A Parent's Guide to Using Swim Manager

Everything You Need to Manage Your Swimming Membership

Welcome to Ascot Royals Swimmers!

We use an online system called **Swim Manager** to help parents and guardians manage their family's swimming membership.

Swim Manager provides a convenient place to keep your details up to date, view your account, check your swimmer's progress and enter swimming competitions.

We understand that using a new system can sometimes feel a little confusing, so we've put together this straightforward guide to help you get started.

Once you've used Swim Manager a few times, you'll find it's a useful way to manage your family's swimming information.

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1. Getting Started – Your First Login

When you join Ascot Royals Swimmers, you'll receive a welcome email containing a link to our Swim Manager Parent Portal.

How to Activate Your Account

1. Open the Swim Manager link provided in your welcome email.
2. On the login page, select **Forgotten Password**.
3. Enter the email address you used when registering with the club.
4. Click **Send Password Reset Link**.
5. Check your email inbox for a password reset message.
6. Follow the link in the email to create your password.
7. Return to Swim Manager and log in using your email address and new password.

Helpful tip: You must use the same email address that received your club welcome email, as this is the address registered with Swim Manager.

If you cannot find the password reset email, please check your junk or spam folder.

Once you've logged in, you can access your family's Swim Manager account whenever you need it.

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2. Understanding Your Family Account

Swim Manager keeps your family's swimming information together in one account.

Your account may include:

- Parents or guardians.
- One or more swimmers.
- Contact information.
- Emergency contact details.
- Relevant medical information.
- Club membership and payment details.

For example, if you have two children swimming with Ascot Royals, both can appear under the same family account.

You won't need a separate family account for each child.

How to View Your Family Members

1. Log in to Swim Manager.
2. Select **Members** from the menu.
3. You'll see the people linked to your family account.
4. Click on a person's name to view their information.

Each person will have their own details within the family account.

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3. Keeping Your Contact Details Up to Date

It's really important that we have the correct contact information for every swimmer and their family.

This helps our coaches and club administrators keep in touch and respond appropriately if there's an emergency.

How to Update Your Details

1. Log in to Swim Manager.
2. Select **Members**.
3. Choose the person whose details you want to update.
4. Click **Edit**.
5. Make the necessary changes.
6. Click **Save Member Changes**.

Please check that the following information is correct:

- Your email address.
- Your telephone and mobile numbers.
- Your home address.
- Emergency contact details.

Please remember: If your contact details change, update them in Swim Manager as soon as possible.

This helps ensure that you don't miss important club communications.

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4. Medical Information and Emergency Contacts

Your swimmer's safety and wellbeing are extremely important to us.

Swim Manager allows you to record relevant medical information so that the club has the details it needs.

This may include medical conditions, allergies, medication or other information that could affect your swimmer during training.

How to Update Medical Information

1. Open **Members**.
2. Select your swimmer.
3. Click **Edit**.
4. Find the **Medical Details** section.
5. Update the relevant information.
6. Save your changes.

Please make sure this information is kept up to date throughout your swimmer's time with Ascot Royals.

If your swimmer develops a new medical condition or anything changes that could affect their swimming, please also inform the coaching team.

Emergency Contacts

Please make sure we have suitable emergency contact information recorded.

These details are particularly important if we need to contact someone quickly during a training session.

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5. Photography Consent

From time to time, the club may wish to take photographs of swimmers during club activities.

Swim Manager allows you to review and manage your photography consent preferences.

How to Review Your Preferences

1. Select **Members**.
2. Choose your swimmer.
3. Open the **Photo Consent** tab.
4. Review the available consent options.
5. If you wish to make changes, select **Edit**.
6. Update your preferences and save your changes.

You can review and change your preferences whenever necessary.

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6. Understanding Your Account

Swim Manager allows you to view invoices, payments and your account balance.

How to View Your Account

1. Log in to Swim Manager.
2. Select **Account** from the menu.
3. You'll see your account information and financial summary.

You may see the following terms:

Invoices

Charges added to your account, such as membership fees or competition entries.

Payments

Money received or recorded against your account.

Credit Notes

Adjustments that reduce the amount owed.

Account Balance

The overall balance after invoices, credits and payments have been taken into account.

Some payments may initially appear as unconfirmed while they are being processed.

If something doesn't look right, please contact the membership team.

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7. Membership Fees and GoCardless Payments

Ascot Royals Swimmers uses **GoCardless Direct Debit** to collect regular training and membership fees.

