



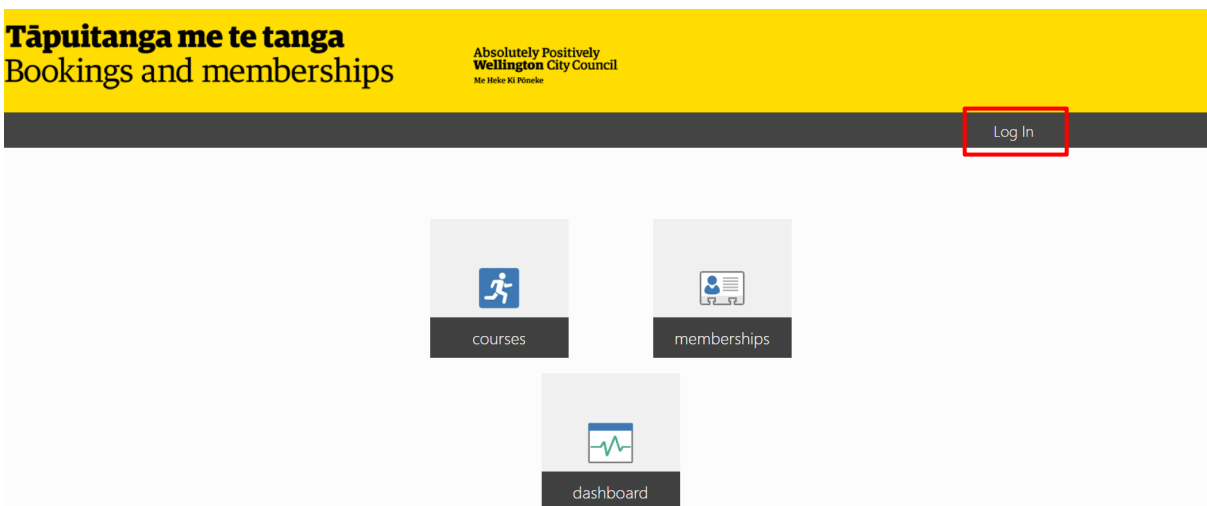
# Manage your enrolment online

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## Create an account

Go to [bookings.wellington.govt.nz](https://bookings.wellington.govt.nz) and click on **Log In** at the top right of your screen:



On the 'Log In' screen, click on the **Create Account** option.

The screenshot shows a 'Log In' form with the following elements: a title 'Log In', a text input field for 'Membership Number or Email Address \*', a text input field for 'Password \*', a checkbox for 'Remember Me', a green 'Log In' button, a red-bordered link for 'Create Account', and a link for 'Forgot Your Password?'.

On the 'Create Account' screen, enter your date of birth.  
We need to check your age as only adults 18 or over can create an account.

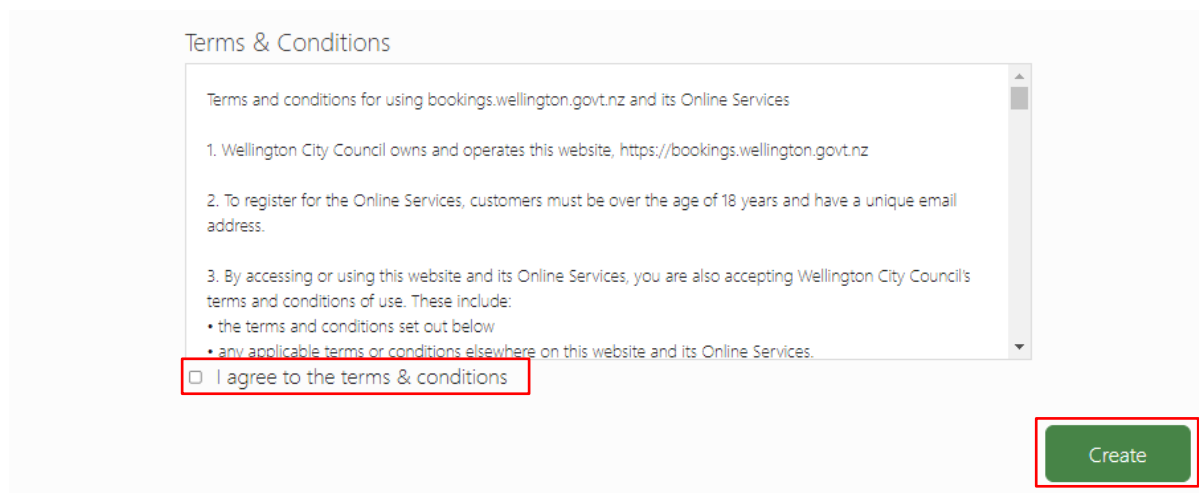
The screenshot shows a 'Create Account' form with the following elements: a title 'Create Account', a sub-header 'Once you complete the following form, you will receive an email with instructions on how to proceed.', a red-bordered date selection field for 'Date of Birth \*' (with DD, MM, YYYY boxes and a calendar icon), and a text input field for 'Membership Number or Email Address \*'.

Enter an email address.

**If you are an existing Swimwell customer:** You **must** use the email address you registered with us (this is the email address where you receive emails from SwimWell). If you use a different address to the one on your profile, a duplicate profile will be created and the children linked to your account will **not** show.

This screenshot is identical to the previous one, showing the 'Create Account' form. The red box now highlights the 'Membership Number or Email Address \*' text input field.

Read and agree to the terms and conditions and click on the **Create** button.



The screenshot shows a 'Terms & Conditions' dialog box. The title is 'Terms & Conditions'. The content includes the following text:

Terms and conditions for using bookings.wellington.govt.nz and its Online Services

1. Wellington City Council owns and operates this website, <https://bookings.wellington.govt.nz>
2. To register for the Online Services, customers must be over the age of 18 years and have a unique email address.
3. By accessing or using this website and its Online Services, you are also accepting Wellington City Council's terms and conditions of use. These include:
  - the terms and conditions set out below
  - any applicable terms or conditions elsewhere on this website and its Online Services.

At the bottom of the dialog box, there is a checkbox labeled 'I agree to the terms & conditions' and a green 'Create' button.

### What happens next

Next, you'll be asked to create a password.

If you set up an account with the email address you currently use for SwimWell, you'll be asked to create a password and you'll be good to go.

If you are a new SwimWell customer, you'll be asked to create a password and you'll also need to enter your contact details.

