# Customer Portal Enrolment Instructions

This guide will help you enrol your child/s into our Learn to Swim or Squad program using our online 'Customer Portal'. You must already be in our system in order to have access to the 'Customer Portal', if you are not, you must join as a new LTS member via our website at http://www.cottersaquaticsswimandfitness.com/lts and click on 'New Member Enrolment'. If you belong in the Swimming Club, please register here http://bit.ly/casquadenrolment.

When you were first enrolled with us, you would have received an email with a link to activate your account on the 'Customer Portal' and set a password for future use. If you have done this, you are ready to go. If you have not received this email, please contact us via the website, or email us at cottersaquatics@live.com.au and ask to have your registration email resent. If you haven't activated your account but still have the email, follow the instructions on that email, activate your account and then come back to these instructions when you are finished.

If you have activated your account, and are ready to enrol follow the instructions below:

1. Head to www.cottersaquaticsswimandfitness.com/customer-portal and click on the yellow button that says '*Customer Portal*'. Your browser will open a new tab which will look like the image below:
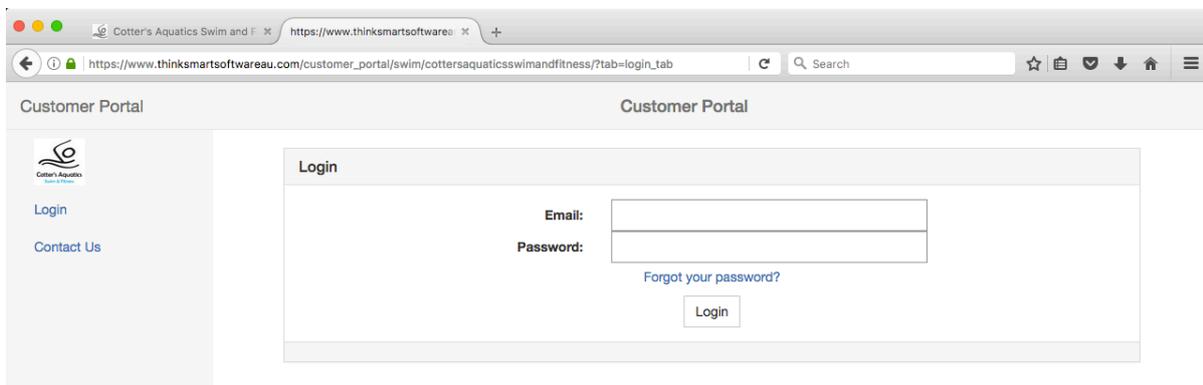

2. Enter your email address and password and click '*Login*'. If you have forgotten your password, reset it by clicking '*Forgot your password?*'. Once logged in, your window should look something like this:
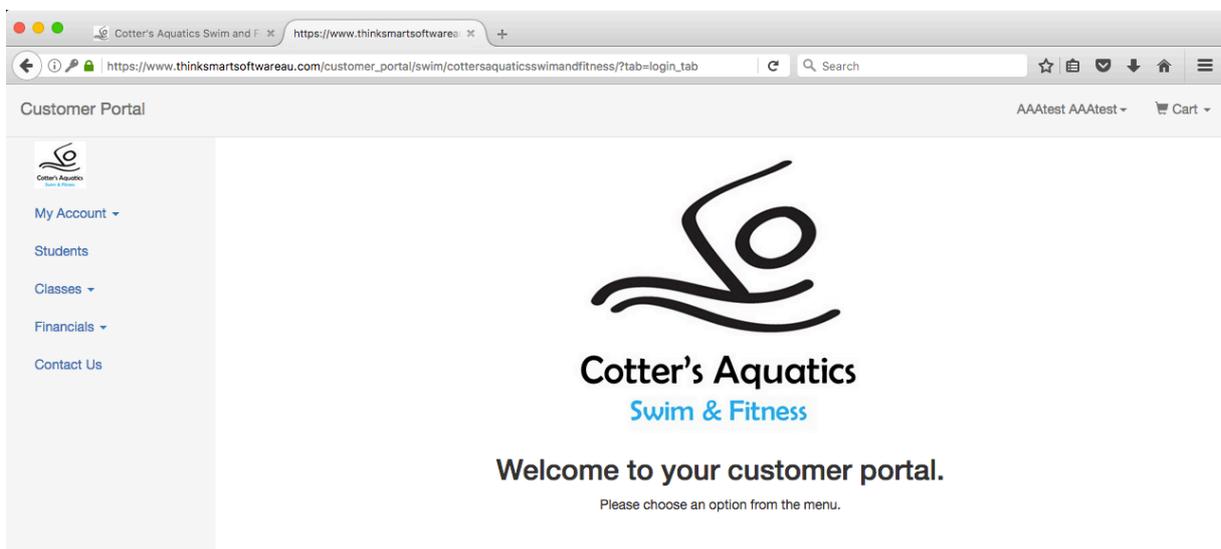
3. If this is your first time using the 'Customer Portal' it is important that you click on '*My Account*' then '*Edit Details*' and check to make sure that all your details are correct, including the '*Alternate Contact*' should you wish to provide us with a secondary contact.

4. Click on '*Students*' to view your students and their details. Click on each student to view a dropdown of their current details. Please check to make sure that all of their details are correct. If you wish to add more students, you can do this here by clicking '*Click here to add another student*'.
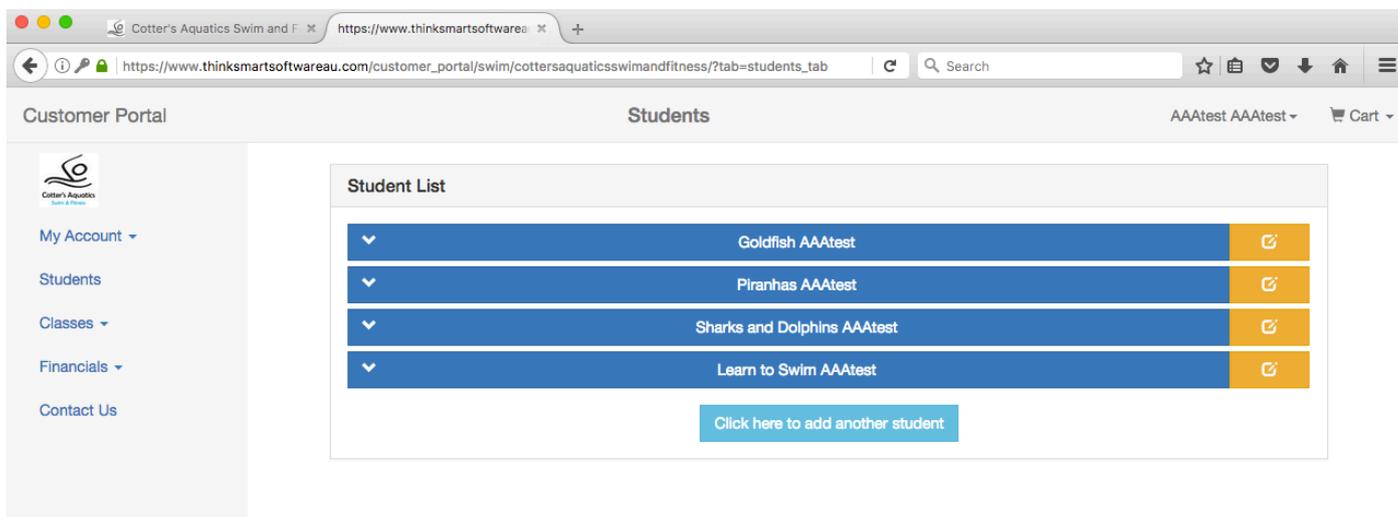
5. Click on '*Classes*' then '*View Enrolments*' to ensure that your children haven't already been booked in by one of our teachers. If they haven't been booked in already, your window will look something like this:
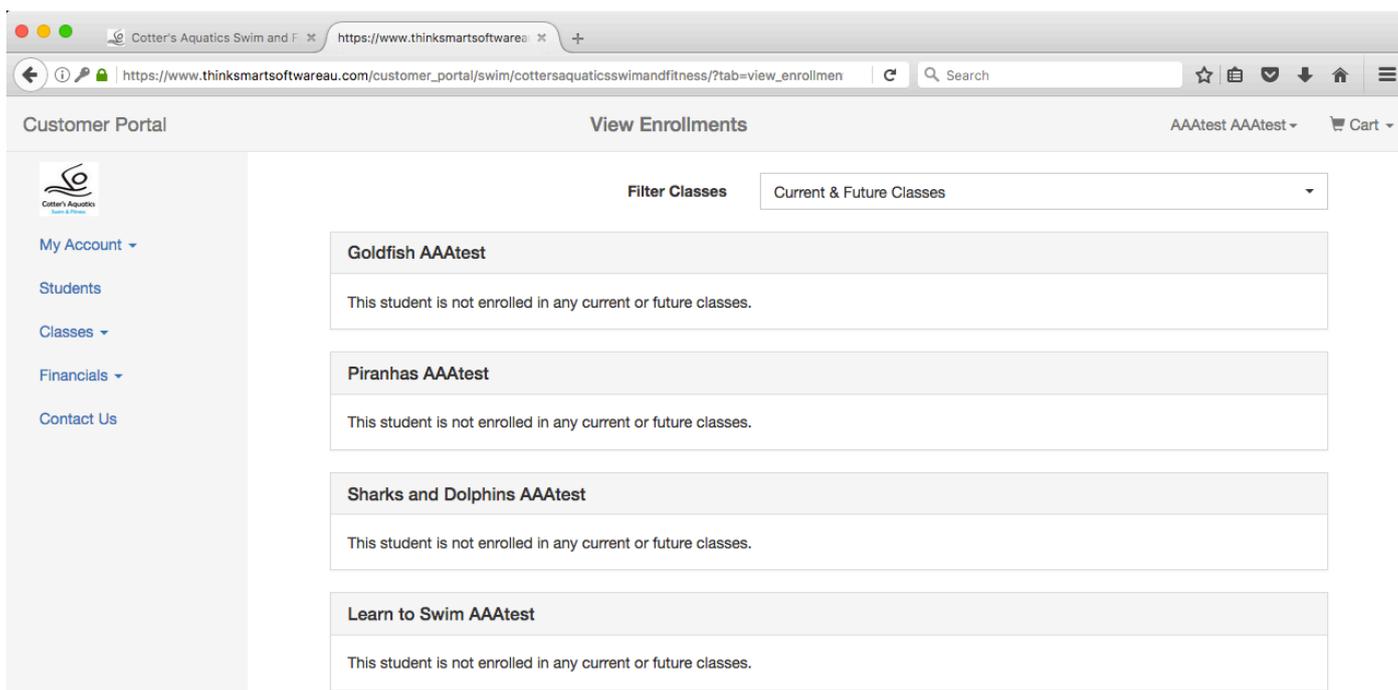
6. If you currently have no enrolments, as displayed above, now click on '*Classes*' then '*Add Enrolments*' and our timetable will load as shown on the next page.

If you have students to enrol into Learn to Swim, keep going with instruction 7. If you have students in Squad, please skip to instruction 10. If you have students in both Learn to Swim and Squad, do both.

In order to enrol your child/s, you must first select which student you wish to enrol first by clicking the dropdown menu under '*Student*'. Then select which term you wish to enrol them in by selecting the appropriate term in the '*Date Range*' menu.

As an example, the first student we are enrolling is '*Learn to Swim AAAtest*' and he is going to be in the Level 2 Lesson on a Monday morning with Jenny in Term 3.

7. With the first student and date range set appropriately, find and click on a lesson that is suitable for the student, as well as suitable for your own personal schedule. After clicking on the lesson, the class details box will appear, giving you a second chance to confirm the class details.

8. If you are happy with that lesson, click '*Add to Cart*' on the '*Class Details*' window.
9. Repeat those steps for all applicable children. If you wish to enrol one student into multiple classes, repeat the above steps, leaving the student selected in the menu. You can also book for any other future terms that are available from the date range menu. Remember that all our lessons work on a first in best dressed basis, so it's best to get in early to secure your spot!

Sometimes you may see green classes that say '*Unassigned Level*' these are classes that are available to be booked by anyone, but have not been assigned a level yet. The first student to enrol into those classes will define what level that class will be.

If you only have students to enrol into Learn to Swim and not Squad, please skip to instruction 14.

If you have to enrol students into Squad training, follow the below instructions:

10. As mentioned above in instruction number 7, select the appropriate student and term from the dropdown menu. For this example, we will be enrolling our student '*Goldfish AAAtest*' into Goldfish training in Term 3.

11. As you may know, Squad training runs both mornings and afternoons for all groups except for the Goldfish, who only train in the afternoons. You only need to enrol them into one (either morning or afternoon) and the program will automatically transfer them into both behind the scenes. Select the appropriate squad lesson from the table. You can click on any day of the week, morning or afternoon, they are all joined in the system. For this example, we clicked on the Goldfish lesson on Monday afternoon and the 'Class Details' window appeared to confirm the details.

12. If you are happy with this selection, click '*Add to Cart*'
13. Repeat the above instructions for any extra students. Once complete, go to the next instruction.

Once you have enrolled all of your students and are happy with your selections, it's time to '*checkout*' and submit your enrolments.

14. For this example, we have enrolled our 4 students, into their 4 different classes. You can see that there are 4 enrolments waiting by looking at the number next to the cart.
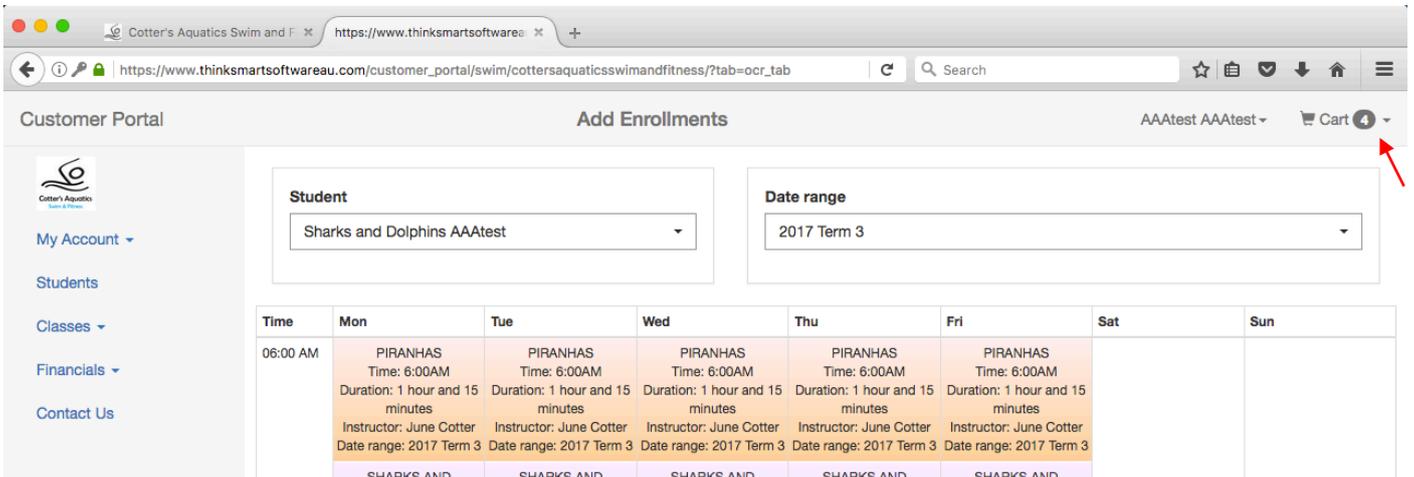
15. Click on the '*Cart*' and double check that all enrolments are correct. If they are, click '*Checkout*'

16. Our terms and conditions will appear. Please read them thoroughly as there has been some changes that have come with the introduction of this new program. Click '*I accept the Terms and Conditions*' and then click '*Continue*'.

17. You will now be taken to a new window that says '*Checkout Complete*' and gives you an overview of your enrolments.

    The enrolment process is now complete. Thank you!
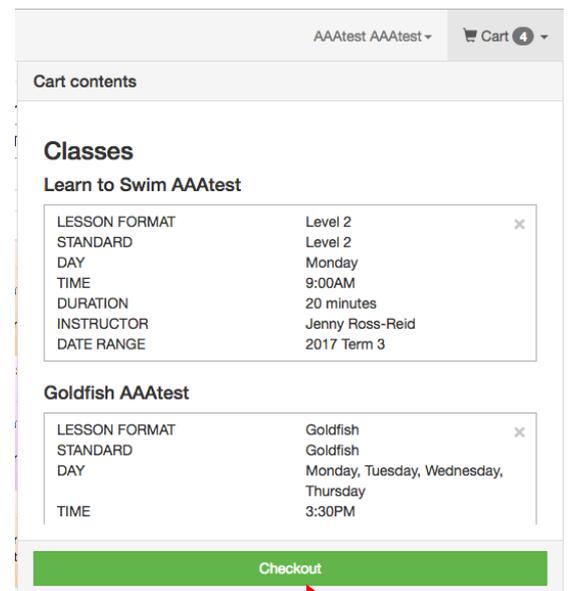
Note: Once you have completed your enrolment online, it is important to remember that your bookings are NOT confirmed until you receive a confirmation email back from us. Once we have confirmed your bookings, an invoice will be generated and sent to you for payment.

If you run into any problems or have any questions please don't hesitate to contact us via email at cottersaquatics@live.com.au or by using the direct 'Contact Us' page found on your '*Customer Portal*' menu.