USA Swimming Mobile App – Participant Guide

Thank you for participating in the **USA Swimming Mobile App Beta Test**. This guide explains what to expect, how to participate successfully, and how your feedback will be used.

Beta Overview

- **Beta Duration:** 4 weeks (early February–early March)
- **Time Commitment:** ~10–20 minutes per week
- **Who's Participating:** Coaches, Athletes, Parents, and Officials from all four Zones, and USA Swimming Staff members.
- **Purpose:** Validate app readiness for the April public release and identify final improvements

This beta focuses on **real-world usability, stability, and value**, not just finding bugs.

How the Beta Test Works

Each week you'll receive a short **test mission and a survey link** that guides you through specific parts of the app. Missions are designed to be completed at your convenience. After completing each mission, you'll be asked to submit feedback.

Weekly Focus Areas

- **Week 1:** Account creation, login, onboarding
- **Week 2:** Navigation, member cards, search
- **Week 3:** Times, results, leaderboards
- **Week 4:** Launch readiness and real-world use

What We Ask from You:

- Use the app during the beta period
- Complete the weekly test missions
- Share **honest and constructive feedback**
- Report critical issues via trouble ticket system (Freshdesk)
- Do not share screenshots or beta content publicly

You do **not** need technical expertise, feedback from everyday use is what matters most.

How to Provide Feedback (Important)

Weekly Surveys are the Primary Feedback Method

Use the **weekly survey** to share:

- Usability feedback
- What worked well or didn't

- Confusing or unclear experiences
- Overall satisfaction and confidence

Surveys help us compare feedback across roles, Zones, and platforms.

Reporting a Blocking or Critical Issue

If you encounter a **serious problem**, please report it immediately using the [Feedback Form](#) on the [Stakeholder Engagement page](#).

Use this only if:

- You cannot log in or access the app
- The app crashes or freezes
- Data appears incorrect (e.g., times, membership status)
- Something prevents you from completing the test mission

This creates a support ticket so the issue can be tracked, prioritized, and resolved.

Please do not use the issue reporting link for general suggestions or minor usability feedback. Those should go in the weekly survey.

We will not be able to respond individually to every submission, but **all feedback is reviewed and tracked**.

Why Your Participation Matters

Your feedback directly influences:

- Final fixes before the Q2 launch
- Post-launch improvements
- Future premium features

This beta ensures the app works for real members in real situations.

Thank You!

We appreciate the time and care you're putting into this process. Your participation helps USA Swimming deliver a better experience for our members.