

FAQ'S

In order to buy or book a place on a course or CPD, you will need to have an account on www.swimming.org/ios.

Activate your account

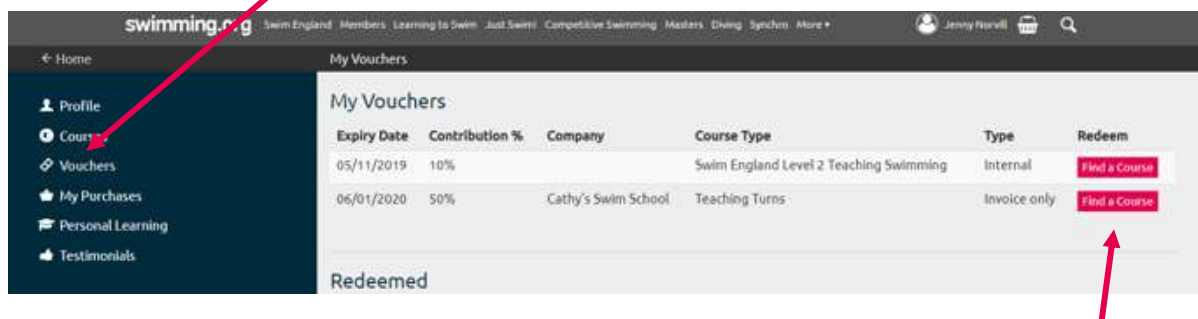
This will make searching for and booking courses much easier. You will also be able to use a voucher which has been allocated to you from your employer.

To purchase a course or CPD on our new website, you just need to complete the instructions below

[Create your account](#)

You can then search for courses and book either with a voucher from your employer, or by paying for your place.

If you have been allocated a voucher from your employer, you will be notified by email or you can find it here in your profile page.

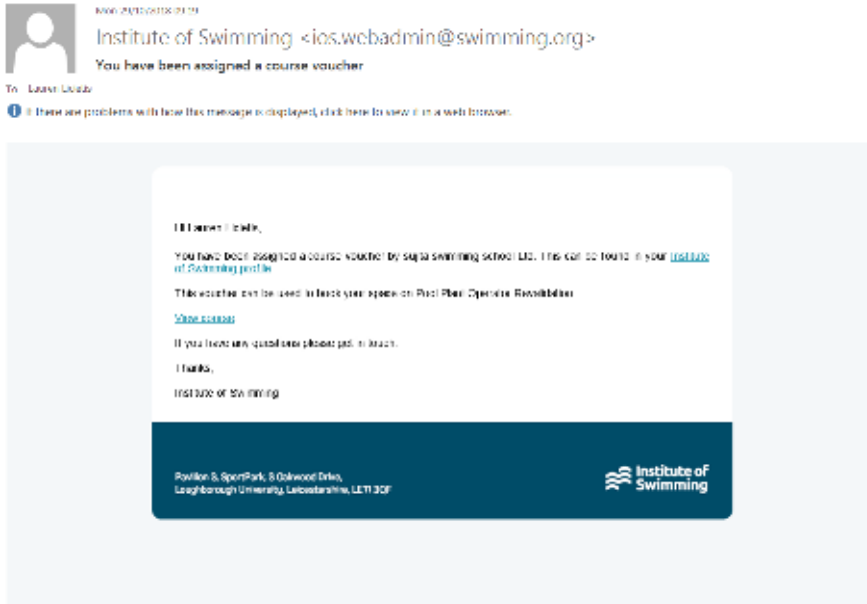


You can then book through to the course, or choose your course by clicking on the pink icon

