

Q&A Swim Central Webinar

1. When will WA members be able to select WA clubs from the 'find a club' link?

Start of the new 23/24 membership season – September 1, 2023.

2. Will previous results from MSR be imported into this platform?

Yes, will be a staged transfer due to the huge amount of historical data.

Swimming WA will commence creating the event and uploading previous meet results once all the current season member data, including member profile and current season membership, has been successfully migrated into Swim Central.

3. Will all swimmer and club info be migrated from MSR to Swim Central?

Clubs will need to complete the set-up of their club information, the club EOI for Swim Central includes all the mandatory fields in preparation for the club to access.

Families will be promoted to renew via Swim Central and confirm their personal details, however results will be migrated across.

4. Do clubs set themselves up or is this done by Swimming WA?

Clubs to complete the setup of their club on Swim Central, however Swimming WA and the Swim Central team are here to help:

- Expression of Interest for club access on test platform of Swim Central (open now)
- “How To” Webinar on Swim Central Affiliation – 25th May @ 7pm.
- Face to Face Swim Central assistance – June TBC.
- “How To” Webinar on Swim Central Navigation – 19th July @ 7pm.

5. Do we need to do anything to have swimmers with MC classification to have their MC status added to their profile?

If your profile in MSR has a MC classification it should migrate across to Swim Central.

6. Will there be a consideration of a perpetual membership?

Not at this stage, memberships will expire 30th September. However other opportunities might arise for membership.

7. Can we complete club transfers on this new platform?

Yes. Swimming WA is working closely with the Swim Central team to ensure this process is smooth transition for our WA clubs.

8. There's state and national rankings – will there be league rankings?

Swimming WA is working closely with the Swim Central team to ensure this process is smooth transition for our WA clubs.

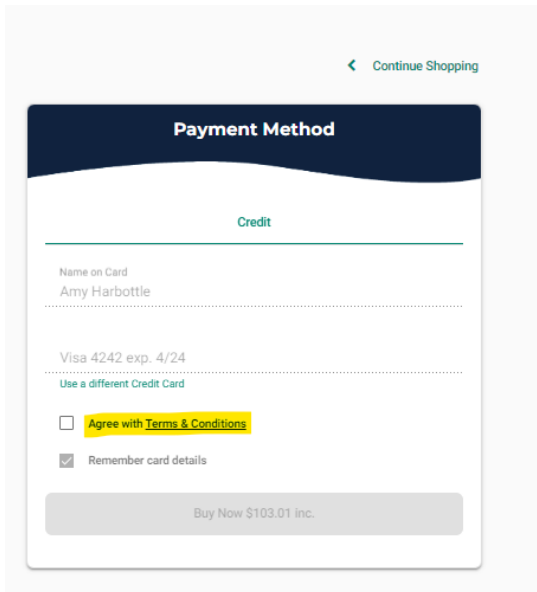
9. We will be able to correct information contained within personal profiles after 1 September? There will be certain fields you can correct after the member data has been migrated to Swim Central.

10. Will club records migrate across? And is there a function of Swim Central for club records?

At present, Swim Central does not possess club record data. However, your excellent proposal to include it will be conveyed to the Swim Central team.

11. Is the Terms & Conditions, 1 button accepts all, or can you have multiple acceptances?

There is a button available that allows you to accept all terms and conditions. If you choose to view the terms and conditions, they will be shown in hierarchical order, which may include Swimming Australia, State, and Club, depending on whether an entity has established their own terms and conditions.



12. Do members have a type? So we can separate Technical Officials, Committee members and Swimmers.

Yes, you will be able to select the appropriate product/s (membership) to purchase.

13. Can we extract a report of members medication conditions?

Swimming WA is presently collaborating with the Swim Central team to address medical information as there are privacy limitations.

14. Can you put a cap on attendees for a swim meet?

Yes. A club can set up an event with swimmer limits

15. Can we filter events so its only state based?

Yes.

16. Can we manage timekeeping rosters on this new platform?

Clubs hosting events are responsible for creating timekeeping rosters, you will be able to post the timekeeping roster to the event page for everyone to see.

17. What will the cost of the stripe payment requirement?

Stripe charges 3% at the time of sale to the purchaser. This is unable to be changed.

18. Will MSR transfer data across to Swim Central?

Previous results will be transferred however, it will be staged due to the amount of historical data.

19. Is there a subscription cost for families?

No! There is no subscription cost to Swim Central.

20. Can we upload our own club time trials?

Yes.

21. Can we populate relay teams based on times?

Yes. The system will automatically show your qualifying swimmers from fastest to slowest and calculate the team's time

22. When members renew will their existing data be in the new system?

All current season member data (member profile details, current season membership) is migrated into Swim Central prior to 1st September. Previous results will be uploaded in stages due to the large volume of data.

23. Technical official accreditation also nominations and other TO stuff?

Not at this stage. Swimming WA will continue to use MySwimResults for officiating and performance tracking for coaches.

24. Mail out function?

An administrator can generate an attendees list and extract member emails from it to input them into their email provider

25. Will documents such as birth certificates be kept in the system or removed once verified?

Once the birth certificate has been verified and no longer required by the club, the parent has the option to remove the certificate from Swim Central.

26. Do we set up a region account?

Yes, a region will complete the set-up of their account like a club.

27. Given the questions above. The better question might be what can't it do that MSR can?

The limitation is, Swim Central at this stage does not have the capacity for running open water events. Officiating accreditation, nominations capabilities are limited, also performance tracking that our coaches currently utilise in MySwimResults.

28. Will there be an app like MSR?

Swim Central is a mobile-friendly so you can use it on the go.

29. Will meetmobile be replaced as well or does that remain?

Meet Mobile is separate to Swim Central and can still be used.

30. Can an emergency contact list and medical issue report be downloaded of all members?

A club has the ability to export a report of their members, which includes emergency contact information. Similarly, a host club can export a report of attendees, which includes their emergency contact information. Swimming WA is presently collaborating with the Swim Central team to address medical information as there are privacy limitations.

31. How will transfers be handled?

Swimming WA is working closely with the Swim Central team to ensure this process is smooth transition for our WA clubs.

32. How does someone new register to come to the Club to be assessed before joining? We complete assessments by our Head Coach before advising someone to join the Club.

A club can set an eligibility document requirement for a club membership product, which the coach can provide after assessment.

33. We also run a swim school? We are running swimming lessons at NCSC - is it able to be managed through Swim Central?

Yes, they can