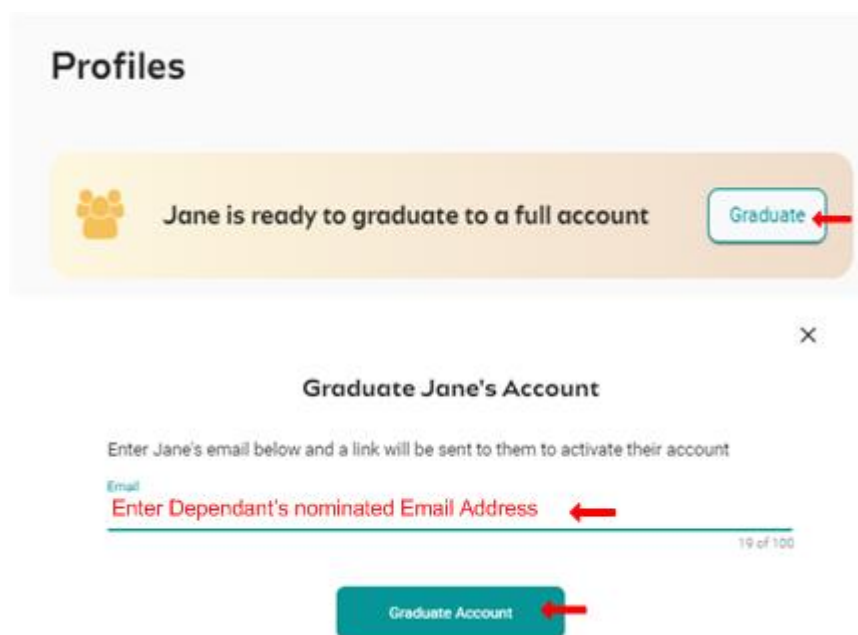


HOW TO GRADUATE A DEPENDANT - New 08/09/20

A dependant can be graduated once they are over the age of 18. This requires them to setup their own unique Swim ID (Email) and login details. Graduated dependants can be managed either, by the Principal Account Holder or the graduated dependent.

Once a child has come of age (turned 18) an alert will be triggered on the family dashboard. Select graduate and a pop-up screen will display. Enter the dependant's nominated email address and select 'Graduate Account'.



The screenshot shows a 'Profiles' section with a notification: 'Jane is ready to graduate to a full account' with a 'Graduate' button. Below this is a form titled 'Graduate Jane's Account' with the instruction 'Enter Jane's email below and a link will be sent to them to activate their account'. The form has a label 'Email' and a text input field containing 'Enter Dependant's nominated Email Address' with a red arrow pointing to the input. A 'Graduate Account' button is at the bottom of the form. A '19 of 100' character count is visible on the right side of the input field.

An email will be sent to the dependant where a bounce link will be provided to accept the invite to become a member. The graduated dependent will then need to complete the forgot password process, using their unique email address, before they can sign in for the first time.