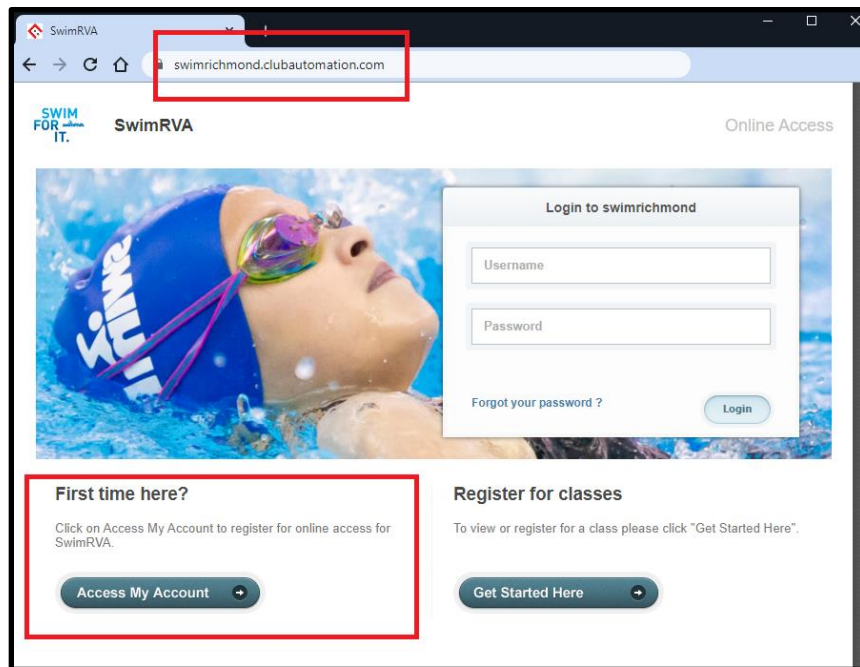


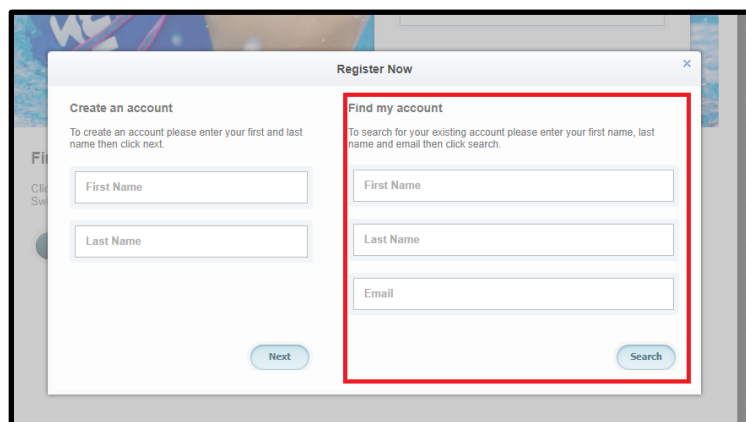
Welcome to the SwimRVA online portal.

Accessing your online portal allows you to view and update personal information, create Therapy Pool reservations, view your statement, and more!

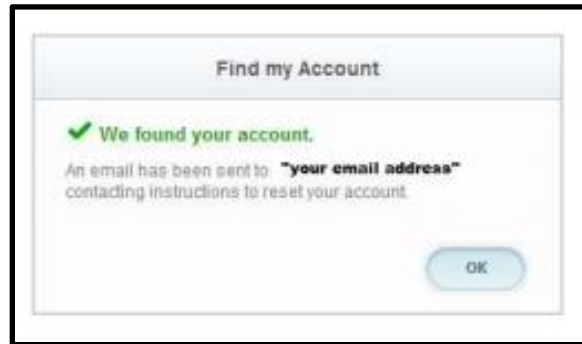
Initial Login: To access the online portal for the first time, begin by opening “swimrichmond.clubautomation.com”. Once on the site, locate the “Access My Account” button listed under “First time here?”.



In the “Find my account” section, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner.



Once your account has been identified, you will receive a “We found your account.” prompt.



A verification email will then be sent to your email address with the final login instructions. Please open your email to access these instructions. The email you receive includes a verification link that must be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

Note: You will only be directed to this information page during your initial log in. Future logins will not require this additional step.

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select “Save Account”.

After completing the initial log in steps, your account has been created and you no longer need to use “Access My Account” to log in. Going forward, you will enter your “Username” (your email address) and “Password” (the one you created on your first log in) in the “Login to swimrichmond” box.

Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact the SwimRVA at (804)271-8271 for further assistance.

