



## C&M Aquatic Centre

### CUSTOMER ONLINE PORTAL INSTRUCTIONS

**Enjoy the convenience of customer accounts where you can set up Direct Debit, view your bookings, view your child's progress, notification of absence and book a makeup plus many more features.**

#### **To set up Customer Accounts**

1. Receive an email inviting you to the Online Portal
2. Click on the link
3. Enter your email address (the email address that you received the Online Portal invite email) and insert your password that you would like to use.
4. Click on "Sign In"
5. You will be logged into Customer Accounts Online Portal

#### **To set up Direct Debit**

1. Click on "Add Card" or "Add Bank Account"
2. Click Proceed
3. If there is no address, you will be required to enter one
4. Click Proceed again
5. Enter your Bank or Credit Card information
6. Click Proceed
7. You will have the option to read the Terms of Service. Tick the Service Agreement and Submit
8. You will be re-directed to the Billing Page of Customer Accounts which will show any outstanding invoices and the payment method that was set up.
9. Any "open" invoices will be automatically paid within 6 hours

#### **To unattend a lesson**

1. Click on bookings at the top of the page
2. Click on "View & Manage" for the day and time you can't attend
3. Click on "Unable to attend"
4. Then click on "Confirm"
5. You will see the booking has been cancelled for the nominated day

#### **Book a Makeup lesson**

1. Click on "Make Booking"
2. Choose the person the make up voucher will be for
3. Select a make up lesson day and time
4. Then click on "Make Booking"



### **Track your child's progress**

1. Click on the Progress or Results Tab
2. Under Progress you will be able to track your child's progress in their current level as well as being about to view future lessons/classes
3. Download Certificates from previous levels
4. Read information about their past, current and future course as well as any videos.
5. Under results you can track all of your times and PB's

### **Register to attend Race Night**

1. Select the RACE NIGHT button
2. Select the student who will be attending
3. Choose the Race Night Session date and press confirm
4. Confirm Booking and Reserve Spot
5. Complete Booking

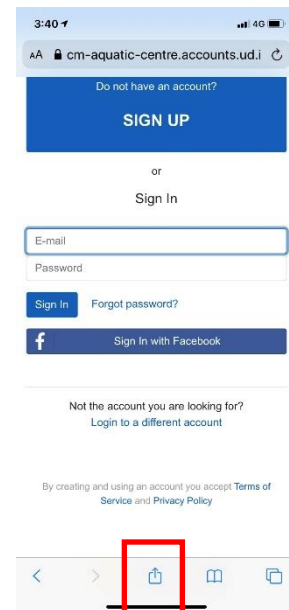


## ADDING THE PORTAL TO HOME SCREEN ON MOBILE DEVICES

To add the C&M Aquatic Centre portal shortcut to your home screen following the below instructions for your mobile device.

### IPHONE INSTRUCTIONS

- Open the portal and tap on the icon at the bottom of the screen as highlighted in image shown
- Scroll down to “Add to home screen”
- Change the name of the shortcut (optional)
- The shortcut should now appear on your home page



### ANDROID INSTRUCTIONS

- Open the portal website and tap on the 3 dots on top right corner
- Tap the Add to home screen button
- Change the name of the shortcut (optional)
- The shortcut should now appear on your home page

*Note: Android Instructions may vary depending on the make/model of phone.*