

## **HELP INSTRUCTIONS FOR USA SWIMMING MEMBERSHIP REGISTRATION**

Before contacting USA Swimming, please contact your Club Registrar 1<sup>st</sup>. If they cannot help, contact your LSC Registrar. If they cannot help you, send an email to [support@usaswimming.org](mailto:support@usaswimming.org) and create a help ticket. Especially if it has to do with the inability to find your member ID.

Please be aware that your swimmer will need to be a member of your account. Follow these instructions to link their member IDs and the registration process.

### **Account Creation for Existing USA Swimming Members (e.g.: athletes, officials, non-athlete members)**

**Even existing members need to create a new account to access their new member dashboard. During account creation, existing USA Swimming members must link to their NEW USA Swimming ID.**

You will enter and link to your new USA Swimming ID when you create your new account. Once you have entered and linked your new USA Swimming ID, all historical registration data will be automatically transferred and synced to your new account. This includes items such as times, certifications, Athlete Protection Training (APT) status, Background Check status and account permissions.

1. Members can request and receive their new USA Swimming ID by following these steps:
2. Select “Existing Member” when creating your new account.
  - a. Request your new USA Swimming ID be emailed to you.
  - b. This action will send your new USA Swimming ID to the email on file in USA Swimming’s old member database.
  - c. The email currently on file, that will receive the new ID, may be different than the email entered/used during your new account creation – please check all your email addresses, junk folders, etc.
  - d. The email on file, that will receive the new ID, may be missing, incorrect or outdated. If you do not receive the email with your new ID, it is likely that your email address is incorrect in the old database. Users that do not receive their new USA Swimming ID via email should proceed to the third step.
3. If you do not receive an email with your new USA Swimming ID, please reach out to your Club. Your Club Admin has access to search in SWIMS, where they can find and share your new USA Swimming ID.
  - a. Once you receive your ID from your club, you can proceed with your account creation.
  - b. Existing members should not proceed with account creation until they have entered their new USA Swimming ID. Proceeding without linking to your new ID will create an account without any record of membership requirements, certifications, times, etc. and you will not have access to your USA Swimming membership dashboard.

Note: In the new account creation process, users are also emailed a Ping verification code. The Ping verification code is not your new USA Swimming ID. The verification code will go to the email used when setting up your new account, not the email stored in the old database. The verification code and the new USA Swimming ID may be emailed to different email addresses.

Click [here](#) for a video tutorial of the account creation process for existing USA Swimming members.

Also, check these videos if applicable:

Creating an Account for Parents - <https://www.youtube.com/watch?v=oR9RDM-ShhY>

Creating an Account for Existing Members - <https://www.youtube.com/watch?v=kDxwiiTjP18>

Registering using OMR - <https://youtu.be/hGKDeHeWhzY>