

HOW TO UPLOAD ID DOCUMENTS FOR CLUB ACCOUNT

Certain identification (ID) is required to be provided by club admins to then be verified by Swim Central's payment software (Stripe) as a security measure. This is in place to protect individual and organisation payments.

1. VALID ID DOCUMENTS FOR SWIM CENTRAL

The following steps must be completed by the person named as the Account Contact in their own profile in Swim Central as steps cannot be completed by someone impersonating the Account Contact.

The types of ID in Australia that can be used for verification are:

- Passport - if using the photo page, this is the only ID required (upload as Identity Document 1 only)
- Driver's license - both the front and back of the license are required to be uploaded separately to Swim Central (Front of driver's license as Identity Document 1 and back of driver's license as Identity Document 2)
- Government Issued Identity card - both the front and back of the license are required to be uploaded separately to Swim Central (Front of identity card as Identity Document 1 and back of identity card as Identity Document 2).

ID documents should be scanned as JPEG or PNG files, for upload to Swim Central.

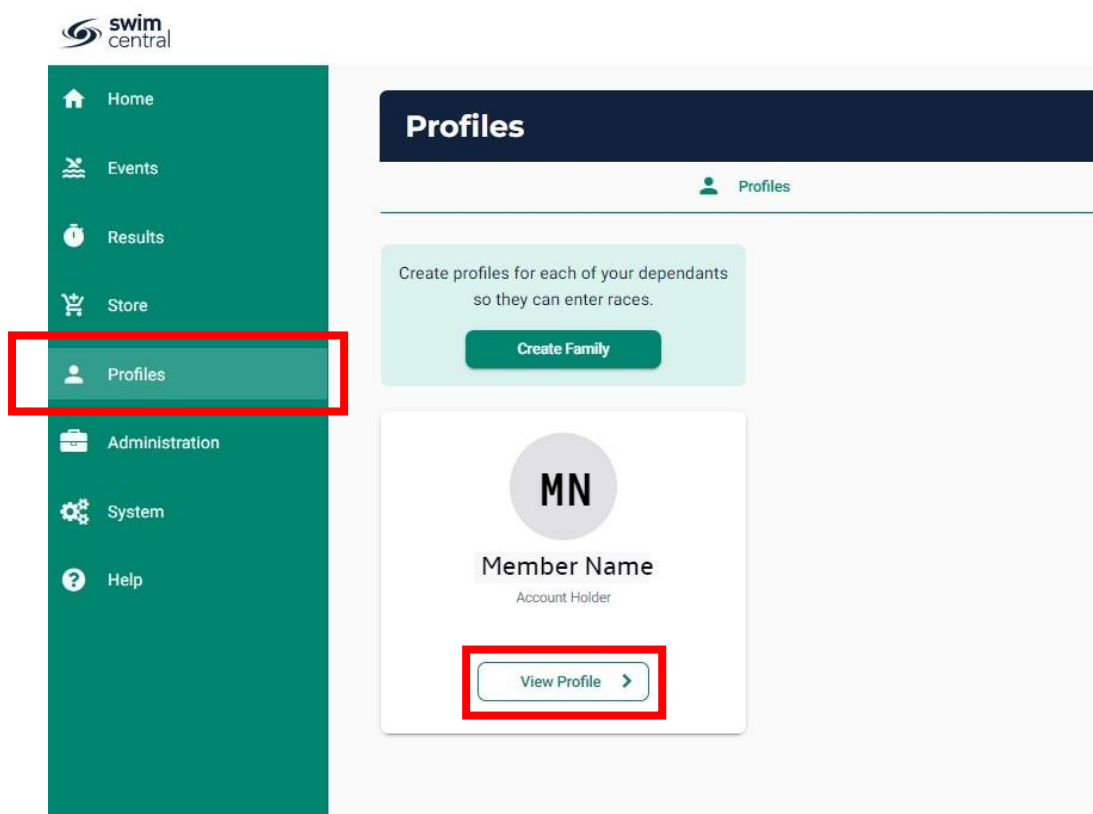
The ID that is uploaded:

- Must match the name of the Account Contact (Located under Club Information > Finances)
- Must clearly display details and is required to be uploaded in color
- Must be readable and for verification by Stripe (the ID be placed on a coloured background when taking a photo, (i.e., coloured paper, desk, etc.). If the ID is placed on a white background or scanned by a photocopier, it will not be readable and verified.)
- Must NOT be in PDF or HEIC (iPhone) file types.
- Cannot be a digital license type (Stripe currently does not support this format)
- File size needs to be under 3MB (if you need to reduce your file size there are some free online tools you can use for example:
 - <https://www.befunky.com/features/resize-image/>
 - <https://www.reduceimages.com/>
 - <https://www.iloveimg.com/resize-image#resize-options,pixels>

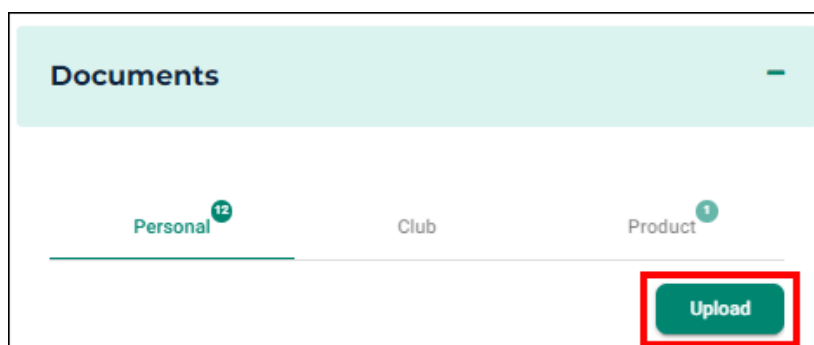
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2. TO UPLOAD THE IDENTITY VERIFICATION DOCUMENT(S), FOLLOW THESE STEPS:

- 1) Login to Swim Central, select the padlock and enter your family PIN to unlock your profile (if you are part of a family group/or required too)
- 2) From your personal dashboard, select Profiles > View Profile



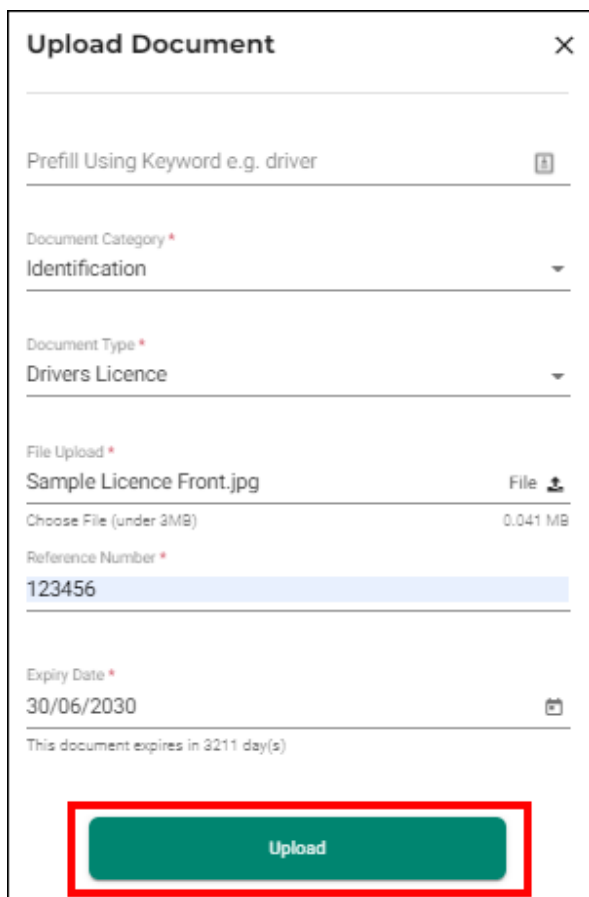
- 3) Open the Documents accordion and select 'Upload'



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4) Complete the document upload

- Document Category - Select Identification
- Document Type - Select correct type (Driver's License or Passport)
- Select 'File' to upload your JPEG or PNG Identification file
- File size needs to be under 3MB
- Enter the 'Reference Number' such as the driver's license or passport number
- Enter the expiry date of the ID



Upload Document [X]

Pre-fill Using Keyword e.g. driver [🔍]

Document Category *
Identification [v]

Document Type *
Drivers Licence [v]

File Upload *
Sample Licence Front.jpg [File 📎] 0.041 MB
Choose File (under 3MB)

Reference Number *
123456

Expiry Date *
30/06/2030 [📅]
This document expires in 3211 day(s)

Upload

5) Select Upload and a pop-up screen will appear at the bottom displaying 'Document Uploaded'. If you do not see this notification, please try to upload the document again.

6) Repeat to upload the back of your license or Government issued Identity Card

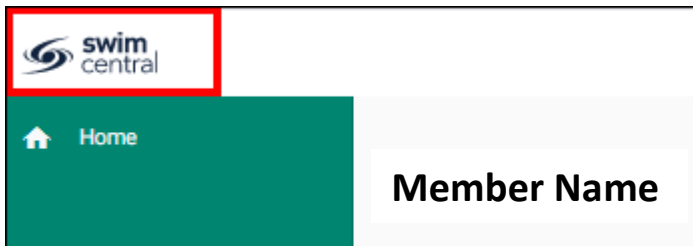
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LINKING IDENTITY VERIFICATION DOCUMENTS TO A CLUB ACCOUNT IN SWIM CENTRAL

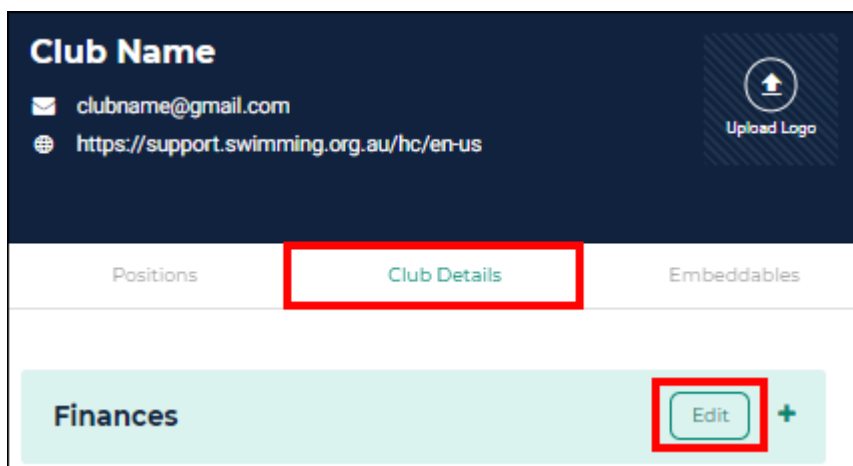
The following steps must be completed by the person named as the Account Contact in their own profile in Swim Central as this step cannot be completed by someone impersonating the Account Contact.

To link the uploaded document(s) to the Club account, the Account Contact must follow these steps:

- Leave their document library by selecting 'Swim Central' icon on the top left

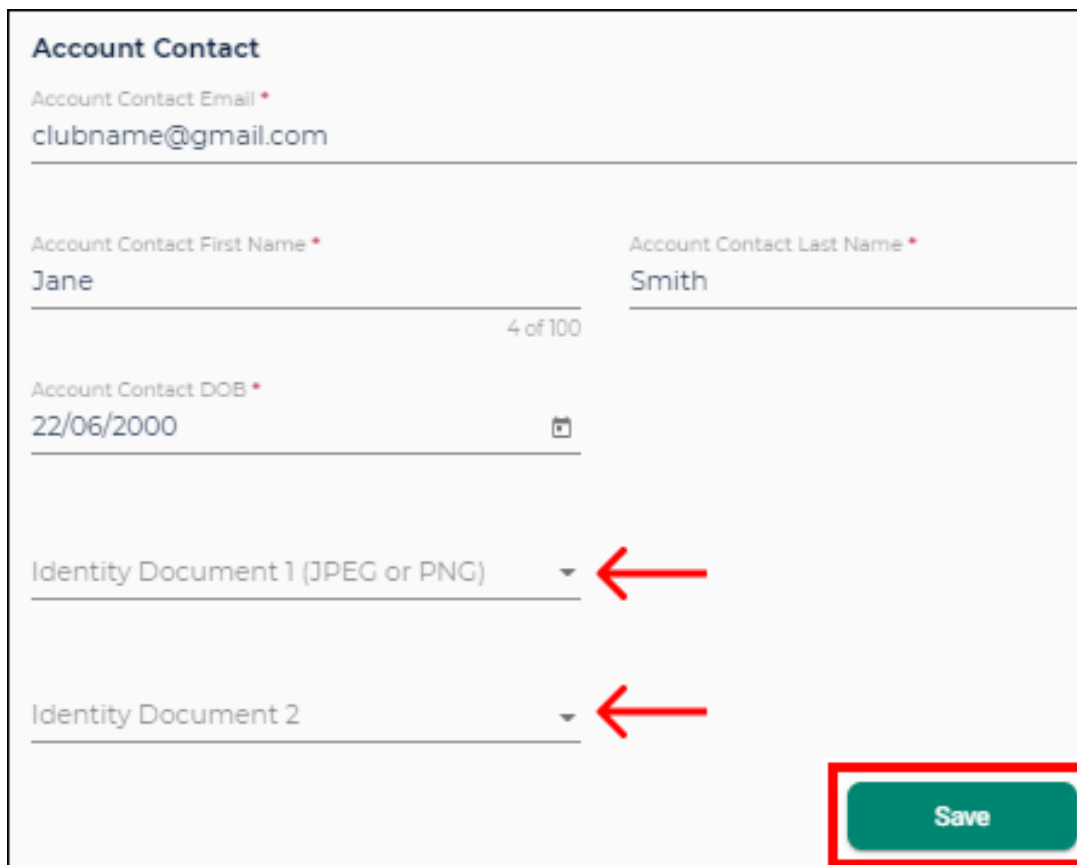


- From their personal dashboard, select Administration
- From the Club's Administration dashboard select Club Information
- Select Club Details tab
- From the Finance accordion click 'Edit'



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- Under Account Contact, *Identity Document 1 field* use the drop-down menus to select
Passport or Front of Driver's License/Identity Card
- *Identity Document 2 field* use the drop-down menus to select
Back of Driver's License/Identity Card
- Select Save
NB - The Date of birth and name on the ID documents must match the Account Contact Full Name and DOB in Swim Central



Account Contact

Account Contact Email *
clubname@gmail.com

Account Contact First Name *
Jane

Account Contact Last Name *
Smith

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Account Contact DOB *
22/06/2000

Identity Document 1 (JPEG or PNG) ▼ ←

Identity Document 2 ▼ ←

Save

- Once all steps have been completed, Stripe will conduct the verification process, which can take up to 24 hours
- Once you have uploaded these ID documents to the Club Account, they are then stored within the Stripe system.
- After 48 hours the ID Documents can be deleted from your Documents library.
- Once deleted, these ID documents will no longer be accessible or visible within Swim Central.

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- If there is a problem with verification, Stripe will notify the Account Contact via Swim Central on the Administration Dashboard via Entity Account Warnings saying 'Your business entity account is incomplete. Payments may be affected. Update your Business Entity to address these issues.'
- Select the notification to view the 'Entity Account Warnings'

Example Below:

