

How to Lapse a Member in Swim Central

Lapsing member accounts is no longer possible in Swim Central. The reason for this is, the member can maintain a relationship with an entity other than your entity. I.e. they may continue to have a relationship with the State or National body or even ASCTA.

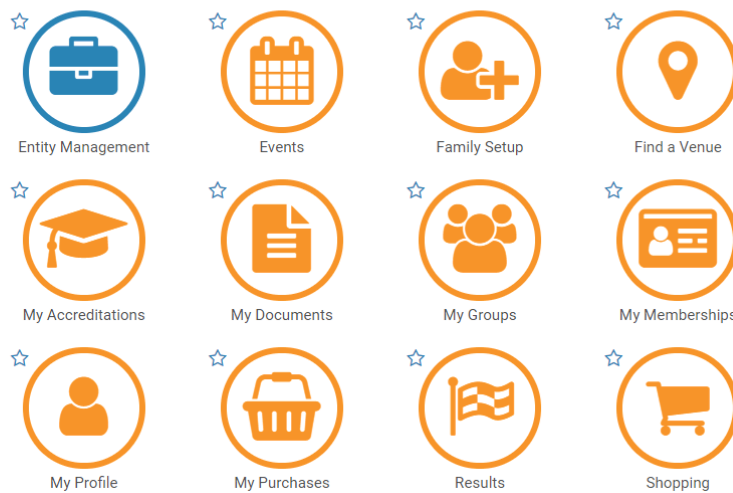
Instead you can force suspend or force expire the direct relationship with your entity and the member only.

Force suspend will suspend the relationship and membership benefits of that package until the toggle is reversed.

Force expiry will cancel the relationship and all membership benefits with the entity and member permanently. This cannot be reversed. The member will have to repurchase a package to obtain a new relationship with the entity.

Once you have logged into Swim Central, click on 'Entity Management'.

Welcome Home



On the left-hand side, select your entity, that the participant has a package with. Access the entity home.

Entity Selector

My Associated Entities

Search ✕ Clear Filter Pinnacle Pos. Only

A B C D E F G H I J K L M N O P Q R **S** T U V W X Y Z

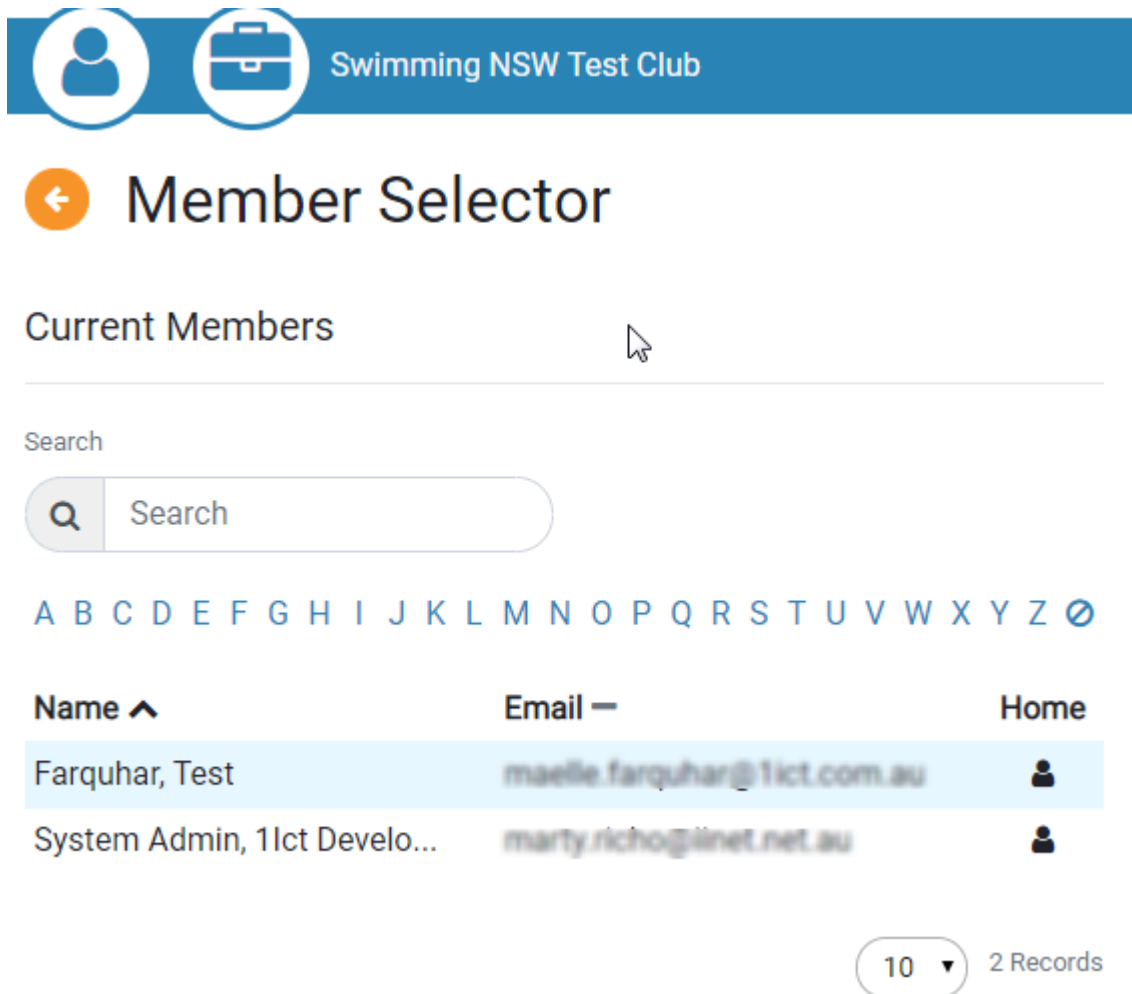
Name ^	State -			Home
Swim Club Emerton	NSW			
Swim Ininiti Club Inc	NSW			
Swimming NSW	NSW			
Swimming NSW Staff	NSW			
Swimming NSW Test Club	NSW			
Swimming North Coast Inc	NSW			
Swimming Victoria - Life ...	VIC			
Swimwest Swimming Club In...	NSW			
Sydney University SC	NSW			

Once on Entity Home- click the Members icon.

Entity Selector

- Members
- Approvals
- Messages
- Events
- Purchases
- Documents
- Reports
- Products
- Discounts
- Positions
- Venues
- Provision Document
- Groups
- Security
- Legal Terms

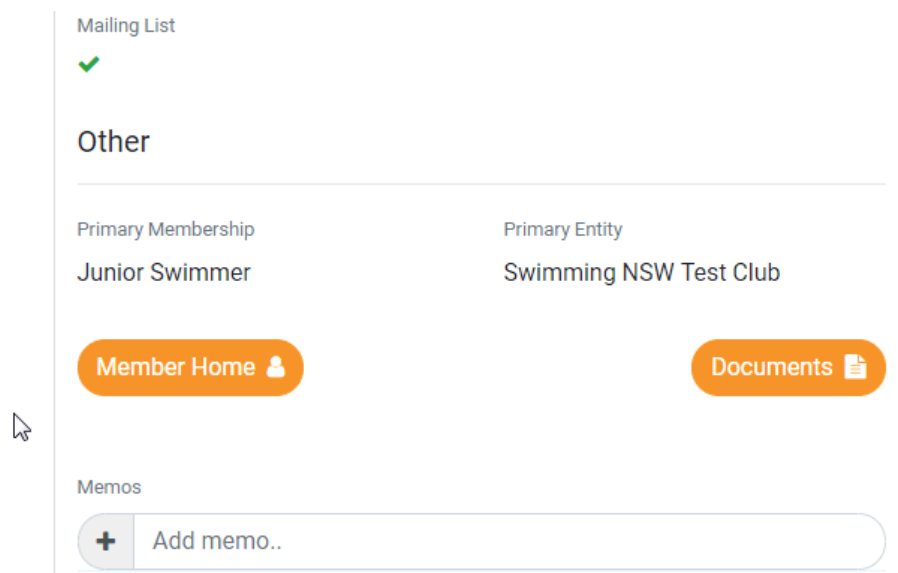
Using the Member Selector, search for the members name. Click on the Members name to access details.



The image shows the 'Member Selector' interface for the 'Swimming NSW Test Club'. At the top, there is a blue header with a person icon and a briefcase icon, followed by the text 'Swimming NSW Test Club'. Below the header is a large orange button with a left-pointing arrow and the text 'Member Selector'. Underneath, the section is titled 'Current Members'. There is a search bar with a magnifying glass icon and the text 'Search'. Below the search bar is a row of letters from A to Z, followed by a search icon. A table lists members with columns for 'Name', 'Email', and 'Home'. The first row is highlighted in light blue and shows 'Farquhar, Test', 'maelle.farquhar@1ict.com.au', and a person icon. The second row shows 'System Admin, 1lct Develo...', 'marty.richo@inet.net.au', and a person icon. At the bottom right, there is a dropdown menu showing '10' and the text '2 Records'.

Name ^	Email —	Home
Farquhar, Test	maelle.farquhar@1ict.com.au	
System Admin, 1lct Develo...	marty.richo@inet.net.au	

Scroll down and select 'Member Home' on the right-hand side of the screen.



The image shows the 'Member Home' interface for a member. At the top, there is a 'Mailing List' section with a green checkmark. Below that is an 'Other' section. Under 'Other', there are two columns: 'Primary Membership' and 'Primary Entity'. Under 'Primary Membership', it says 'Junior Swimmer'. Under 'Primary Entity', it says 'Swimming NSW Test Club'. There are two orange buttons: 'Member Home' with a person icon and 'Documents' with a document icon. At the bottom, there is a 'Memos' section with a plus sign and the text 'Add memo..'.

Select a member package on the right hand side and click edit.

Member View Members

Impersonation Links: Home, Library, **Membership**



Identity

Title	Ms	First Name	test
Last Name	Farquhar	Age	40

Memberships

Search: Search

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Membership Name ^	Expiry	State	
Junior Swimmer	30-09-2019		
Junior Swimmer	30-09-2019		

Note: An arrow points to the edit icon in the first row of the Memberships table.


Slide the relevant toggle to 'Force Expiry' or 'Force Suspension'.


Edit Membership

Membership Details

Product Name: Junior Swimmer 14 of 100

Expiry Date: 30/09/2019

Is Refunded (read only): 

Force Expiry: 

Force Suspension: