

ATHLETE MEMBERSHIP SELF-RENEWAL GUIDE

This Guide Includes:

- Athletes / Non- Athlete Renewal Instructions Page 4
- Renewal Instructions for Transferring Members- Page 10
- Questions Page 14



MEMBERSHIP RENWAL GUIDE

You should use this step-by-step guide to navigate the process of renewing your USA Swimming membership. Please keep in mind:

- You can renew your USA Swimming membership starting after September 1 of the current year. This is a one-time fee that is not pro-rated. Please reach out to your club if you see No Offerings to make certain you are registering for the correct season.
- You can renew on mobile, but desktop is the recommended platform. Once you have completed and paid for your membership, you will receive a confirmation email and can view an itemized receipt in your USA Swimming account.
- This guide covers renewals only. New members will register through the Online Member Registration (OMR) process using their club's unique registration link and create a USA Swimming account.
- Expired seasonal members will renew their memberships with the RED RENEWAL button to register and do not need to create a new USA Swimming account.

RENEWAL GUIDE

STEP 1: Log into your account at hub.usaswimming.org

LOGIN

Please login with your username and password.

(Note that usernames created on our old system before Sept 1, 2022 will no longer work. Click "Create a Login" below if you need a new account)

Username:

YourUsername

Password:

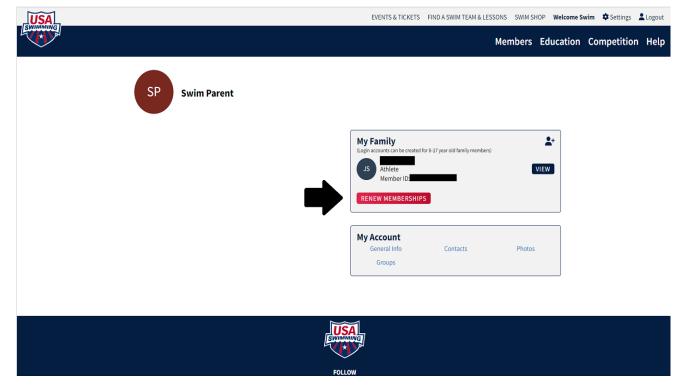
LOGIN

FORGOT USERNAME

FORGOT PASSWORD

CREATE A LOGIN

STEP 2: If you or any members connected to your account are eligible for one-button renewals, you will see a red "Renew Memberships" button at the bottom of the "My Family" section of your Member Dashboard.

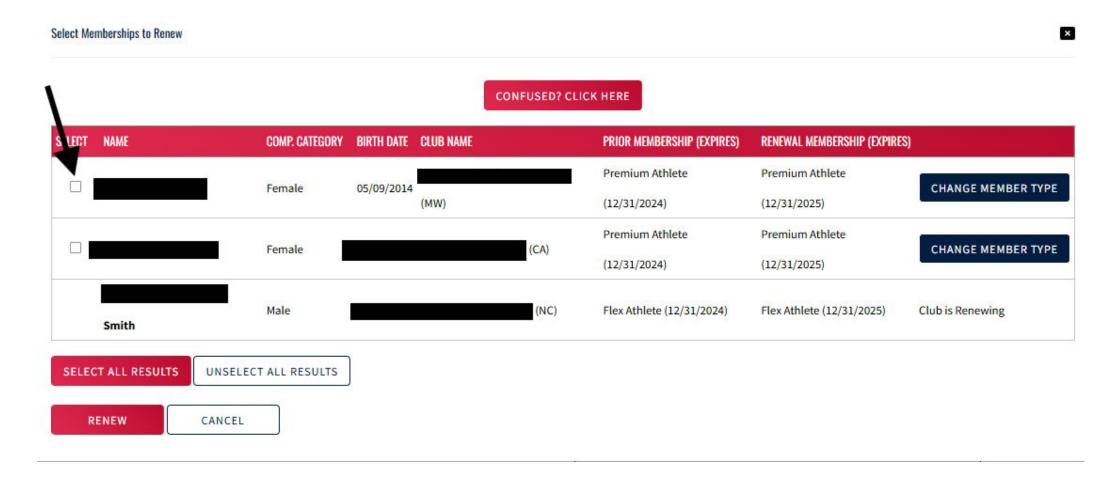




STEP 2a: If the swimmer is not attached to the Parent Account, add them by clicking on the "add individual" icon located in the upper right corner of the my family section. You can only add a Family Member if the parent is listed in the athlete's contacts. If you are not listed as a contact for your athlete and cannot add your child, please contact your LSC Registration Chair.

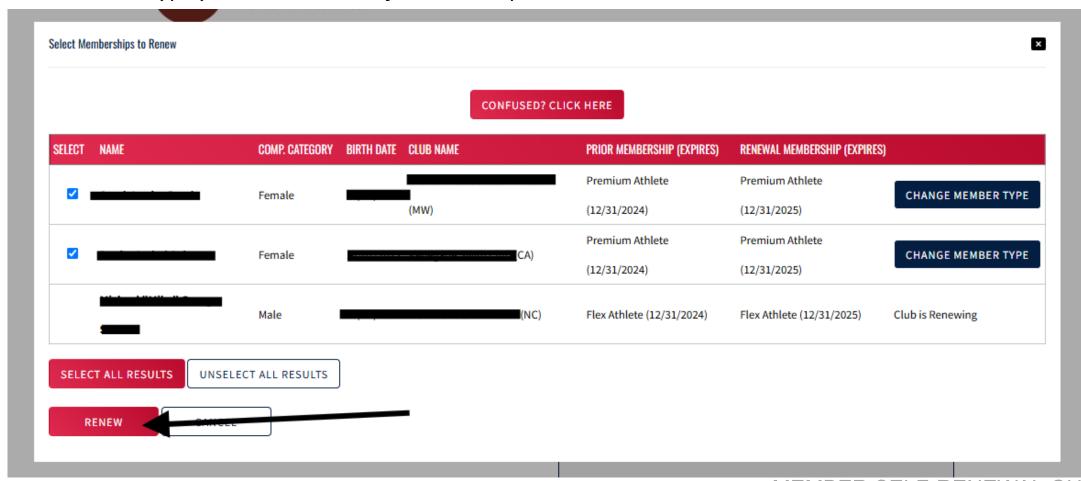


STEP 3: Click the "Renew Memberships" button. A pop-up window will display a table with all members eligible for renewal. If a member is eligible for multiple renewals (e.g., Athlete, Official, Coach, etc.), each renewal option will have its own line in the table. You may choose to renew more than one membership per member, if applicable.



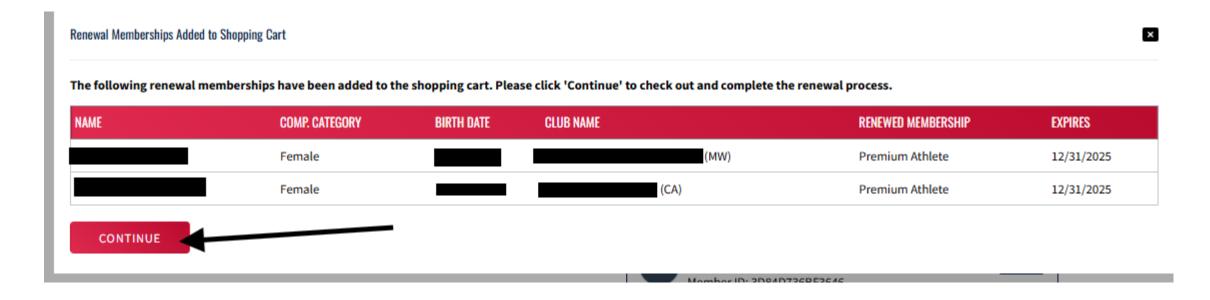
STEP 4: Click the checkbox in the "Select" column for each of the memberships you want to renew.

NOTE: A "Change Member Type" button in the "Select" column indicates that the membership can be renewed as a different member type. An example of this would be renewing a Flex membership to a Premium membership. To change the renewal membership to a different member type, click the "Change Member Type" button, select the member type you'd like to renew from the dropdown, and click "Save."



STEP 5: Once you've made your selections, click the red "Renew" button. The renewal(s) you've selected will be added to your cart, and the membership information for each renewing member will be displayed.

STEP 6: Click "Continue" to proceed to the checkout and pay for your renewal(s).

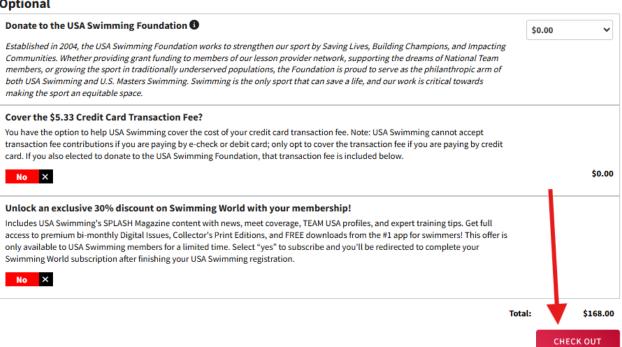


STEP 7: Review the items in your shopping cart and click "Check Out."

Shopping Cart



Optional

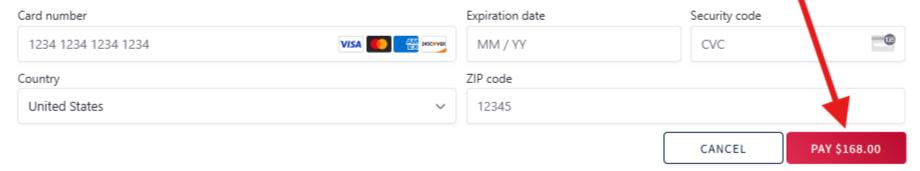




STEP 8: To complete the payment process, enter the payment information and click "Pay."

Shopping Cart Return to List of Items Your purchase may take up

Your purchase may take up to two minutes to complete. Please do not reload the page or navigate to another window while your purchase is being processed. If you have begun a payment process by clicking "Process Payment" and you lose connection or are unsure if the payment was successful for any reason please reach out to support@usaswimming.org to check if your payment has gone through before making any new payment attempts.



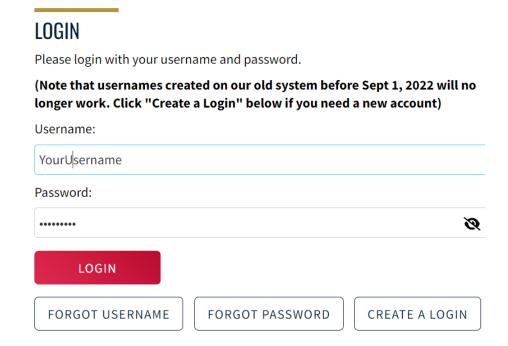
HOW TO RENEW WHILE TRANSFERING CLUBS

Only current members are eligible for a transfer.

If your membership is expired, you will need to use the Current OMR link from your new club. You should not create a new account.

