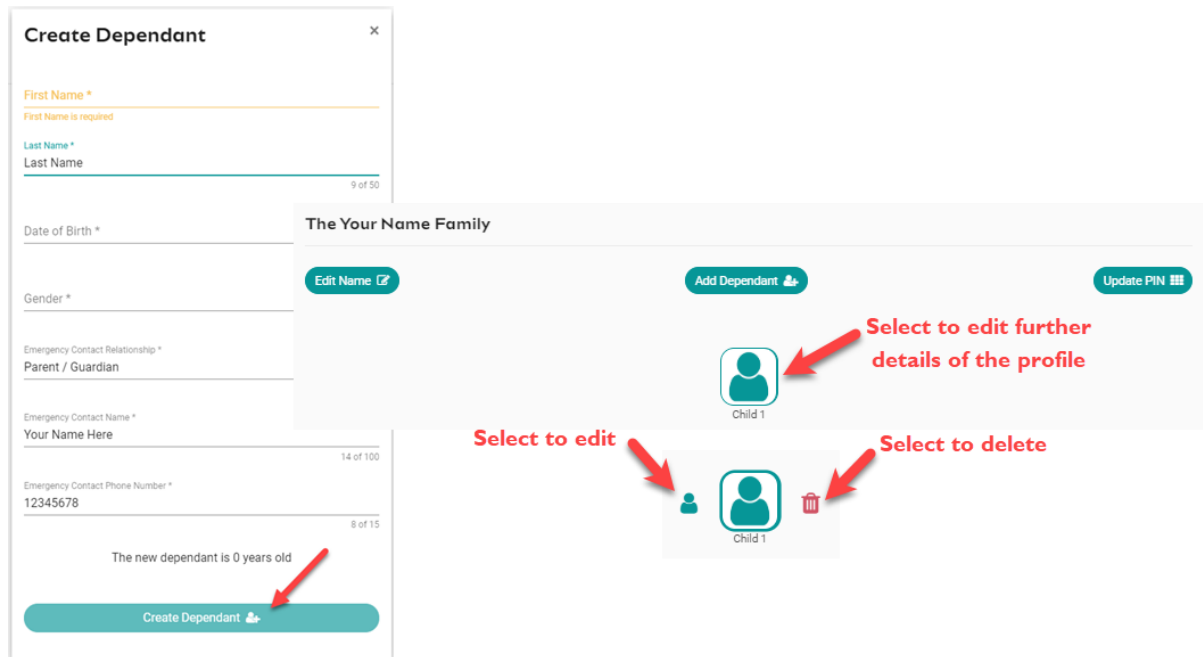


Once your family group is set up, you have the following options when you select *Family Setup* from your dashboard:

- Edit Name: For updating the family name at anytime
- Add Dependant: For adding child profiles for junior swimmers (Under 18) to your family group at anytime
- Update PIN: For changing your family administration PIN at anytime

