Club User Guide to SwimMark online

www.swimmark.org

Contents

The purpose of evidence submitted by clubs is to demonstrate that the club has met the SwimMark criteria and in turn supports the development of the club. All information provided will be handled in line with Swim England data protection guidelines. For the purposes of SwimMark this means information will remain confidential and will be viewed only by Swim England Club Development Officers/Regional Officers with access to SwimMark online, or club members' allocated "club" or "club admin" roles. In cases where the submission is of a high standard a Swim England Officer may contact the club to discuss how it could be used for best practice to support other clubs, this will only be done with the clubs agreement.

Any queries regarding the SwimMark site please direct to clubdevelopment@swimming.org

Queries relating to SwimMark criteria and evidence should be directed to your Club Development Officer/Regional Officer in the first instance.

Operating System Requirements

SwimMark online runs using java script, you will need to enable this before you have full functionality of the site (this is usually automatically enabled through most internet browsers). Mac users may find problems with running SwimMark online in safari, downloading Google Chrome or Mozilla Firefox will resolve this issue. Windows users may find some functionality is not compatible with versions of Internet Explorer before version 10, in this instance run Google Chrome or Mozilla Firefox.

Assistance with running java script on windows computers can be found here http://support.microsoft.com/gp/howtoscript.

Logging In for the First Time

Please follow the link www.swimmark.org to access the login page.

Username: Is your Swim England individual membership number
Password: Password1 (on your first login)
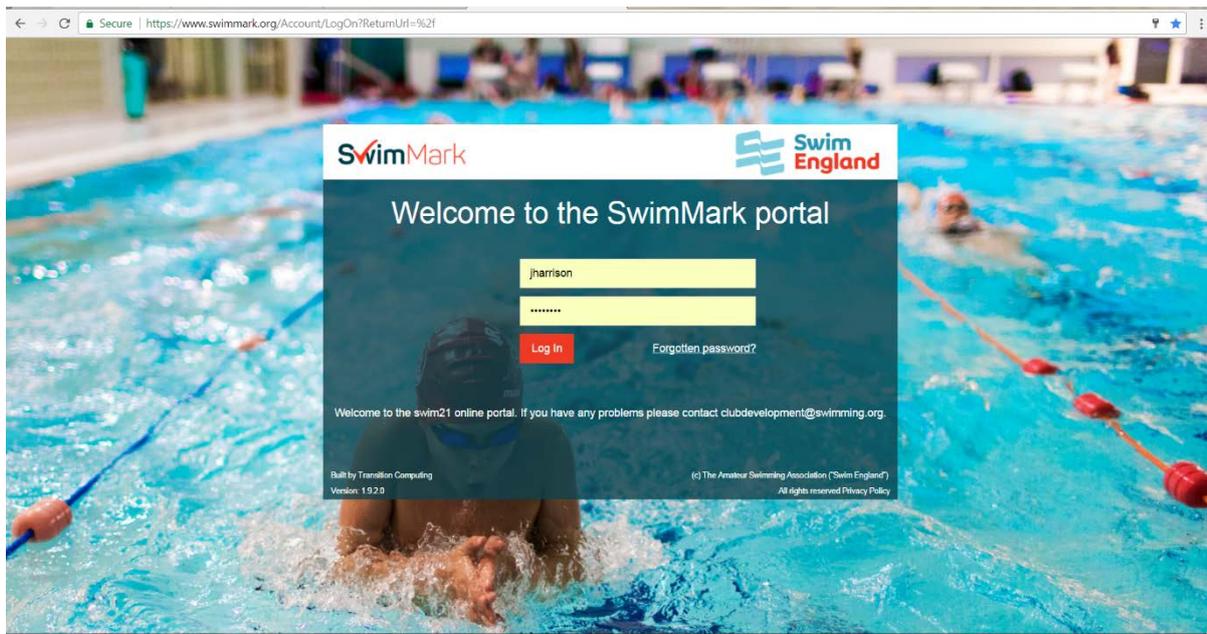
- When logging onto the portal for the first time, you will be asked to change your password - please choose something memorable, you will also need to include both a capital letter and number in your new password.
- In the event that you are unable to remember your password, once it has been updated, click the forgotten password box on the front screen, and an email will be sent to you with a temporary password; if this fails contact clubdevelopment@swimming.org
- Once you have successfully logged in, you will see the screen below, however you will only see the Accreditations that your club has been assigned to so in most cases this will only show the Essential but could also include Network.

Overview

The 6 tabs you can see hold the following information:

Summary	This tab shows your current status as a SwimMark club. It will show the 'old' version and the new 'Full' and 'Health Check' versions. You will also be able to see the number of elements submitted, under review or approved.
Modules	This tab will show the new 16 elements to upload evidence against. You can also view previous accreditations from here including previous uploaded information. Element documents can be downloaded, amended and re-uploaded as well as having access to the templates.
Users	This tab shows all members of your club, and allows you to edit their details. You can also use the refresh button from here.
Documents	This tab stores any documents you saved from the old system and allows you to store any files you wish to save.
Resources	This tab holds a library of useful information to help you with your accreditation.
Best Practice - Examples	This tab includes examples of required evidence for all the elements

Getting Started

i. To view all SwimMark criteria, click on **Modules** tab, this will turn blue once highlighted.

ii. The screen below will appear.
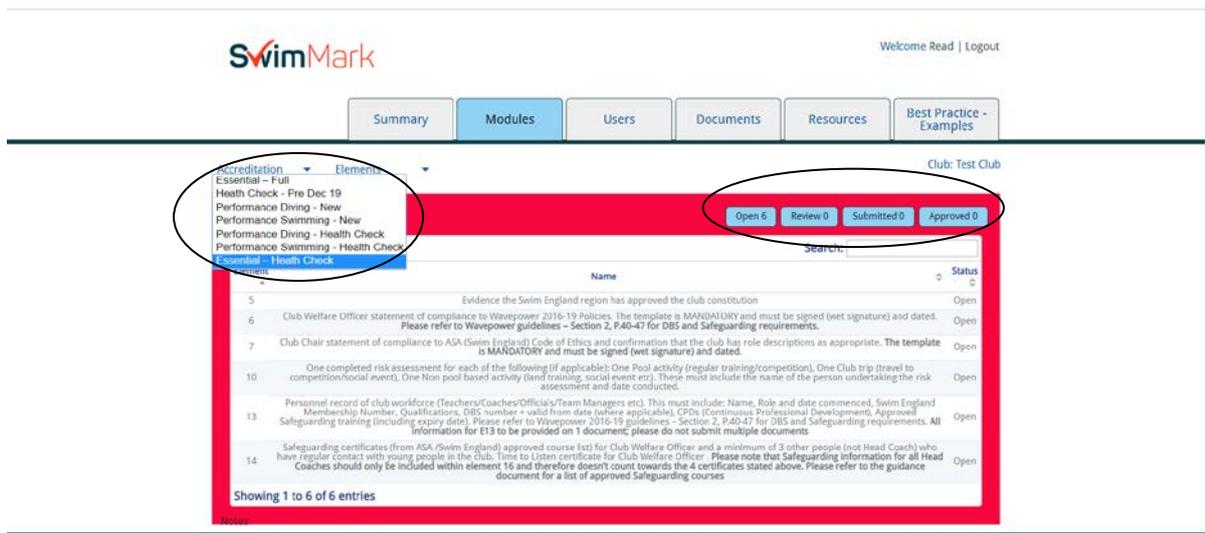
i. The accreditation box circled allows you to switch between the 'old' and 'new' versions as well as the 'Health Check'

ii. The information boxes circled on the right gives an overview of the status of submitted evidence.
- **Open** – no evidence has been uploaded
- **Review** – evidence has been submitted by the club, Swim England officer has requested the evidence to be reviewed by the club i.e. changes are required
- **Submitted** – Evidence submitted for accreditation, awaiting approval from Swim England Officer.
- **Approved** – Evidence which has been approved by Swim England officer.

