

## **FREQUENTLY ASKED QUESTIONS ABOUT SWIM MANAGER**

### **HOW DO I LOGIN TO MY SWIM MANAGER PORTAL ACCOUNT?**

To login to your account, you can click on the Swim Portal login link on the upper right hand side of the club website's homepage or use this link <https://swimportal.active.com?a=283065503>.

### **HOW DO I SIGN UP FOR SWIM MEETS?**

When a meet is open for signups, you will receive an email inviting your swimmer(s) to the meet. You will need to login to your portal account. Once there, click on the tab called View Meets. You will see all meets listed in chronological order. Upcoming meets will be listed first. You will see under the name of the meet, the dates, location and other pertinent information regarding the meet. You will also see your swimmer's name. Next to the name, it will have two options: Attending and Not Attending. We ask that you reply to every meet. It is helpful to us for you to respond, even if the answer is Not Attending so that we know that you have considered the meet and can't come, as opposed to haven't responded yet. If you plan to be at the meet, click the Attending button. This will then expand and show you all of the possible sessions that your swimmer is eligible for. There is a box in the upper right hand corner of each that says Attending this Session which is defaulted with a check. If you plan to only come for one day of a meet, you will need to leave the sessions for that day checked, and uncheck the sessions for the day you do not plan to attend. When you have the sessions checked the way you want them, click Save. You will then be complete with the meet signup process. You will not get a confirmation email as in the past, but do not worry – this does not mean you aren't signed up! You can check in your portal anytime to see that you are marked as Attending. You will receive an email when the coach finishes entering your swimmer in his/her specific events.

## **I CAN'T FIND THE MEET INVITATION EMAIL. CAN I STILL SIGN UP FOR THE MEET?**

Yes, the invite email is simply to let you know that the meet is open for signups. It isn't necessary for any part of the signup process. Simply log into your Swim Portal account from the homepage of the website and click on the My Meets tab. Scroll down until you see the meet in question and select either the Attending or Not Attending option. As described above, please be sure to sign up only for those sessions that you plan to attend.

## **HOW DOES SWIM MANAGER DECIDE WHICH EVENTS MY SWIMMER IS ELIGIBLE FOR?**

When you accept the invitation to participate in a swim meet, Swim Manager will display all eligible sessions and events so you can decide which sessions you would like to attend. Any Open events in the meet will be included because technically anyone is eligible to swim in such events. For example, if you have a 12-year-old girl, the sessions with 11/12 events will show up as well as any sessions with Open events. The coaches will assume that you are planning to swim in the 11/12 events unless you and the coach agree on something else. For example, your son may be 12 and trying to make a 200 breaststroke qualifying time, so he may opt to swim in the Open 200 Breaststroke event because that event is not offered at that particular meet for the 11/12 age group.

Sometimes it may appear that Swim Manager is not displaying all events for a session. For example, you can see in the meet packet that there are four possible events during a Saturday session for the 9/10 age group, but when you go to sign up, there are only two of the events listed under your son's eligible events. This happens when a meet has qualifying times for events, such as the Circle City meet or Regionals. Swim Manager has past results including best times. It automatically compares those times to the standards and only shows any events for which your swimmer has the qualifying times.

## **HOW DO I SEE WHAT EVENTS MY CHILD IS SWIMMING AT A MEET?**

Log in to your Swim Manager portal account. Click on the View Meets tab. As stated above, the meets will be listed in chronological order with upcoming meets listed first. Find the meet you are interested in. Under the name of the meet, you will see information such as dates and location of the meet. Under this, you will see your swimmer's name. To the right of his/her name it will show the swimmer's total number of individual events and the total number of relay events. To the left of the name, there is a +. Click on that plus sign and it will reveal your swimmer's events by session along with their seed times.

### **HOW DO I SEE RESULTS FOR MY CHILD'S SWIM MEET?**

Log in to your Swim Manager portal account. Click on View Meets. Scroll down until you see the meet for which you would like to see results. If you click on Result Details, you will see a graph for each result showing times for that event over time. This will provide you with information on how your swimmer is progressing in an event.

### **HOW WILL MEET FEES BE PROCESSED?**

After the meet is over, meet fees will be billed to your account. Unlike in the past, we will be billing after each meet rather than quarterly. If you have a credit card on file, these fees will be charged automatically to your card. If you do not have a card on file, the fee will be posted to your account and you will receive an email asking you to make a payment. You will need to log in to your account and click on Order History at the top of the screen. Under the unpaid balance, it will say Make a Payment. Click on this to enter your card information and make the payment. In order to expedite the process and to eliminate the need for parents to sign in and make payment, we ask that all families have a valid card on file. When logged in to your account, you will see your name in the upper right hand corner of the screen. Click on your name and choose the My Wallet option which will allow you to add or update credit card information.

## **HOW DO I CHANGE MY PERSONAL INFORMATION SUCH AS EMAIL OR PHONE NUMBER?**

Swim Manager does not allow you to manage any of your information other than your credit card. If you realize that you need to change information such as your address because you have moved, for example, or that you have inadvertently entered some information incorrectly such as birth date or phone number, please send an email to [lyonsmanager@gmail.com](mailto:lyonsmanager@gmail.com) with the update needed. Our administrative manager will make the change to your account.

## **HOW DO I UPDATE MY CREDIT CARD INFORMATION?**

You can log in to your account to add or update credit card information. Once logged in, you will see your name in the upper right hand corner. Click on your name and then select My Wallet. You will be able to edit your credit card information or add a new card.

## **I JUST RECEIVED AN EMAIL SAYING I HAVE A FEE THAT HAS BEEN POSTED TO MY ACCOUNT. HOW DO I PAY IT?**

Unlike meet entry fees which will automatically be processed if you have a valid credit card on file, miscellaneous fees such as travel meet expenses that may be billed to your account always require you to log in and process the payment. To do this, log in to your Swim Manager account. Click on Order History at the top of the screen. You will see all of the orders/payments you have made. Any order that has an unpaid balance will have an option in blue under the unpaid amount that says Make a Payment. Click on this and you will be walked through the payment process.

## **HOW DO I FIND CONTACT INFORMATION FOR OTHER SWIMMERS ON MY TEAM?**

Log in to your Swim Manager account. Click on Team at the top of the screen. A list of swimmers who agreed to be included in the team directory will be displayed with phone, email and address information.