

Swim School Portal User Guide

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The purpose of evidence submitted by swim schools is to demonstrate that the swim school has met the swim school minimum Governance criteria and in turn supports the development of the swim school. All information provided will be handled in line with Swim England Data Protection Policy. For the purposes of swim school this means information will remain confidential and will be viewed only by Swim England staff from the Learn to Swim Team and the Memberships Team with access to Swim School Portal.

Any queries regarding the Swim School Portal, swim school criteria and evidence please direct to swimschools@swimming.org

Operating System Requirements

The Swim School Portal runs using java script, you will need to enable this before you have full functionality of the site (this is usually automatically enabled through most internet browsers). Mac users may find problems with running the Swim School Portal in Safari. Downloading Google Chrome or Mozilla Firefox will resolve this issue. Windows users may find some functionality is not compatible with versions of Internet Explorer before version 10, in this instance run Google Chrome or Mozilla Firefox.

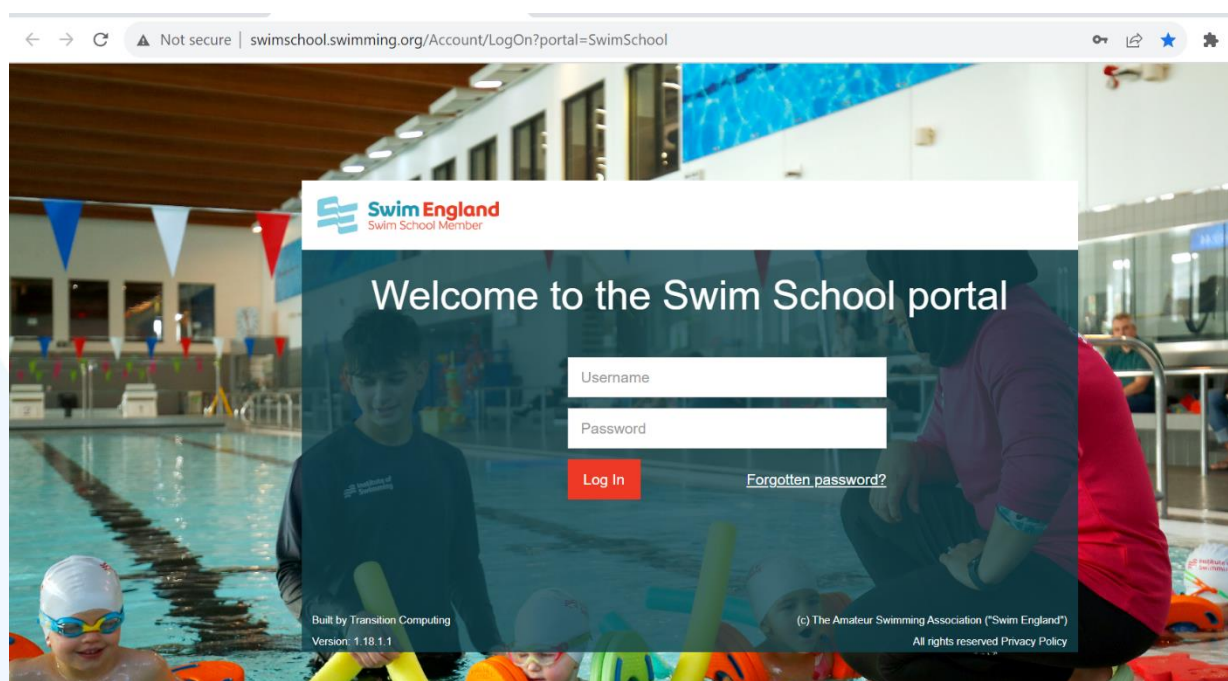
You can find assistance with running java script on windows computers [here](#).

Logging In for the First Time

Please follow the link <http://swimschool.swimming.org> to access the login page.

Username: username (provided to you via email)

Password: Password1 (on your first login)



- When logging onto the Portal for the first time, you will be asked to change your password - please choose something memorable. You will need to include both a capital letter and number in your new password.

In the event that you are unable to remember your password once it has been updated, click the forgotten password box on the front screen and an email will be sent to you with a temporary password. If this fails please contact swimschools@swimming.org for assistance.

Once you have successfully logged in, you will see the screen below. You will see the affiliation that your swim school has been assigned to.