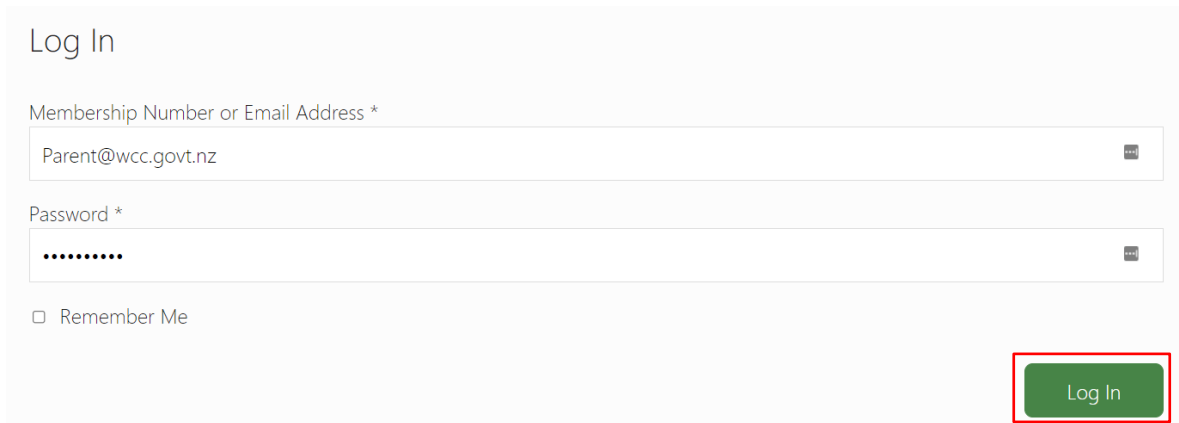
We'll send you a confirmation email. Please check your junk or spam folder if you don't see the email.

If you don't receive a confirmation email, or if you have any questions, please email [swimwell@wcc.govt.nz](mailto:swimwell@wcc.govt.nz) and we'll check your SwimWell account for you.

## Log into your account

Log in as the **parent** for your child using your parent account details.

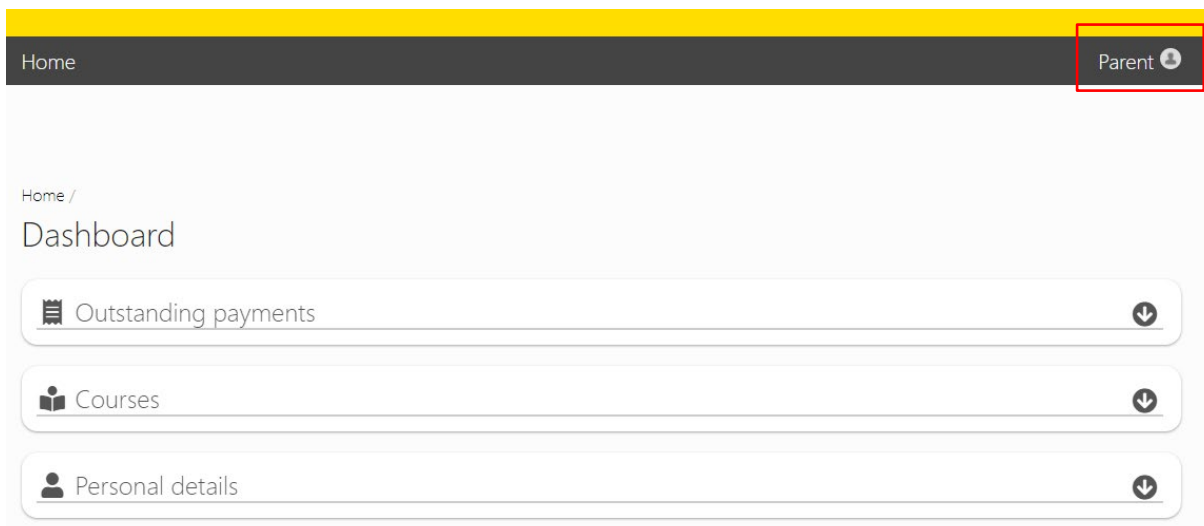
Enter your email address to log in and click on the **Log In** button.



The screenshot shows a 'Log In' form with the following elements:

- Title: Log In
- Field 1: Membership Number or Email Address \* (containing 'Parent@wcc.govt.nz')
- Field 2: Password \* (containing '.....')
- Checkbox:  Remember Me
- Button: Log In (highlighted with a red box)

On the top right corner, check if you see your **parent** details.



The screenshot shows a user dashboard with the following elements:

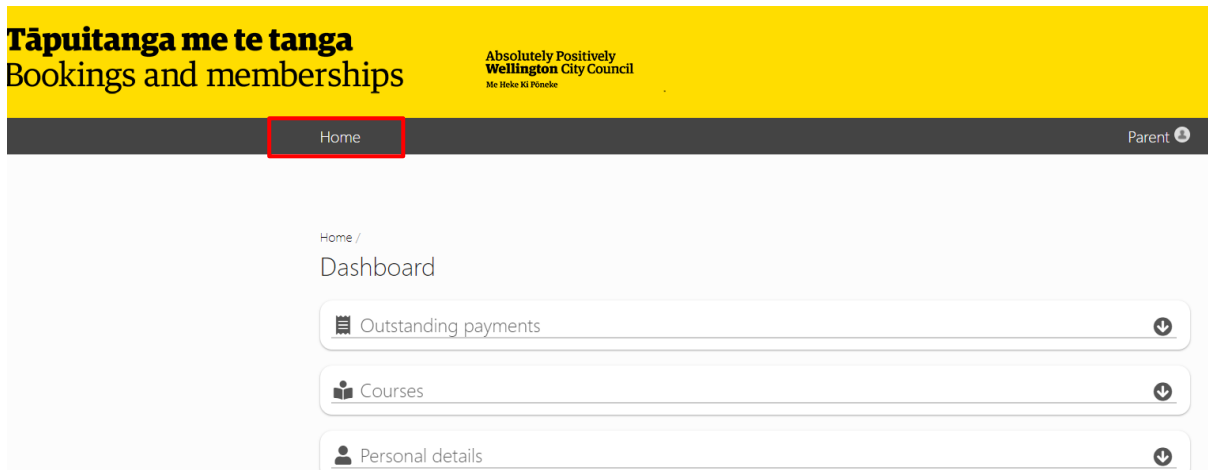
- Header: Home (left), Parent (right, highlighted with a red box)
- Breadcrumbs: Home / Dashboard
- Menu items: Outstanding payments, Courses, Personal details (each with a dropdown arrow)

If you see your child's details instead, you need to change to your parent account. See [how to switch between user accounts](#).

