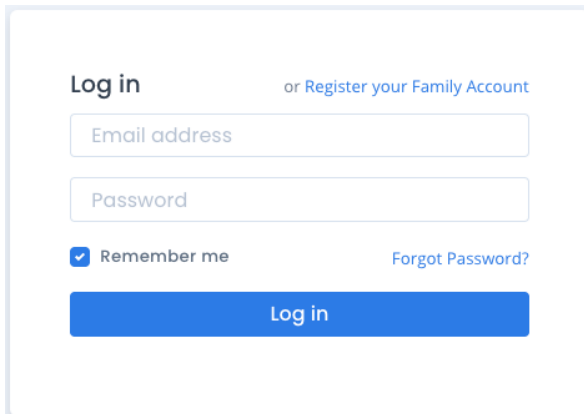


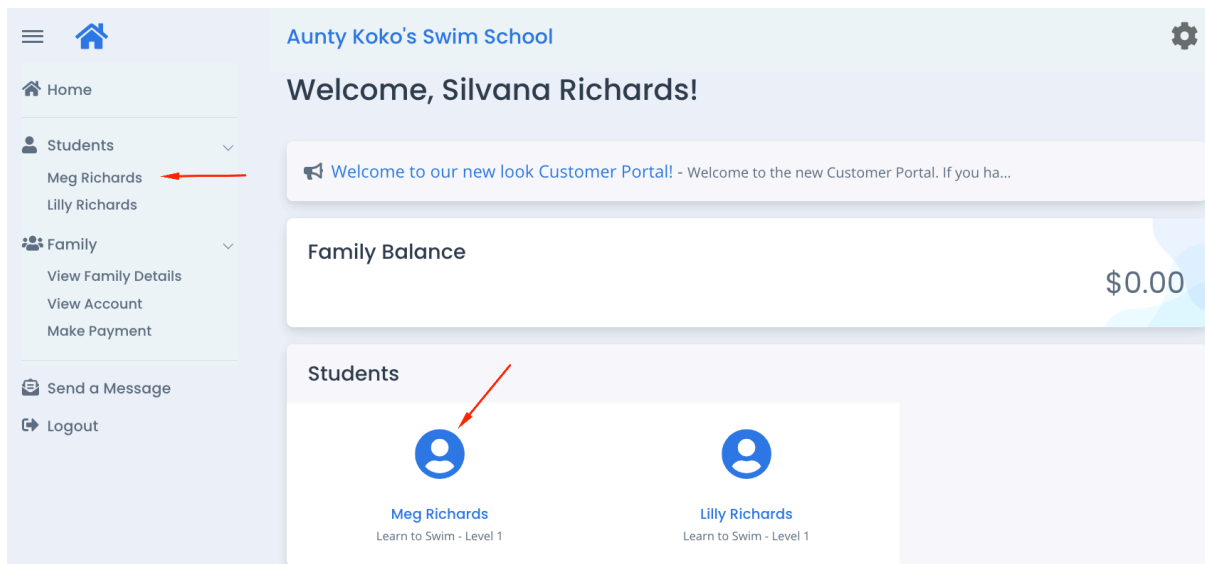
# How to notify an absence through our Customer Portal

1. Login to your customer portal.



The login form is titled "Log in" and includes a link to "Register your Family Account". It features two input fields: "Email address" and "Password". Below these fields are a checked "Remember me" checkbox and a "Forgot Password?" link. A blue "Log in" button is positioned at the bottom of the form.

2. Click on the student you wish to notify an absence for. You can either do this through the side navigation bar, or in the "Students" section at the bottom of the portal home screen.



The screenshot shows the home screen of the Customer Portal for "Aunty Koko's Swim School". The user is logged in as "Silvana Richards". The page features a left-hand navigation menu with options: Home, Students (with a dropdown arrow), Family (with a dropdown arrow), Send a Message, and Logout. The "Students" dropdown menu is open, showing "Meg Richards" and "Lilly Richards", with a red arrow pointing to "Meg Richards". The main content area displays a welcome message, a "Family Balance" of \$0.00, and a "Students" section with two student cards: "Meg Richards" (Learn to Swim - Level 1) and "Lilly Richards" (Learn to Swim - Level 1). A red arrow points to the profile icon of "Meg Richards".

3. In the “Upcoming Attendance(s)” section at the bottom of the screen, find the lesson you wish to notify an absence for and click on “Change” next to that lesson date.

**Aunty Koko's Swim School**

**Meg Richards** Update

Current Level	Learn to Swim - Level 1	Make-ups Available	0
Date of Birth	08/09/2011		
Student ID	795		

**Upcoming Attendance(s)**

<b>May 17</b> Mon	<b>Monday 8:00am</b> Kasey Time: 8:00am - 8:30am Duration: 30 minutes Level: Learn to Swim - Level 3	<span>Change</span>	<b>May 17</b> Mon	<b>Monday 9:30am</b> Julianne Time: 9:30am - 10:00am Duration: 30 minutes Level: Learn to Swim - Level 1	<span>Change</span>
<b>May 24</b> Mon	<b>Monday 8:00am</b> Kasey Time: 8:00am - 8:30am Duration: 30 minutes Level: Learn to Swim - Level 3	<span>Change</span>	<b>May 24</b> Mon	<b>Monday 9:30am</b> Julianne Time: 9:30am - 10:00am Duration: 30 minutes Level: Learn to Swim - Level 1	<span>Change</span>

4. Make sure the student, and lesson absence date are correct. Select a reason for the absence from those listed and click “Save”.

**Aunty Koko's Swim School**

**Advise Non-Attendance**

Student	Meg Richards
Lesson Date	Monday 17 May 2021
Lesson Time	8:00am
Teacher	Kasey
Reason	<input type="radio"/> Illness - Portal <input type="radio"/> Holidays - Portal <input type="radio"/> Something came up

Save

5. This will return you to the student's screen. In the "Upcoming Attendance(s)" section, you will see that they have been marked as "away" for the selected date with the reason you selected for the absence, and that their make-up balance has now changed (note: make-up lessons are given at the discretion of your centre).

The screenshot shows the student profile for Meg Richards at Aunty Koko's Swim School. The profile includes fields for Current Level (Learn to Swim - Level 1), Date of Birth (08/09/2011), and Student ID (795). A red box highlights the 'Make-ups Available' section, which shows a balance of 1. A red arrow points to this box. Below the profile is a 'Book Make-up' button. The 'Upcoming Attendance(s)' section shows two classes for Monday, May 17th: a class at 8:00am for Kasey (Level 3) and a class at 9:30am for Julieanne (Level 1). A red box highlights the 'Away - Something came up' reason for Kasey's absence, with a red arrow pointing to it. Below this, two more classes are shown for Monday, May 24th: a class at 8:00am for Kasey and a class at 9:30am for Julieanne, both with 'Change' buttons.

6. If you need to notify another absence for the same student or for a different student, repeat the above steps.

Notification of absence is now complete. You do not need to contact the centre, all has been notified through the customer portal.