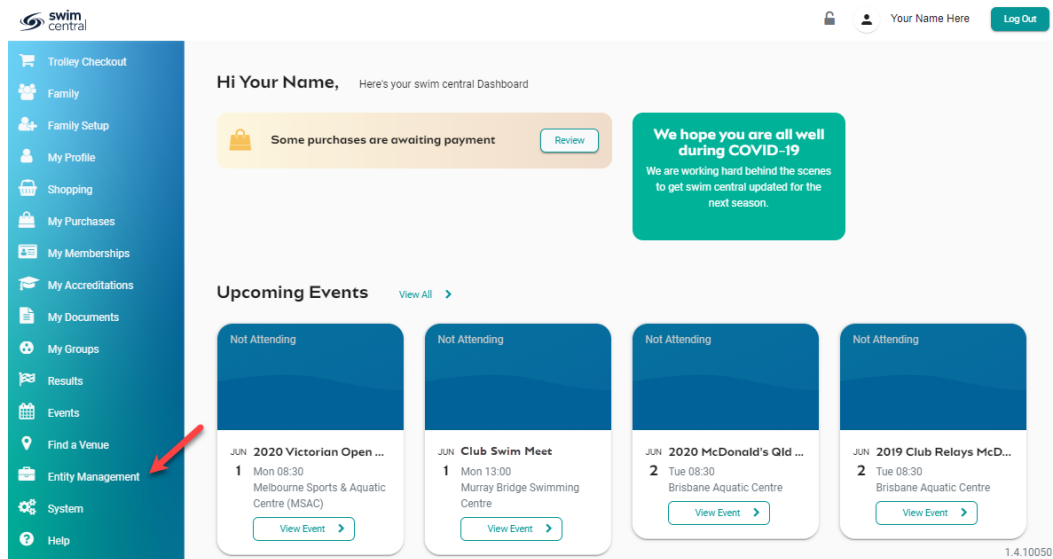


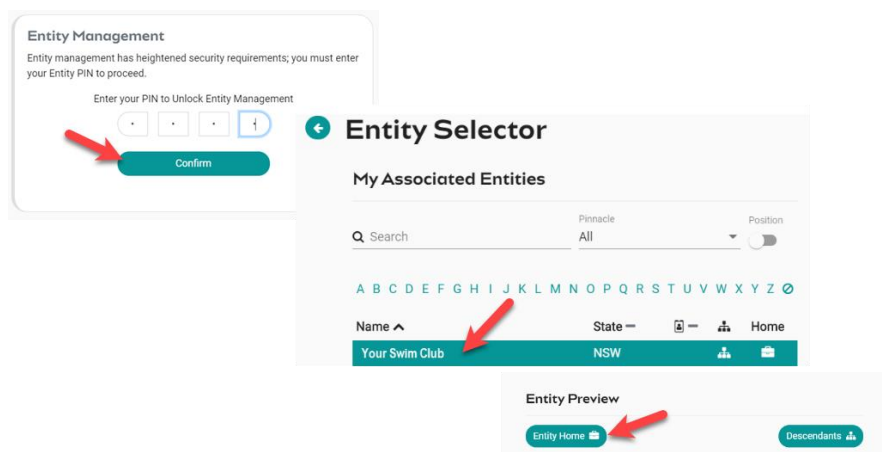
HOW TO VIEW A LIST OF MEMBERS WHO HAVE NOT RENEWED

This help guide is for **Club Administrators** wanting to see a list of Club members who have not yet renewed for the new season.

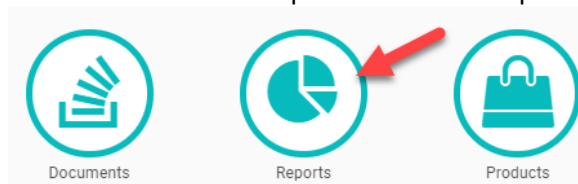
Login to Swim Central and **Unlock** your principal profile. From your dashboard home screen, select **Entity Management**



Enter your entity PIN and select **Confirm**, highlight/select your Club, and then select **Entity Home** from near the top right-hand side of the screen.



Select the **Reports** icon to view a few reports that are set up to run on demand for the Club.



Select the **Expiry** report to view a list of memberships about to expire or expired.

This report view shows active and expired members for your entity dating back 18 months from the current day. The **relationship** dropdown filters are explained as follows:

- All** – Displays all members in an entity AND their direct descendants
- Show Directly Related** – Displays only members in that entity

The **status** dropdown filters are explained as follows:

- All** – Displays all members of the entity for the last 18 months
- Currently Active** – Shows only members with a current membership product
- Expired last 30 days** – Shows only those members who have expired within the last 30 days
- Expired last 18 months** – Shows only those members who did not renew within the last 18 months of run date of the report.

Active linked Icons located to the right of member names allow you to ‘Go to Member Home’ and/or ‘Impersonate’ active members. For expired members you have the option to ‘Go to Member Home’ to view details.

The **Expiry Report** can be queued and emailed to you for external data evaluation/handling. The export report contains the following fields:

First Name	Product	Email
Last Name	Membership Status	Mobile Phone
Gender	Membership Expiry Date Time	Family Group Name
Age	Days Left	Participant Id

To assist expired members with re-joining, follow these steps:

From your home screen, select **Entity Management > Enter Entity PIN > Select your Entity > Entity Home > Purchases**

In the search field, select **Single +** then type the **name of the expired member** into the search field. The search field will allow you to search for anyone who was ever a member within Swim Central.

You can then select the membership and provide the purchase order to the member. When they log back in, they will see an alert on their dashboard home screen that says ‘Some Purchases are awaiting Payment’. If they click **Review**, they will be taken to their *Purchases* where they will see a Payment Pending status, select the item and then **Complete Payment** from the details on the right.