- Member Summary
- Affiliation documents
- Users
- Resources
- Benefits

Affiliation Name	Status	Affiliation Date	Expiry Date	Lapsed Date	Withdrawn Date	Approved	Submitted	Review	Open	Action
SwimSchool Affiliation (UK)	In Progress					0	2	0	2	

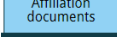
All Active Inactive

Overview

The 5 tabs you can see hold the following information:

Member Summary	This tab shows your current status as a Swim School. You will also be able to see the number of elements submitted, under review, or approved
Affiliation documents	This tab will show the new 5 elements to upload evidence against. You can also view previous affiliations from here including previous uploaded information. Element documents can be downloaded, amended and re-uploaded as well as having access to the templates
Users	This tab shows all members who have access to the Portal for your Swim School. If you need to add additional user to your account please email swimschools@swimming.org
Resources	This tab holds a library of useful resources to help you with your affiliation and important information about the Learn To Swim programme
Benefits	This tab holds information about your benefits and how to access them

Getting Started

- i. To view all swim school documentation criteria, click on  tab, this will turn blue once highlighted.
- ii. The screen below will appear.

UK Dolphins Test
SwimSchool Affiliation (UK)
In Progress

Member Summary Affiliation documents Users Resources Benefits

Open 1 Review 0 Submitted 3 Approved 1

Search:

Element	Title	Status
1	Swim School Public Liability Insurance	Submitted
2	Swim School Membership Personnel report	Open
3	Swim School Membership Emergency Procedures	Approved
4	Swim School Statement of Compliance Document	Submitted
5	Information about your swim school	Submitted

Showing 1 to 5 of 5 entries

Notes

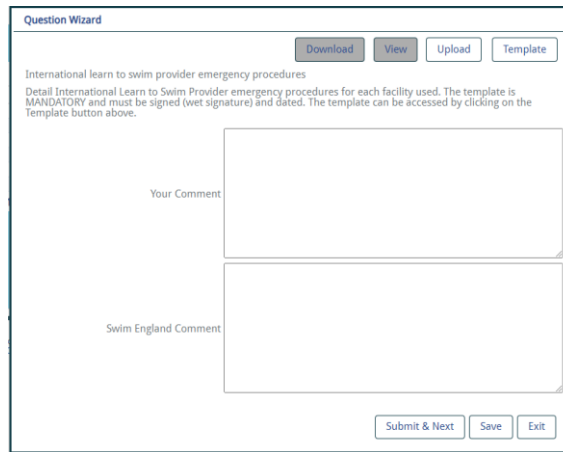
- i. The information boxes circled on the right gives an overview of the status of submitted evidence.
- **Open** – no evidence has been uploaded
 - **Review** – evidence has been submitted by the Swim School, but the Swim England officer has requested the evidence to be reviewed by the Swim School i.e. changes are required
 - **Submitted** – Evidence submitted for affiliation, awaiting approval from Swim England
 - **Approved** – Evidence which has been approved by Swim England

Users

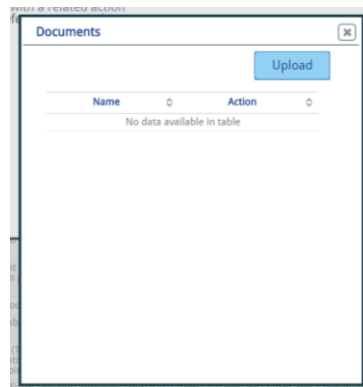
This tab shows who has access to the portal. If you require anyone else to upload evidence from your Swim School please email swimschools@swimming.org

Uploading Evidence

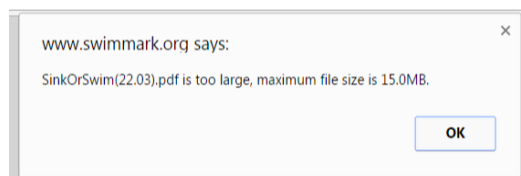
- Click on the tab. Affiliation documents
- The list of elements will appear.
- Click anywhere on the line of the element you wish to view, this will open the element.
- As shown below the options provided are:
- Download – this allows you to download a piece of evidence from the last affiliation in order to amend it and re-upload.
- View – view a document which you have saved/submitted against the element.
- Upload – attach evidence to the element.
- Template – shows templates and guidance provided by Swim England to assist you with your affiliation.



- i. To upload evidence select the upload button in the question wizard and then the documents screen as shown below.



- i. When uploading evidence you can select most file types such as word, excel, pdf etc.
- ii. A pale orange box will provide a percentage complete for upload and show you it is in progress.
- iii. Once completed the box will list the file name. You are able to upload as many documents as necessary; however these must not exceed 15MB in size. To view the size of the file right click on the document on your computer and it will advise the size prior to upload.
- iv. If your file is too big you will get a notification box to advise the document you are trying to upload is too large (see below).

