

HOW DO I UPGRADE TO COMPETITIVE MEMBERSHIP?

Members who hold a recreational swimming membership can upgrade to a competitive membership at their club by following the steps below. The way the upgrade process works is to purchase the NEW membership product, transfer from the OLD membership product and an automatic refund will happen in the background of the OLD membership.

[CLICK HERE TO ACCESS SWIM CENTRAL](#)

STEP 1. SIGN IN & CHOOSE THE RIGHT FAMILY MEMBER

- Navigate to Swim Central in your device's internet browser.
- Select 'Sign In' and complete the sign in process.
- Select yourself and ensure you **unlock the family administration pin**.
- Select the family member you need to upgrade, this will initiate impersonation.

STEP 2. PURCHASE THE NEW MEMBERSHIP PRODUCT

- Select their 'Shopping' tile.
- Search for the club and select the NEW membership product.
- You will see a preview; ensure you have selected the correct membership product.
- Select the 'Add to Trolley' button at the bottom of the page.
- Checkout by clicking 'Go to Trolley' or using your 'Shopping Trolley' in the navigation bar.
- Ensure you proceed through all confirmation screens.

STEP 3. COMPLETE UPGRADE

- From the 'My Memberships' tile of the member who is upgrading.
- Select the **OLD membership product** and select the 'Transfer' button if this button is not visible contact your state administrator
- From the right hand side list, select the **NEW membership product**.
- A 'Request Transfer' pop up window will display, ***confirm details are correct*** and select the 'Continue' button.

Please ensure you stop and [contact us](#) for further assistance if this is not displaying correctly.

A refund of the original recreational swimmer membership will happen automatically within Swim Central and should be received within ~10 days (depending on your bank's processing time).

[Need further help? You can find other help files on our website here.](#)