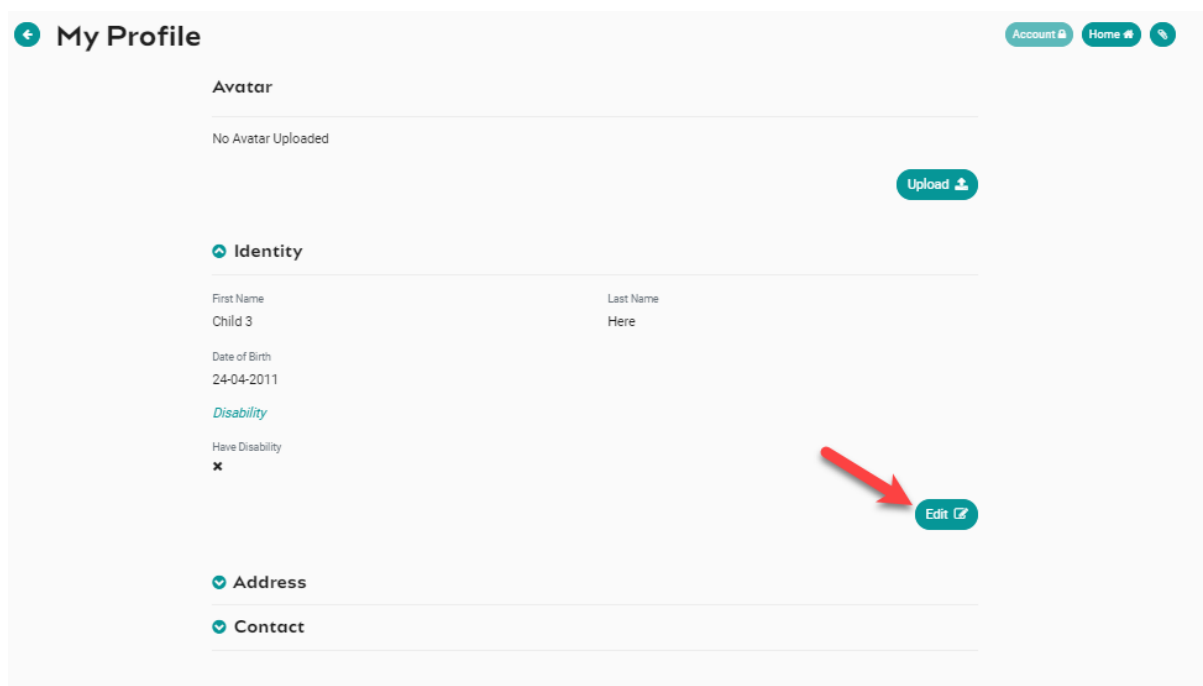


To add a child to your family, select **Add Dependant** from the *Family Setup* screen. Enter the First Name, Last Name, Date of Birth, Gender, and confirm/update emergency contact details for the child then select **Create Dependant**. You will see a new icon appear with the name of that newly created child profile. Select the **Profile** icon. A person icon will pop up on the left of the child icon along with a bin icon on the right. Select the person icon to further **Edit** profile details or select the bin icon to **Delete** the profile.



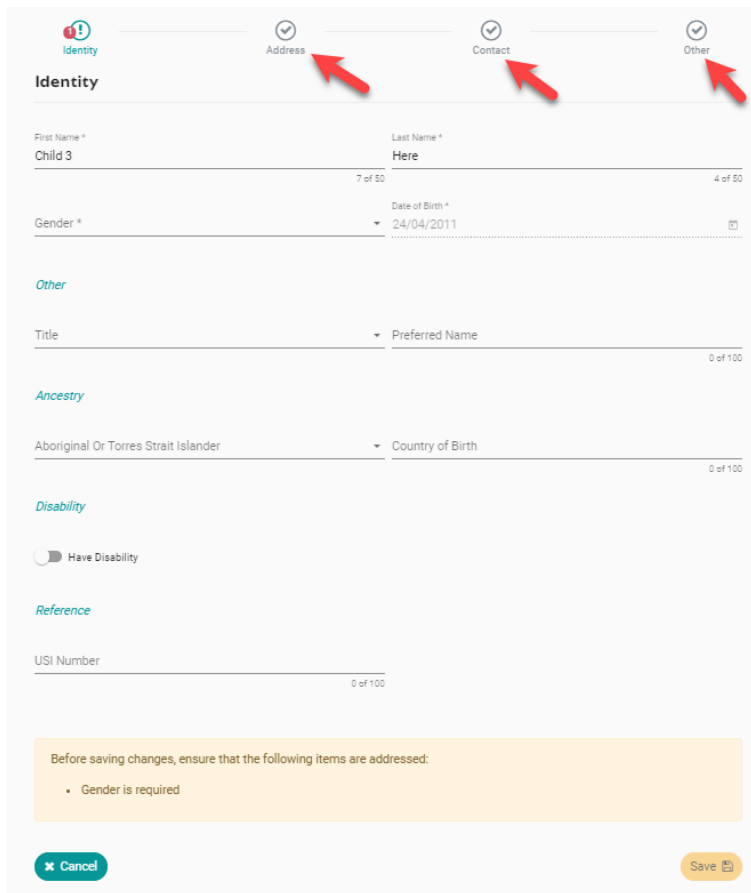
The image shows two overlapping screenshots. The background screenshot is titled 'The Your Name Family' and features buttons for 'Edit Name', 'Add Dependant', and 'Update PIN'. It displays a family tree with a parent icon and a child icon labeled 'Child 1'. Red arrows point to the child icon with the text 'Select to edit further details of the profile'. Below this, a smaller screenshot shows a child profile card for 'Child 1' with a person icon and a bin icon. Red arrows point to these icons with the text 'Select to edit' and 'Select to delete' respectively. In the foreground, a 'Create Dependant' form is shown with fields for First Name, Last Name, Date of Birth, Gender, Emergency Contact Relationship, Emergency Contact Name, and Emergency Contact Phone Number. A red arrow points to the 'Create Dependant' button at the bottom of the form.

You will be taken to the profile home screen for that child/dependant. Select **Edit** to further edit required information.



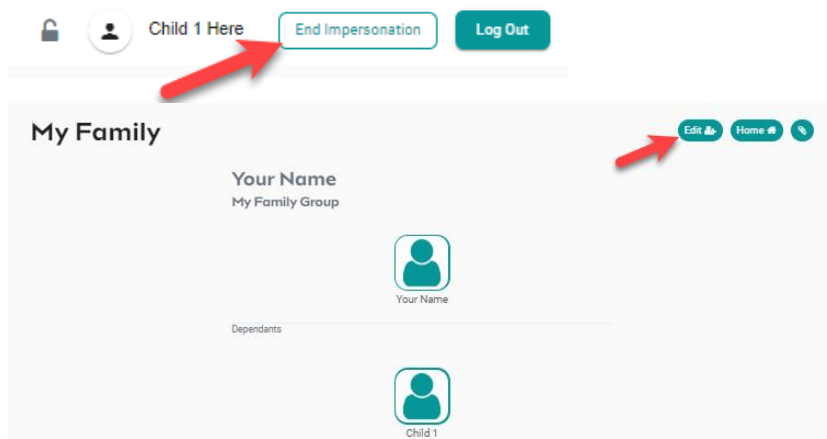
The image shows the 'My Profile' screen. At the top, there are tabs for 'Account', 'Home', and a search icon. The main content area has sections for 'Avatar', 'Identity', 'Address', and 'Contact'. The 'Avatar' section shows 'No Avatar Uploaded' and an 'Upload' button. The 'Identity' section shows fields for First Name (Child 3), Last Name (Here), Date of Birth (24-04-2011), and a 'Disability' section with a 'Have Disability' checkbox. A red arrow points to the 'Edit' button at the bottom right of the 'Identity' section.

Fill in all profile information as you toggle through the navigation icons at the top of the page.



The screenshot shows a profile editing form with four tabs at the top: Identity, Address, Contact, and Other. Red arrows point to the Address, Contact, and Other tabs. The Identity tab is active, showing fields for First Name (Child 3), Last Name (Here), Gender, Date of Birth (24/04/2011), Title, Preferred Name, Aboriginal Or Torres Strait Islander, Country of Birth, and USI Number. A yellow warning box at the bottom states: "Before saving changes, ensure that the following items are addressed: Gender is required". At the bottom are "Cancel" and "Save" buttons.

