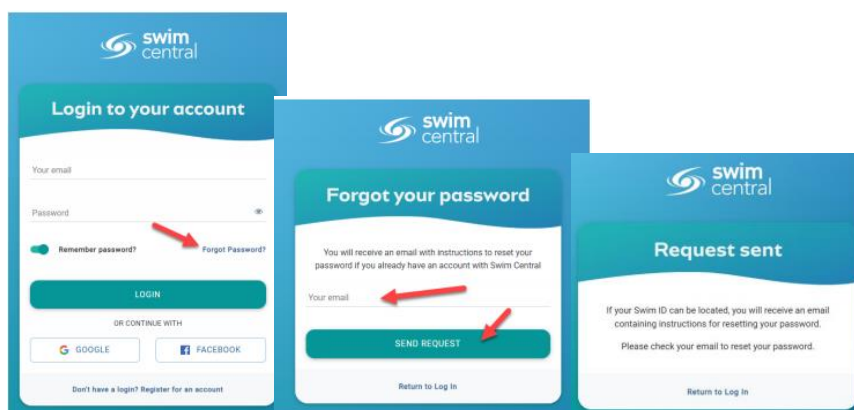


HOW TO RESET MY PASSWORD - Revised 08/09/20

If you're having difficulty logging in because you've forgotten your password or are unsure of your password, it's important that you don't re-register using a different email address. Simply follow the steps below to reset your password.

1. From the Swim Central login screen select the **Forgot Password?** Option.
2. **Enter your email** address that was used to set up your Swim Central account into the 'Your Email' field, and then select 'Send Request'. You will see a pop-up that lets you know the request was received



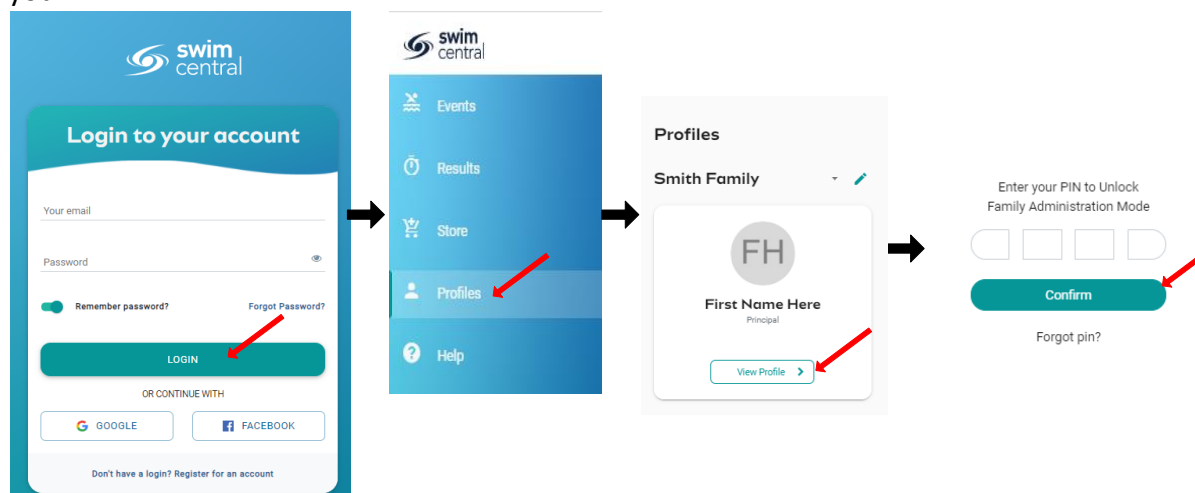
An email will be sent to you from noreply@swimming.org.au

***Please check your spam/junk folders if you do not see an email in your inbox within a few minutes.**

3. Confirm your email is valid using the 'Reset' button provided in the email.
4. This will open a 'Reset Password' screen within your internet browser. Enter your email address in the 'Your Email' field and then enter your desired password, then select 'Reset'. Your password will need to contain at least 8 characters, with at least 1 uppercase letter and 1 number.
5. You will be redirected to a 'Your password has been reset' screen once your password has been reset. Select 'Return to Log In' and complete the sign in process. You are now in Swim Central.

HOW TO CHANGE MY PASSWORD - Revised 08/09/20

Login to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel. Select 'View Profile', for the **Principal Account Holder Profile** and enter your PIN.



From the Profile Summary select the 3 dots in the top right and select 'Account' from the drop-down box. Select 'Change Your Password' then 'Update Your Password'. To confirm the change a message will display 'Your Password has been changed' Click on 'Return to Portal' to navigate back to your profile.

