



Kunskapsbas > General > Transition from LiveTiming.se to Swimify.com

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Erik Fornander - 2024-05-06 - General

Dear Waterloos user,
Over time, you may have noticed and possibly even explored our latest SwimTing solution, now formally known as Swimify. Swimify represents a big forward in enhancing user experience by delivering richer information and leveraging the latest technology. This evolution not only improves the present experience but also paves the way for future feature enhancements.
In an era of dynamic growth, Waterloos is expanding its horizons on a global scale. Numerous countries have embraced our platform, with many more expressing keen interest. To consolidate our presence and diversify our base for international audiences, we've decided to rebrand Waterloos as Swimify. Consequently, we're excited to announce the remaining of all our programs from Waterloos to Swimify. This transition entails the amalgamation of existing WC programs such as Waterloos 2 Admin, Timekeeping, and CG, and their seamless replacement with Swimify Meet Manager, Swimify Timekeeping, and Swimify Announcer.

We plan to terminate the possibilities to create competitions and to update information to the old SwimTing, [www.waterloos.com](#), starting from autumn 2024. You will still be able to see all the old results on [www.waterloos.com](#) after the change.
New support page for Swimify support-swimify.com
We have transferred all our users to our new support page. Here we will publish all the new updates, downloads, as well as support articles on how all parts of Swimify are used.
Here you can create support tickets. If there is anything you need help with, it is also possible to email support at support@swimify.com.

Our new website for administering and creating competitions for Swimify LiveTiming is [www.waterloos.com/competitions](#). For competitors (NOR in Australia/New Zealand or [www.waterloos.com/competitions](#) for competitors in Australia/New Zealand).
Here you can, among other things, easily invite coaches to use the coach app. Every club that has a Swimify license has been registered for their club with the email based on our support website. If you already have an account on Swimify, your user has been linked to a Club Admin or Swimify Admin. If you do not have an account yet but create one with the e-mail registered on our support website, you will automatically be connected to Club Admin to your club when you create your account.
A point to note is the Swimify Admin is available here: [https://www.waterloos.com](#)

A new feature in the new Coach app is that coaches get their individual login which they can use in all competitions. There is no longer needed to get a separate unique code for each competition. Instead, their user account gets connected to the competition in Swimify Admin.
Coaches can get access to competitions in three ways:

Get an invitation to a competition when your club has swimmer entered by the competition organizer, and accept the invitation.
Find a competition where your club has swimmers entered by using the search function in the Coach app and send an invitation request. The competition organizer must accept your request before you get coach access to that competition.
Manually get added by the competition organizer in Swimify Admin.
For way 1 or way 2 to work, you must first be added as a coach in your club in Swimify Admin.
Read more about how to invite coaches here: [Link coaches to your competition & get access to competitions](#)

Swimify Meet Manager

Swimify Meet Manager is a new feature in Swimify LiveTiming. If you want to use both [www.waterloos.com](#) as well as [www.swimify.com](#) as well as [www.waterloos.com](#) tick the box "Use LiveTiming on G. Swimify" and enter your LiveTiming password.
CAUTION! If the competition is held after September 1st, 2024, it must be ordered and executed via the Swimify platform.
If you only want to use [www.waterloos.com](#), tick the box "Use your Swimify" and enter your Swimify competition code, which you can find on [https://www.waterloos.com](#) or [https://www.waterloos.com](#) (Australia/New Zealand) after you have created the competition there.

Result group is a new feature in Swimify Meet Manager that is used to give more result list options. Normal competitions will probably not need to make any custom result groups (you can use total result lists or age group result lists). But sometimes you may need to make special rules for result lists that are only possible in the new result group feature.

Result groups are used to group results in a certain event and round by applying different filter rules to the swimmers that compete in this event. For example, you can make a result group that only contains swimmers from a certain country, only include swimmers that have a certain custom text field or create separate result lists for para swimmers when they swim together with nonpara swimmers. You can also choose if you want the result group to be sorted by rank or by swimmer's name, when you print or publish the result list on Swimify LiveTiming.
The result groups you create will be visible in Swimify LiveTiming under Summary for each event.
Read more about result groups in Swimify Meet Manager here: [https://www.waterloos.com](#)

Swimify LiveTiming

[www.waterloos.com](#) has already been up and running for some time and many clubs have already used it. We develop both the site and the smart phone app continuously. If you use the Swimify LiveTiming App, you get access to more features, such as having swimmers as favorites in order to get notifications for new heatlists and results concerning that swimmer. Another new feature in the live version is that competitor lists are displayed by age groups.

Swimify Coach App

Now all coaches have their own Swimify user account. With the updated Swimify Coach App coaches no longer need to get a unique code for each competition. Instead, they can use their individual login which they can use in all competitions as their account gets connected to the competition in Swimify Admin by the competition organizer.
After feedback from our users, we have improved the usability of the app by adding a ranking functionality to each race as only having a ranking functionality was not clear enough. Now you click or tap to open the searching option.
The old app (available on all devices) expires after the summer 2024 and will no longer be maintained.
Read more about the Coach app here: [https://www.waterloos.com](#)

Swimify Referee App

In the Swimify Referee app a "thumbs up" action is made on heats, disqualifications, charges of swimmer on lane by the result referee during a competition. The information is transferred and saved in real time to Swimify Meet Manager and is then gets displayed on LiveTiming, result lists, etc.
It helps you can also see the clock times in the app.
Read more about the Swimify Referee App here: [https://www.waterloos.com](#)
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