Manage your enrolment online

Contents

Create an account

Go to bookings.wellington.govt.nz and click on **Log In** at the top right of your screen:
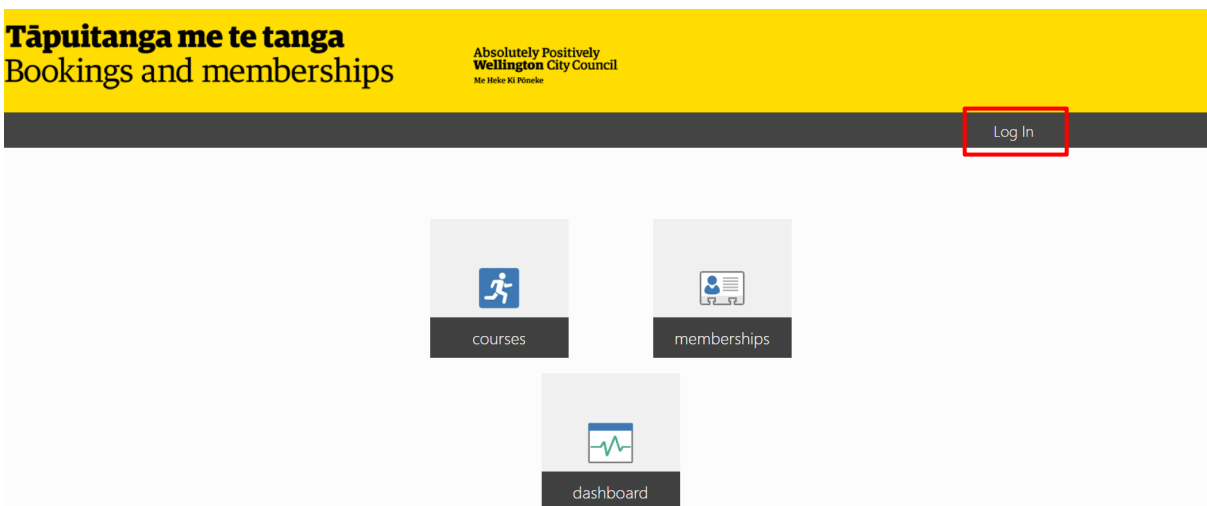
On the 'Log In' screen, click on the **Create Account** option.

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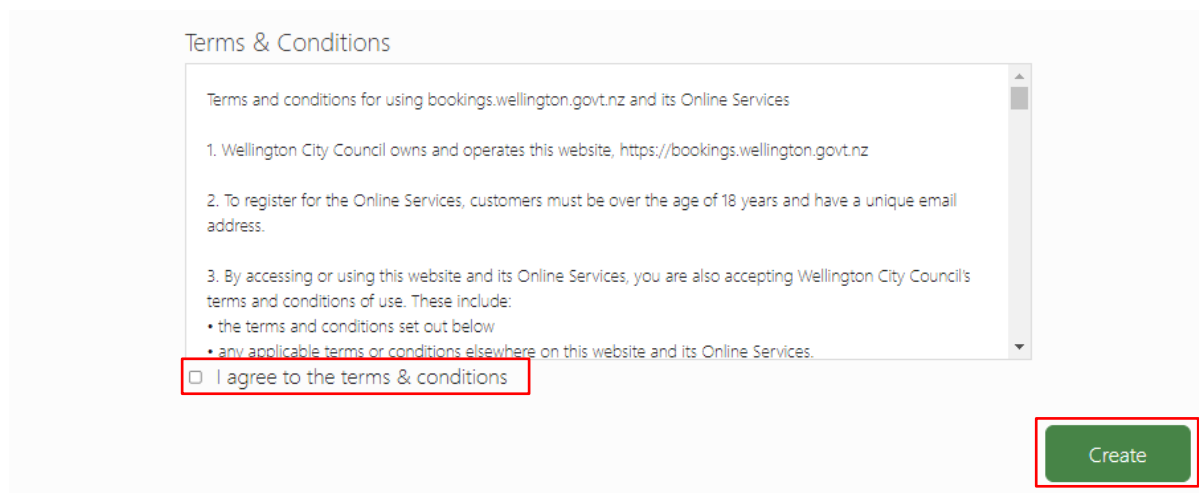We need to check your age as only adults 18 or over can create an account.

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.

Read and agree to the terms and conditions and click on the **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.
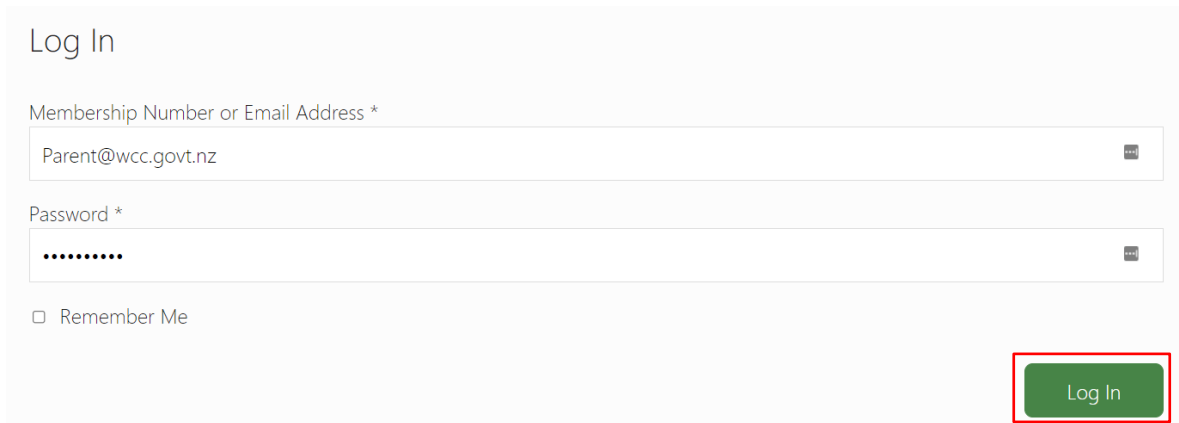
We'll send you a confirmation email. Please check your junk or spam folder if you don't see the email.

