

HOW DO I ACTION A PENDING PAYMENT?

Swim Central will save items ready for purchase if the purchaser is interrupted / stops part way through the process. They're saved as a Pending Payment, and can either be completed or cancelled from the Purchaser's 'My Purchases' tile. Follow the steps below for further guidance.

[CLICK HERE TO ACCESS SWIM CENTRAL](#)

STEP 1.

Navigate to Swim Central in your device's internet browser and complete the sign in process.

STEP 2.

From your 'My Family' page:

- Select the parent/guardian and enter your family administration pin and select the parent/guardian again to be redirected to the 'Welcome Home' page.
- Select the 'My Purchases' tile.
- In the 'Purchase Status' drop down menu select 'Payment Pending'.
- Any Pending Payments will appear as line items.

STEP 3.

By selecting a 'Payment Pending' from the list, information will be displayed with details of the pending payment (meet nominations, memberships etc). From this screen you will have the option to 'Make Payment' and proceed with entering card details and confirming the purchase or 'Cancel' to remove those items from 'Pending' status.

[Need further help? You can find other help files on our website here.](#)