

THE FITNESS EDGE **SWIM SCHOOL**

MEMBER PORTAL HELP GUIDE – FAQ

HOW DO I ACCESS MY ACCOUNT

Existing members of The Fitness Edge and The Swim School prior to 10th March 2024 are already set up with an account. You will just need to know your current email address to start accessing. If you don't know your email address speak to one of our centre staff.

To access your account as an Existing Member for the first time:

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser. Click on 'Forgot Password' and enter your email address and click 'Submit'.
2. Follow the prompts in the password reset email you will receive and select a new password to access your account.
3. You are now online in your new account.

To create a new account:

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
2. Click 'Join Now'.
3. Select a membership type from the selection if ready to join or click 'Create Free Account' for casual membership or setting up a Swim School Account.
4. Enter your details and password, your email address will then be your login username. Put Club Membership Number in ID.
5. Select 'Create Account'.
6. You are now online in your new account.

HOW DO I RESET MY PASSWORD

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
2. Click on 'Forgot Password' and enter your email address and click 'Submit'.
3. Follow the prompts in the password reset email you will receive and select a new password to access your account.

HOW TO UPDATE MY PERSONAL DETAILS

If you have access to your My Account portal, you can log into your My 'Account' and update your personal details in the 'Account' section located on the top of the page.

If your previous email address is no longer valid, or you cannot recall the email address you previously used when registering for our services you have a few options:

1. [Email us](#) your name, contact details and new email address.
2. Contact us via phone [98087633](#) and speak to our friendly customer service staff to update your details.

HOW TO ENROL A SWIMMER ONLINE

Add Student – New Swimmer

1. Login to your online customer portal account using your email and password.
2. Once logged in, click 'Book' on the navigation bar located at the top of the page, and select 'Courses'.
3. In the top of the screen click 'Add a new family member'.
4. Complete student/swimmer details. In 'Personal ID' put membership number ending with S (e.g. Membership 2155 is 2155s).
5. Select 'Create Account.'
6. Select Go back to client portal.

Select your Class

1. Change filters to select preferred class type, day, and availability.
2. Select the class day and time to take part in.
3. Select a class that is the current and approved level of competency for the swimmer. If unsure talk with Swim School Administration to assist.
4. Select 'Enrol Now'.
5. Select the swimmer you wish to enrol if multiple children have been added to the account.
6. Select 'Make Payment' for the given lesson.
7. Once booked and initial payment is complete you will need to proceed to make final payments in account and payment tab.

NOTE: you will be restricted to classes that are of the appropriate skill level. This is determined by administration assessors in the centre.

HOW TO CANCEL A BOOKED SWIM CLASS

1. Login to your online customer portal account using your email and password.
2. Select 'My Bookings'.
3. Select the class date you are absent.
4. Select 'Manage Bookings'.
5. Select 'Register an absence' next to the students name.
6. Select 'Confirm Cancellation'.

If you are eligible, you will receive a make-up lesson token to book at a more convenient time. Make-up lessons expire each term.

HOW TO BOOK A MAKE-UP SWIM CLASS

1. Login to your online customer portal account using your email and password.
2. Select 'Book'.
3. Select 'Courses'.
4. Select the toggle switch in the top left corner to 'Single/make-up lesson'.
5. Use the filter to select your relevant level.
6. Use the timetable to find your preferred day and time.
7. Select 'Book now'.
8. In the pop-up window select 'Book now' next to the student's name.

HOW TO MAKE A PAYMENT FOR CLASS BOOKINGS –

If part or full payment is not completed as part of the initial booking members can pay online at any time. This can also be used by those who are making a deposit or term payment. To make a payment:

1. Login to your online customer portal account using your email and password.
2. Select 'Account' and 'Payments'.
3. Select the payment required by ticking the relevant payment options. (E.g. all lessons or deposit payment).
4. Select green 'Pay' button.
5. Select 'payment type' and complete payment.

HOW TO CHECK CURRENT ASSESMENT FEEDBACK

1. Login to your online customer portal account using your email and password.
2. Select 'My Account'.
3. Select 'Skills'.
4. Select relevant child/swimmer in the drop-down box.
5. The system will show current level and key areas of development being completed for swimmers to be ready for assessment prior to consideration to move to the next level.

HOW TO CHANGE A LESSON BOOKING TIME

1. Login to your online customer portal account using your email and password.
2. Select 'Book'.
3. Select 'Courses'.
4. Change filter to the required day/s and activity type (e.g. Monday, Sharks).
5. Select 'Enrol now' and select the swimmer to enrol.
6. Next to the students name click 'Transfer here'.
7. Select the group you wish to transfer from.
8. Select 'Next' and 'Confirm Transfer'.

HOW TO CHANGE LEVELS (ONCE ASSESSED AND PROGRESSED BY STAFF)

1. Login to your online customer portal account using your email and password.
2. Select 'Book'.
3. Select 'Courses'.
4. Change filter to the required day/s and activity type you wish to move to (e.g. Monday, Sharks). Note it will only permit you to move up once assessed and approved.
5. Select 'Enrol now' and select the swimmer to enrol.
6. Next to the students name click 'Transfer here'.
7. Select the group you wish to transfer from.
8. Select 'Next' and 'Confirm Transfer'.