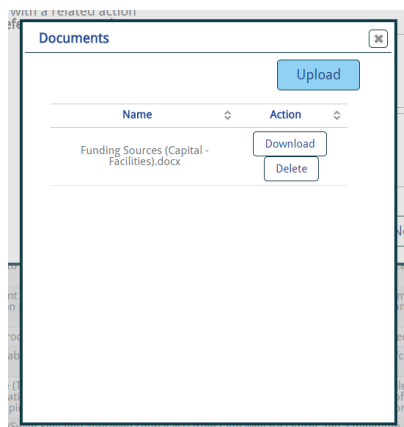


- ii. The “Your Comment” box is available for you to send a brief comment to the Swim England Officer, regarding the specific evidence you have uploaded. Please use the format: current date, a comment (maximum length 2 lines), followed by your name.

Example: 01/01/21/ Your Comment/Your Name

Upload Errors

Should you upload a document in error or wish to change content once it has been uploaded, you can delete any document you have uploaded by simply selecting upload on the Question Wizard and then delete.



However, the following rules apply:

If you have submitted a piece of evidence, by clicking the submit button, the Swim England Officer will be required to change the status to review in order for you to be able to amend/upload over the top.

Changes cannot be made to documents direct from the upload screen; to do this use the "download" button from the Question Wizard. The site holds a copy of the document with the main document being located on your computer.

Approval of Evidence

An allocated Swim England Officer will be responsible for approving the evidence uploaded for your swim school. **For renewals, evidence should be uploaded no more than 3 months prior to the affiliation renewal date.**

- i. Approved – this confirms that the evidence uploaded has been approved for the swim school elements.
- ii. Review – this advises that the evidence needs review. The Swim England Team will provide a brief reason using the Swim England comments box or alternatively call/email to discuss what changes/improvements are required.

When all 5 elements are approved by the Swim England Team these will show as approved when you look at the overview.

Retaining Affiliation

Your swim school is required to submit evidence each year at renewal to retain swim school affiliation (regardless of whether evidence is being re-used).

Your swim school will need to complete all elements at start of their membership and each year at renewal.

Open 2 Review 0 Submitted 2 Approved 1

Search:

Element	Title	Status
1	Swim School Public Liability Insurance	Open
2	Swim School Membership Personnel report	Open
3	Swim School Membership Emergency Procedures	Approved
4	Swim School Statement of Compliance Document	Submitted
5	Information about your swim school	Submitted

Showing 1 to 5 of 5 entries

Notes

- i. You can upload evidence to the 'in progress' affiliation 3 months before your renewal due date, which will then be reviewed and approved by the Swim England Team. If there is a problem with the evidence the team will set it to review and include a comment in the box to advise what is required.
- ii. If you wish to reuse a document from your previous submission please select the download button - this will allow you to download, amend as necessary and re-upload. If you wish to simply amend the existing document select the download button which will allow you to download, amend and then re-upload.

FAQ's

Q1) Do we have to register on the Swim School Portal?

When the portal was launched, Swim England sent correspondence to all Swim School members advising them about the portal access. Each swim school owner/manager can access the site using their Swim England user name, alongside the default password (Password1) which should be changed to something memorable.

Q2) I can't remember my password, what do I do?

Please select the "forgotten password" button on the front screen and if this fails contact swimschools@swimming.org.

Q3) What types of files can I upload?

The portal will accept standard Microsoft formats such as word and excel as well as picture files such as gif and jpeg. If you have the ability to PDF documents it would be useful to keep your club user area storage to a minimum.

Q4) I am having issues uploading evidence?

All main file types are accepted on the portal. Please check that the document does not exceed 15MB as this will issue an error message due to the document being too large.

Q5) Can only one person access the portal?

You can have as many people as you wish with rights to access the swim school resource for your swim school. This means it can be a shared role and not the commitment of just one

person. They will need to be members registered via the Online Swim School Management System (SSOMS).

Q6) I have submitted a piece of evidence but I'm unable to view it?

You may have clicked save instead of submit, please click submit and the information should appear.

Q7) I am having problems accessing the site, what should I do?

Please contact swimschools@swimming.org for assistance with the site.

Q8) Is the portal compatible on MAC, iPad etc?

Yes, the site has been tested across Windows and Mac applications, however when using a Mac please ensure that you have the capacity to view Office document which can normally be done using Preview.

Q9) I am having problems viewing the Swim School Portal (I am using Internet Explorer)

The site has been robustly tested across all web browsers; however there are many different versions of Internet Explorer and users may have issues reading all the script. Google Chrome and Firefox seem to function better so try to download these and see whether it helps.