There are three SwimMark accreditation modules; Essential, Network and Performance. To view the elements for Essential and Performance select the drop down box and choose the accreditation you wish to view.
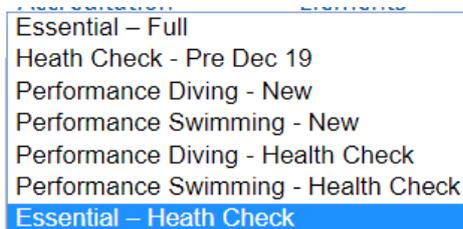
You will only be able to see the "Essential" unless you have achieved Performance status or are part of a Network.
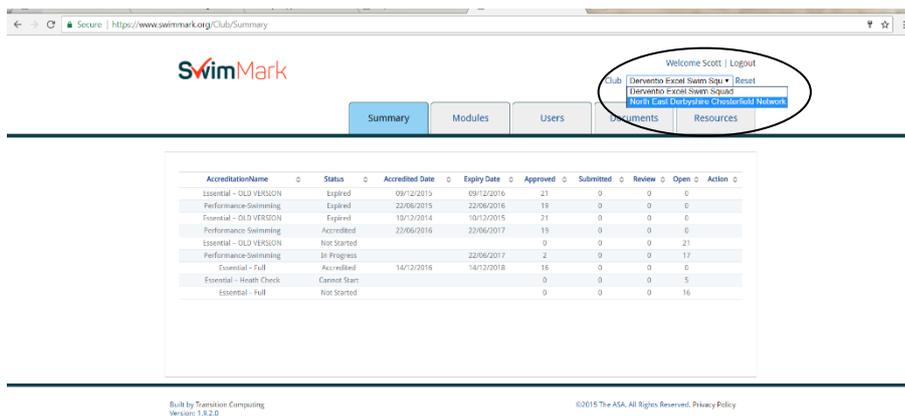
Only clubs who have completed their Essential accreditation can work towards Network and Performance. Once you are part of a Network you will be able to switch between both your own clubs Essential evidence and the evidence for the Network by using the dropdown box as circled i.e. Derventio Excel is part of the NE Derbyshire Chesterfield Network. Networks and Performance accreditation require additional evidence to be submitted - please contact your Club Development Officer/Regional Officer to discuss things further.

If you are already SwimMark accredited you will have two versions of your accreditation to view.
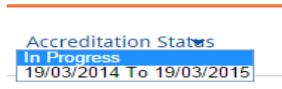
- In progress – the current working submission
- Your previous SwimMark accreditation period

Users

In order to add users please follow the instructions below:

i.   Click on the [Users] tab.

ii. Click the [Edit] button next to the members name you wish to add as a Club Admin or Club user i.e. those individuals who will have responsibility for uploading SwimMark evidence etc (names and ID have been blocked out for data protection purposes in the diagram below) The list always defaults to active users so make sure you scroll to the bottom and select 'All' to obtain a complete list of members available.
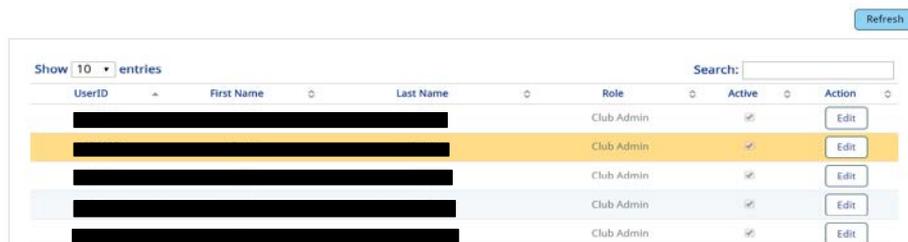
iii.   If all the members in your club are not displayed on the screen, please make sure you have selected 'All' at the bottom of the page as this will show all members that are both active and inactive; if they are still not showing click the [Refresh] button, which will update the list. **Please be aware this process may take several minutes**. Only those registered with Swim England Memberships will be included. Once you click on the edit button the following screen will appear. If they are still not showing please contact clubdevelopment@swimming.org
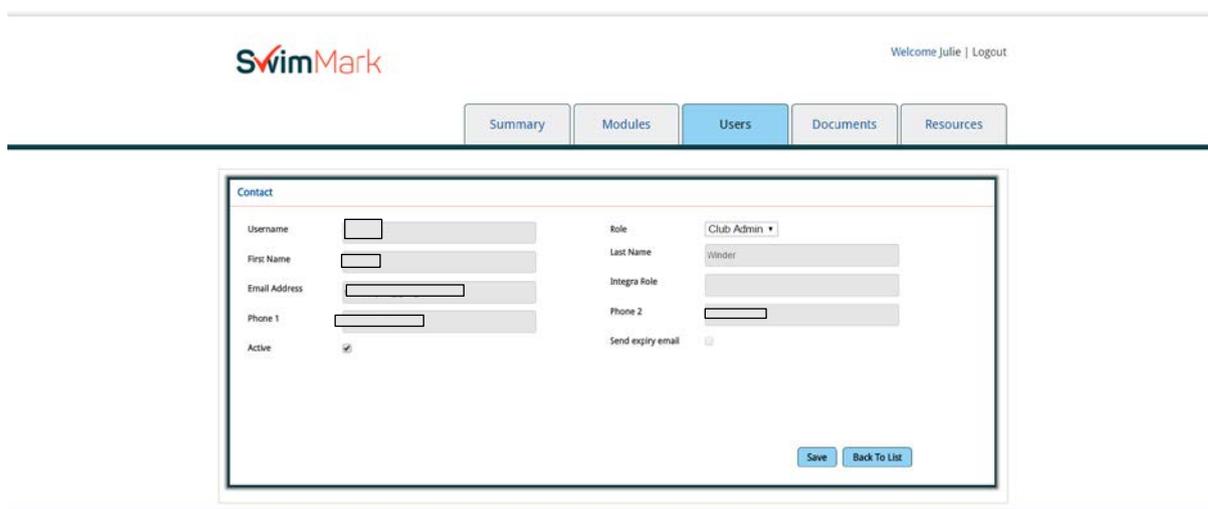
iv.   In the box labelled role select 'club admin' or 'club' from the drop down option. Club admin provides editing rights, or club provides a read only option for the user.

v.   Tick the box labelled active.

vi.   Click 'save' and then 'back to list'.

vii.   The portal will automatically generate the member a login using their Swim England membership number and a password of Password1 which needs to be changed during initial login (portal will prompt the individual to change the password)

NB. Swim England will not provide access to the site unless the allocated club admin personnel are experiencing problems. For security purposes the club must ensure that they are responsible for providing editing/read only rights to relevant personnel.

Uploading Evidence

i.   Click on the [Modules] tab.

ii.   The list of elements will appear.

iii.   Click anywhere on the line of the element you wish to view, this will open the element.

iv.   As shown below the options provided are:

a.   Download – this allows you to download a piece of evidence from the last accreditation in order to amend it and re-upload.

b.   View – view a document which you have saved/submitted against the element.

c. Upload – attach evidence to the element.

d. Template – shows templates and guidance provided by Swim England to assist you with your accreditation; however you are not obliged to use these.

i. To upload evidence select the upload button in the question wizard and then the documents screen as shown below.
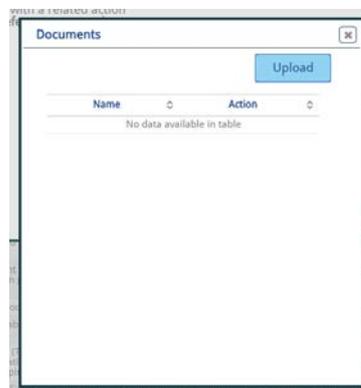
ii. When uploading evidence you can select most file types such as word, excel, pdf etc.

iii. A pale orange box will provide a percentage complete for upload and show you it is in progress.

iv. Once completed the box will list the file name. You are able to upload as many documents as necessary; however these must not exceed 15MB in size. To view the size of the file right click on the document on your computer and it will advise the size prior to upload.

v. If your file is too big you will get a notification box to advise the document you are trying to upload is too large (see below).
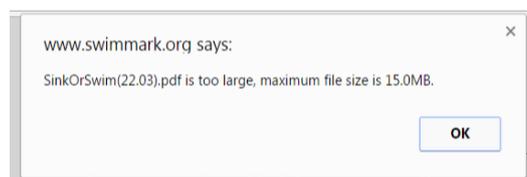
vi. The "Your Comment" box is available for you to send a brief comment to the Swim England Officer, regarding the specific evidence you have uploaded. Please use the format: current date, a comment (maximum length 2 lines), followed by your name.