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

Log into your account

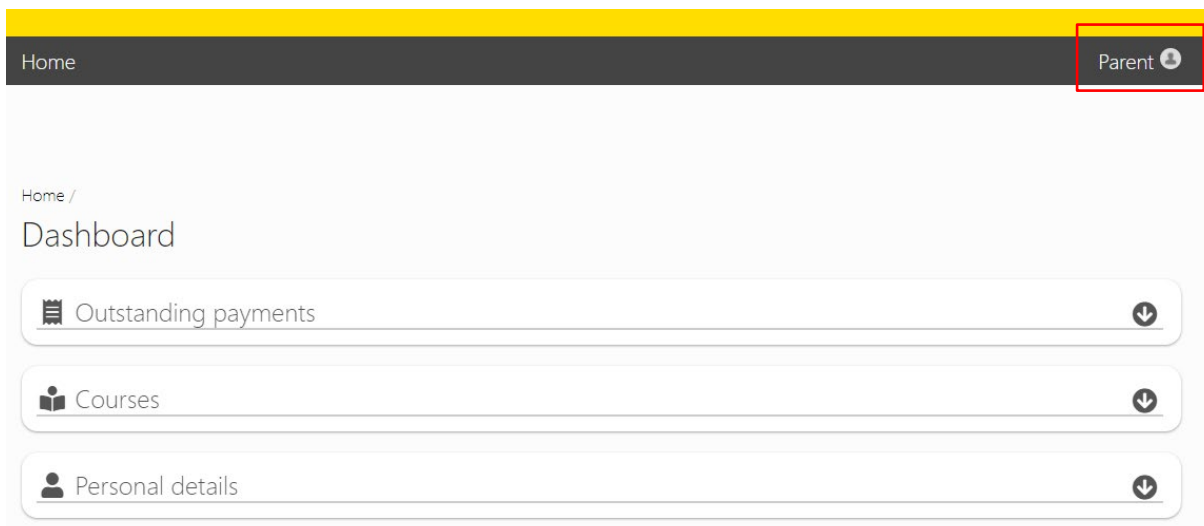Log in as the **parent** for your child using your parent account details.

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

Log In

Membership Number or Email Address *

Parent@wcc.govt.nz

Password *

....

☐ Remember Me

Log In

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

Home

Parent 👤

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Dashboard

🧾 Outstanding payments ⊽

📖 Courses ⊽

👤 Personal details ⊽

If you see your child's details instead, you need to change to your parent account. See <u>how to switch between user accounts</u>.
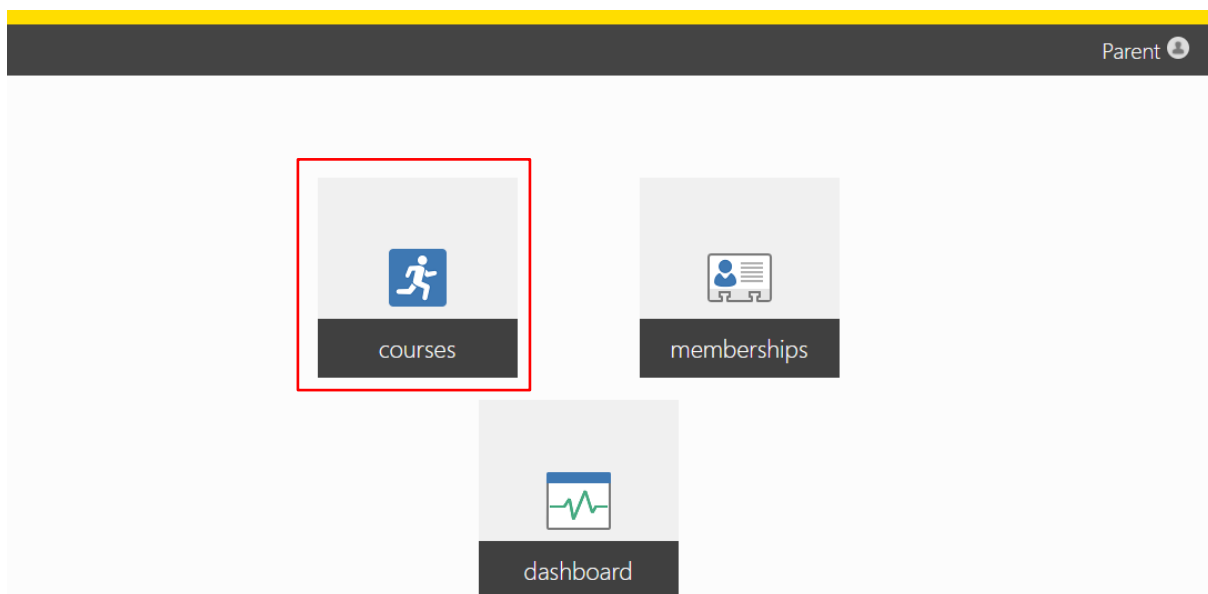
Change the day and time of your child's course

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).
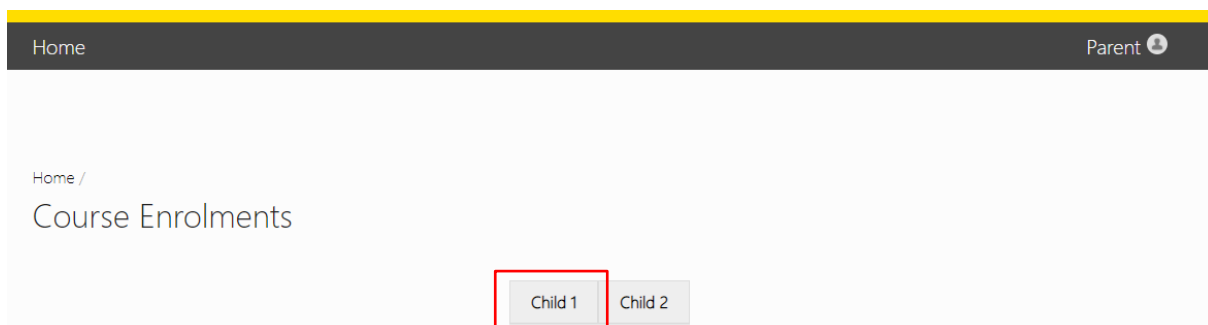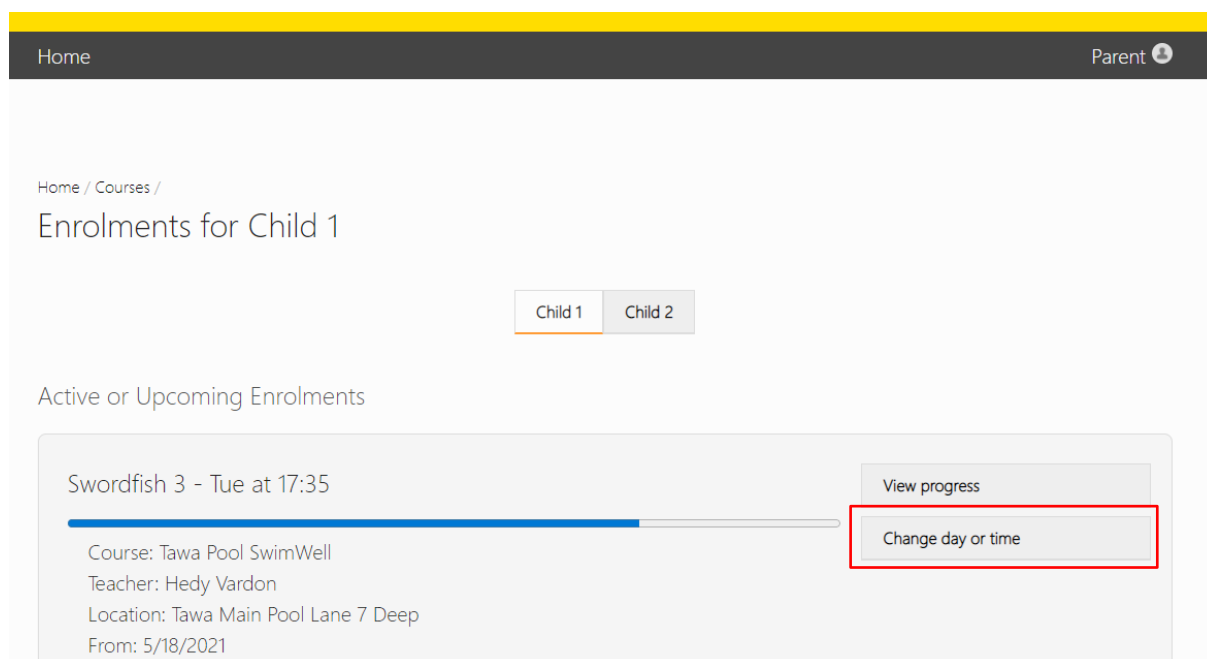
Click on **Home**:
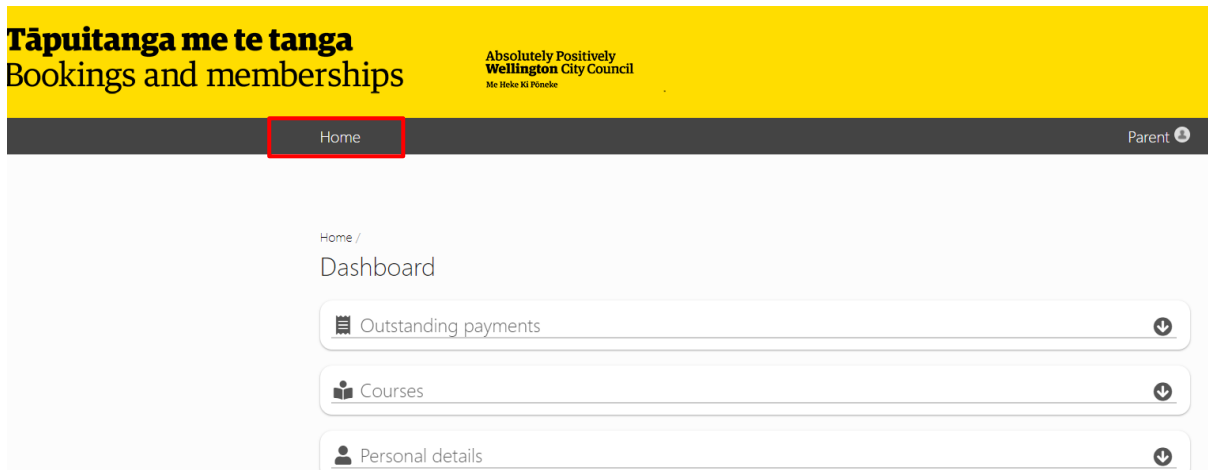
Click on **Courses**:

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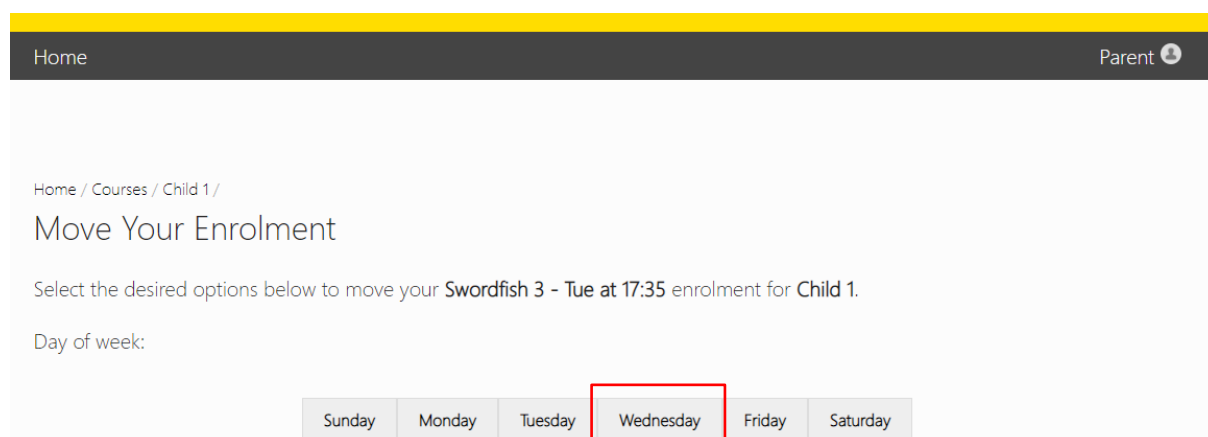
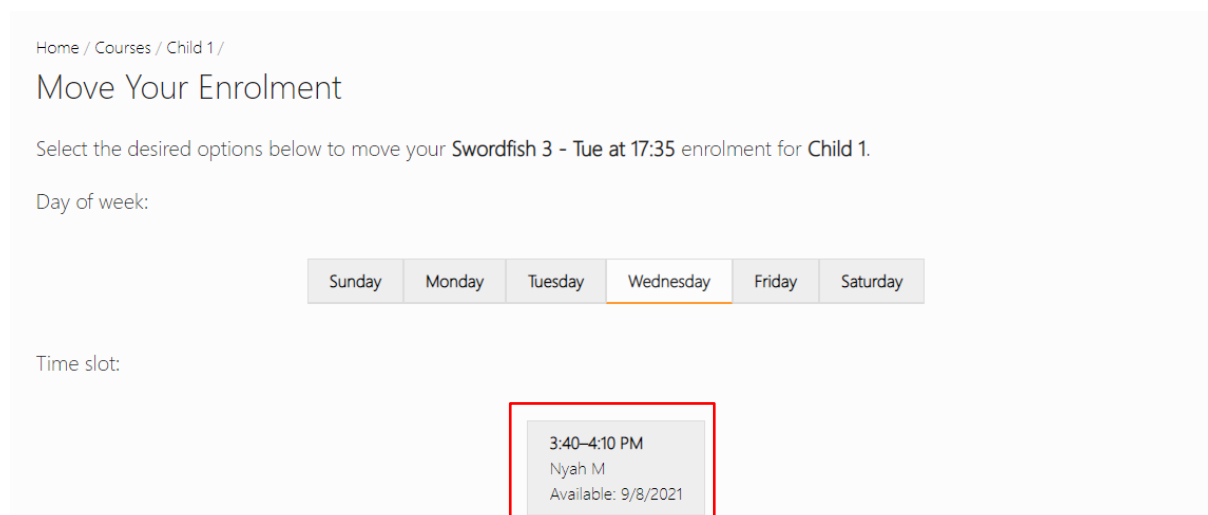On the 'Enrolments' screen for your child, click on **Change day or time**:

On the 'Move Your Enrolment' screen:

Select the new day:

Select the new time:

Select the start date:

Click on the **Confirm Move** button:

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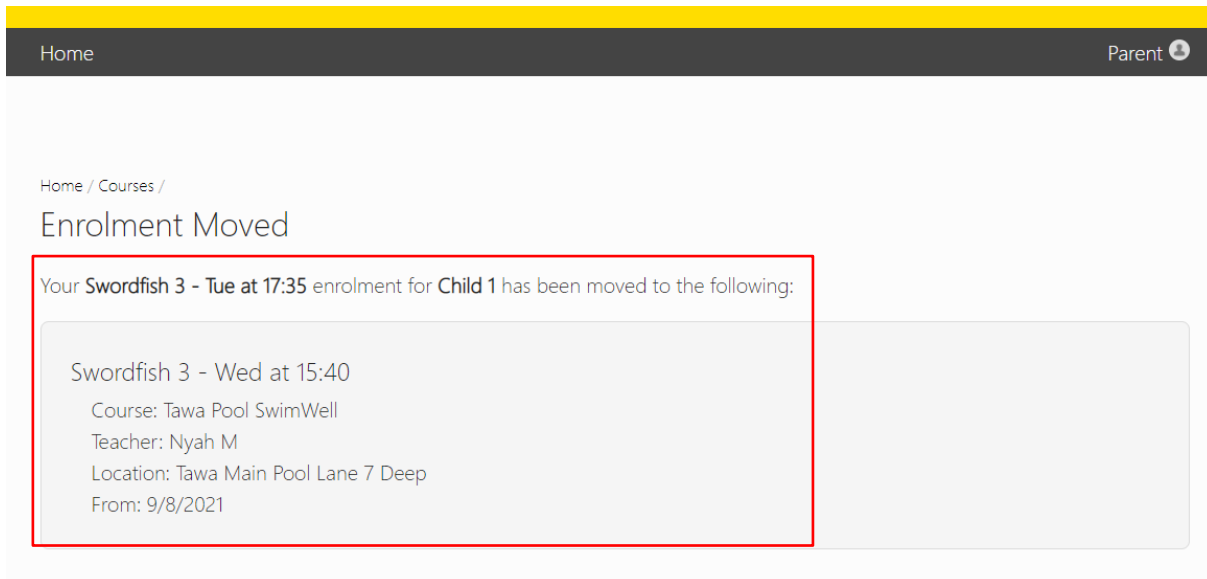
Confirmation of the course booking change

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 and we'll check your course booking for you.

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

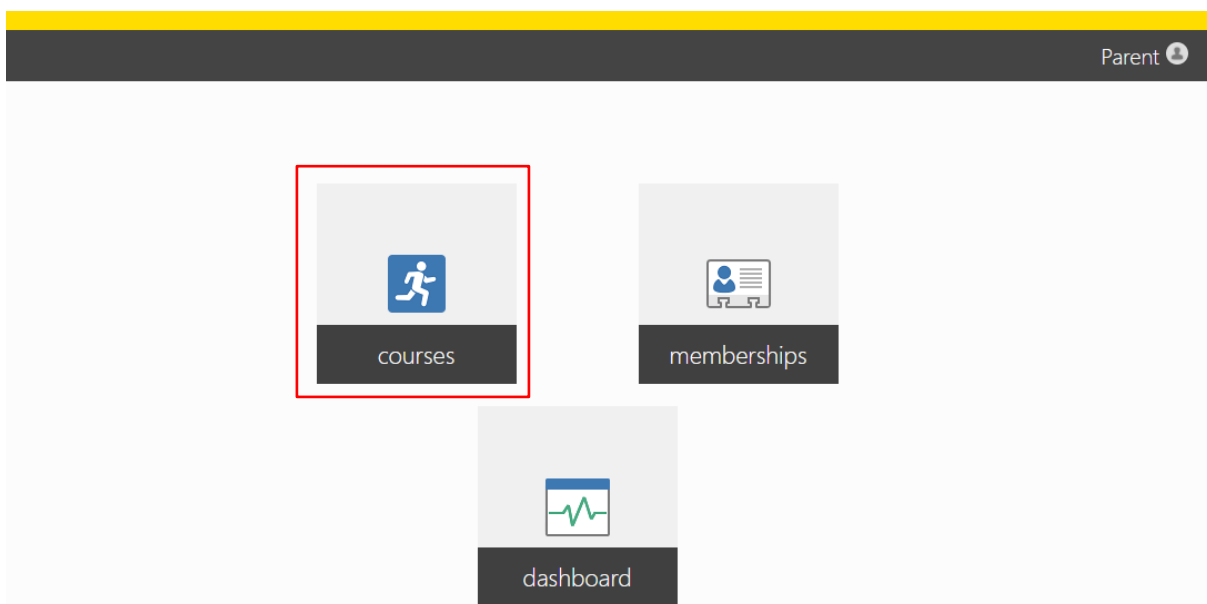If you have more than one child for whom you want to make a course change, please repeat the steps above.

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).
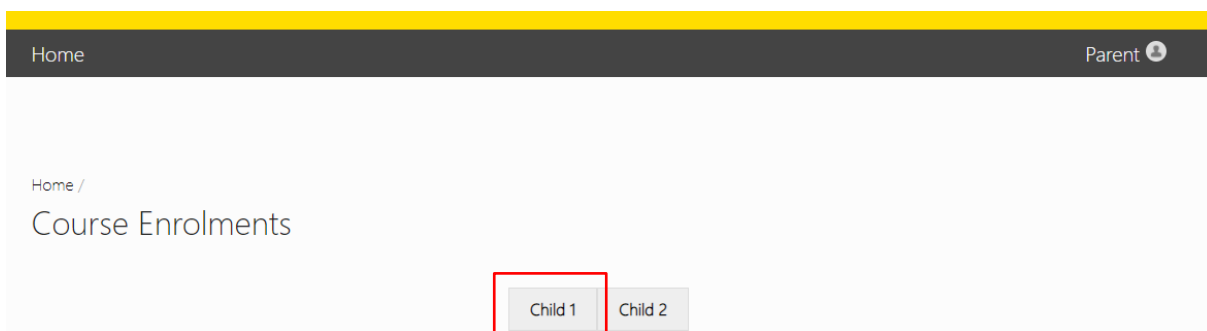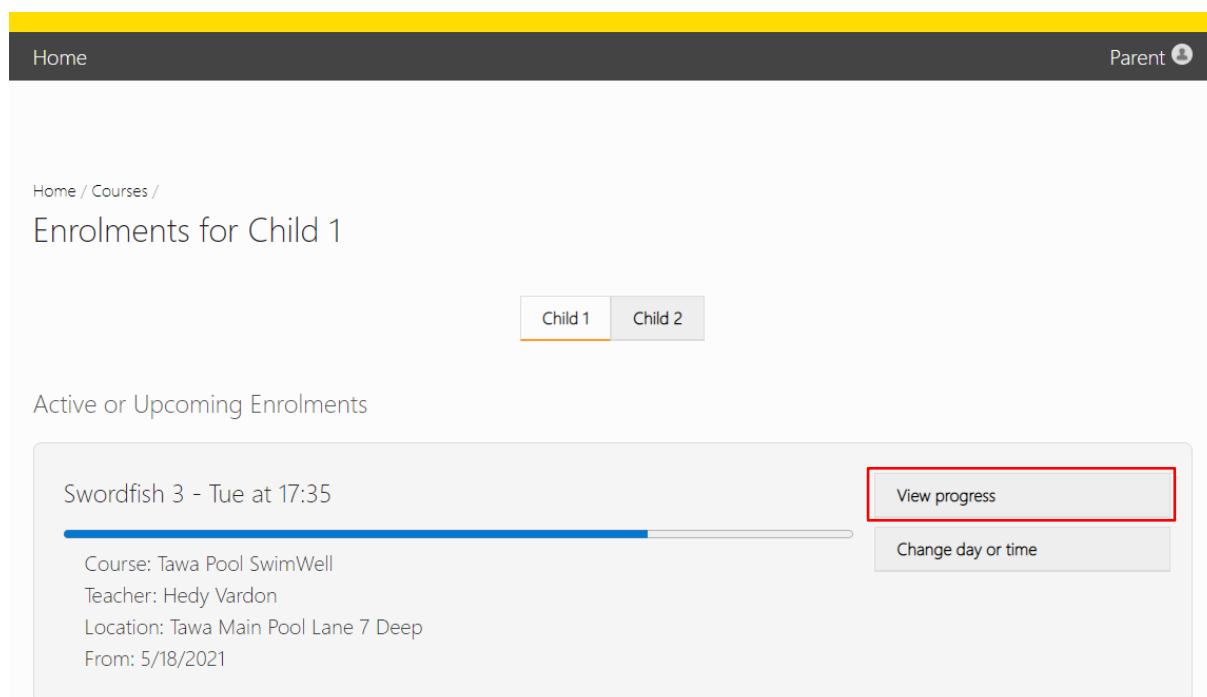
Click on **Home**:
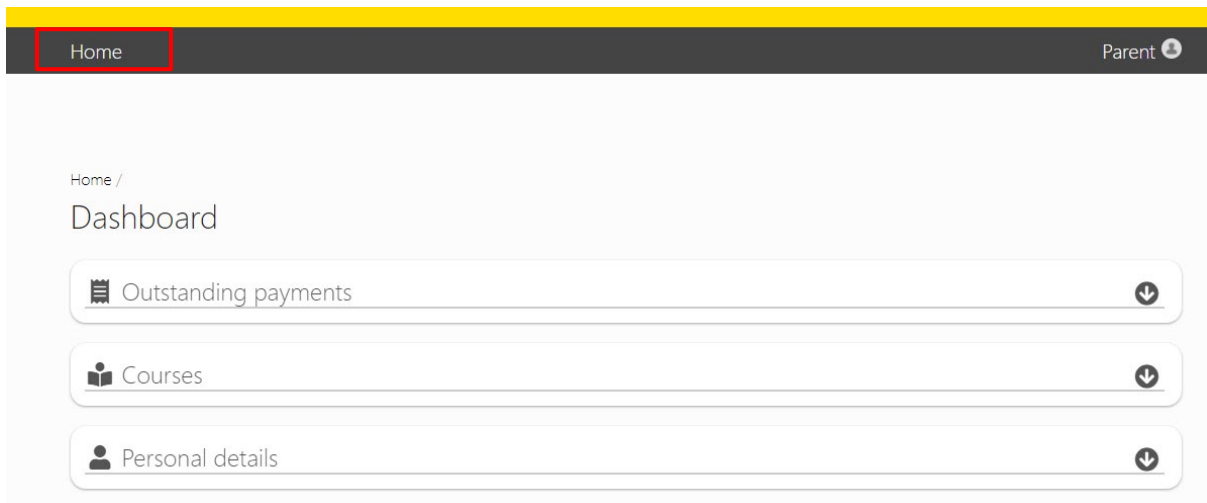
Click on **Courses**:

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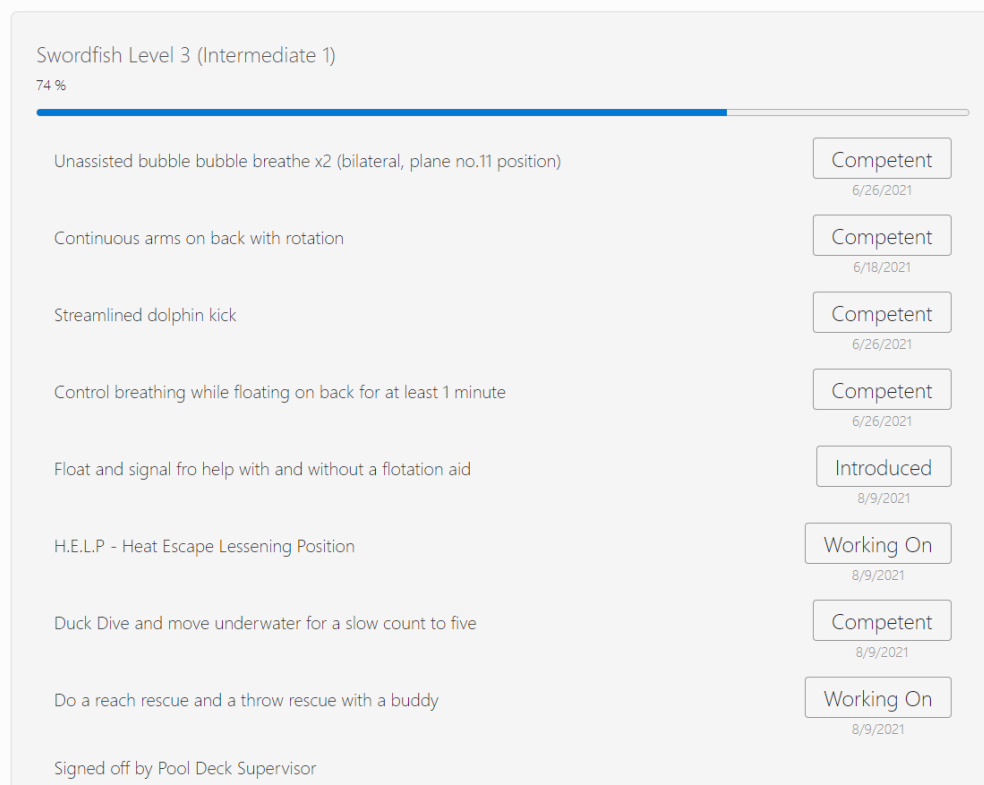
On the 'Enrolments' screen for your child, click on **View progress**:

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

Viewing the progress of another child

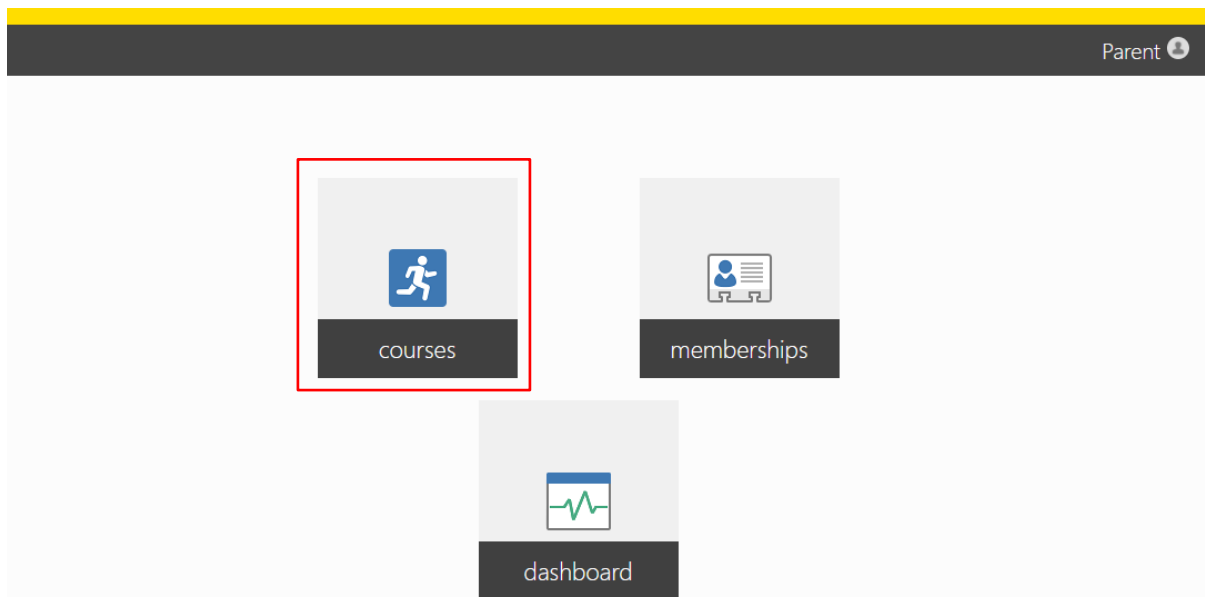If you have more than one child for whom you want to view their progress, please repeat the steps above.

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).
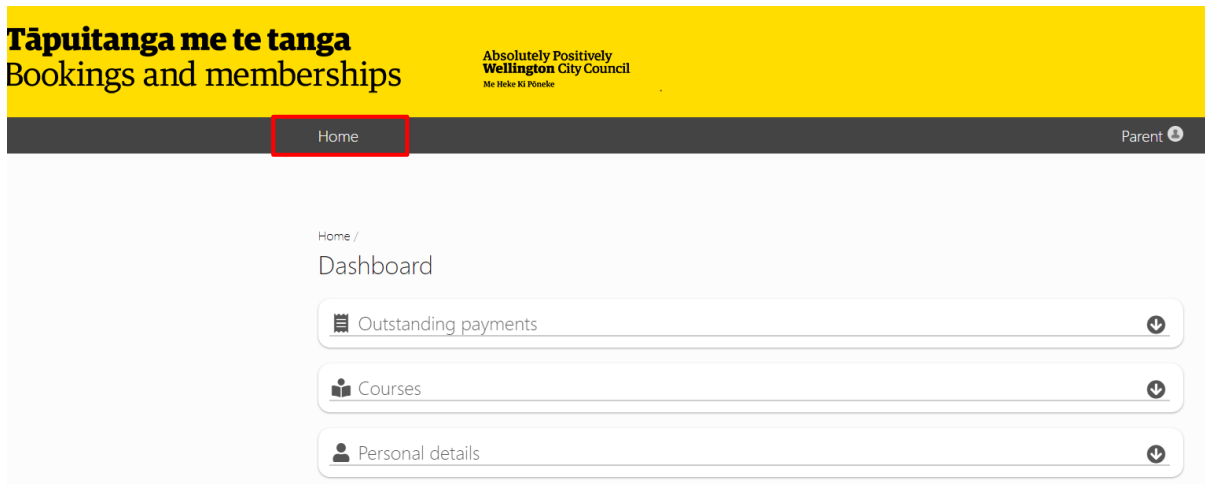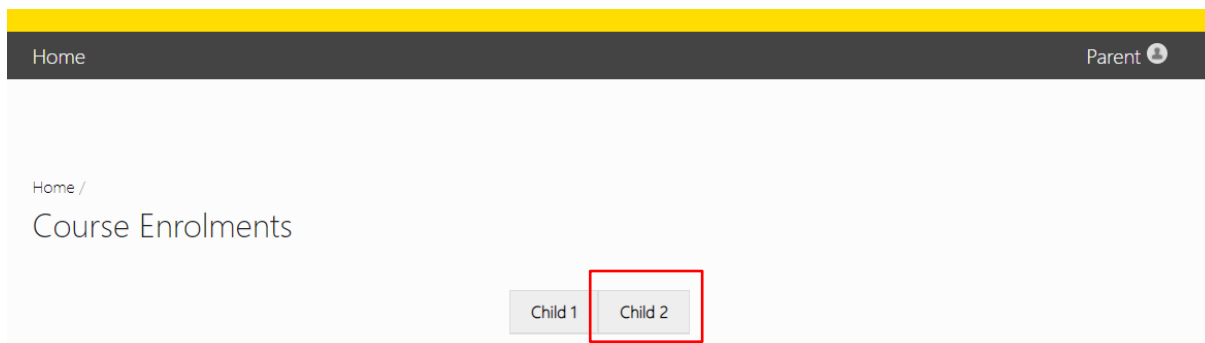
Click on **Home**:

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]:

On the 'Move Your Enrolment' screen:

Select the new day:

Select the new time:

Select the start date:

Click on the **Confirm Move** button:

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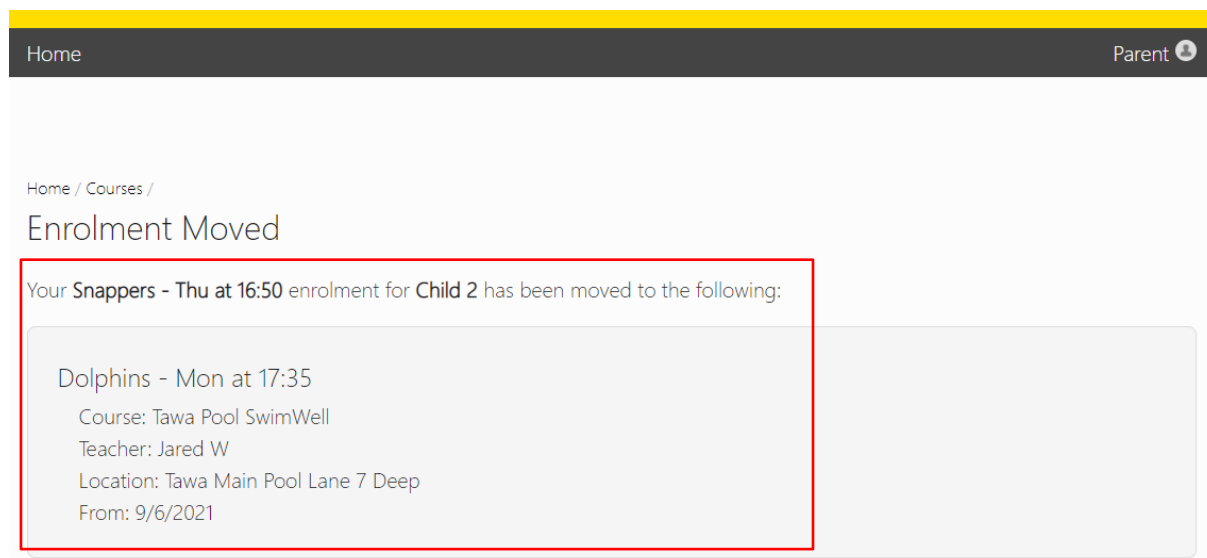
Home

Parent 👤

Home / Courses /

Enrolment Moved

Your **Snappers - Thu at 16:50** enrolment for **Child 2** has been moved to the following:

Dolphins - Mon at 17:35
    Course: Tawa Pool SwimWell
    Teacher: Jared W
    Location: Tawa Main Pool Lane 7 Deep
    From: 9/6/2021

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 and we'll check your course booking for you.

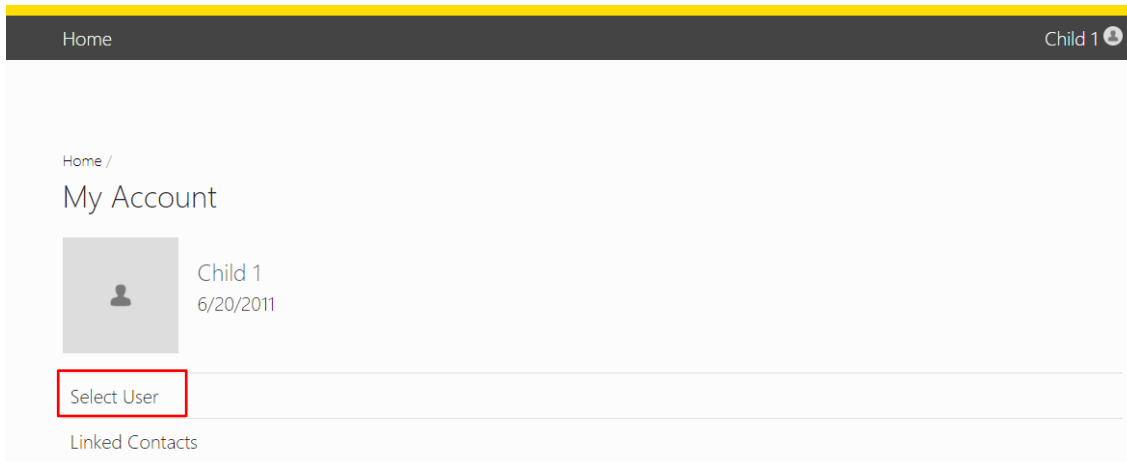## Changing the day, time and start date for another child

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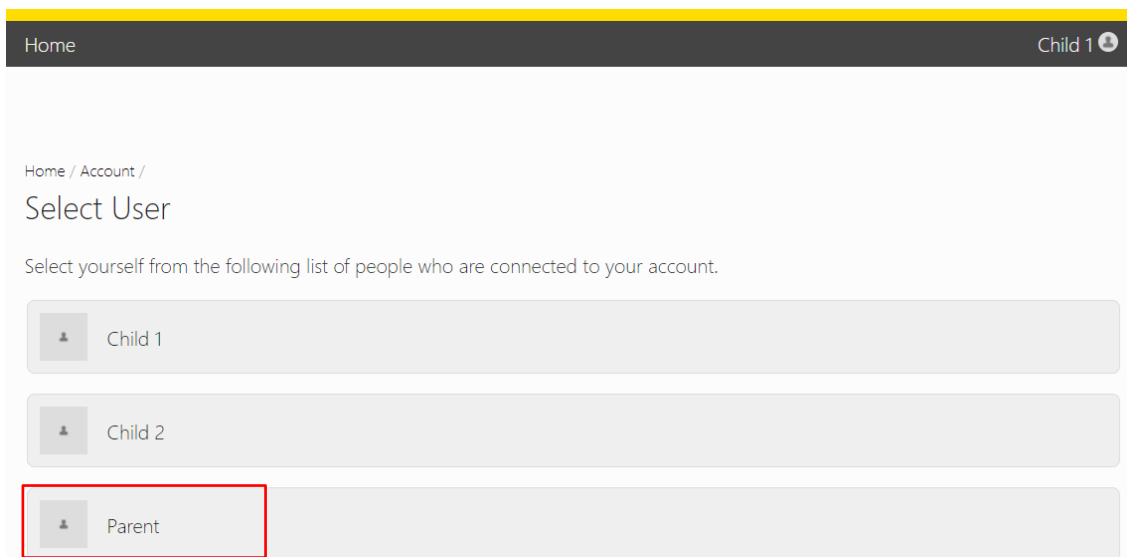
Switch between user accounts

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: