CUSTOMER PORTAL

Frequently Asked Questions

FAQs

What is the Customer Portal?

The Customer Portal is a secure, online portal that you can access from and web device, at your convenience. The Customer Portal allows you to view your account information, create students, enroll in classes, view and make payments, and so much more.

How do I create an account?

1. Navigate to the Customer Portal and select "Create an Account".
2. Fill out all of the required fields and select "Next" at the bottom of the screen. If you cannot click "Next", review the form and make sure all required fields are completed. Double-check for any checkboxes that may need to be selected.
3. Make sure to check the box to opt in to receive emails on any news updates or important information.
4. After all fields are completed, click "Create Account".
5. Lastly, you will have to accept policies by clicking "I accept" below each policy. From the "Policies" page you can view, download, and print all policies.

6. Once you have created an account, choose "Yes, Create a Student" to add your student or select "No thanks, return home".

How do I log in to the Customer Portal?

1. Go to the Customer Portal and select "Log in".
2. You will see a screen that asks if you are a current customer. If so, select "yes", and enter your email and password.
3. Finish logging in by clicking "Next" at the bottom of the screen.

I forgot my password. How do I log in?

1. Go to the Customer Portal and click "Log in".
2. Select "Forgot Password".
3. Enter the email address associated with your account and select "Submit".
4. Check your email account for the password reset email with a verification code.
5. Enter the verification code in the Customer Portal and click "Verify" to reset your password.
6. Enter and confirm your new password and click "Update Password".

How do I create a student?

1. Log in to the Customer Portal.
2. Click "My Account" and then click "Add Student".
3. Fill out all of the required information in the "New Student Details" form and click "Save".
4. When successfully done, you will see a screen that says your student was successfully created. Exit out of this message to be returned to your "Account" page.
5. To add another student, simply click "Add Student".

How do I enroll a student in a class?

1. Log in to the Customer Portal.
2. Select "Booking" at the top of the page.
3. To enroll in a class, click "Find a Class". This will take you to a screen that asks if you need help finding a class. Clicking "Yes, please" will take you through a step by step questionnaire to find just the right class for your student. Clicking "No, just looking" will allow you to browse all classes.
4. You can use filters at the top of the screen to narrow your search based on things like days and openings.
5. When you have found the right class for your student, select the class and select the student that

you would like to enroll. Lastly, click "Enroll Now!"

6. Enter any details about your student and select "Add to Cart".
7. To complete your enrollment, click "Pay Now" and complete the checkout process.

How do I enroll a student in a camp?

1. Log in to the Customer Portal.
2. Select "Booking" at the top of the page.
3. Click on the appropriate Camp Type to bring up a list of available camps to choose from.
4. Select the student(s) you wish to enroll and a list of camps will be shown that match the age/gender requirements for the selected student(s).
5. Use filters at the top of the screen to narrow your search based on things like days and openings.
6. When you have found the right camp for your student, click on the camp, and select the student(s) that you would like to enroll.
7. Click "Enroll Now!"
8. Select the appropriate camp block (if available) and answer any user-defined questions and select "Add to Cart".
9. Click "Complete Transaction" and complete the checkout process and finalize the enrollment.

How do I view my student's enrollments?

1. Log in to the Customer Portal.
2. From the "Account" screen, find the student that you would like to view Enrollments for and select"Enrollments".
3. This will show you any classes or camps that your student is enrolled in.

How do I make a payment?

1. Log in to the Customer Portal.
2. From the "Account" screen, select "Payments". This shows any outstanding charges and available credit.
3. If you have not already done so, you will need to connect a credit card or bank account by selecting "Add Payment Info" and completing the form.
4. To pay any outstanding charges with your connected credit card or bank account, select "Make Payment", and complete the form.
5. To pay any outstanding charges with credit on your account, select "Apply Credit", and complete the form.

How do I view transaction history or print a statement?

1. Log in to the Customer Portal.
2. Transaction history can be found by clicking on "Transaction History" from the top of your Account page.
3. To download or print a statement, select "Generate Statement".

How do I edit my account information?

1. Log in to the Customer Portal.
2. From the "Account" screen, select "Account Information".
3. All account information can be edited by clicking on the field, entering the information you would like to change, and clicking "Update".

How do I change my password?

1. To change your password, log in to the Customer Portal.
2. Click on "Login/Security" at the top of the "Account" page.
3. Enter and confirm your new password and click "Update Password".

How do I view news and announcements?

1. Log in to the Customer Portal.
2. Select the "News" page at the top of the screen. All news and announcements will be displayed here.

How do I log out of the Customer Portal?

1. Select "More" at the top of the page.
2. Click Log Out.