

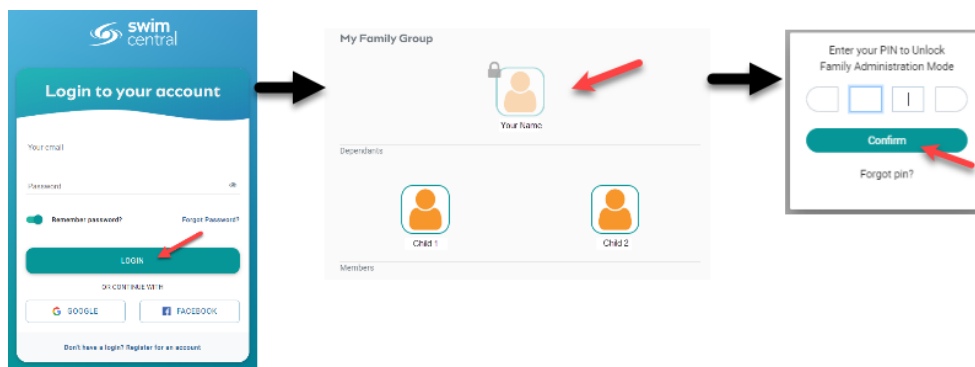
## HOW TO PURCHASE A MEMBERSHIP IN SWIM CENTRAL

Revised 30/06/2020

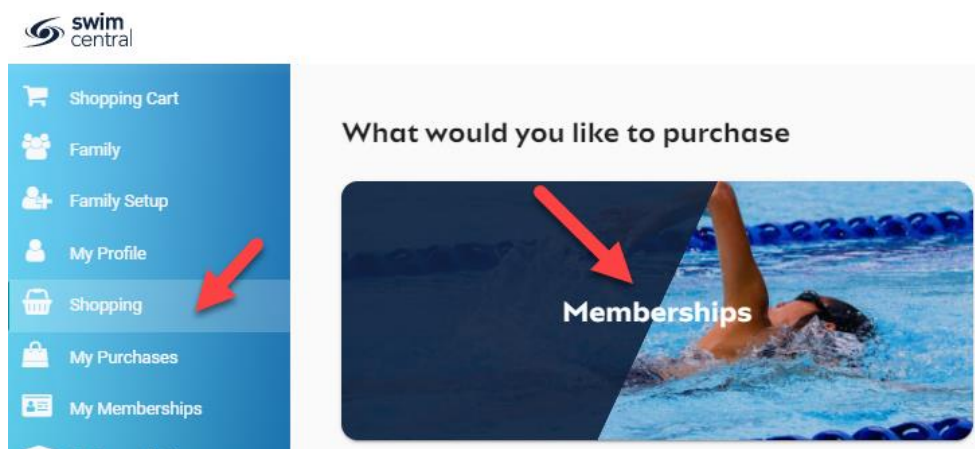
To become a member of a club/organisation, participants will need to purchase a membership product with that club/organisation in Swim Central. Please see instructions below.

***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 clicking on the lock icon at the top right of the screen and entering your family PIN)

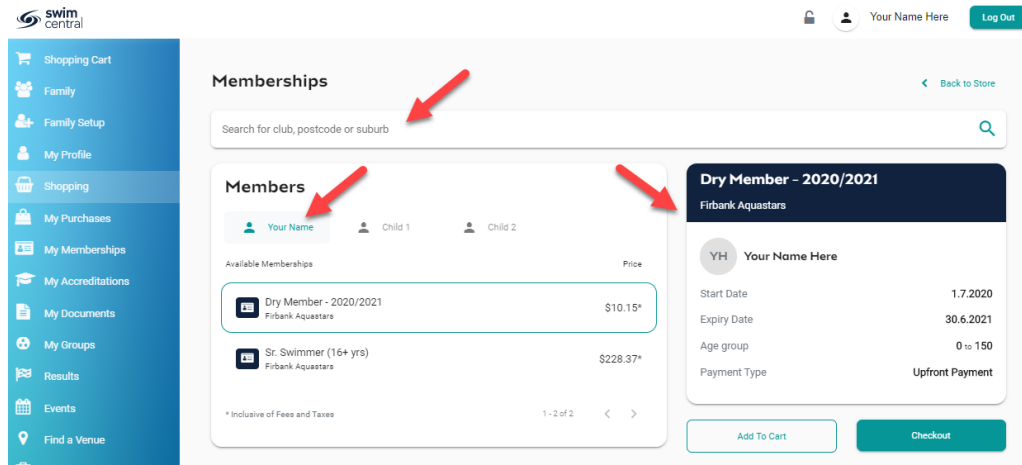


From the menu options on the left-hand navigation panel, select **Shopping**. You will see a new 'What would you like to Purchase?' with different categories. Please select **Memberships**

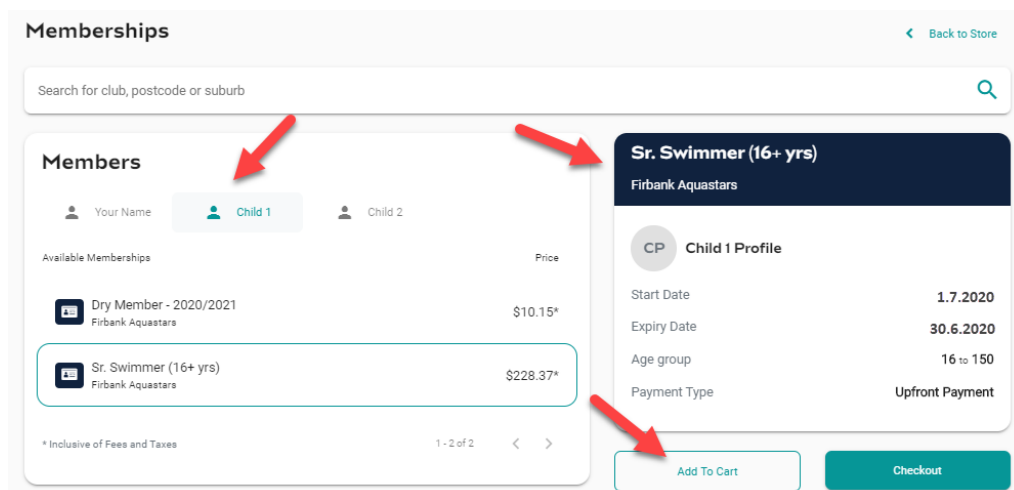


***If you are shopping for yourself***, you will see your name at the top of a tab with a list of available memberships for your current club/organisation for which you meet the age criteria. Select your appropriate membership to view membership details on the right. If

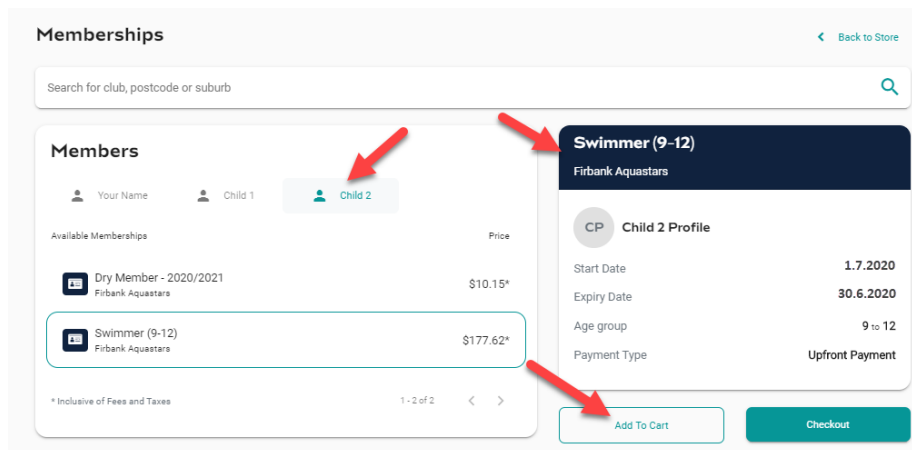
you are changing clubs/organsiations or have never had a membership, you will use the Search functionality to search by club/organsiation, postcode or suburb. Click through memberships to view details on the right. Once you have the correct membership selected, click **Add to Cart**.



***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**.



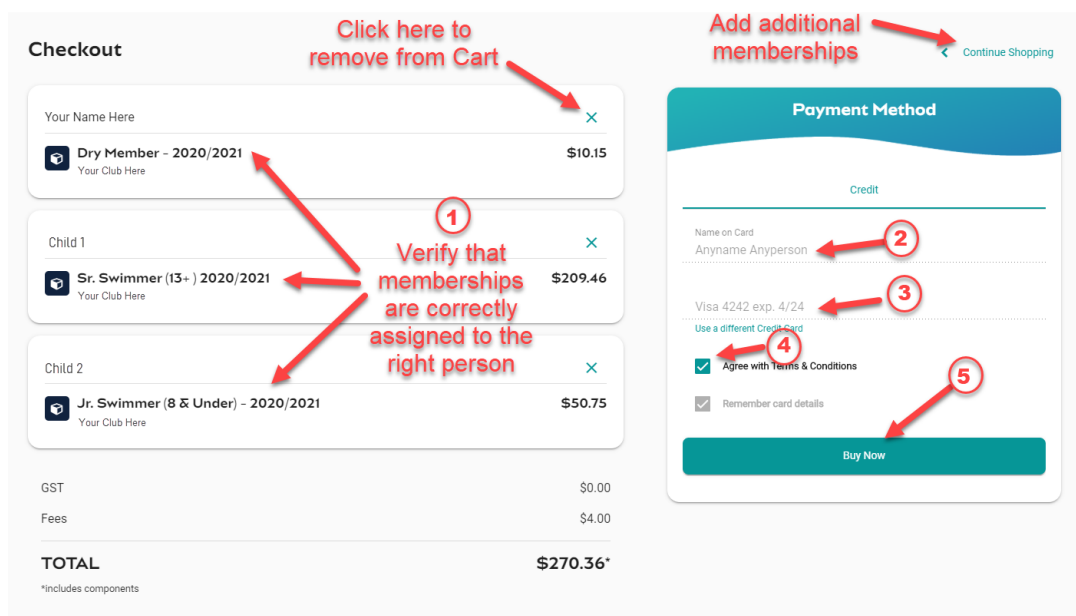
Continue to add memberships to your cart by selecting the member tab and then finding the appropriate membership then adding to cart as required.



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**

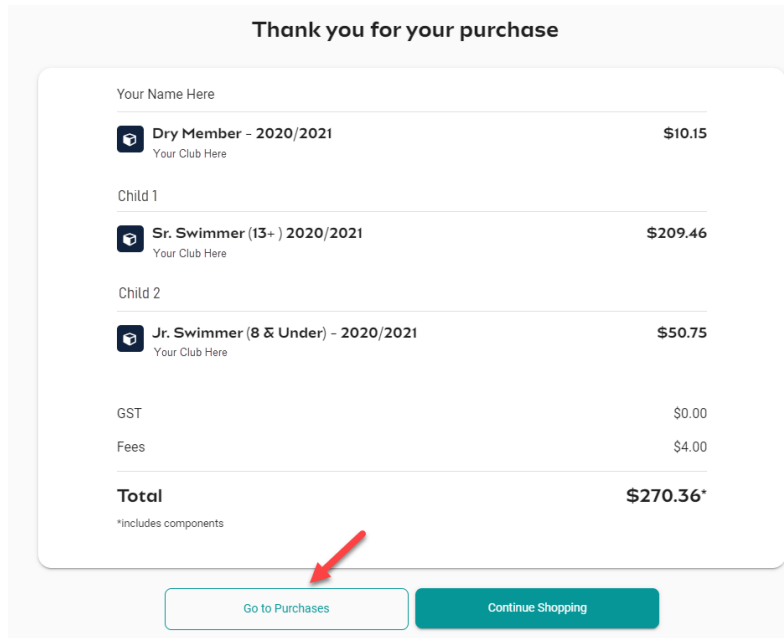


A summary of your cart contents will be displayed. Each membership product will have the membership name, club/organisation, and member name to whom each membership is assigned. Follow steps 1-5 to complete the payment.



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.



***\*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**

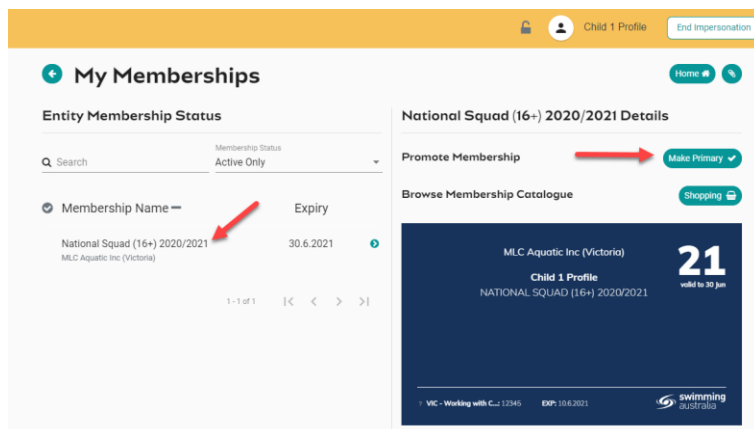
From your Swim Central homepage, select **My Memberships** from the left-hand navigation panel of your dashboard.

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**.

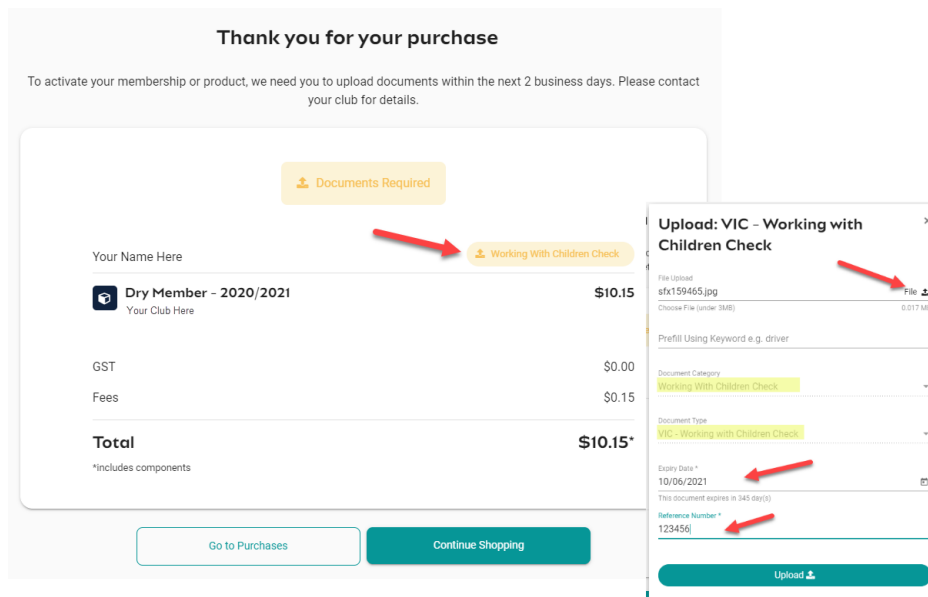
Select a Membership from the list on the left to view more information. To set the selected membership as 'Primary' click on **Make Primary**. You will see a green tick indicating you have selected that membership as that child's primary membership.



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:



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 pre-filled 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](#).