



SWIM MANAGER USER GUIDE

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USER GUIDE

1. How to register and make payments on the Swim Manager portal.

By now you will have received communication that Torfaen Dolphins are introducing a new Swim Manager System to improve the way we manage our swimmer's details, payments, swim meets and events. We are conscious that the introduction of new technology and processes can be daunting. To ensure that we make this as simple as possible for you we have provided this step-by-step user guide.

In the user guide below, you will learn how to register your child on the system, make your annual payment for the Club & Swim Wales registration fee and set up payment for your monthly membership fees.

The process is extremely straightforward and is fully explained in the instructions below. If you have any difficulties please contact membership@torfaendolphins.com for assistance. It's important that you start using the system as soon as possible as registration is COMPULSORY for every Torfaen Dolphin swimmer and must be completed as soon possible or by the date stipulated. All communication and transactions will be undertaken through this system going forward and we're confident that you'll be able to appreciate the benefits it offers very soon!

Thank you for taking the time to read this document and also for your on-going support.

Torfaen Dolphins Committee

Step 1 - How to initially access the Swim Manager registration page.

Please follow the link that was e-mailed to you - <http://www.active.com/upper-cwmbran-cwmbran/water-sports/swimming-registrations/torfaen-dolphins-performance-swimming-centre-2017>

IMPORTANT – once you have clicked on the link you must either '**sign in**' if you have an account setup already OR '**Sign Up**'. If you click on the 'register now' button before either signing in or signing up the process will not work!

Here is the first screen that you will see. The relevant areas have been highlighted in yellow e.g. to Sign in / up click on the top right of the screen (as in the grab below).

The screenshot shows the Active.com website interface. At the top, the navigation bar includes 'ACTIVE', 'RUNNING & SPORTS', 'KIDS & FAMILY', 'FITNESS & HEALTH', 'TRAINING', 'Go Premium', and 'Sign In | Sign Up'. The 'Sign In' and 'Sign Up' links are highlighted in yellow. Below the navigation bar is a search bar and a location selector set to 'London, EN'. The main content area features a large banner for 'Torfaen Dolphins Performance Swimming Centre 2017' with a 'REGISTER NOW' button. The banner text includes: 'Friday, March 31, 2017 @ 11:00 PM (UTC) - Saturday, March 31, 2018 @ 10:59 PM (UTC)', 'Torfaen Dolphins Performance Centre - Mithcoldean, Bethel Lane Upper Cwmbran, Cwmbran, United Kingdom NP44 5ST', and 'WATER SPORTS'. At the bottom of the banner are 'Send Email Reminder' and 'Map/Directions' buttons, along with social media icons for Facebook, Twitter, Google+, and Pinterest.

Swim Wales & Annual membership fees (Pay in full) £42.00 REGISTER NOW

About This Activity

Torfaen Dolphins Performance SWimming Centre is one of Wales premier swimming clubs, we offer swimmers, of all abilities the opportunity to develop their skills. Regardless of whether you aspire to be an olympian or just want to have fun and compete regionally we offer a safe and

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TORFAEN DOLPHINS - Performance Centre

The image below assumes that you've now signed in or created an account – in this example 'Paul' has signed in:

ACTIVE RUNNING & SPORTS KIDS & FAMILY FITNESS & HEALTH TRAINING Go Premium Paul

Search activities, articles, guides... London, EN Need Help? EVENT ORGANIZERS

Torfaen Dolphins Performance Swimming Centre 2017

Friday, March 31, 2017 @ 11:00 PM (UTC) - Saturday, March 31, 2018 @ 10:59 PM (UTC)
Torfaen Dolphins Performance Centre - Mithceldean, Bethel Lane Upper
Cwmbran, Cwmbran, United Kingdom NP44 5ST

WATER SPORTS

Send Email Reminder Map/Directions

Swim Wales & Annual membership fees (Pay in full) £42.00 REGISTER NOW



About This Activity

Torfaen Dolphins Performance SWimming Centre is one of Wales premier swimming clubs, we offer swimmers, of all abilities the opportunity to develop their skills. Regardless of whether you aspire to be an olympian or just want to have fun and compete regionally we offer a safe and

Step 2: Having signed up/in now click 'REGISTER NOW' to start the registration process.

You will now arrive at the first step of the registration process and be asked to confirm 'who' you are registering. Please complete the relevant sections and provide all required information:

UK English

CHOOSE PARTICIPANT SELECT GROUP COMPLETE FORM CHECK OUT

TORFAEN DOLPHINS PERFORMANCE SWIMMING CENTRE 2017

1 APRIL 2017 TO 31 MARCH 2018

* Required fields

WHO ARE YOU REGISTERING?

Your child (or a child in your legal custody)
 Yourself (Paul)

SWIMMER'S INFORMATION

* First name
* Last name
* Gender Male Female

Step 3: Fill in the name of the SWIMMER you are registering (it already knows who you are because you've signed in/ created an account)

CHOOSE PARTICIPANT

SELECT GROUP

COMPLETE FORM

CHECK OUT

TORFAEN DOLPHINS PERFORMANCE SWIMMING CENTRE 2017

1 APRIL 2017 TO 31 MARCH 2018

* Required fields

WHO ARE YOU REGISTERING?

- Your child (or a child in your legal custody)
 Yourself (Paul McRae)

SWIMMER'S INFORMATION

- * First name
- * Last name
- * Gender Male
 Female
- * Date of birth
Enter as DD/MM/YYYY

YOUR INFORMATION [Edit](#)

- * Name Paul
- * Gender Male
 Female
- * Date of birth
- * Email paul @gmail.com

You are this person's parent or legal guardian.

You must be the parent or legal guardian to register someone under 18 years old. By registering a child under 13, you are consenting to the collection of the child's information you are providing for the purposes of registration.

Step 4: Now confirm that you are registering for the 'Swim Wales & Annual Membership fee:

UK English

CHOOSE PARTICIPANT **SELECT GROUP** COMPLETE FORM CHECK OUT

TORFAEN DOLPHINS PERFORMANCE SWIMMING CENTRE 2017

1 APRIL 2017 TO 31 MARCH 2018

SELECT GROUP

Show: Eligible groups | All groups

- Swim Wales & Annual membership fees** £42.00
WASA subscription fees and Torfaen Dolphins annual membership
 Ages 8 to 80

[BACK](#) **CONTINUE**

Step 5: You will now confirm all your details / swimmer's details / emergency contact details / doctor's details, etc. (This is the registration process)

* Required fields

PARENT/GUARDIAN INFORMATION

PRIMARY PARENT/GUARDIAN

First name Paul

Last name **[REDACTED]**

Gender Male

Date of birth 03/ **[REDACTED]**

Email address paul **[REDACTED]**@gmail.com

Sign Up for Free Newsletters

- ACTIVE Offers**
Exclusive Deals & Discounts
- Local Events**
Local Events Near You
- ACTIVE Swimming**
Expert Swimming Advice
- ACTIVEkids**
Kid-Focused Activities, Recipes, And More!

Home phone (Evening phone) Ext.

Mobile phone

Business phone (Day phone) Ext.

* **Country**

* **Address**

Address line 2

* **City**

* **County**

* **Postal code**

Continued.....

SWIMMER'S INFORMATION

First name Mair

* **Middle name**
 No middle Name

Last name Surname

Gender Female

Date of birth 29/01/2001

Email address paul[REDACTED]@gmail.com

* **Home phone** Ext.

Mobile phone

* **Country**

* **Address**
 Address line 2

* **City**

* **County**

* **Postal code**

* **Emergency contact name**
 1 Please list someone other than the child's parent/guardian.

* **Emergency contact phone** Ext.
 1

Does the athlete have any special needs, medical conditions or require any accommodations?
 If so, please list them here.

Please list current medications for athlete:
 Please list medication name, dosage and administration times.

Doctor's name

Doctor's phone number Ext.

Team directory

Do you want to be included in the team directory? Yes. Include my contact information in the team directory

Step 6: You are able to make additional purchases for team kit and other useful items.

NB: If you do not need these additional items at this stage, click 'no thanks' below:



[View larger](#)

T-Shirt

Torfaen Dolphins branded T-Shirt - well designed and great quality. Ideal for use when travelling to and from swim meets or to keep warm whilst on poolside. We do ask that all swimmers purchase a T-Shirt so that we are able to easily identify our squad.

Select:	Price:	Quantity:
<input type="radio"/> Youth Xtra Small - upto 24" chest	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> XX Small - upto 28" chest	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Xtra Small - upto 32" chest	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Small - upto 34" chest	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Medium - upto 37"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Large - upto 40"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Xtra Large - upto 43"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> XXI - upto 46"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> 3XL - upto 49"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> 4XL - upto 52"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> No thanks		

Hooded sweatshirt top - WITHOUT ZIP

Torfaen Dolphins branded hooded sweatshirt top - well designed and great quality. Ideal for use when travelling to and from swim meets or to keep warm whilst on poolside.

Select:	Price:	Quantity:
<input type="radio"/> Small - upto 34" chest	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Medium - upto 37"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Large - upto 40"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Junior - age 9-11	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Junior - age 12-13	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> No thanks		

Hooded sweatshirt top - WITH ZIP

Torfaen Dolphins branded hooded sweatshirt top - well designed and great quality. Ideal for use when travelling to and from swim meets or to keep warm whilst on poolside.

Select:	Price:	Quantity:
<input type="radio"/> Small - upto 34" chest	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Medium - upto 37"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Large - upto 40"	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Junior - age 9-11	£21.00	<input type="text" value="1"/> Max. 10

and administration times.

Doctor's name

Doctor's phone number Ext.

Team directory

Do you want to be included in the team directory? Yes. Include my contact information in the team directory

ADDITIONAL PURCHASES



[View larger](#)

Track Suit Top

Torfaen Dolphins branded track suit top - well designed and great quality. Ideal for use when travelling to and from swim meets or to keep warm whilst on poolside.

Select:	Price:	Quantity:
<input type="radio"/> Youth Xtra Small - upto 24" chest	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> XX Small - upto 28" chest	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> Xtra Small - upto 32" chest	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> Small - upto 34" chest	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> Medium - upto 37"	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> Large - upto 40"	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> Xtra Large - upto 43"	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> XXI - upto 46"	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> 3XL - upto 49"	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> 4XL - upto 52"	£24.50	<input type="text" value="1"/> Max. 10
<input type="radio"/> No thanks		



[View larger](#)

Track Suit Bottoms

Torfaen Dolphins branded track suit bottoms - well designed and great quality. Ideal for use when travelling to and from swim meets or to keep warm whilst on poolside

Select:	Price:	Quantity:
<input type="radio"/> Youth Xtra Small - upto 18" waist	£21.00	<input type="text" value="1"/> Max. 10
<input type="radio"/> Xtra Xtra Small - upto 22" waist	£21.00	<input type="text" value="1"/> Max. 10

Step 7: Checkout process and payment.

In the example overleaf 'Paul' has chosen to register for the 'Club & Swim Wales annual registration' AND to set up the monthly payment plan for his daughter for the P1 Performance squad (the annual squad cost is £810 plus £42 registration fee). The P1 Squad fees of £810 will be spread over 12 months just like paying by standing order (as most parents do now).

The first payment of £67.50 for the P1 squad membership fee will be taken on the 2nd May 2017. Payment for the annual registration fee of £42.00 will be taken at the point you checkout. The checkout basket provides a clear overview of what has been ordered and the payment total.

Please ensure that you check the box that says, 'BILL ME AUTOMATICALLY' (as opposed to 'Pay in Full') to set up the monthly payment plan for the membership fees. Like all online payment systems, you will be required to provide your credit / debit card details to set up and make the payment. You will be sent a receipt for payment via e-mail that you should keep for your records. You will also receive an e-mail prior to the first payment for squad fees being deducted from your Debit / Credit card. The process is now complete!

Review basket & check out

ORDER DETAILS

[+ Add Another Registration](#)

ITEMS	TOTAL
Torfaen Dolphins Performance Swimming Centre 2017 registration Athlete: Paul McRae Group: Performance 1 Edit Remove	£810.00
Torfaen Dolphins Performance Swimming Centre 2017 registration Athlete: Paul McRae Group: Swim Wales & Annual membership fees Edit Remove	£42.00
Coupon code	Sub-total £852.00
<input type="text"/> APPLY	Total £852.00

CHECK OUT

PAYMENT OPTIONS

* PLEASE SELECT A PAYMENT OPTION

PAY IN FULL

Pay £852.00 now

PAY £42.00 WITH PAYMENT PLAN(S)

Pay following item(s) with 12 payment(s)

Torfaen Dolphins Performance Swimming

Pay following item(s) with full amount

Torfaen Dolphins Performance Swimming

Bill me automatically

02/05/2017	£67.50
03/06/2017	£67.50
04/07/2017	£67.50
04/08/2017	£67.50
05/09/2017	£67.50
05/10/2017	£67.50
06/11/2017	£67.50
06/12/2017	£67.50
06/01/2018	£67.50
06/02/2018	£67.50
06/03/2018	£67.50
05/04/2018	£67.50

PAYMENT INFORMATION

