HOW TO ACTION PENDING PAYMENTS – Revised 09/10/20

Sometimes payments end up pending due to system glitches or a delay in completing the transaction in that items were put in a trolley, but payment was not processed. This help guide is for Individual or Parent/ Account Holders to action payments stalled at the pending stage in Swim Central.

If you are an individual member not attached to a family group,
Login to Swim Central and select 'profiles' then 'Order History'.

If you are the Head of a family group.
Login to Swim Central and from your family **Dashboard** select the padlock at the top right corner and enter your PIN to **Unlock** your individual profile,
Unlocking your profile as the principal account holder enables you to action any pending payments for any profile in the family along with your own.
Select 'profiles' then 'Order History'
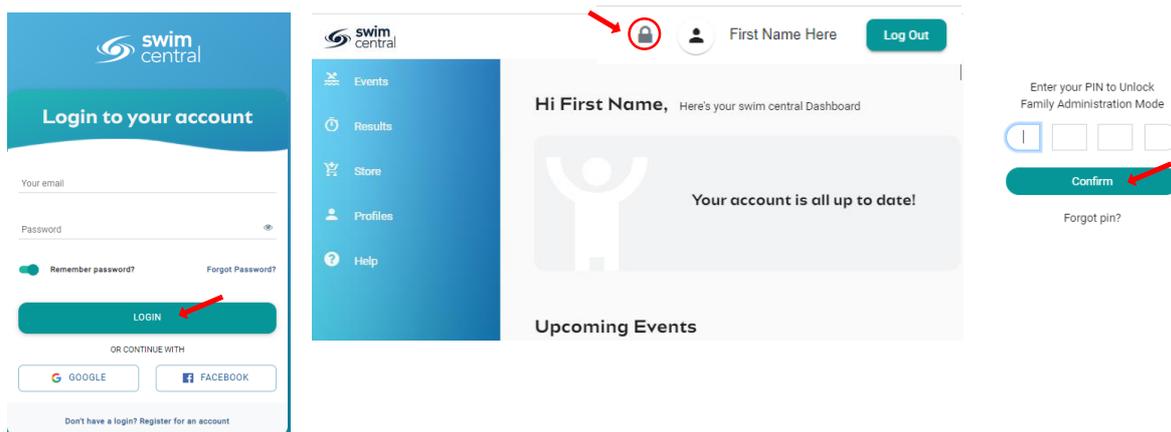
Filter your purchases list to see any Payment Pending items. Select the purchase that is pending on the left and the details will display on the right.

The details displayed will inform you of the purchase that is still awaiting payment completion (membership purchase, entry fees for a meet, etc).

From this screen select Make Payment and proceed with entering card details and confirming the purchase or Cancel the transaction to remove those items from 'Pending' status.