

HOW DO I ACTION A PENDING PAYMENT?

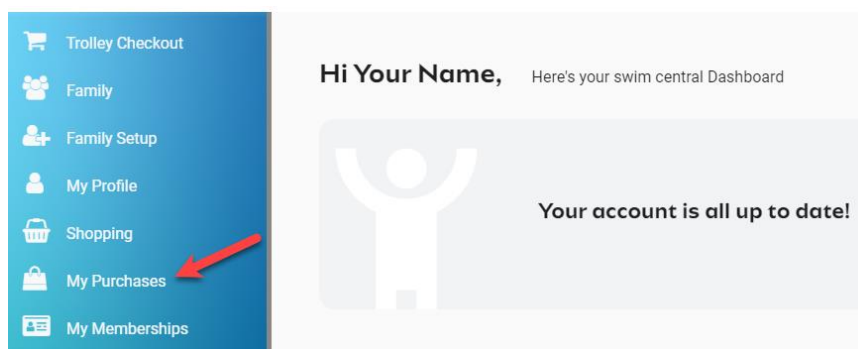
Sometimes payments end up pending due to system glitches or a delay in completing the transaction in that items were put in a trolley, but payment was not processed. This help guide is for **Individual or Parent/Principal members** to action payments stalled at the pending stage in Swim Central.

If you are an individual member not attached to a family group buying a membership for yourself, **Login** and go directly to **My Purchases** from your personal dashboard.

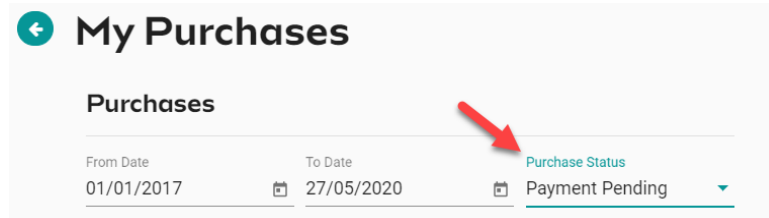
If you are a Parent/Principal of a family group buying a membership for a child/dependant, **Login** and impersonate the member of your family who you wish to purchase the product for. You will need to **Unlock** your family group (by clicking on the lock icon at the top right of the screen and entering your family PIN) and then click on the correct name to impersonate the member.



Select **My Purchases** from your left-hand navigation panel on your personal dashboard.



Filter your purchases list to see any **Payment Pending** items. Select the purchase that is pending on the left and then details of the purchase on the right.



The details displayed will inform you of the purchase that is still awaiting payment completion (membership purchase, entry fees for a meet, etc.).

From this screen select **Make Payment** and proceed with entering card details and confirming the purchase or Cancel the transaction to remove those items from 'Pending' status.