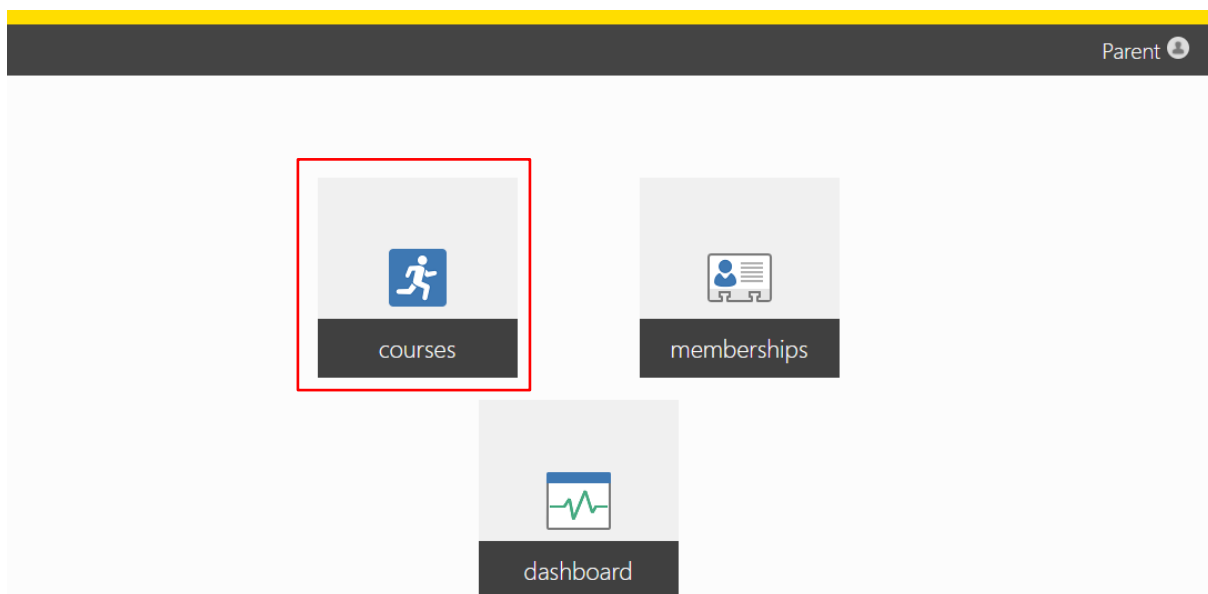
## Change the day and time of your child's course

Make sure you're logged in under your account as the **parent or caregiver** for your child (if you see your child's account instead, see [how to switch between user accounts](#)).

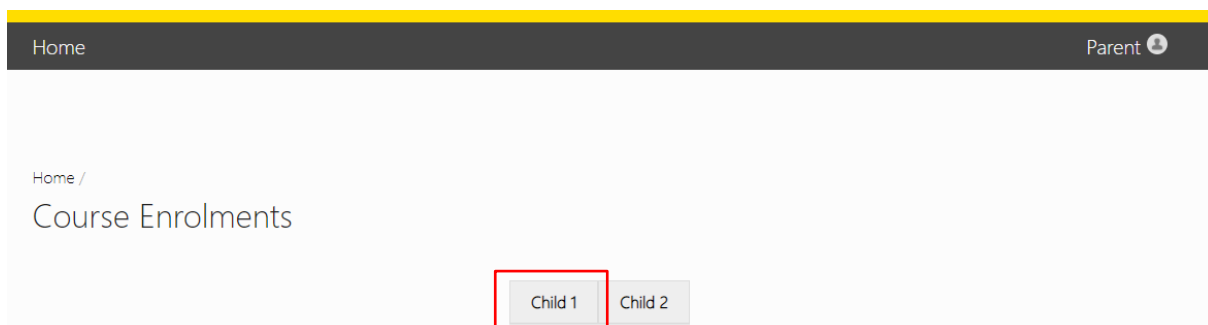
Click on **Home**:



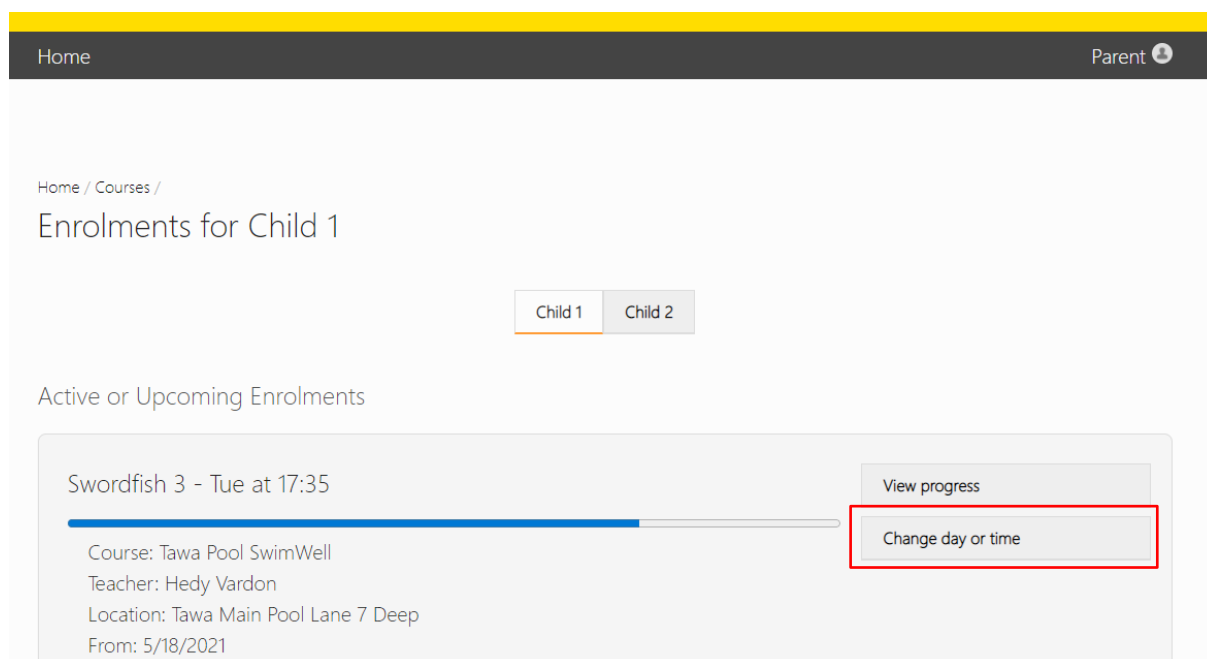
Click on **Courses**:



On the 'Course Enrolments' screen, click on the name of the child for whom you want to change the course date or time:

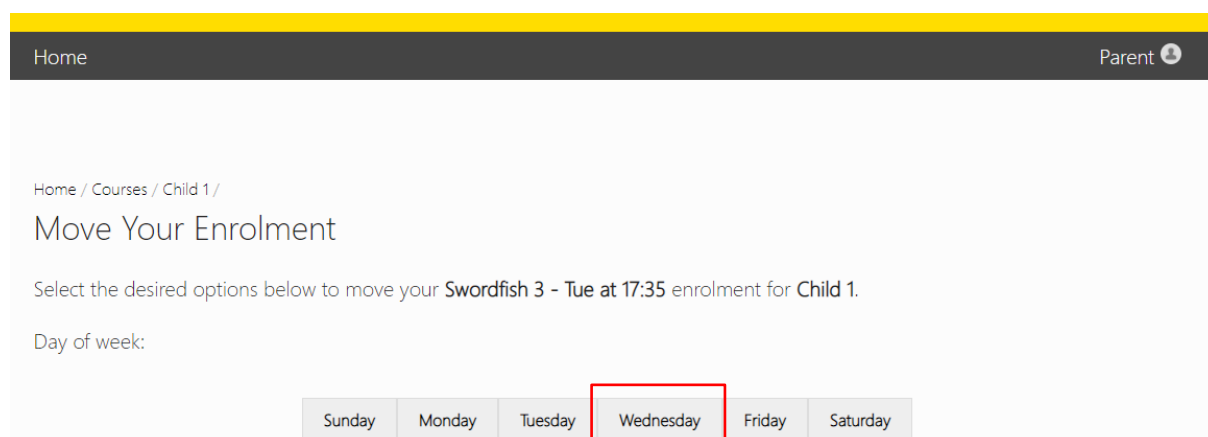


On the 'Enrolments' screen for your child, click on **Change day or time**:

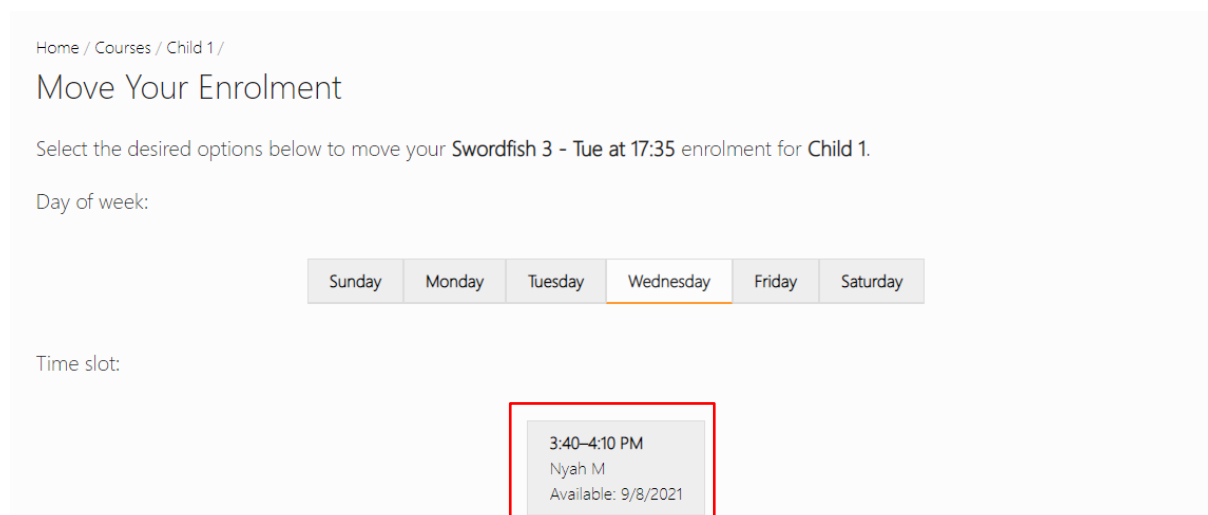


On the 'Move Your Enrolment' screen:

Select the new day:



Select the new time:



Select the start date:

Home / Courses / Child 1 /

### Move Your Enrolment

Select the desired options below to move your **Swordfish 3 - Tue at 17:35** enrolment for **Child 1**.

Day of week:

Sunday	Monday	Tuesday	Wednesday	Friday	Saturday
--------	--------	---------	-----------	--------	----------

Time slot:

3:40–4:10 PM Nyah M Available: 9/8/2021
---

Start date:

Wednesday, September 8, 2021 2 spaces available	Wednesday, September 15, 2021 2 spaces available
--	---

Click on the **Confirm Move** button:

Home / Courses / Child 1 /

### Move Your Enrolment

Select the desired options below to move your **Swordfish 3 - Tue at 17:35** enrolment for **Child 1**.

Day of week:

Sunday	Monday	Tuesday	Wednesday	Friday	Saturday
--------	--------	---------	-----------	--------	----------

Time slot:

3:40–4:10 PM Nyah M Available: 9/8/2021
---

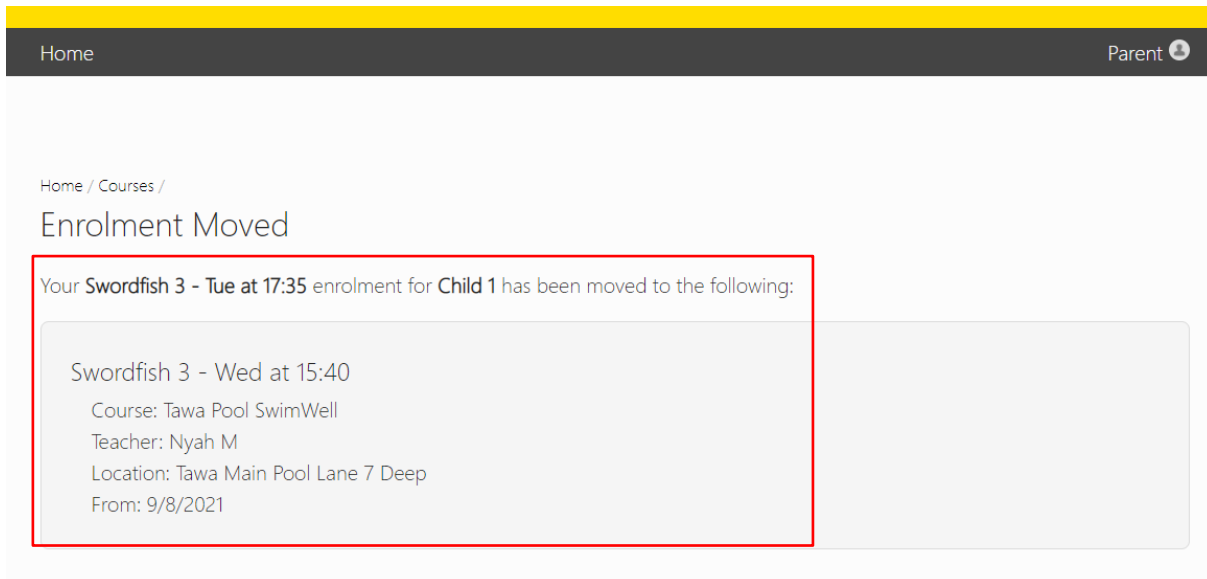
Start date:

Wednesday, September 8, 2021 2 spaces available	Wednesday, September 15, 2021 2 spaces available
--	---

You have selected to move class times starting **Wednesday, September 8, 2021** at **3:40–4:10 PM**.

