

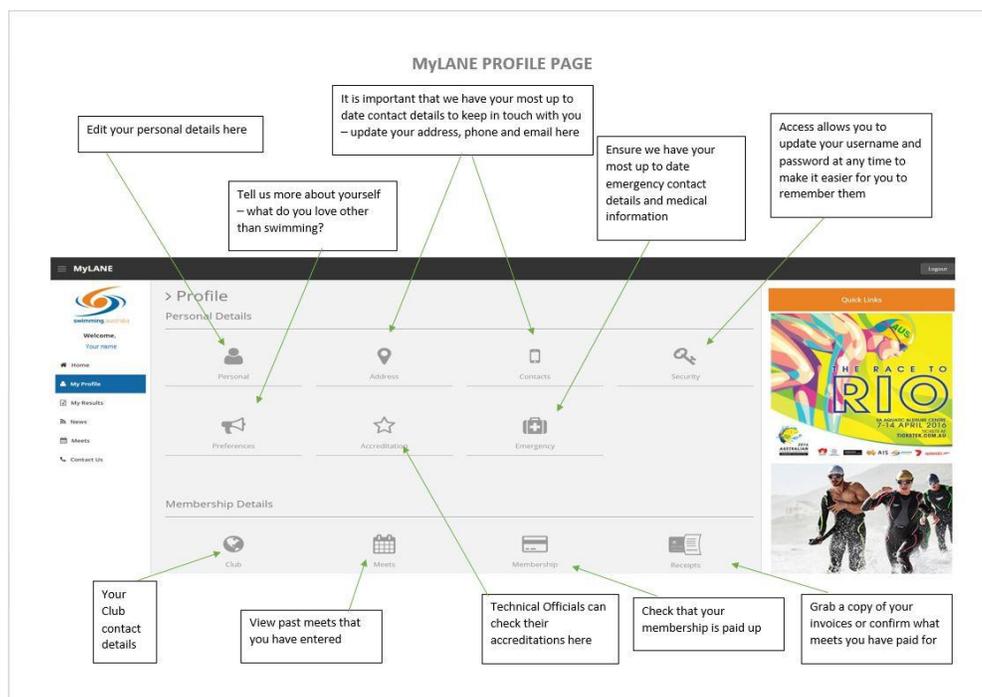
## MyLANE FAQ's

### What is MyLANE?

MyLANE is a personalised portal for members to view their race results, track times against PB's and QT's as well as goal times. Swimmers will also be able to enter meets online as well as see upcoming meets and news from your Club, State and Swimming Australia direct to your portal.

Through MyLANE you'll be able to complete the following functions:

- Renew your membership or the membership of your linked children with a simple and easy payment process
- Update your contact details
- View and download payment receipts
- View your results and track them against Personal Bests and Qualifying Times
- View upcoming meets and enter them online
- View your JX status
- Read the latest news from your club, region, state and Swimming Australia within the portal
- Receive information on member-only offers and discounts from sponsors
- Maintain personal information and interests
- View your Technical Official accreditation (if applicable)





### **How do I access MyLANE?**

You can login to your MyLANE portal by visiting this link: <http://mylane.swimming.org.au>  
Once MyLANE has been rolled out across all clubs in Queensland, you will be able to access MyLANE via the Swimming Queensland website also.

### **What is my username and password?**

Your username and password for MyLANE are the same as the ones you currently use to enter meets online. If you do not know what they are you can select the 'forgot password' button on the MyLANE login screen. If you are not emailed a password reset email within 24 hours, please contact your club who can email them out to you

### **How do I reset my username and password?**

Once logged into the MyLANE portal, you can reset your username and password yourself by clicking on the Access tab on your My Profile page in MyLANE.

### **Do I need a login for every member of my family?**

Each member of the family will have their own unique login. Unless you are the listed 'primary member' of your family, you will not be able to view the swim results of another family member through your MyLANE portal.

### **How do I view my results?**

You can view your swim results by clicking on the **My Results** tab on the menu on the MyLANE home page. You will be able to filter the period of race times you are looking for or even sort by your fastest time. To compare your results to a Qualifying Time (QT) you can enter the QT in the other time section and it will show up on the graph against your current results.

### **Who do I contact if a recent result is not being displayed?**

If a recent result is not being displayed on MyLANE that means it hasn't yet been uploaded into Swimming Australia's National Results database. You will need to check with the meet organiser to find out when the results will be published. Please allow a reasonable amount of time for the meet organiser to upload the results. If they are still not showing after this process you will need to contact your State Swimming Association.

### **How do I view upcoming meets?**

To view upcoming meets click on the Meets tab on the home page. From there you will be able to see upcoming meets for your Club, Region, State and National events, as well as ones that you have already entered.

**What is JX?**

The Junior Excellence Program (JX), recognises rewards and encourages junior swimmers who, through their development of aquatic skills and fitness, achieve a high standard of swimming. Swimmers aged from 9 to 16 years who accomplish times set by Swimming Australia qualify at Gold, Silver, Bronze or Green standard depending on their best performance/s during the season.

**I am a Technical Official and my accreditations are not correct, how can I update these?**

Swimming Australia are currently working through the process of updating the Technical Officials Database. All technical officials have been sent an email regarding their accreditations, if you have received the email and already submitted the form these changes will be updated in the database over the coming months. If you haven't received any correspondence please contact your State Swimming Association.

**Can I see my Split times?**

Swimming Australia are already looking at new features to make MyLANE even more user friendly. We plan on adding split times and rankings to your results view in the next release of MyLANE later this year.

**Who do I contact if I cannot login to MyLANE?**

If you are having problems with your Username or Password we recommend that you contact your Club who can send you a password reset email for MyLANE.

**Where can I find more information to assist me to use MyLANE?**

You can find more support materials including a guide on how to navigate your MyLANE portal on the Swimming Australia support portal: <https://support.swimming.org.au/hc/en-us/categories/200215206-Information-for-Members>