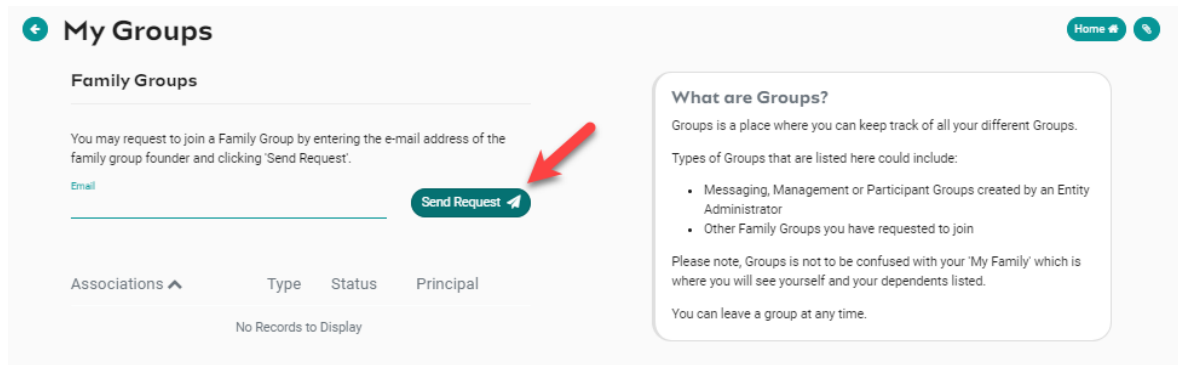
Once you have filled in all required information, select **Save**. You will see a pop up at the bottom of the screen that says, 'Profile Updated' and you will be taken back to the profile home. Select **End Impersonation** at the top right of screen to leave that child profile and be taken back to the *Family Home* Screen.



To create more child/dependant profiles, select **Edit** from the top right of the *Family Home* screen and step back through the *Add Dependant* process as many times as required.

## JOIN EXISTING FAMILY GROUP

If you wish to add to an existing family group, **you will need coordinate with that member to process this change through Swim Central.** You will need to log in to your Swim Central account and select **My Groups** from your dashboard home screen. You will then enter ***the email address of the parent/guardian of the family you wish to join*** and select **Send Request**.



**My Groups**

**Family Groups**

You may request to join a Family Group by entering the e-mail address of the family group founder and clicking 'Send Request'.

Email

**Send Request**

Associations ▲ Type Status Principal

No Records to Display

**What are Groups?**

Groups is a place where you can keep track of all your different Groups.

Types of Groups that are listed here could include:

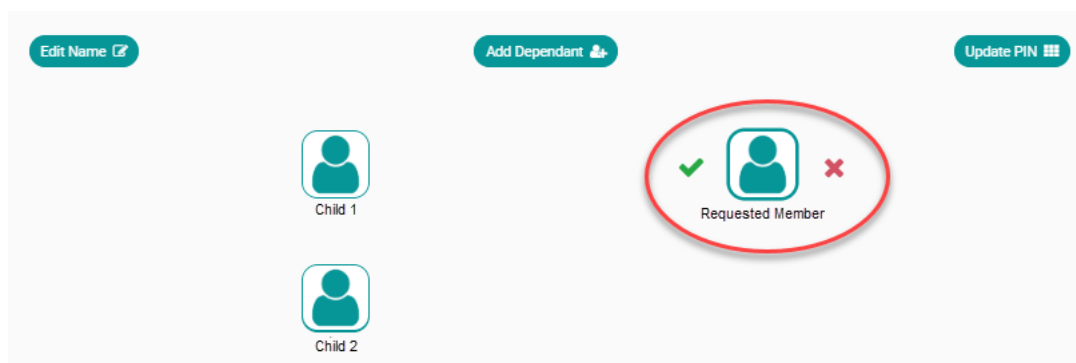
- Messaging, Management or Participant Groups created by an Entity Administrator
- Other Family Groups you have requested to join

Please note, Groups is not to be confused with your 'My Family' which is where you will see yourself and your dependents listed.

You can leave a group at any time.

That parent/guardian will receive a Message notification in *Messages* on their profile dashboard. Select **Messages** to view the message.

That family parent/guardian will need to go into their *Family Setup*, to see your profile added to their family group. They will then need to approve your addition to the family group.



**Edit Name** **Add Dependiant** **Update PIN**

Child 1

Child 2

Requested Member