

HOW DO I RESET MY FAMILY ADMINISTRATION PIN?

To maintain the integrity and security of Swim Central, pins are required for each family group. The family administration pin is a four-digit number and should be kept secure and not shared. Follow the steps below to reset your family administration pin.

[CLICK HERE TO ACCESS SWIM CENTRAL](#)

STEP 1.

Navigate to Swim Central in your device's internet browser. Select 'Sign In' and complete the sign in process. Please note, if you do not know your password or have yet to set one up please [complete the forgot password process](#).

STEP 2.

You will then be redirected to your 'My Family' screen.

- If you have forgotten the family administration pin. Select the principal of the family and then select 'Forgot Pin?'. This will generate an email to you, with your pin.
- If you would like to change your pin, select the principal of the family and then enter your current family administration pin. Select the 'Edit' button located on the right of the screen below the blue locator bar, then select the 'Update Pin' button. Enter a new four-digit pin and select 'Update'. Please note, you will need to sign out and then back in for this new pin to take effect.

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