

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.

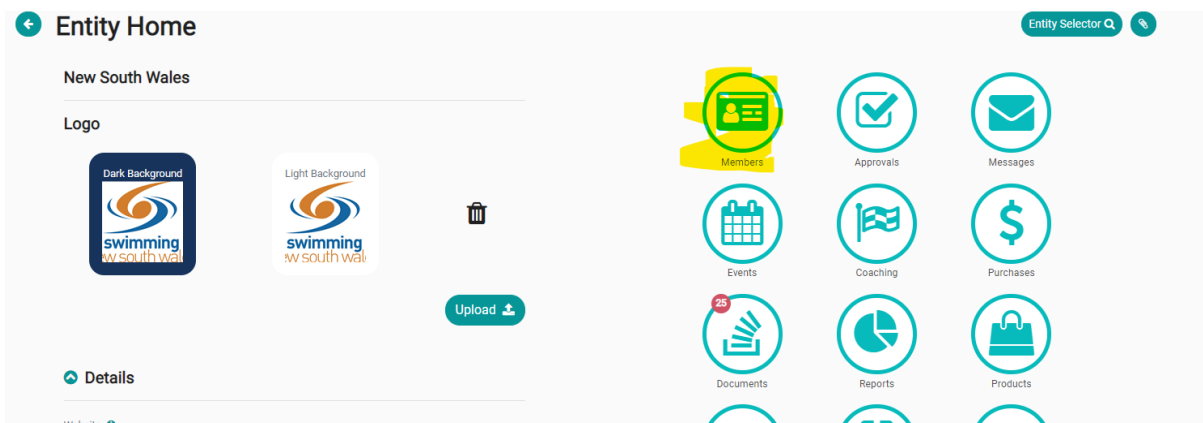
Instead you can force suspend or force expire the direct relationship with your entity and the member only.

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

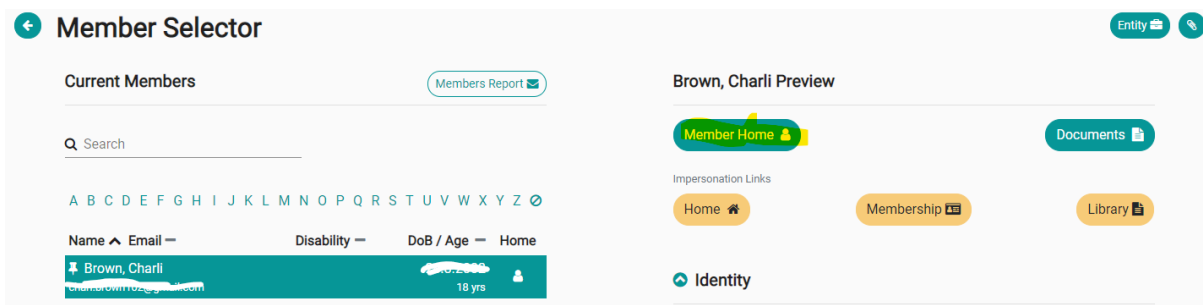
Force expiry will cancel the relationship and all membership benefits with the entity and member permanently. This cannot be reversed. The member will have to repurchase a package to obtain a new relationship with the entity.

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

Once on Entity Home- click the Members icon.



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



Select 'Member Home' on the right-hand side of the screen.

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

Member View

Brown, Charli

Impersonation Links: Home, Membership, Library

Identity

First Name	Last Name
Charli	Brown

Memberships | Groups | Cart

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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
Swimmer 9 Years & Over, 2020-2021 Manly Swimming Club Inc 19.9.2020	30.9.2021	[Edit]

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