Using a voucher from your employer

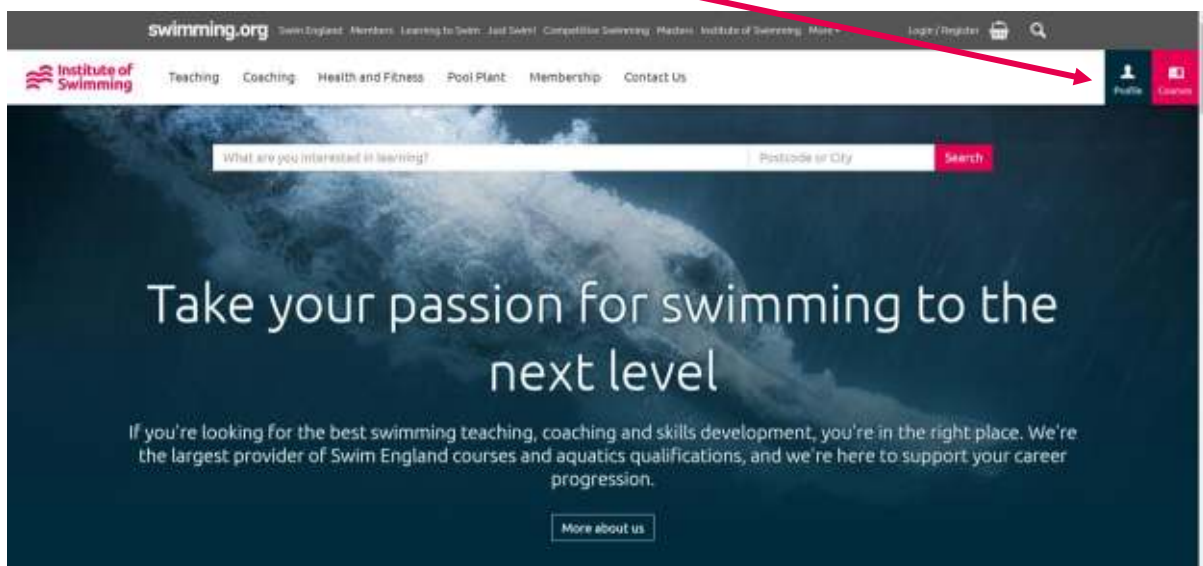
When a voucher is purchased for you, you will receive an email similar to the below:

If you are already logged in to www.swimming.org/ios then you can follow the link to your profile and the course your voucher is for.

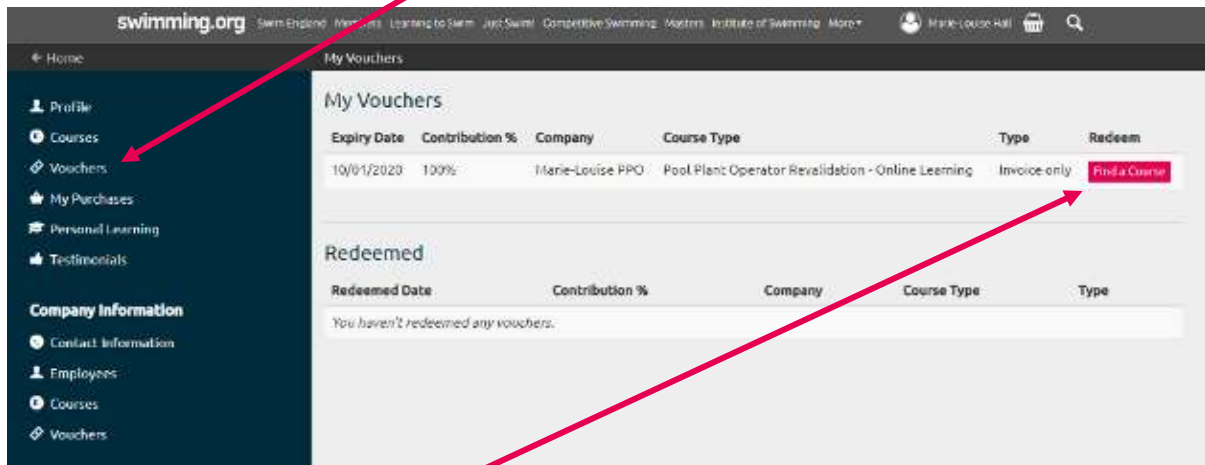


You can also get to your voucher without the email by going to your profile.