STEP 1: Secure the Current Season OMR link from your new club

STEP 2: Log into your account at hub.usaswimming.org



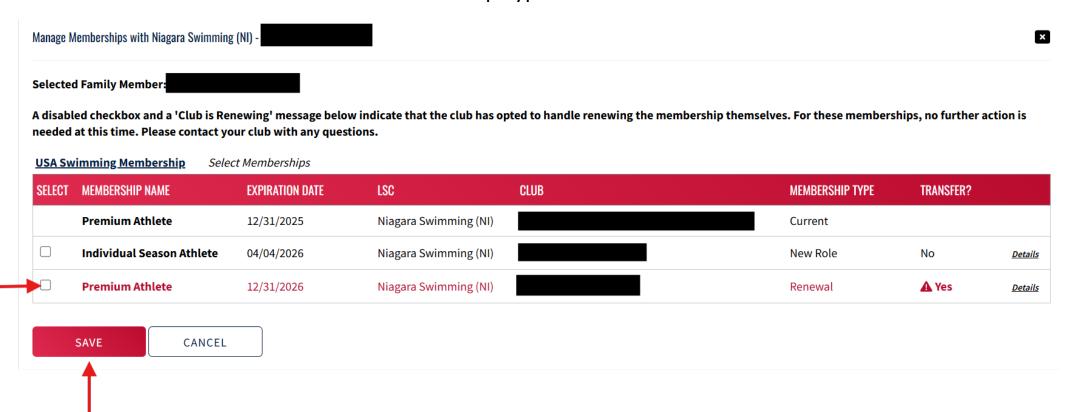


STEP 3: Use your new team's OMR link to renew (reach out to your **new** team if you do not have this link). Enter the OMR link into your browser search bar and press "Enter." **DO NOT CREATE A NEW LOGIN.**

STEP 4: Click Add/Upgrade Memberships for the correct member



STEP 5: Select the correct Renewal Membership Type and click Save



STEP 5: A confirmation box will appear. If you have completed all renewals, Continue to Shopping Cart. If you need to renew another Member with the same club, click Manage More Memberships and repeat the process.

The Selected Memberships Have Been Added to the Shopping Cart

Your selected memberships have been added to the shopping cart!

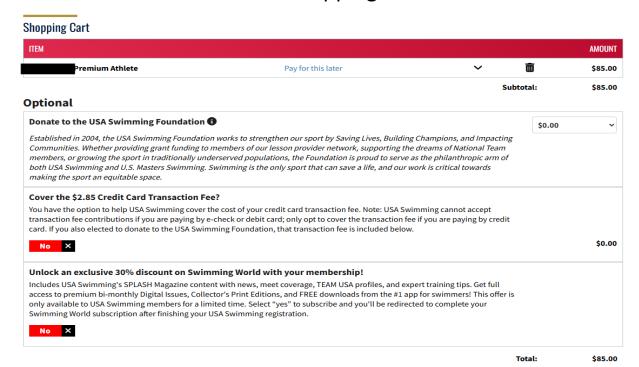
Please choose between continuing to the shopping cart to complete your membership purchases, or staying on this page and starting the process to manage more memberships.

CHECK OUT

CONTINUE TO SHOPPING CART

MANAGE MORE MEMBERSHIPS

STEP 6: You will be taken to the Shopping Cart. Review the information and then click "Check Out."



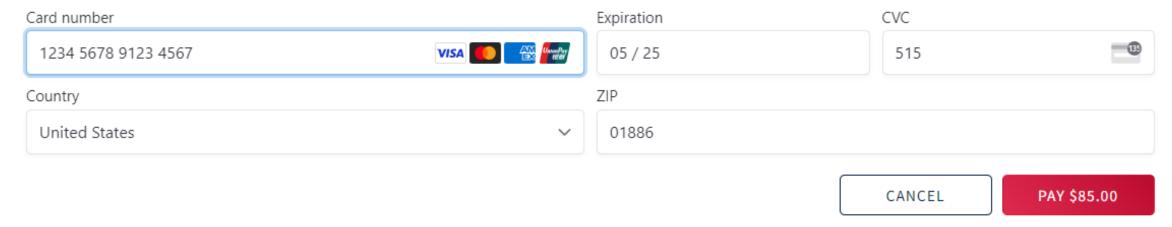


STEP 7: To complete the payment process, enter the payment information and click "Pay." You will receive a confirmation email.

Shopping Cart

Return to List of Items

Your purchase may take up to two minutes to complete. Please do not reload the page or navigate to another window while your purchase is being processed. If you have begun a payment process by clicking "Process Payment" and you lose connection or are unsure if the payment was successful for any reason, please reach out to support@usaswimming.org to check if your payment has gone through before making any new payment attempts.



QUESTIONS?

If you have question or need further assistance, please send an email to your <u>LSC</u>

<u>Registration Chair</u> or submit a help request - https://swimssupport.usaswimming.org/

