

FAQ – World Wide Swim School

1. How many times to I get to view my product?

Your interactive learning product is valid for either, 32 views or 120 days, depending on what expires first.

Every time you click on the link that downloads the product, you are using a view. This view is used regardless of how long you use the interactive product for. For example, you are debited a view regardless of whether you watch one section of the product or the product in its entirety.

2. How does the interactive product work?

The interactive learning products have a number of **stages** that make up the entire program. Each **stage** is broken down into a number of **sections**.

Once you view one **section** of a **stage** you will be prompted to move to the next section of that **stage**, until you have viewed every **section** within the particular **stage**.

The program will remember how many **sections** and **stages** that you have complete successfully. Therefore next time you go to view your product, you will be able to click on the **section** or **stage** that you finished with the last time you viewed your product.

WWSS strongly suggests that users download and read the user guide on the log in page. This will enable you to interact with your product quickly and easily and will answer any additional questions that you may have.

3. How do I log in to view my product?

Once you become a WWSS/Swim Australia member you can view your product by logging in via the Swim Australia page

http://www.worldwideswimschool.com/catelog/swim_australia.php

Or directly via World Wide Swim School

www.worldwideswimschool.com

4. How do I log off once I'm finished viewing my product?

Users can log off by clicking on the log off link at the top of the My Swim Space page. Alternatively users can simply exit the window automatically logging off.

5. What if I am having problems with my interactive product?

If you are having any difficulties at all using, viewing or progressing with your product please contact the WWSS team directly via email at

support@worldwideswimschool.com. We will respond to your enquiry as soon as possible.