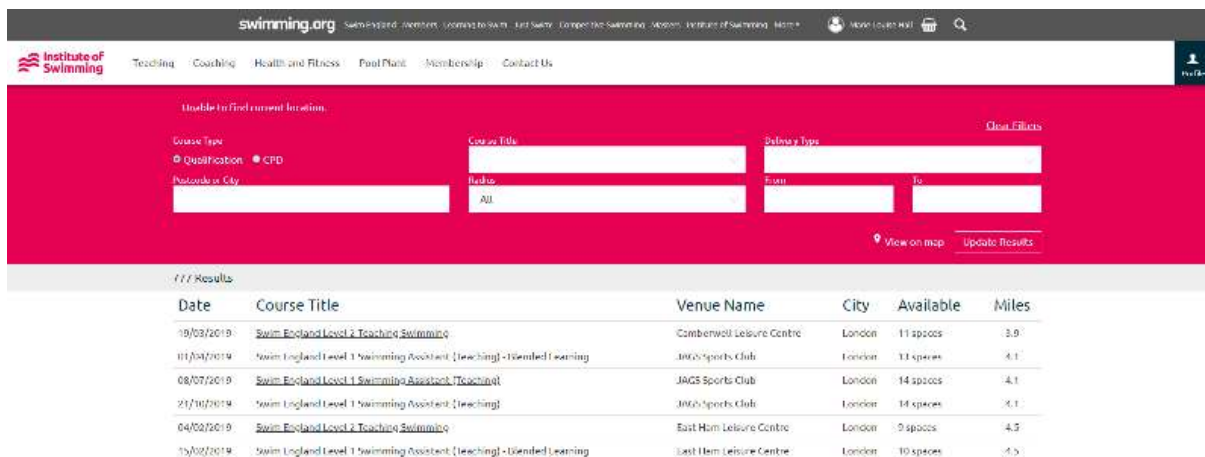
Login to your account and click on to the Profile button, to see your account details.



Click on the section that reads 'Vouchers', this will give you access to vouchers that have been purchased by the key contact of your company.



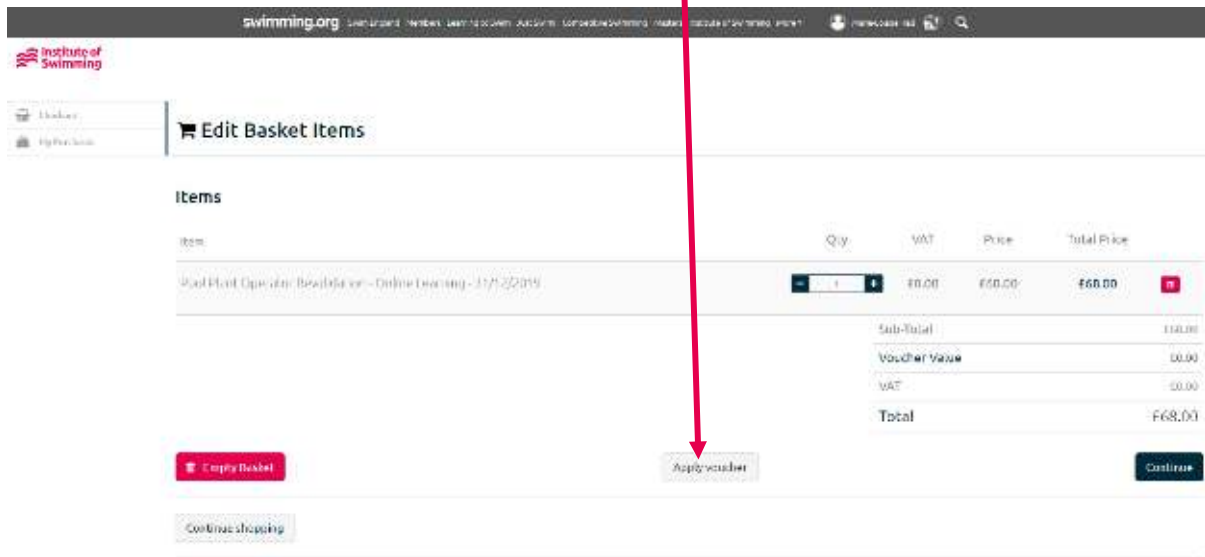
You can then click 'Find a Course', to see which course you would like to attend. You must ensure that you book on to a course with the same title as the voucher 'Course Type'. If a particular course has already been picked for you, you will be taken directly to that page.



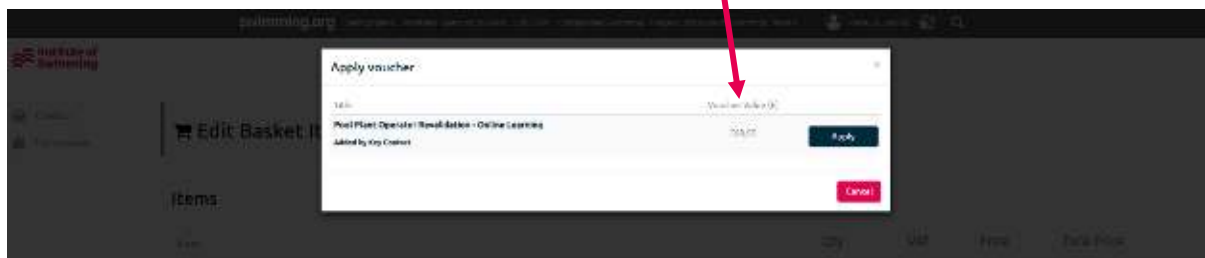
Once you have read the information of the course page, click 'Book Place' and 'Checkout' at the bottom of the page.



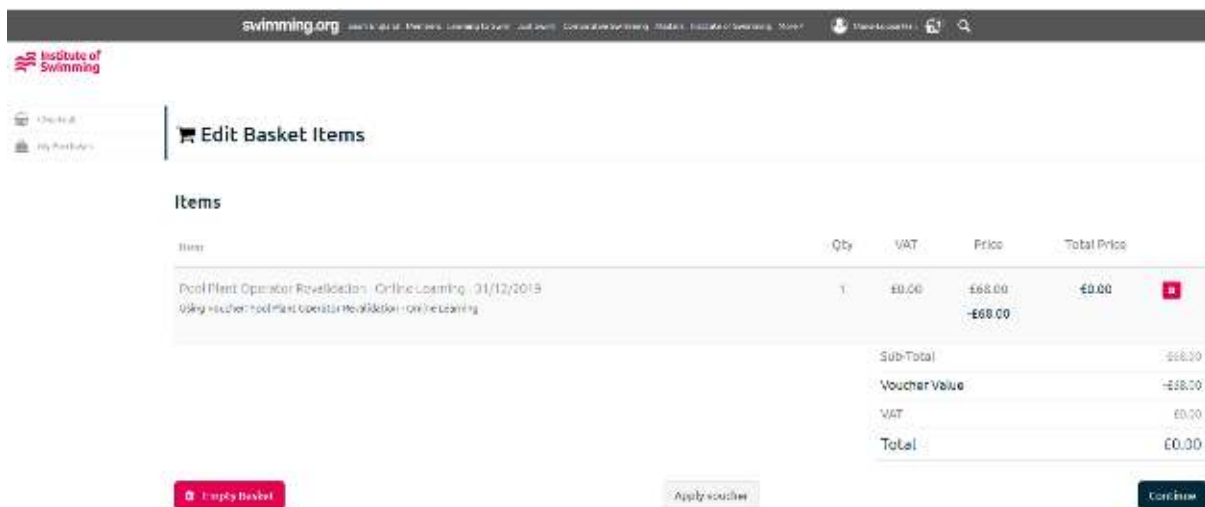
The course will now be in your basket. Click 'Apply Voucher'



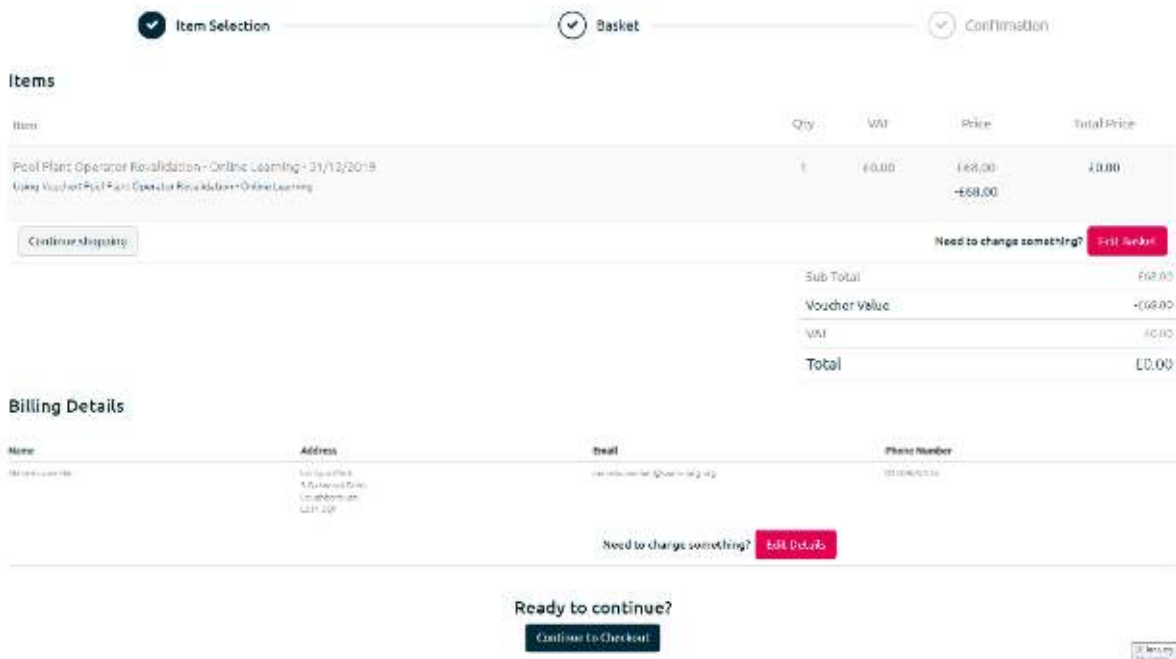
This will bring a pop up box with your voucher, click 'Apply' for it to be activated in the checkout.



Your balance will now be listed at the discounted price, the value will depend on how much of the course your company/employer is paying.



You can continue through to the final checkout pages to complete the booking.



The checkout process is shown in three stages: Item Selection, Basket, and Confirmation. The 'Items' section displays a table with the following data:

Item	Qty	VAT	Price	Total Price
Pool Plant Operator Resalidation- Online Learning- 31/12/2019 Using Voucher: Pool Plant Operator Resalidation-Online Learning	1	£0.00	£68.00	£0.00
			-£68.00	

Below the table, there is a 'Continue shopping' button and a 'Need to change something?' link. A summary table shows:

Sub Total	£68.00
Voucher Value	-£68.00
VAT	£0.00
Total	£0.00

The 'Billing Details' section shows the user's name, address, email, and phone number. A 'Continue to checkout' button is visible at the bottom.

Once the purchase is complete, you will see a 'Thank you for your order!' screen.



The 'Purchase Complete' screen shows the checkout progress (Item Selection, Basket, Confirmation) and a confirmation message:

Thank you for your order!
Your order was placed 10/01/2019 11:06.
Your unique ID is **SBP600**.
Please retain this for your records.

You will be able to go back to your profile, where you can view your current courses.

For face to face courses, further information will be sent seven days prior to the course start date. Online learning for CPDs can be accessed instantly through your profile.



The user profile page shows a sidebar with navigation options: Profile, Courses, Vouchers, My Purchases, Personal Learning, and Testimonials. The 'Current Courses' section displays a table with the following data:

Date	Time	Course ID	Course Title	Venue Name	City
31/12/2019	12:00am	494	Contemporary Issues	Online	Online Learning
07/11/2020	12:00am	4061	PiNTAG Accredited Pool Plant Operator - Blended Learning Only	Online	Online Learning

A red arrow points from the 'Online Learning' link in the second row to the 'City' column header.

How to change you address or password

Log in to your profile. Click on your name at the top right of the page, then select 'Edit account' you can change all your personal information there.

