My Clubs

Josefin Ström - 2025-09-16 - FAQ - Frequently Asked Questions - Swimify Admin

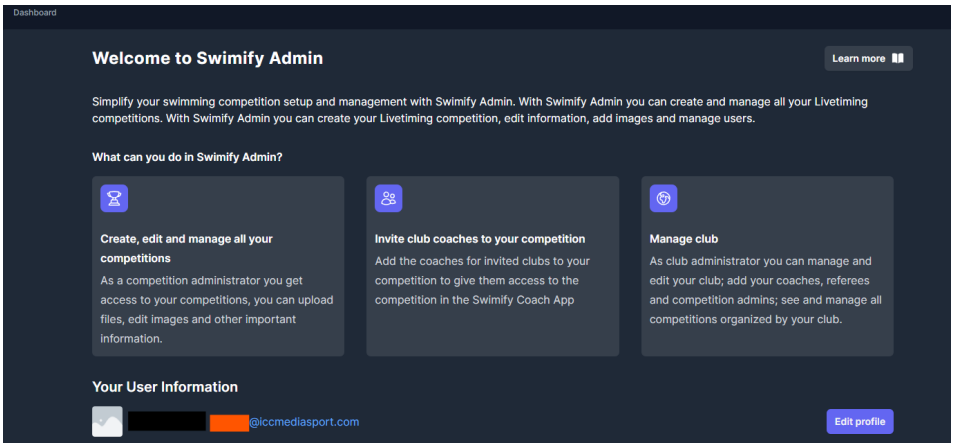
Why am I not connected to my club?

- Have you used Swimify Admin before and therefore know that you already have a club connection? Otherwise contact your club administrator to be added to your club in Swimify.

- If you know you have a club connection and still can't see your clubs? Please check one of these two common cases first:

    1. Is the URL for Swimify Admin admin.swimify.com (or au.admin.swimify.com if you are in Australia or New Zealand)? Make sure that you are not using our develop server, so it should **not** say develop anywhere in the URL. This has been a common mistake, due to Google suggesting the wrong link when searching for Swimify Admin, but should be fixed.

    2. Have you logged in using your Apple account? If so, please check if you are using an anonymous email. You will find the email address that is signed in on the dashboard, above your clubs and competitions. If it is a random combination of letters and numbers in the orange field marked in the image below, you are anonymously signed in. Even if your email in apple is the same as an account which you know you have a club connection with, there will be no way for us to connect your anonymous account to any other account. To gain access to your clubs and competitions, either log in with the email that you know have a club connection or get your club admin to add your anonymous email to the club or competition. If you are the club admin please contact our support and send us the anonymous email adress to add to your club.



- If neither of these cases are the solution for you, please contact our support and we will look in to find any potential bugs.