Our annual fees are divided into **12 equal monthly payments**, which are processed on the **1st of every month**.

Why Do Payments Continue During the Summer?

Ascot Royals Swimmers takes a planned break from regular training during the summer.

However, monthly payments continue as normal because our fees are **annualised**.

This means the total cost of the swimming year, including the summer break, has already been calculated and divided into 12 equal monthly payments.

You are not paying extra for swimming sessions during the summer break.

Instead, you are spreading the cost of your annual membership and training across the whole year.

This helps keep monthly payments consistent and easier for families to budget.

Swim England Membership

Annual Swim England membership fees are collected separately on **1st December each year**.

Competition Entry Fees

Competition entry fees are also collected through GoCardless, separately from your regular monthly training fees.

Further details about entering competitions can be found later in this guide.

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8. Viewing Your Invoices

You can view your club invoices through Swim Manager.

How to Find an Invoice

1. Log in to your account.
2. Select **Invoices** from the menu.
3. You'll see a list of invoices associated with your family.
4. Click **View** next to the invoice you'd like to check.

You can see the individual charges, payments and any remaining balance.

You may also be able to download a PDF copy of an invoice for your records.

As Ascot Royals Swimmers uses GoCardless for payments, please check with the membership team before making any separate payment towards an invoice.

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9. Viewing Your Swimmer's Times and Personal Bests

One of the useful features of Swim Manager is the ability to view swimming times recorded against your swimmer's account.

This allows you to follow their progress and celebrate improvements.

How to View Swimming Times

1. Log in to Swim Manager.
2. Select **Members**.
3. Choose your swimmer.
4. Open the **Times** tab.

You'll be able to view swimming results recorded in the system.

Viewing Personal Bests

Select the **PBs** tab to see your swimmer's personal best times.

You may see times recorded for:

Short Course (SC)

Swimming in a 25-metre pool.

Long Course (LC)

Swimming in a 50-metre pool.

Swim Manager may also display converted times between short-course and long-course swimming.

These are calculated equivalents rather than times actually achieved in the other pool length.

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10. Entering Swimming Competitions Through Swim Manager

Ascot Royals Swimmers uses Swim Manager to allow parents to enter their swimmers into competitions.

We know that entering swimming competitions can feel a little confusing at first, especially if your swimmer is new to competitive swimming.

Don't worry — once you've done it a couple of times, the process is straightforward.

Step 1 – Finding Available Competitions

When Ascot Royals Swimmers opens entries for a competition, eligible swimmers will be able to see it in Swim Manager.

To find upcoming competitions:

1. Log in to your Swim Manager account.
2. Select **Meets** from the menu.
3. You'll see the competitions currently available for your swimmer to enter.
4. Select **Enter Meet** next to the competition you'd like to enter.

Can't See a Competition?

There are a few possible reasons:

- The club hasn't opened entries yet.
- The closing date for entries has passed.
- The competition isn't available to your swimmer's squad.

If you're unsure, please ask your swimmer's coach.

Step 2 – Choosing Which Events to Enter

Once you've opened the competition, you'll see the available swimming events.

These may include different distances and strokes, such as freestyle, backstroke, breaststroke and butterfly.

Swim Manager will display information about the events, including any relevant qualifying times.

You may notice:

Green boxes: Events your swimmer is eligible to enter.

Red boxes: Events your swimmer isn't eligible to enter.

Select the events you would like your swimmer to take part in.

Not Sure Which Events to Choose?

If your swimmer is new to competitions, we recommend speaking to their coach before submitting an entry.

They'll be able to advise which events are most suitable for your swimmer's ability and development.

Step 3 – Understanding Qualifying Times

Some swimming competitions have qualifying times that swimmers must meet before they can enter.

You may see the following abbreviations:

LQT – Lower Qualifying Time

The slowest permitted entry time for an event.

Your swimmer generally needs a time equal to or faster than this to qualify.

UQT – Upper Qualifying Time

The fastest permitted entry time for an event.

Some competitions are designed for developing swimmers and don't allow entries from swimmers who are faster than this time.

Swim Manager uses the swimming times recorded in the system to help determine which events your swimmer is eligible to enter.

If you're unsure whether your swimmer qualifies for an event, please speak to their coach.

Step 4 – Saving or Submitting Your Entry

Once you've selected your swimmer's events, you'll normally have two options.

Save Draft

This saves your selections without submitting the entry.

You can return later to review or change your choices.

Important: Saving a draft does not enter your swimmer into the competition.

Submit Entry

This submits your swimmer's selected events through Swim Manager for the club to process.

Please check your selections carefully before submitting.

Make sure you submit your entry before the club's closing date.

Entries left as drafts will not be included.

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11. Competition Entry Fees and Payments

Most swimming competitions charge an entry fee for each event.

When you submit your swimmer's entry through Swim Manager, an invoice is generated for the events you've selected.

At Ascot Royals Swimmers, **competition entry fees are collected automatically through GoCardless Direct Debit**.

This uses the payment details you've already set up for your club membership.

You don't need to make a separate bank transfer or card payment.

How Does It Work?

1. Select the competition and events you'd like to enter.
2. Check your selections and click **Submit Entry**.
3. Swim Manager generates an invoice for the competition entry fees.
4. The club arranges for payment to be collected automatically through GoCardless.
5. GoCardless provides payment notifications in accordance with its notification arrangements.

Important Things to Remember

- Competition entry fees are separate from regular monthly training fees.

- The amount collected depends on the events you've entered.
- You can view your competition invoices in the **Invoices** section of Swim Manager.
- Competition fees may be collected separately from your usual monthly payment on the 1st.
- Please check your GoCardless notifications for the amount and collection date.

Do I Need to Do Anything to Pay?

No.

As long as your GoCardless Direct Debit is active, the club can arrange collection of your competition entry fees automatically.

It's one less thing to worry about, leaving you and your swimmer free to look forward to the competition!

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12. What Happens After You've Entered a Competition?

Once you've submitted your entry, the club will process the entries in accordance with the competition arrangements.

Please remember that submitting an entry does not always guarantee acceptance by the competition organiser.

Information about accepted entries, event timings and other competition arrangements will be communicated when available.

Can I Change My Entry?

If you've already submitted your entry and need to make a change, please contact the club as soon as possible.

Changes may depend on the competition's entry deadline and rules.

What If I Miss the Closing Date?

Please contact the club, although we cannot guarantee that late entries can be accepted.

My Swimmer Has Never Competed Before. Can Someone Help?

Absolutely!

Please speak to your swimmer's coach, who can guide you through choosing suitable events and preparing for your first competition.

Swimming competitions are a great opportunity to gain experience, develop confidence and celebrate personal progress.

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13. Club Communications

Keeping in touch with our swimming families is important.

Please make sure your email address is correct in Swim Manager so you can receive relevant club communications.

Depending on your account permissions, you may be able to choose which family members receive account emails.

We recommend regularly checking your email for updates from the club.

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14. Frequently Asked Questions

I've Forgotten My Swim Manager Password. What Should I Do?

Go to the login page, select **Forgotten Password** and follow the instructions sent to your registered email address.

Can I Manage More Than One Swimmer?

Yes. Multiple swimmers from the same family can be linked to one family account.

How Do I Change My Email Address or Phone Number?

Open the Members section, select your details, click Edit and save your changes.

Can I Update My Swimmer's Medical Information?

Yes. You can update the medical details held in Swim Manager.

Please also inform the coaching team of any important changes.

Where Can I See My Invoices?

Select **Invoices** from the menu to view the charges associated with your account.

When Are My Monthly Fees Collected?

Ascot Royals Swimmers processes monthly training and membership payments on the **1st of every month**.

Why Do I Still Pay During the Summer Break?

Our fees are annualised and divided into 12 equal monthly payments.

The summer break is already included in the annual calculation, so monthly payments remain the same throughout the year.

When Is Swim England Membership Collected?

Swim England membership fees are collected annually on **1st December**.

How Do I Enter a Competition?

Log in to Swim Manager, select **Meets**, choose the competition and follow the instructions to select and submit your events.

Does Saving a Draft Mean My Swimmer Is Entered?

No.

You must select **Submit Entry** before the closing date for your entry to be submitted.

How Are Competition Entry Fees Paid?

Competition entry fees are collected automatically through GoCardless Direct Debit.

They are separate from your regular monthly training fees.

Who Should I Contact If Something Doesn't Look Right?

Please contact the Ascot Royals Swimmers membership team, who will be happy to help.

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15. Need a Hand?

We understand that getting used to a new online system can sometimes take a little time.

If you're having difficulty logging in, updating your details, entering a competition or understanding your account, please don't hesitate to get in touch.

We're always happy to help make things easier.

Most importantly, we want every swimmer and their family to enjoy being part of Ascot Royals Swimmers.

Thank you for being part of our swimming family!

Ascot Royals Swimmers – Supporting our swimmers and families, in and out of the pool.