Example: 01/01/16/Your Comment/Your Name

Upload Errors

Should you upload a document in error or wish to change content once it has been uploaded, you can delete any document you have uploaded by simply selecting upload on the Question Wizard and then delete.
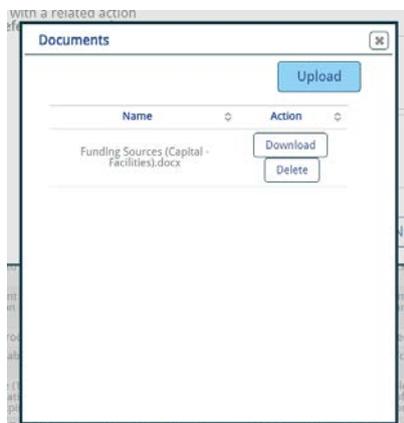
However, the following rules apply.

i. If you have submitted a piece of evidence, by clicking the submit button, the Swim England Officer will be required to change the status to review in order for you to be able to amend/upload over the top.

ii. Changes cannot be made to documents direct from the upload screen; to do this use the "download" button from the Question Wizard. The site holds a copy of the document with the main document being located on your computer.

Approval of Evidence

An allocated Club Development Officer/Regional Officer will be responsible for approving the evidence uploaded for SwimMark accreditation, the time this takes may vary dependent on how many clubs are submitting evidence at any one time. **For renewals, evidence should be uploaded no more than 3 months prior to the accreditation renewal date.** For new accreditations clubs are advised to communicate with their relevant Club Officer.

i. Approved – this confirms that the evidence uploaded has been approved for the SwimMark elements.

ii. Review – this advises that the evidence needs review. The Swim England officer will provide a brief reason using the Swim England comments box or alternatively call/email to discuss what changes/improvements are required.

When all 16 elements are approved by the Swim England Officer these will show as approved when you look at the overview. The accreditation is then verified by a Regional SwimMark Group/Club Development group prior to everything being ratified during the Swim England National Management Meeting. These meetings take place four times per year, you will be notified by letter or email via your region and receive a SwimMark certificate in recognition of your achievement.

Retaining Accreditation

Your club is required to submit evidence each year to retain SwimMark accreditation (regardless of whether evidence is being re-used). The online system holds two accreditations; the Full Essential and Health Check. Once you have completed the Full Essential, this lasts for 2 years with an interim 'Health Check' the following year consisting of 6 elements; this process will start again with the 'Full' accreditation in year 2 e.g.:

- A club will complete 16 elements in December 2019, then 6 elements only in December 2020, followed by the full accreditation (16 elements) in December 2021.

i. Click on the accreditation status drop down arrow and select Health Check - this displays 6 open elements. Upload evidence as before. All documents used in the 'Full' accreditation will be available to view, save and re-upload using the 'download' button. You will notice that all elements are 'greyed' out until you have attained Essential – Full; these will then be available from 3 months before the health check is due.

ii. In the 2nd year you will start the process again; click on the accreditation status drop down arrow and select 'Full', then in the element status dropdown box you will notice it displays both your accreditation period and "in progress" – select 'in progress' and you will notice all elements are now shown as open
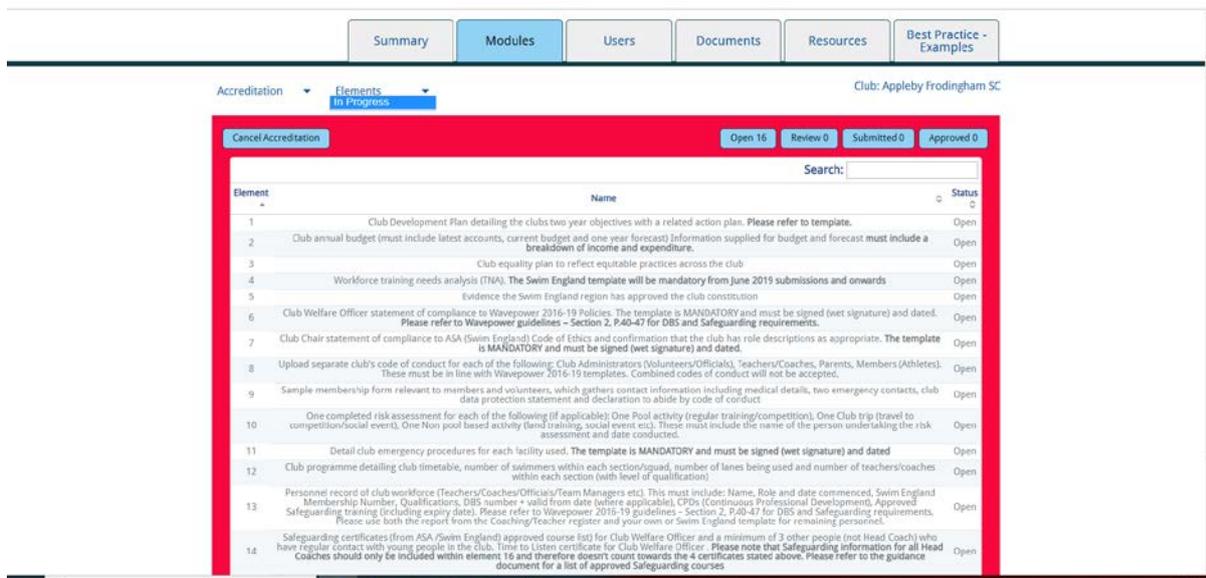
iii. You can upload evidence to the' in progress' accreditation 3 months before the due date, which will then be reviewed and approved by the Swim England Officers. If there is a problem with the evidence the officer will set it to review and include a comment in the box to advise what is required.

iv. If you wish to reuse a document from your previous submission please select the download button - this will allow you to download, amend as necessary and re-upload. If you wish to simply amend the existing document select the download button which will allow you to download, amend and then re-upload.

FAQ's

Q1) Do we have to register on the SwimMark Portal?

When the portal was launched Swim England sent correspondence to all clubs advising them about the portal access. Each club secretary can access the site using their Swim England affiliation number, alongside the default password (Password1) which should be changed to something memorable. All affiliated clubs are listed on the portal.

Q2) I can't remember my password, what do I do?

Please select the "forgotten password" button on the front screen and if this fails contact clubdevelopment@swimming.org.

Q3) What types of files can I upload?

The portal will accept standard Microsoft formats such as word and excel as well as picture files such as gif and jpeg. If you have the ability to PDF documents it would be useful to keep your club user area storage to a minimum.

Q4) I am having issues uploading evidence?

All main file types are accepted on the portal. Please check that the document does not exceed 15MB as this will issue an error message due to the document being too large.

Q5) Can only one person access the portal?

You can have as many people as you wish with rights to access the SwimMark content for your club. This means it can be a shared role and not the commitment of just one person. They will need to be members registered with the Swim England Online via the Online Membership system.

Q6) We have a new volunteer who we would like to give access but they aren't a Swim England member, what do they do?

You will need to register the person via the Swim England Online Membership System as we have designed the portal to directly "talk" to this Swim England system, which collates your club information to avoid you having to duplicate updates and keep the data current.

Q7) I have submitted a piece of evidence but I'm unable to view it?

You may have clicked save instead of submit, please click submit and the information should appear.

Q8) I am having problems accessing the site, what should I do?

Please contact clubdevelopment@swimming.org for assistance with the site

Q9) Is the portal compatible on MAC, iPad etc?

Yes, the site has been tested across windows and Mac applications, however when using a Mac please ensure that you have the capacity to view Office document which can normally be done using Preview.

Q10) I am having problems viewing the SwimMark portal (I am using Internet Explorer)

The site has been robustly tested across all web browsers; however there are many different versions of Internet Explorer and users may have issues reading all the script. Google Chrome and Firefox seem to function better so try to download these and see whether it helps.