

Knowledge Base — Swimmers (and Parents)

For swimmers and their parents: linking your record, following your times, setting goals, and keeping a private journal.

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ARTICLE 1

Getting started: create your account and link your swimmer

Applies to: swimmers, and parents/guardians

Where: [/register](#), then [/swimmer](#)

Your times are already on MeetDirector as soon as a meet's results are uploaded — you don't create them. What you do is **link your account to your swimmer record** so you can track progress, set goals and keep a journal.

Step 1 — Create your account

1. Go to **meetdirector.online** → **Create an account**.

2. Enter your name, email and a password. (Phone number is optional — it only helps us verify it's you if you ever need to recover the account.)
3. Verify your email address from the link we send you, then sign in.

Step 2 — Find your swimmer

1. Go to **My swimming** (</swimmer>).
2. In **Find your swimmer**, enter the swimmer's **last name**, and their **USA-S #** and/or **date of birth**. The extra identifiers are what prove the record is yours, so give at least one of them.
3. Click **Search**. Matching swimmers appear under **Matches**, with team, birth year and USA-S # so you can pick the right one.

Step 3 — Link the record

On the matching row, choose how you're linking:

- **This is me** — you are the swimmer.
- **I'm their parent/guardian** — you're linking your child's record.

If the swimmer is under 18 and is linking their *own* account, a **parent/guardian name and email are required** — we email the parent so they know the account exists.

Tick the consent checkbox ("*I'm this swimmer or their parent/guardian, and I consent to linking this account to these results*"), then click **Link this swimmer**.

The swimmer now appears under **My swimmers** with links to **My times** and **Goals & journal**. A parent's row is tagged *parent/guardian*. Both a swimmer and their parent can be linked to the same record at the same time.

If your swimmer appears more than once

Swimmers routinely exist as several records — club, high school, unattached — and each one holds only part of their times. If MeetDirector spots that, it asks "**Is this the same swimmer?**" on your page. Confirm and the records are combined in your view, and an administrator reviews whether to merge them permanently. Nothing is merged silently: only your family knows whether two same-named records are one person.

Other things you can do here

- **Unlink** — removes the link between your account and a swimmer record. Your times are not deleted.
- **Parent/guardian access** — from your swimmer's page you can send an invitation to a parent by email so they can link to the record too.

Parents: you cannot self-register into a swimmer's account from outside. You either link the swimmer yourself as above, or accept the emailed invitation your swimmer sent you.

Privacy

- Your **USA-S number and date of birth are never shown publicly** — age is.
- Goals and journals are **not public**. They reach parents and coaches only if you share them (see **Who can see what**).
- Your club's **roster isn't public either**. You can see your teammates' names once your swimmer is linked; nobody outside the club can.

Viewing your times and results

Applies to: linked swimmers and parents

Where: **My swimming** → **My times**, or </athletes/{id}>

Your times

Click **My times** next to your swimmer on the **My swimming** page. Your profile shows:

- **Best times** — your fastest time in each event and course.
- **Event times** — every swim for an event, so you can see progression, plus **split comparison** between two of your swims.
- **Results** — a full list of every swim, meet by meet.

Results are listed in order: swims that count (by place/time) first, then **DQ**, then **SCR**, with **NS** last.

Progression over time

From your swimmer's page, click **Progression** (</swimmer/athlete/{id}/progress>) and pick an event to see your times charted over time.

Course conversion

Times can be shown converted between courses (SCY / SCM / LCM). Converted times are always labelled with a badge showing the original course, so you can tell a real swim from a converted one.

Finding a meet

Find a meet sits on the front page, and the same search is on the **Meets** page (</meets>).

1. Type what you know in the search box — the **meet name**, the **host club** (name or code), the **pool**, or a **town, state or ZIP**. One box covers all of them.
2. Narrow it with **Course** (SCY / SCM / LCM) if you want.
3. Choose **Upcoming**, **Past** or **All**, then **Search**.

The results page lists each meet with its host, dates, location, course and status — click one for its **Results**, **Heat sheet** and **Standings**.

- The front page also shows the **next few meets** without searching; **See all** opens the full list.
- A meet counts as *upcoming* until the day it finishes, so a meet being swum today still shows.
- If nothing is scheduled, the page shows the **most recent meets** instead and says so.

- Searching a town or ZIP only finds meets whose host filled in the location — older meets imported from results files show **Location TBC**, so search those by name or club.

Your team's page

Teams lists every club, and each has a page showing where it swims — governing body, league, classification — plus its address, phone, website and logo where the club has filled them in, and its coaching staff.

