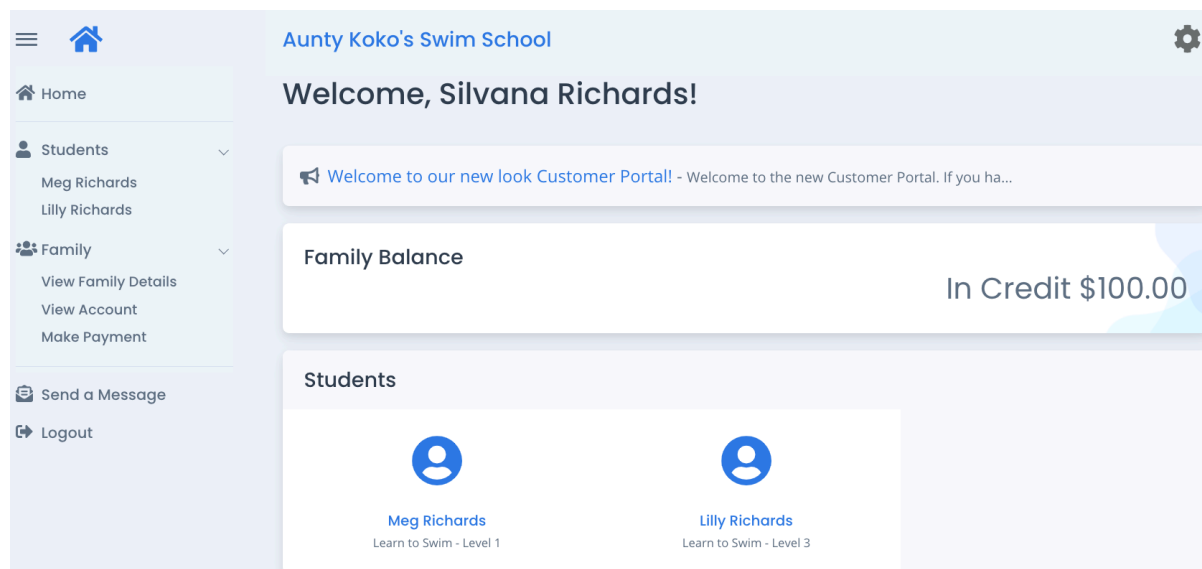


Customer Portal Overview

Our Customer Portal allows you to do a range of functions such as notifying the centre of an absence, booking a make-up lesson, checking your family account balance, making a payment (if your centre has this option), and updating your contact details.

1. Home screen

Here you can: see your family name; view any Customer Portal messages from your centre; view your family balance; and see your enrolled students. Your navigation tabs are on the left-hand side. Anything blue in the main window is hyperlinked so you can click for quick access to those areas (e.g. on students).



2. Students screen

Click on the student name (either through the navigation bar on the left, or on the student icon on the bottom of the home screen) to view information on current enrolments and upcoming lesson times. It is through the individual student's screen that you can notify your centre of an absence or book a make-up lesson if you have any owing.

To book a make-up, click "book make-up" (Note: this button will not be available if a student has 0 Make-up lessons available).

To notify an absence, click "Change" on that corresponding lesson.

If you have notified of an absence, this will be shown in your "Upcoming Attendance(s)" section under the lesson date (and the "Change" button will not be visible).

If you have a make-up class booked, this will show in your "Upcoming Attendance(s)" section with "Makeup Class" underneath the lesson (and the "Change" button will not be visible).

NOTE: You cannot change an already notified absence or make-up. Please contact your centre if you need help with this.



Meg Richards

Update

Current Level Learn to Swim - Level 1
 Date of Birth 08/09/2011
 Student ID 795

Make-ups 1
 Available

Book Make-up

Upcoming Attendance(s)

May 17 Mon

Monday 8:00am

Kasey
 Time: 8:00am - 8:30am
 Duration: 30 minutes
 Level: Learn to Swim - Level 3
 Away - Something came up

May 17 Mon

Monday 9:30am

Julianne
 Time: 9:30am - 10:00am
 Duration: 30 minutes
 Level: Learn to Swim - Level 1

Change

May 21 Fri

Friday 8:00am

Kylie
 Time: 8:00am - 8:30am
 Duration: 30 minutes
 Level: Learn to Swim - Level 1
 Makeup Class

May 24 Mon

Monday 8:00am

Kasey
 Time: 8:00am - 8:30am
 Duration: 30 minutes
 Level: Learn to Swim - Level 3

Change

3. View Family Details screen

Here you can view your account information and update your contact details.



Family Details

Update details

ACCOUNT INFORMATION

Family Name Silvana Richards
 Address
 Join Date 25/11/2020
 Family ID 464

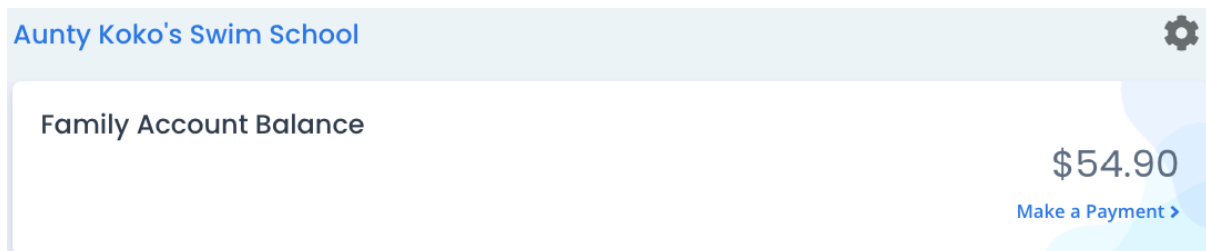
CONTACT INFORMATION

E-Mail [Redacted]
 (Silvana)
 Mobile 04 [Redacted] 00
 (Silvana)
 Home
 (Silvana)

4. **View Account** screen

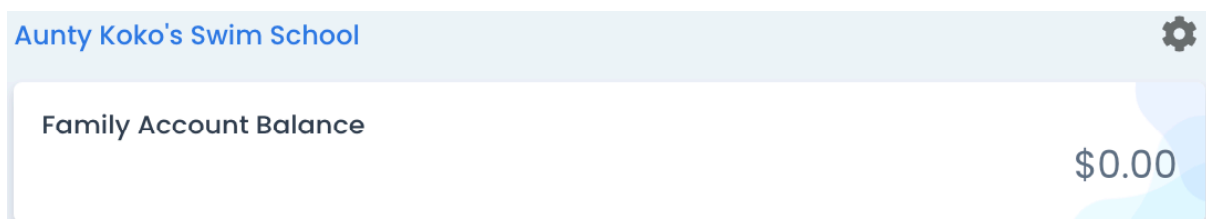
Here you can see your family account balance.

If you owe any monies, you will see the following with your family balance and will be able to click "Make a Payment":



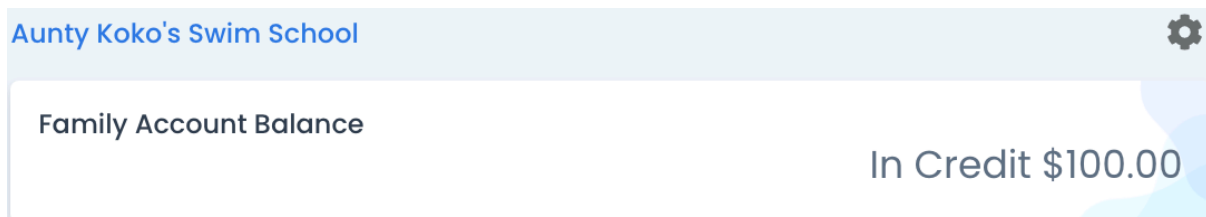
A screenshot of the 'View Account' screen for 'Aunty Koko's Swim School'. The screen has a light blue header with the school name and a gear icon. Below the header is a white box with a light blue border. On the left side of the box, it says 'Family Account Balance'. On the right side, it shows '\$54.90' in a large font, with a smaller blue link 'Make a Payment >' below it.

If your account is paid up to date, you will see:



A screenshot of the 'View Account' screen for 'Aunty Koko's Swim School'. The screen has a light blue header with the school name and a gear icon. Below the header is a white box with a light blue border. On the left side of the box, it says 'Family Account Balance'. On the right side, it shows '\$0.00' in a large font.

If your family account is in credit, you will see "In Credit" with the dollar amount, for example:



A screenshot of the 'View Account' screen for 'Aunty Koko's Swim School'. The screen has a light blue header with the school name and a gear icon. Below the header is a white box with a light blue border. On the left side of the box, it says 'Family Account Balance'. On the right side, it shows 'In Credit \$100.00' in a large font.

5. **Make Payment** screen

If your centre accepts online payments, you enter your contact details, credit card details and payment amount (the amount will default to the current family balance, but you can manually override this by entering the amount you wish to pay), and click the green "Confirm & Pay" button at the bottom of the screen.

6. Send a Message screen

You can send a message directly to your centre through this screen. Enter your subject and message and click "Send".

Aunty Koko's Swim School

Contact Us

Message To: Aunty Koko's Swim School ()

Availability request

Paragraph **B** *I*

Hello!

Could you please let me know if there is any class space available for Meg on a Tuesday or Thursday between 4pm to 6pm? I'd really like to change lesson times if possible.

Many thanks,

Si|

Send

7. Logout

To logout of the portal, you can click "Logout" on the navigation tabs on the left, or click on the cog in the top right-hand corner and click "logout".

Aunty Koko's Swim School

Welcome, Joanne Rogers!

Contact Us
Logout

Welcome to our new look Customer Portal! - Welcome to the new Customer Portal. If you ha...

Family Balance \$0.00

Students

Jonathan Rogers
Baby Aquatics

Alexander Rogers
Learn to Swim - Level 3

Matthew Rogers
Learn to Swim - Level 4

Home
Students
Family
Send a Message
Logout