**Confirm Move**

On the 'Enrolment Moved' screen, you should then see the new day, time, and start date for your child:



### **Confirmation of the course booking change**

We'll send you a confirmation email. Please check your junk or spam folder if you don't see the email.

If you don't receive a confirmation email, or if you have any questions, please email [swimwell@wcc.govt.nz](mailto:swimwell@wcc.govt.nz) and we'll check your course booking for you.

### **Changing the day, time and start date for another child**

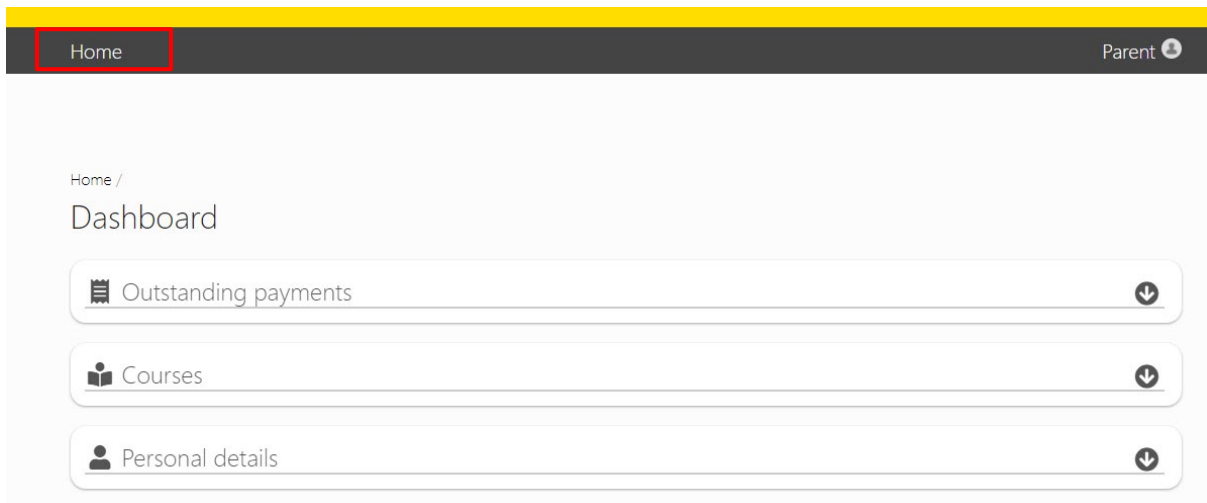
If you have more than one child for whom you want to make a course change, please repeat the steps above.



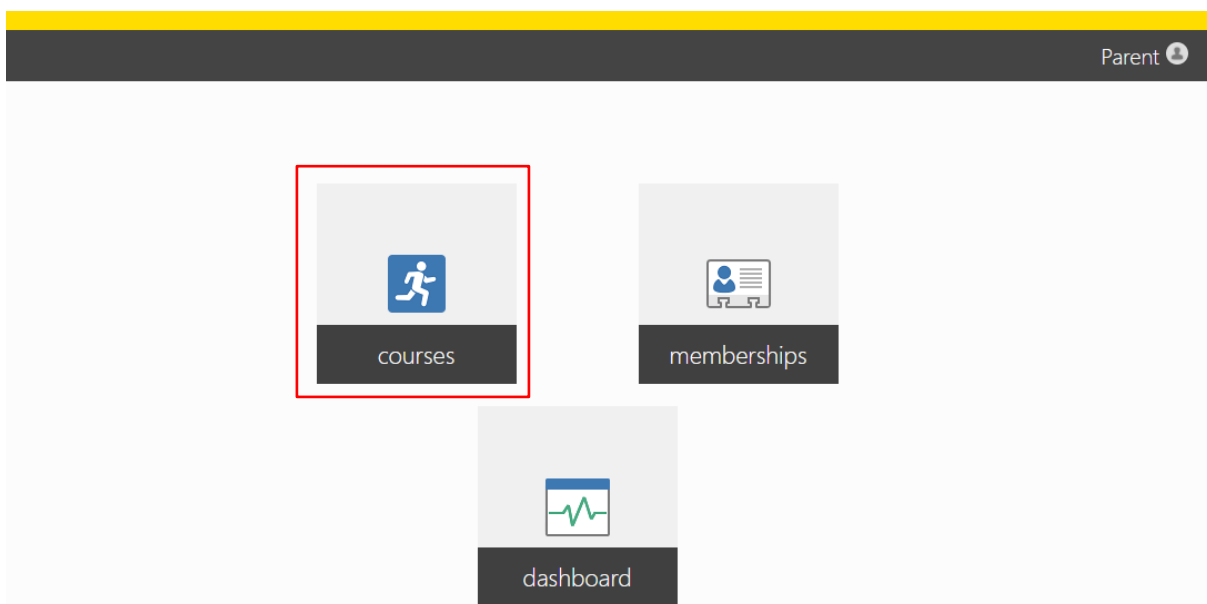
## View the progress of your child

Make sure you're logged in under your account as the **parent or caregiver** for your child (if you see your child's account instead, see [how to switch between user accounts](#)).

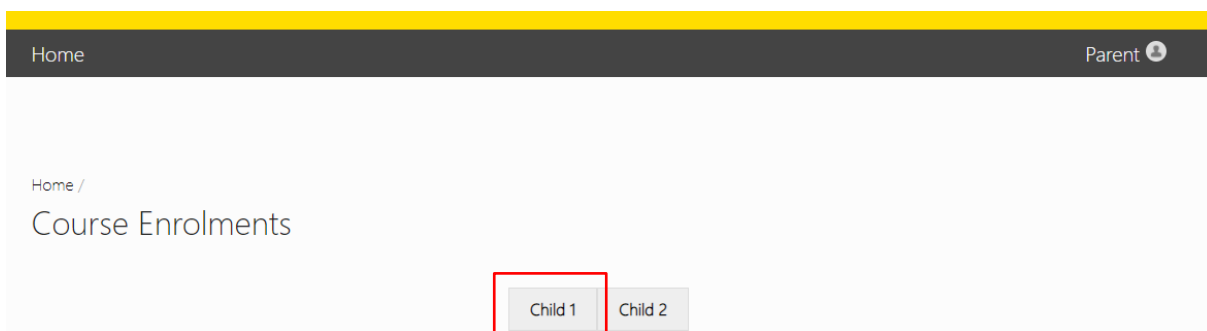
Click on **Home**:



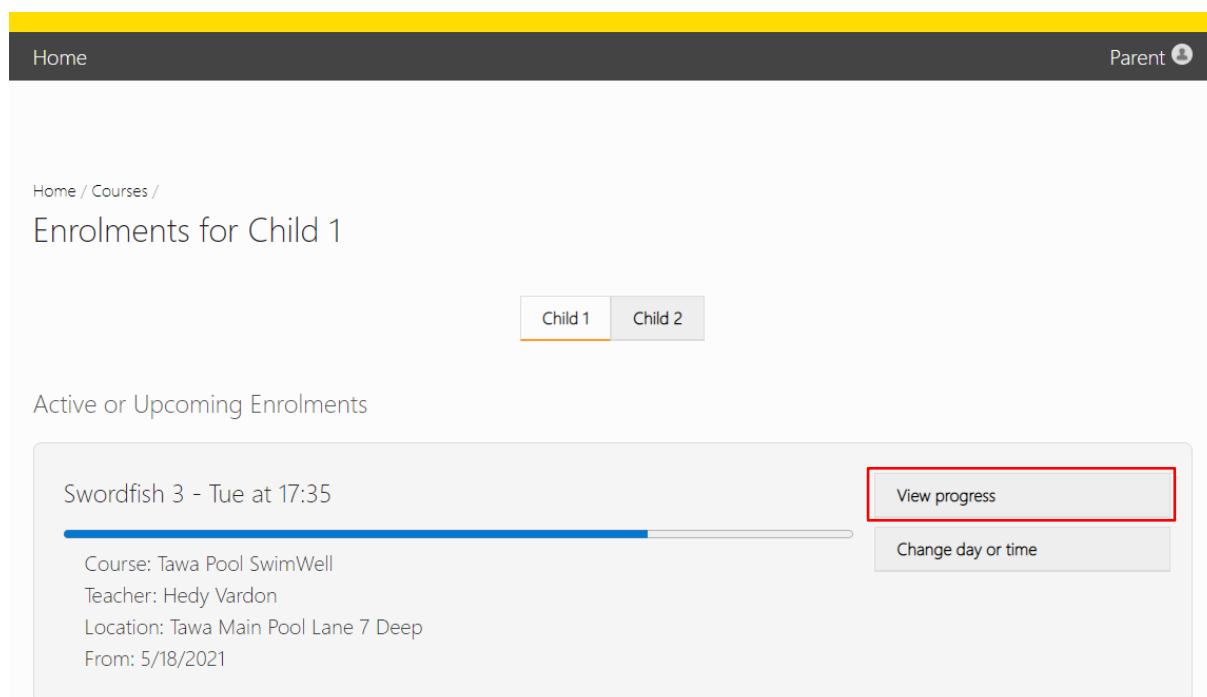
Click on **Courses**:



On the 'Course Enrolments' screen, click on the name of the child for whom you want to view their progress:

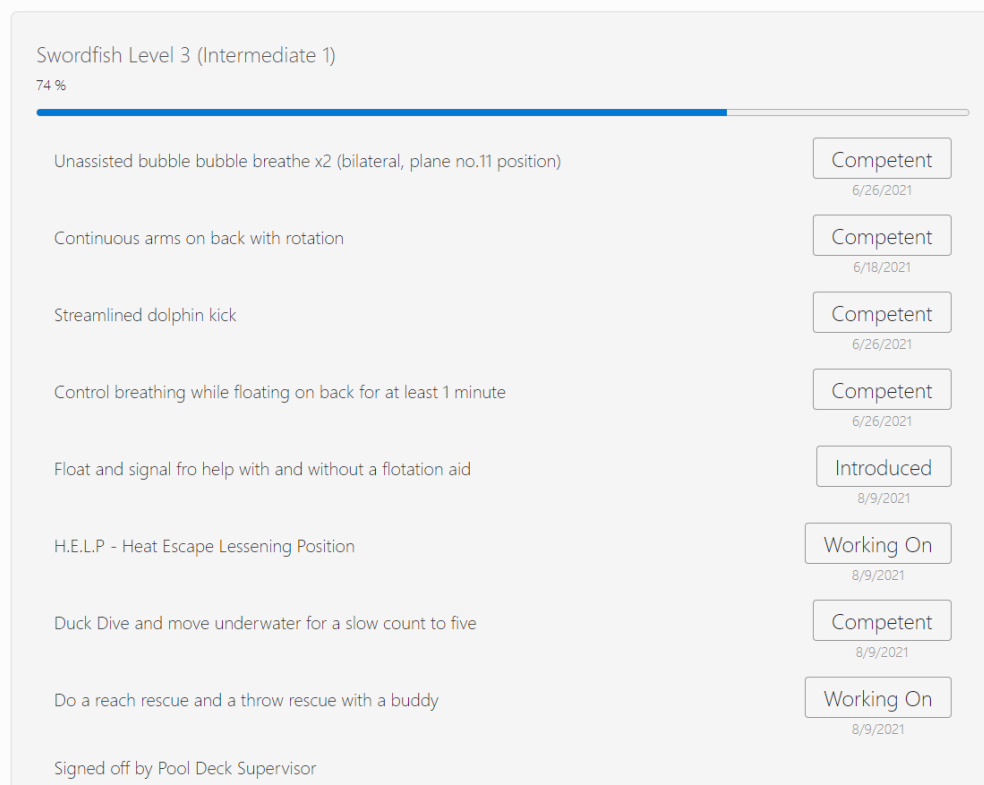


On the 'Enrolments' screen for your child, click on **View progress**:



You'll see the courses your child has completed and the course they are currently enrolled in.

### Progress for Child 1



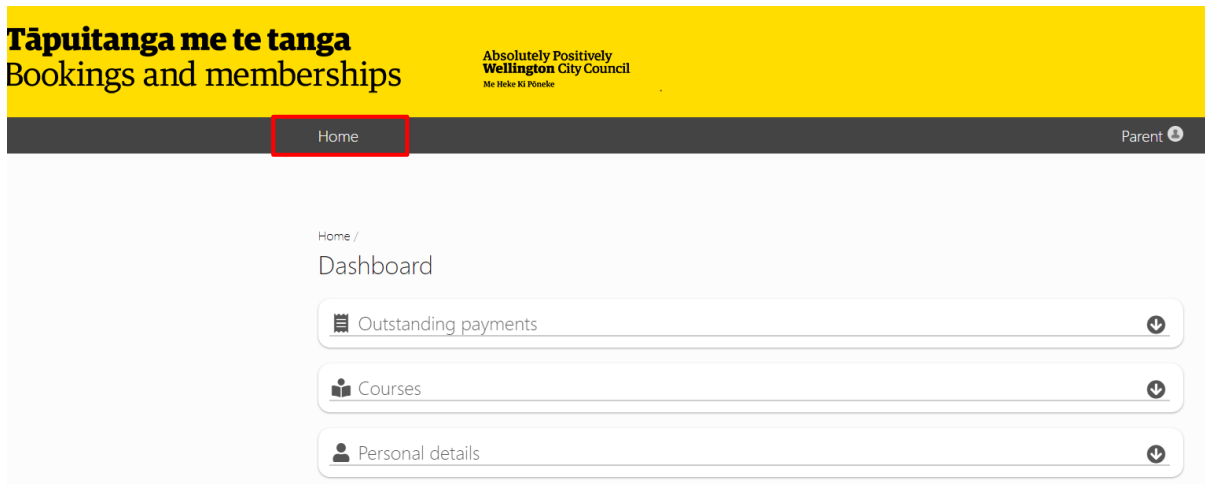
### Viewing the progress of another child

If you have more than one child for whom you want to view their progress, please repeat the steps above.

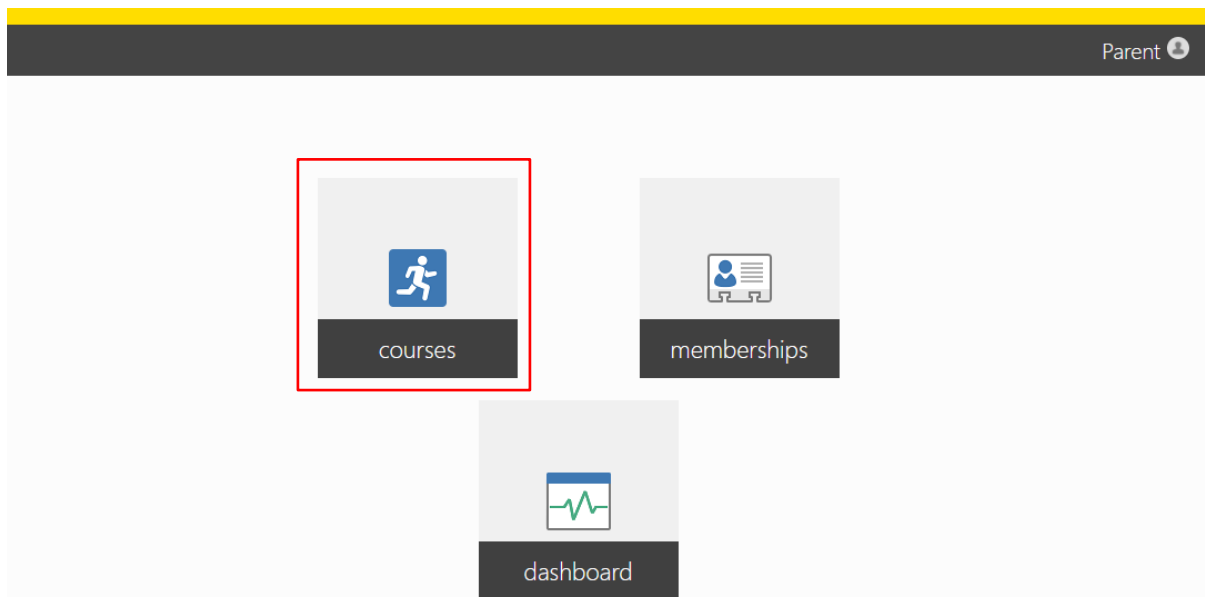
## Progress your child to the next level

Make sure you're logged in under your account as the **parent or caregiver** for your child (if you see your child's account instead, see [how to switch between user accounts](#)).

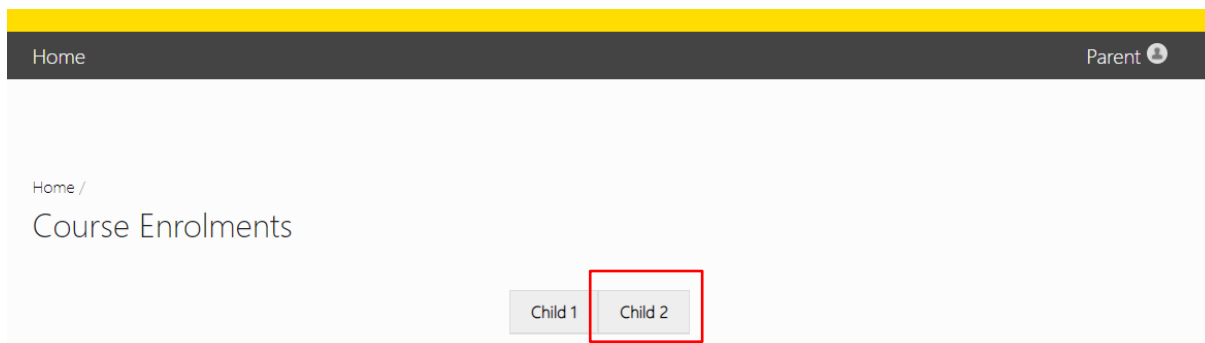
Click on **Home**:



Click on **Courses**:



On the 'Course Enrolments' screen, click on the name of the child for whom you want to progress up a level:



On the 'Enrolments' screen for your child, click on **Progress to** [next course level name]:

Home Parent

Home / Courses /

## Enrolments for Child 2

Child 1 Child 2

Active or Upcoming Enrolments

Snappers - Thu at 16:50

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Course: Tawa Pool SwimWell  
 Teacher: Will H  
 Location: Tawa Main Pool Lane 7 Shallow  
 From: 7/8/2021

View progress

Change day or time

Progress to Dolphins

On the 'Move Your Enrolment' screen:

Select the new day:

Home Parent

Home / Courses / Child 2 /

## Move Your Enrolment

Select the desired options below to progress your **Snappers - Thu at 16:50** enrolment for **Child 2** from **Snappers** to **Dolphins**.

Day of week:

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

Select the new time:

Home / Courses / Child 2 /

## Move Your Enrolment

Select the desired options below to progress your **Snappers - Thu at 16:50** enrolment for **Child 2** from **Snappers** to **Dolphins**.

Day of week:

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

Time slot:

5:35–6:05 PM  
 Jared W  
 Available: 9/6/2021

Select the start date:

Home / Courses / Child 2 /

## Move Your Enrolment

Select the desired options below to progress your **Snappers - Thu at 16:50** enrolment for **Child 2** from **Snappers** to **Dolphins**.

Day of week:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
--------	--------	---------	-----------	----------	--------	----------

Time slot:

5:35–6:05 PM Jared W Available: 9/6/2021
--

Start date:

Monday, September 6, 2021 1 space available	Monday, September 13, 2021 1 space available
--	---

Click on the **Confirm Move** button:

Home Parent

Home / Courses / Child 2 /

## Move Your Enrolment

Select the desired options below to progress your **Snappers - Thu at 16:50** enrolment for **Child 2** from **Snappers** to **Dolphins**.