Once your swimmer is linked, you also see your team's roster: your teammates' names, gender and age. That's all — no USA-S numbers and no links to anyone's times, because another family's swims are theirs, not yours. Your own swimmer's times stay where they've always been, under **My times**.

Nobody outside the club sees the roster at all. Somebody who is simply signed in sees the same public page a stranger does.

Meet results and rankings

- **Meets** (</meets>) — open any meet for full **Results**, **Heat sheet** and **Standings**.
- **Rankings** (</rankings>) — live rankings, including an **Advanced** view with course conversion and combined age groups.
- **Swimmer of the Week** (</sotw>).

A time is missing or wrong

Times come from the meet's results file, uploaded by the host or timing company. If a swim is missing or attached to the wrong swimmer, it's usually a matching problem — the record didn't carry a date of birth or USA-S number. Ask your coach to check your roster details first; if it still doesn't appear, open a support ticket with the meet name, date and event.

Setting goals

Applies to: linked swimmers and parents

Where: **My swimming** → **Goals & journal** → **Set a goal**

Adding a goal

1. Open **Goals & journal** for your swimmer, then click **Set a goal**.
2. Pick the **Course** (SCY / SCM / LCM), **Stroke** and **Distance**.
3. Your recent times for that event appear on the right — a chart, your **best time** and the last 12 months of swims — so you can pick a realistic target. Tick **Include converted times from other courses** if you want conversions counted too.
4. Enter your **Target time**. Type it as digits and it formats itself: becomes . Both and work.
5. Add an optional **Note** — e.g. "*Sectionals cut*".
6. Click **Save goal**.

Tracking goals

Your goals are listed on the **Goals & journal** page with **Event**, **Course**, **Target**, **Best** and **Gap** — how far you are from the target. When you hit it, the gap turns green.

Goals update automatically as new results are imported; there's nothing to re-enter after a meet.

Click **Remove** to delete a goal.

Who can see your goals

Goals are private by default. They reach parents and coaches only through a share you create — see **Who can see what** on your swimmer's page. If the swimmer is under 18, a share that reaches outside the family needs a guardian's emailed confirmation code.

Using your journal

Applies to: linked swimmers and parents

Where: [My swimming](#) → [Goals & journal](#)

The journal is a private training log — how a session or a meet went, and how you felt about it.

Writing an entry

On the **Goals & journal** page, scroll to **Journal** and fill in:

- **Date** — defaults to today.
- **Title** — optional.
- **Mood** — 😄 Great / 😊 Good / 😐 OK / 😞 Off / 😡 Rough (optional).
- **Body** — "*How did training/the meet go?*"

Click **Add entry**. Entries are listed newest first with the date, mood and title.

Privacy

- Your journal is **private** unless you share it. The card header tells you which it is.
- Parents and swimmers each keep their own entries. If your swimmer hasn't shared their journal with you, you'll see a note saying so — entries **you** write still appear and stay yours.
- Entries someone else wrote on the same swimmer are marked *swimmer's entry* and can't be deleted by you.
- To change who sees the journal, use **Sharing** → **Who can see what** on the swimmer's page. Sharing is per-person and can be withdrawn at any time.

Deleting and restoring

- Click **delete** on your own entry to remove it.
- Deleted entries move to **Recently deleted**, where they stay for **30 days** — each shows the exact date it will be destroyed and how many days are left. Click **restore** to bring one back, or purge it immediately.
- Nobody else can see entries in Recently deleted, and after 30 days they're permanently destroyed.

Getting help — submitting a support ticket

Open a ticket at:

→ support.meetdirector.online

How to submit a ticket

1. Go to support.meetdirector.online.
2. Sign in (or create a support account) using **the same email address as your MeetDirector account** — it lets us find your swimmer straight away.
3. Click **Submit a ticket**, choose the topic, and describe what's happening.
4. Submit. You'll get a confirmation email, and replies arrive by email — reply to that email to add to the same ticket.

What to include

- Your **account email**.
- Your **swimmer's name** and **team**.
- The **page URL** where the problem happened (e.g. [/swimmer](#)).
- What you expected, what actually happened, and the exact **error message** or a screenshot.
- For a missing or wrong time: the **meet name, date and event**.

Common swimmer and parent questions to raise as tickets

- I can't find my swimmer in the search on **My swimming**.
- My swimmer shows up as **two separate records** and I'd like them merged.
- A time is **missing, wrong, or on the wrong swimmer**.
- I need my **name hidden** from public pages.
- I never received the **email verification** or **parent invitation** email (check your junk mail first).
- I can't sign in / need a password reset (try **Forgot password** at [/forgot-password](#) first).

Please don't include dates of birth, USA-S numbers, or other personal details in ticket screenshots. Give us the swimmer's name and the meet, and we'll look up the rest.