WORLD AQUATICS

MASTERS WORLD RECORDS & TOP 10
USER MANUAL

December 2025

CONTENTS

INTRODUCTION

As of January 2025, the submission process for Masters World Record applications and the annual Masters Top 10 results has been fully updated and will now be managed through a new online platform: **Water Sport Manager**.

This user guide has been created to support all authorised users in navigating the platform efficiently. It provides step-by-step instructions on how to submit results, outlines the required documentation, and explains the procedures that must be followed to ensure every submission is accurate, complete, and compliant with World Aquatics regulations.

Access to the platform is available via the designated link. The login page will appear as shown in the example included in this guide. User credentials are issued exclusively to the official **National Recorder**, upon request from their respective National Federation.

If you experience any difficulties accessing the platform or require technical support, please contact: gms-masters@worldaquatics.com.

SCOPE & AUDIENCE

This guide is intended for **National Recorders and authorised representatives of National Federations** responsible for submitting Masters World Record requests and annual Top 10 results to World Aquatics.

It applies exclusively to the **Water Sport Manager platform** and covers:

- User access and login

- Submission workflow for results and records

- Required fields and documents

- Validation and approval procedures

This document does **not** cover result validation rules, competition regulations, or general Masters technical rules, which are defined in separate World Aquatics regulations (available here)

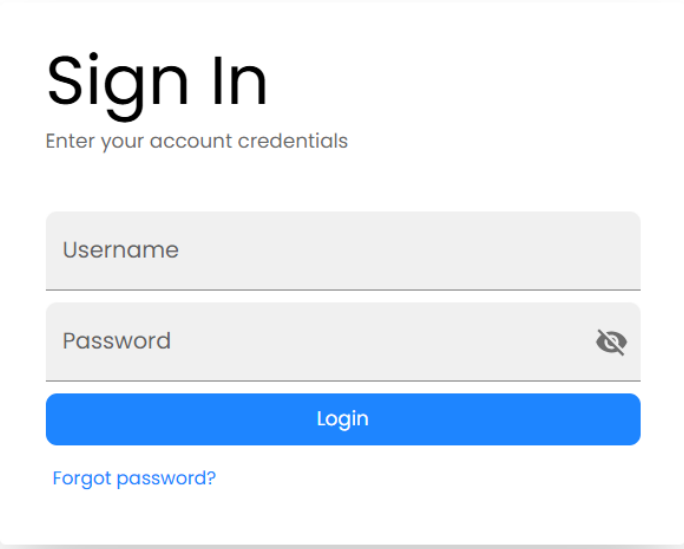# USER ACCESS AND AUTHENTICATION

ACCOUNT LOGIN

Users can access the platform by opening the official link provided by World Aquatics.

On the login page, they must enter the email address and temporary password assigned to them as the designated National Recorder, then select **Login** to enter the system.

Note: Login credentials are issued exclusively to authorised users. If access has not yet been granted, the request must be submitted through the respective National Federation.

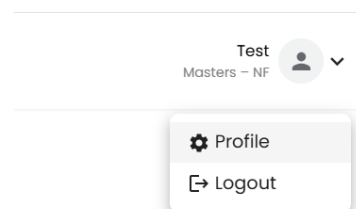## CHANGING THE PASSWORD (FIRST LOGIN OR LATER)

For security purposes, all users are required to change their password upon their first login.

To update the password, the user must:

1. Log in to the platform and navigate to Profile by clicking the user icon in the top-right corner of the screen.
2. Select **Change Password**.
3. Enter the new password and save the changes.

Password requirements:

a. Minimum 8 characters
b. At least one number (0-9)
c. At least one lowercase letter (a-z)
d. At least one uppercase letter (A-Z)
e. At least one special character (e.g., ! @ &)

RESETTING A FORGOTTEN PASSWORD

If a user forgets the password, the following steps must be taken:

1.   Go to the platform login page.
2.   Select '**Forgot Password?**'.
3.   Enter the registered email address.
4.   An automated email will be sent with a password reset link.
5.   Follow the link to create a new password and restore access.

If the email does not arrive shortly, users are advised to check their spam or junk folder. If the issue continues, support should be contacted at **gms-masters@worldaquatics.com**.

SUPPORT AND ASSISTANCE

Any issues related to login credentials, missing access, password errors, or technical difficulties should be reported to:

gms-masters@worldaquatics.com

(Users should include their name, National Federation, and a brief description of the issue.)

MASTERS WORLD RECORDS

After signing in, the National Recorder can choose whether to submit a Masters World Record request or upload Masters Results for the annual Top 10 by selecting the appropriate tab on the main menu.

To create a new world record request, review the status of previously submitted requests, view approved records, or download the relevant reports, the user must select the **Masters World Records** tab.

This module is divided into two sub-tabs:

1. **World Record Requests** – This section allows users to:

     o   Submit a new Masters World Record request

     o   Monitor the status of requests already submitted

     o   View any requests that are pending, approved, or rejected

2. **World Records** – This section provides access to:

     o   A list of all approved Masters World Records

     o   Downloadable world record certificates

     o   Downloadable World Records reports for reference or archival use

Upon entering the module, the system automatically opens on the **World Record Requests** sub-tab by default.
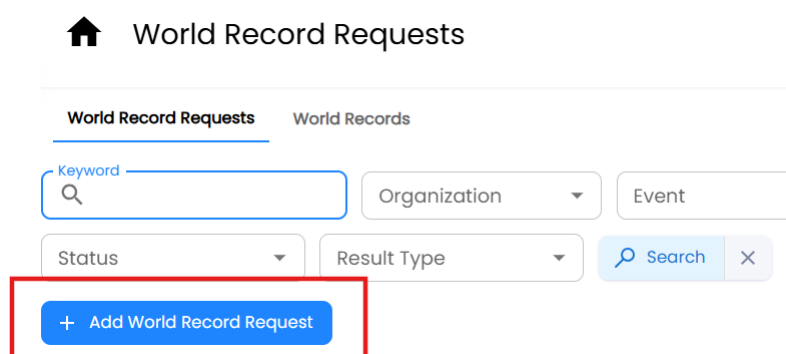
WORLD RECORD REQUEST

RECORD STATUS OVERVIEW

All world record requests in the system are assigned a status that reflects their current stage in the process:

Pending	The request has been initiated by the user but is not yet completed
Submitted	The request has been fully completed and correctly submitted; it is now under review by World Aquatics
Approved	The request has been approved by World Aquatics.
Waiting	The request has been approved by World Aquatics and is awaiting publication.
Published	The record is officially published. The certificate has been sent to the user who submitted the request, and the record is available for download
Rejected	The request has been rejected and the reason for Rejection is displayed.

HOW TO SUBMIT A NEW WORLD RECORD REQUEST

1. **Accessing the Submission Form**: From the platform homepage, the National Recorder should click on the Masters World Record panel. Within the World Record Requests tab, select the blue Add World Record Request button to open a new submission form.

Note: The procedure is the same for submitting either an individual world record or a relay world record.

2. **Club and Event Information**
   o *Organisation*: Select the National Federation to which the participant(s)' club is affiliated. It is important that this field correctly reflects the participant's club affiliation.
   o *"Club*: This field refers to the participant(s)' club. The requester should always attempt to use Pick Existing before selecting **Create New**. To create a new club, the requester

must enter the club's name, specify the National Federation with which the club is affiliated, and then click **Select**.

o *Event*: Specify the event in which the participant(s) competed. If a relay event is selected, the system will automatically switch from the individual record submission screen to the relay record submission screen.

o *Age Group*: Specify the age group of the participant or relay team.

o *Date of Swim*: Enter the date of the swim in the format **dd/mm/yyyy**.

o *Pool*: Select an existing pool or create a new one. When creating a new pool, a copy of the pool certificate must be uploaded. The certificate must confirm the pool length, including the total measured length of the pool and the different lanes, and must be signed by the surveyor, constructor, or another authorised referee. Without this certificate, the pool cannot be saved in the system.

Please note that it is not necessary to remeasure every lane for each new Masters record or to re-upload a pool certificate each time the bulkhead is moved, provided that an approved pool certificate is already stored in the system.

Ensure the correct pool length is selected—**Short Course (SCM – 25m)** or **Long Course (50m)**—as the World Record request will be classified accordingly.

3. **Time Achieved**

o Enter the official time achieved by the participant(s).

o Upload a copy of the official timing system printout showing the swimmer's full name (or all four names **in the order they swam** in the case of a relay).

o Requests without clearly visible names on the timing system printout will not be approved. If the printout does not display all the necessary information (e.g., swimmer names), please upload additional supporting documentation—such as a start list, heat sheet, or meet results. The upload field also accepts .zip files, should multiple documents be required.

4. **Official & Recorder Information**

o Enter the details of the certifying official.

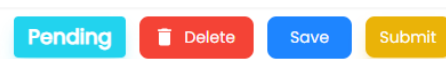o Include information for the National Recorder submitting the request.

5. **Participant Information**

o The requester should first attempt to select the participant(s) from existing profiles using the **Pick Existing** option.

o If the participant is not in the system, the **Create New** option must be selected. When creating a new participant profile, the system allows a direct search in the World Aquatics GMS database using the **Search GMS** button (upper right corner of the screen). If the participant is found, a double-click will automatically populate all required data fields except the proof of age document.

o A valid proof of age (preferably a passport) must be uploaded for the request to be saved correctly.

6. **Saving and Submitting the Request**

   o Once all mandatory fields are completed, click the blue **Save** button. The request will appear as **Pending**. The user can still make changes while the request remains in this status.

   o When all information is verified as correct, the **Submit** button must be clicked.

Requesters have **30 days** from the date of the swim to submit the record request.

7. **Post-Submission**

   o Once submitted, the request can no longer be modified. A confirmation email is sent to the user's registered email address from no-reply@st-software.com

   o The request will be reviewed and approved by World Aquatics. Approved requests are automatically published 30 days after the date of the swim, provided that no other faster time submitted in the meantime was swum before the date of the submitted swim.

   o Once the certificate is published, it is automatically sent via email to the user's registered address. The certificate can also be downloaded at any time by navigating to the **World Records tab** and clicking the Downloads icon.
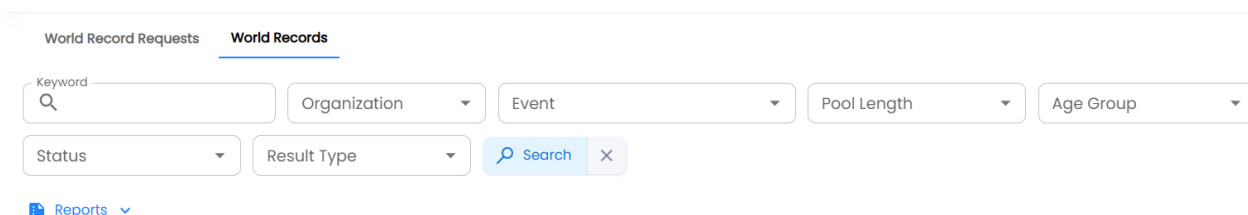
   Please note that it is the responsibility of the National Federation to forward the certificate to the Masters World Record holder.

For any support or questions related to submitting a World Record request, users should contact: **masters.recorder@worldaquatics.com**

HOW TO CHECK EXISTING WORLD RECORDS

From the platform homepage, the National Recorder should click on the Masters World Records panel and then navigate to the World Records tab.

In this section, users can apply the available filters to locate a specific record.

1. To view more details about a record, click the pencil icon.

   *Note: Records with the status **Published** or **Waiting to be Published** cannot be modified.*

2. To download the official record certificate, click the **download icon**.
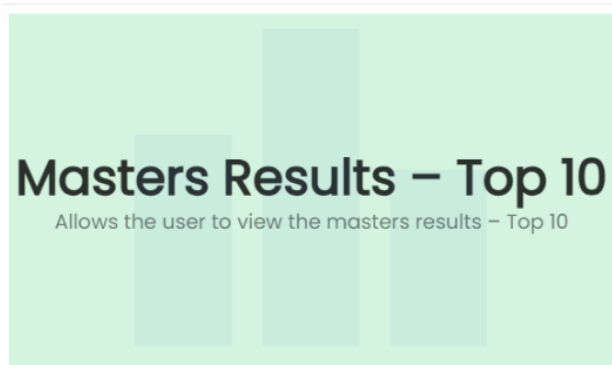
Users may also generate and download reports by clicking the **Reports** button. The following reports are available:
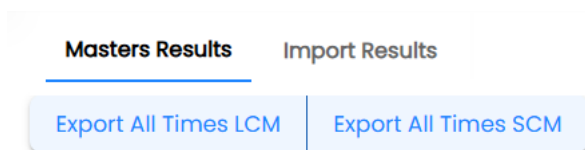
	XLSX	PDF	HYTEK
World Records Progression Individual (LCM)	•	•	
World Records Progression Individual (SCM)	•	•	
World Records Progression Relay (LCM)	•	•	
World Records Progression Relay (SCM)	•	•	
Current World Records Individual (LCM)	•	•	•
Current World Records Individual (SCM)	•	•	•
Current World Records Relay (LCM)	•	•	•
Current World Records Relay (SCM)	•	•	•

MASTERS TOP 10

After signing in, the National Recorder can choose whether to submit a Masters World Record request or upload Masters Results for the annual Top 10 by selecting the appropriate tab from the main menu.

To upload results, view previously uploaded results, or edit/delete existing entries, the user must select the **Masters Results – Top 10** tab.

This section contains two sub-tabs:

1. **Masters Results**

   o   Allows the user to filter and search for specific uploaded results.

   o   All users can view every result uploaded to the system; however, a user may only edit or delete the results they personally uploaded.

2. **Import Results**

   o   Used to bulk upload new Masters Results for Top 10 consideration.
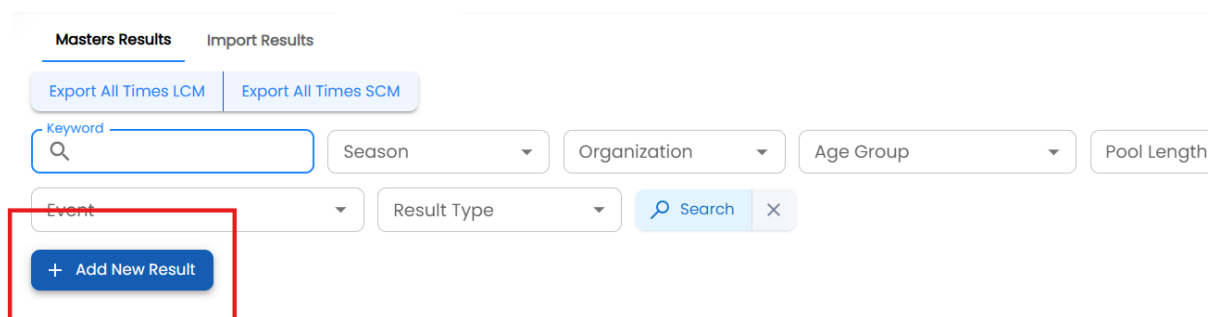
HOW TO UPLOAD MASTERS RESULTS

To submit Masters Top 10 results for the current year, the National Recorder may choose between two upload methods:

a.   **Individual Entry** – Recommended when only a small number of results need to be submitted. Results can be entered manually through the platform.

b.   **Bulk Upload** – Recommended for larger datasets. Results are imported using the official Excel template available within the platform.

A. INDIVIDUAL ENTRY

Note: *Currently, to use this option, the participant and the club must already be in the system. It is not possible to add a new participant or club from this module.*

1. From the Masters Results – Top 10 module, the National Recorder should open the Masters Results tab.

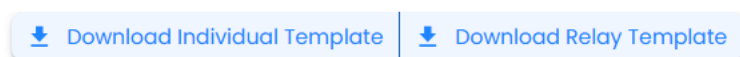2. The user must click the **Add New Result** button to open the entry form.

3. All available fields must be completed.

4. Organisation – The organisation selected must correspond to the National Federation with which the participant's club is affiliated.

5. Once the form has been completed, the user must click Save to confirm the entry. If the entry is valid and complete, it will appear in the main list within the Masters Results tab.

B. BULK UPLOAD

The platform allows results to be uploaded in bulk using the official Excel template provided in the system. To complete a bulk upload, the National Recorder must follow the steps below:

1. From the **Masters Results – Top 10** module, the user must select the **Import Results** tab.

2. Two template options will be displayed: one for **Individual Results** and one for **Relay Results**. The user must download the appropriate template depending on the type of results being submitted.

Once downloaded, the Excel template must be completed by filling in all required fields* in the corresponding columns:

	Individual	Relay
Column A	Age Group*	Age Group*
Column B	Event*	Event*
Column C	NF Code*	NF Code*
Column D	Club*	Club*
Column E	Time of the swim*	Time of the swim*
Column F	GMS ID [optional]	GMS ID 1 [optional]

Column G	Date of Birth*	Date of Birth 1*
Column H	Last Name of the Swimmer*	Gender 1*
Column I	First Name of the Swimmer*	Last Name of the 1st Relay Swimmer*
Column J		First Name of the 1st Relay Swimmer*
Column K		GMS ID 2 [optional]
Column L		Date of Birth 2*
Column M		Gender 2*
Column N		Last Name of the 2nd Relay Swimmer*
Column O		First Name of the 2nd Relay Swimmer*
Column P		GMS ID 3 [optional]
Column Q		Date of Birth 3*
Column R		Gender 3*
Column S		Last Name of the 3rd Relay Swimmer*
Column T		First Name of the 3rd Relay Swimmer*
Column U		GMS ID 4 [optional]
Column V		Date of Birth 4*
Column W		Gender 4*
Column X		Last Name of the 4th Relay Swimmer*
Column Y		First Name of the 4th Relay Swimmer*

Please note that all fields are mandatory, with the exception of the GMS ID, which may be left blank. If the club's name is not available, please enter 'Unknown' in the Club field.

Please pay particular attention to the following details:

o   The date of birth must be entered in one of the following formats:
   a. dd/MM/yyyy
   b. dd-MM-yyyy
   c. dd MMMM yyyy
   d. yyyyMMdd

o   The NF code refers to the National Federation the participant's club is affiliated with.
o   Do not invert last name and first name

3. Save the excel file

4. On the platform, specify the season and the pool length. **Please pay particular attention when selecting the pool length, as the spreadsheet data does not include this information**. Then, drag and drop the completed Excel template and click **Import**.

5. After clicking the 'Import' button, the system will validate the entries and flag any errors. If no errors are detected, all swims will be accepted. If errors are found, they will be identified by the spreadsheet line number. These errors must be corrected, and the entire spreadsheet must be re-submitted.