Day of week:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
--------	--------	---------	-----------	----------	--------	----------

Time slot:

5:35–6:05 PM Jared W Available: 9/6/2021
--

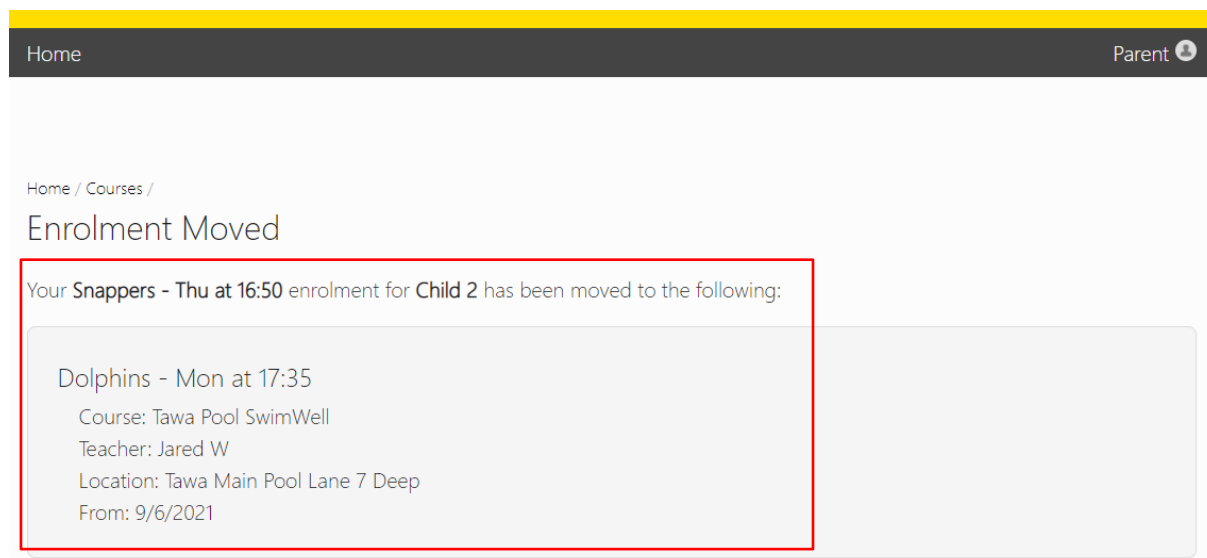
Start date:

Monday, September 6, 2021 1 space available	Monday, September 13, 2021 1 space available
--	---

You have selected to progress to **Dolphins** starting **Monday, September 6, 2021** at **5:35–6:05 PM**.

**Confirm Move**

On the 'Enrolment Moved' screen, you should then see the day, time, and start date for your child in their new course:



### **Confirmation of the course booking change**

We'll send you a confirmation email. Please check your junk or spam folder if you don't see the email.

If you don't receive a confirmation email, or if you have questions, please email [swimwell@wcc.govt.nz](mailto:swimwell@wcc.govt.nz) and we'll check your course booking for you.

### **Changing the day, time and start date for another child**

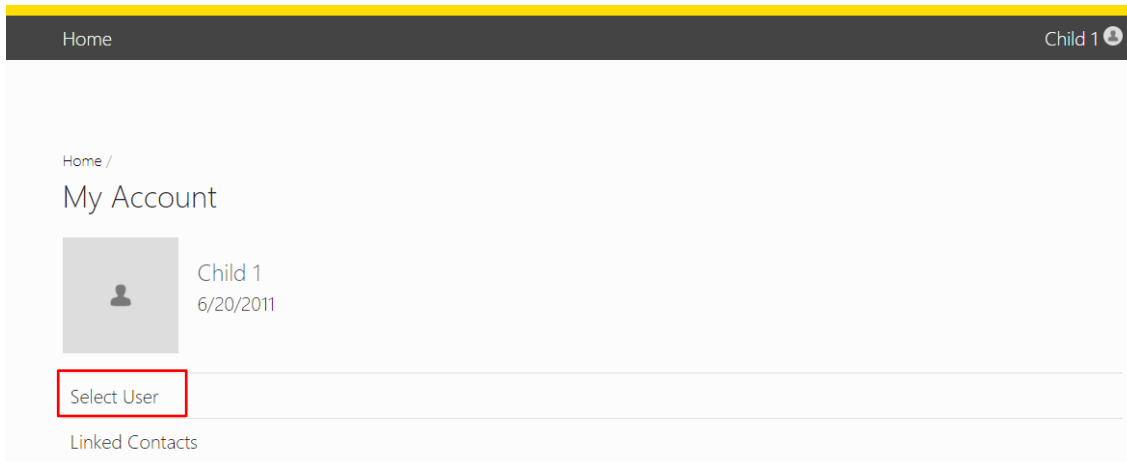
If you have more than one child for whom you want to make a course change, please repeat the steps above.

## Switch between user accounts

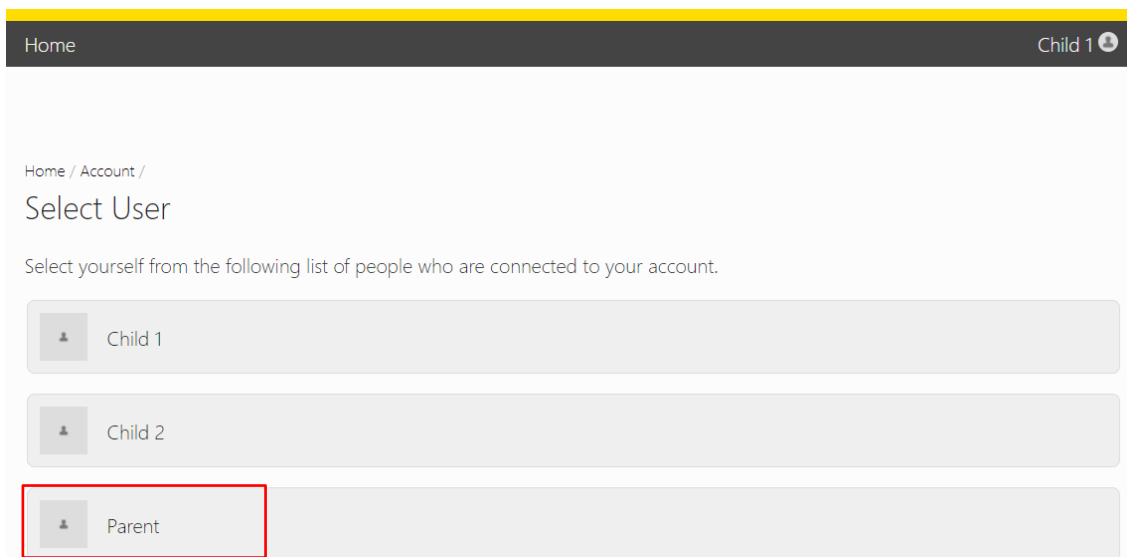
To switch from your child account to your parent account, select your child's name at the top right:



On the 'My Account' screen, click on **Select User**:



On the 'Select User' screen, click on your parent account:



On the 'My Account' screen, you should now see your parent account:

