

Swimming Luxembourg Club Management System – Member User Guide

As a new user you will be asked to create your family account. For existing users you log in by entering your username and password.

1. New Users

1.1 Overview

There are three fundamental “building blocks” required when registering for swimming courses, or “groups” as we call them. It is not necessary to perform all steps in the same login session, but it *is* necessary to follow the order, otherwise you will not be able to register for any groups.

In this section you will create and verify your family account

- a) Create a family account – this is always the first step, and involves creating a login account for the responsible person (usually a parent in the case of junior swimmers) who will register the skaters, pay the invoices and receive mails from the club. The details entered here are those of the responsible person, not the swimmer(s) and will include address and contact details. The family account login name is always a valid email address.
- b) Verify family account – to confirm that the email address that you have used as your login is correct, you need to verify the account. After you request verification an email will be sent to your login email address. Follow the instructions in the email to verify the account. **This must be done within 48 hours of creating the account or the account will be cancelled.**

1.2 Create Family Account

You will arrive at the initial login screen and should see the following

Registration

Have an Account?
 If you've registered with us previously, please login below to proceed.

Email Address:

Password:

LOGIN

Forgot your password?
[Click here to reset your password.](#)

First Time Registering?
 If you have never registered for a group on this website, you will need to setup an account to get started.

Required Fields are marked with an asterisk *

Account Login Information

Please provide an email and password (minimum 6 characters) for the primary member of your account. Keep this information to register your swimmers for additional groups in the future and to gain access to member features, such as invoices, waivers, group profiles and family calendars.

1 Email Address * Password * Confirm Your Password *

2 **Here you create the FAMILY account ... later you will add your swimmers**

Please enter the personal and address details of the responsible adult who will receive all mails and invoices relating to the swimmers of your family who will be registered with Swimming Luxembourg.

First Name * Last Name *

Gender * Birthdate (DD / MM / YYYY) * / /

Alternative telephone number Alternative Mobile Number

I will be registering myself into groups

3 **Address**

Please provide the main contact address for this member account.

Address

Address Line 2

City * Province / State * Country *

Postal / Zip Code * Phone * Mobile

4 **Communication Preferences**

Yes No **Transaction & Service Notifications**
 These messages include copies of your invoices, waitlist notifications and any factual messages directly related to the specific delivery of any products or services that members have purchased, such as class re-scheduling or cancellation notices.

Yes No **Member Information Messages ***
 These messages provide factual information and details regarding your ongoing subscriptions or membership account updates, such as an upcoming membership subscription expiry or a club AGM notice.

Yes No **News, Upcoming Group & Registration Information ***
 These messages provide up-to-date news about the organization, upcoming groups and registration information, such as an upcoming competition or show, group registration opening dates and other club news. You may opt out of these messages at any time.

5 **CONTINUE**

1 : Enter the email address that you will use to login to your account and receive emails and invoices. Create a password (you may change this at any time)

2 : Enter the details of the account holder and provide the requested information. The alternative phone numbers are not necessary as the primary numbers will be requested below. Only check the "I will be registering myself into groups" box if you intend to register for a course yourself. It is not necessary to do this as you can add yourself later anyway if you wish

3 : Add your address and contact information. Note that Province/State is mandatory, but you may enter "—" or "." instead of a valid province

4 : Choose which communications you receive from us. We recommend checking all three options as then you will remain fully informed. You can change these settings whenever you wish

5 : When you are satisfied with your choices, click "CONTINUE" to move on to the account verification and add swimmer screen

6 : you can toggle between English and French for any page here

1.3 Verify Account

Once you have clicked on “CONTINUE” above, you will be taken to a combined account verification / add swimmer screen. You have 48 hours to validate the account

1 : Before adding swimmers click on “click **here** to verify account”, then open the email that will be sent to you and follow the instructions

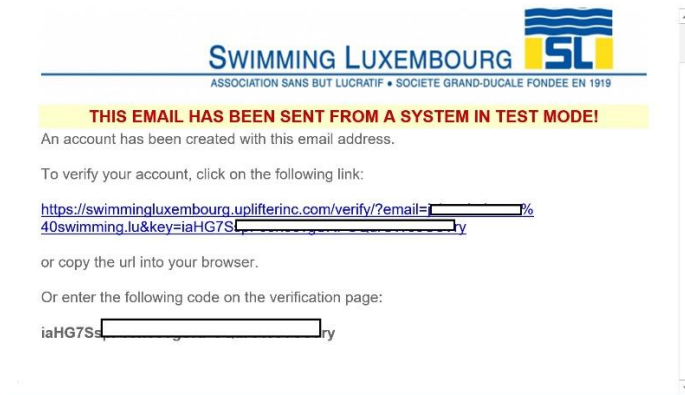
The email that you receive will appear as follows. You have several options to validate the account.

- a) By clicking on the link provided in the mail
- b) By copying the URL into your browser bar and opening it
- c) By copying the code and pasting into your Swimming Club verification window

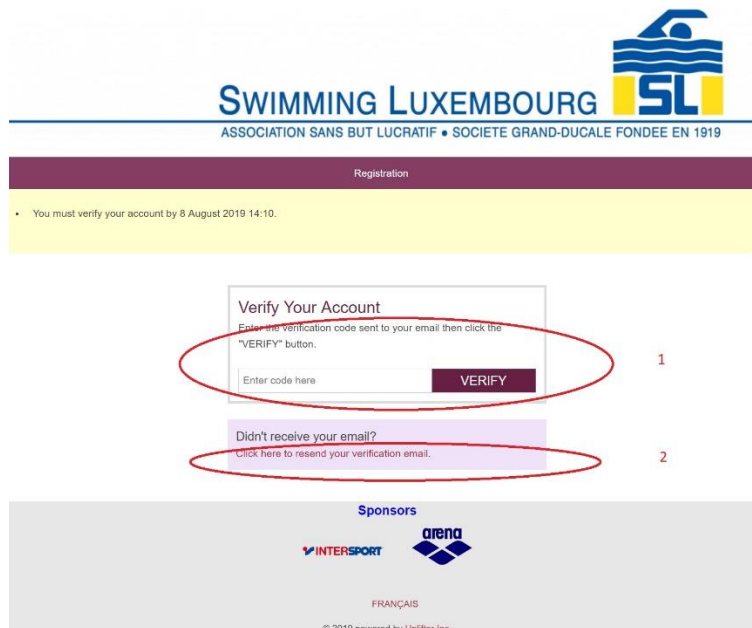


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The code (represented by “iaHG7.....ry” in the example above) can be cut and pasted into the VERIFY box in the screen below, which will automatically appear after you have clicked to verify account in the previous screen.



1 : If you chose option c) above, then paste the verification code in here and click the VERIFY tab

2 : if you do not receive your mail, then, after checking your spam folder, click here to resend the mail