Swimming Events

User Guide - Parents and Swimmers

Welcome to Swimming Events! We aim to revolutionise how competitive swimming meets run and how you enter. To get started head over to our web-based application at https://swimming.events. The quickest way to get to us is to simply type 'swimming.events' in the address bar on your browser. For the best Swimming Events experience we would recommend using a desktop or tablet.

Getting started

Once you have gone to the website you will need to perform the following steps:

1. Sign up with an email and password
2. Confirm your account with the email used to sign up, if you can't find the email please check your junk mail folder.
3. When you click on the activation link you will be re-directed straight to your profile.

Setting up your profile

Once you have activated your account you will be able to make some changes to your profile page. In your profile you will be able to change things such as name, password and add/delete associated Swimmers. You must add a swimmer to be able to enter competitions on the application.

Associating a swimmer:

1. At the bottom of your profile click the 'Add a swimmer'
2. Enter your swimmers Swim England Number and DOB
3. Click '+ Add swimmer'
4. Repeat for any additional swimmers you wish to add.

Once you have added your swimmers you will see that their name and primary club comes up automatically. If the primary club is incorrect, you may change this.

If the swimmer competes for more than one club you can add secondary clubs by clicking on 'Swimmer details' then 'Edit details'. Be careful not to delete the swimmer!

From your profile you can also view your entries, invoices and withdraw from events (if you are not past the deadline).

Entering a meet

You can find meets by going to the homepage and looking at the featured meets or you can search for the meet in the homepage using key words. We would recommend using shorter keywords. If your club is targeting a specific meet they may send out a specific link which will send you to the meet details.

PLEASE NOTE:

It is important you look at all event conditions before entering, as this includes important information and failure to be in line with the conditions may mean you get rejected for the event.

To enter you must follow the following steps:

1. Log in, if not already done so.
2. Search and find the meet you are looking to enter.
3. Read all conditions and criteria to enter.
4. Click 'Enter Meet'.
5. Select the swimmer you wish to enter first. On the entry form there is a link directing you to the swimmer's times on the Swim England site for the last 12 months. This will open in another tab.
6. Select the club they wish to compete under (if they swim for multiple clubs).
7. Fill out the entry form as accurately as possible ensuring you meet the entry criteria.
8. Repeat for other swimmers.
9. Click add to basket.
10. At this stage you can log off and complete later, the items will stay in your basket. but you will not yet be entered. You can do this cross device also.

11. Or continue to basket and pay following the on-screen instructions.
12. Please be patient on the payment screen so you do not pay twice.
13. Once you have paid you will receive a confirmation email from both Swimming Events and Stripe (our payment processor). If you do not receive these please check your junk mail. All entries will be viewable under 'My Events' on the user dropdown.
14. When accepted by the organiser you will get a confirmation email listing the events you have been accepted/rejected for.

Withdrawals

If you wish to withdraw you may do so in the 'My Events' Section of your profile. You can only withdraw from an event if it is before the date of competition. If you withdraw before the entry deadline or other deadline set by the organiser, you will be refunded shortly back to your card payment method. If you miss their deadline, you may still withdraw, however the refund will be at the discretion of the organiser.

User Settings

Under settings you may change your avatar, name, email and password. When changing email please ensure it is accurate or you will not get any of the confirmation email or communications from the organisers.

Troubleshooting

We have worked hard to make the process as self-explanatory as possible but if you encounter any issues please first have a look at our FAQ's page. If you need further assistance you can email us using the contact form on the website.

Feedback

If you have enjoyed the experience and/or have anything that would make it better, please do let us know and we can work on a solution. We are constantly looking to improve the service and would love to hear your thoughts. If you have a moment, please leave us a review on Google or on Facebook!