

Portal Guide

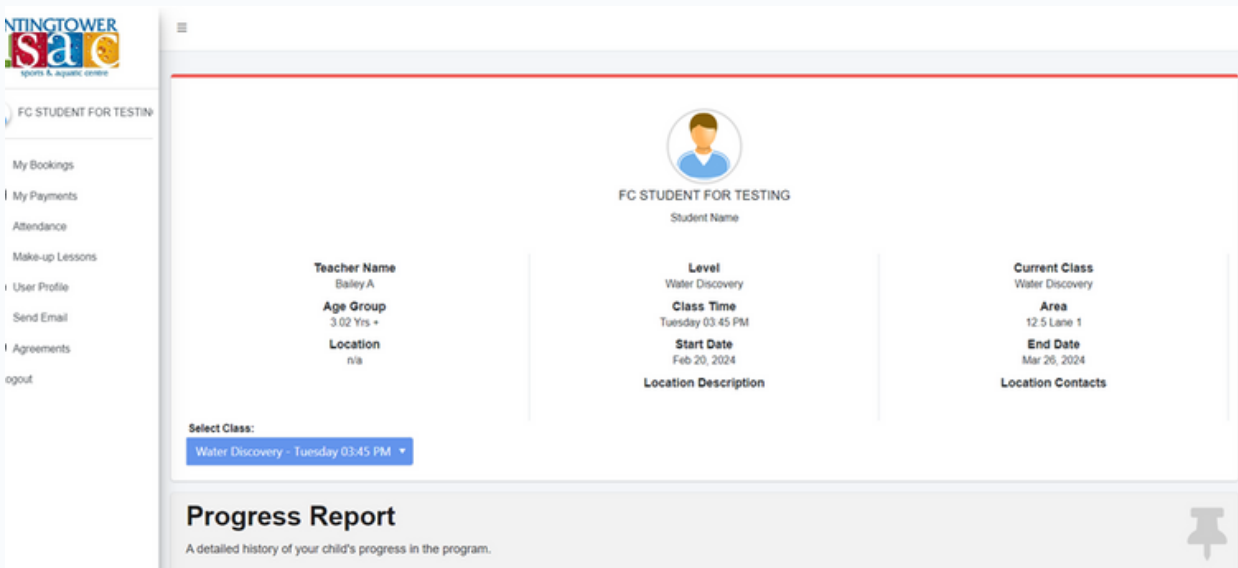
The First Class customer portal allows parents and end users to manage their lessons including payments, bookings, and absences.

The following guide explains how to use key features of the First Class customer portal.

Dashboard

How can I view my child's progress?

On the main dashboard, you can view your child's progress within the progress report section. If you have more than one child on your account, you can swap the child you are viewing via the view children menu item.



FC STUDENT FOR TESTING
Student Name

| | | |
|---------------------------------|---------------------------------------|---|
| Teacher Name Bailey A | Level Water Discovery | Current Class Water Discovery |
| Age Group 3.02 Yrs + | Class Time Tuesday 03:45 PM | Area 12.5 Lane 1 |
| Location n/a | Start Date Feb 20, 2024 | End Date Mar 26, 2024 |
| | Location Description | Location Contacts |

Select Class:
Water Discovery - Tuesday 03:45 PM

Progress Report

A detailed history of your child's progress in the program.

If my child has more than one booking, how can I see all bookings?

The next enrolled class for a student will appear on the dashboard of the portal. You can view other enrolled classes via the select class drop-down or by clicking on the my bookings tab on the menu.

My Payments

You can manage all aspects of your account within the My Payment section.

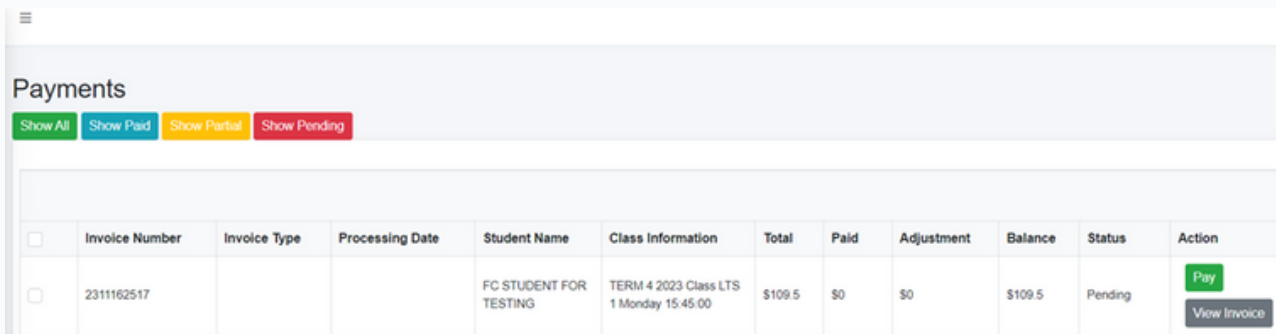
This will display both pending and paid invoices.

You may wish to filter only outstanding invoices.

How can I pay an outstanding invoice?

If an invoice/s is outstanding there will be a PAY button which you can click on to pop open the payment summary screen.

On this screen, you can select your preferred payment method from the available options.



| | Invoice Number | Invoice Type | Processing Date | Student Name | Class Information | Total | Paid | Adjustment | Balance | Status | Action |
|--------------------------|----------------|--------------|-----------------|------------------------|--|---------|------|------------|---------|---------|---|
| <input type="checkbox"/> | 2311162517 | | | FC STUDENT FOR TESTING | TERM 4 2023 Class LTS 1 Monday 15:45:00 | \$109.5 | \$0 | \$0 | \$109.5 | Pending | <input type="button" value="Pay"/> <input type="button" value="View Invoice"/> |

Note: If you are set up for recurring or direct debit payments, upcoming invoices may not display a pay button and show as scheduled for payment on a specific date.

Can I pay multiple invoices at once?

Yes, if you click the tick box to select multiple invoices on the left of the invoice number you can select multiple invoices at once.

This will activate a pay button at the top right of the page. Here you can pay for multiple invoices in one transaction.

Note: This is the only option for credit/debit card payments.

Can I pay a partial amount of an invoice online?

This will depend on your organisation. If your organisation permits partial payments you will be able to edit the amount paid up to the full amount owing for an invoice.

How can I view my past invoices?

You can filter out past invoices by using the show paid filter. You can click the view invoice button to open and even download a copy of your invoice.

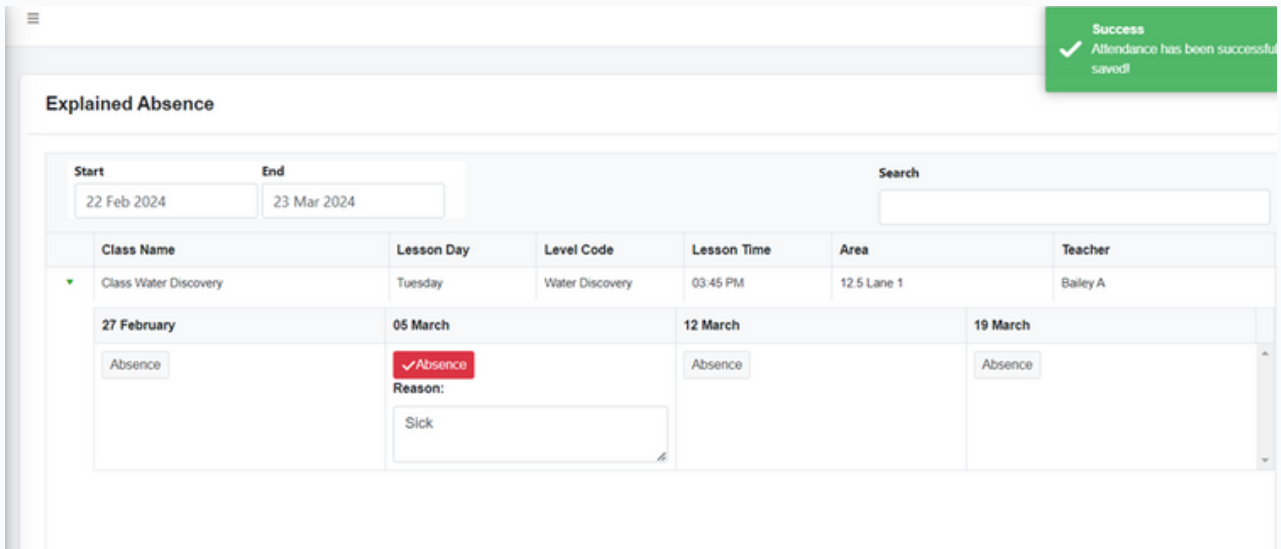
Attendance

How do I report an absence?

You can report an absence for a lesson via the attendance menu tab.

Upcoming classes will be displayed.

Here you can click the absence button and enter a reason for the lesson absence.



Explained Absence

Start: 22 Feb 2024 | End: 23 Mar 2024 | Search:

| Class Name | Lesson Day | Level Code | Lesson Time | Area | Teacher |
|-----------------------|------------|--|-------------|-------------|----------|
| Class Water Discovery | Tuesday | Water Discovery | 03:45 PM | 12.5 Lane 1 | Bailey A |
| 27 February | | 05 March | | 12 March | |
| Absence | | <input checked="" type="checkbox"/> Absence Reason: <input type="text" value="Sick"/> | | Absence | |
| | | | | 19 March | |
| | | | | Absence | |

Success
✓ Attendance has been successfully saved!

Will I receive a makeup token if I report an absence?

You may receive a make-up lesson token for an explained absence if you meet the parameters assigned by your lesson provider.

Please refer to your provider's terms and conditions relating to make-up lessons.

Make booking

How can I make a new booking within my portal?

If your facility permits online bookings, you will see an option within your portal menu called make a booking.

Here you can view available classes, book, and pay for the booking.

Can I book both of my children, in one transaction?

Yes, when booking, use the add another lesson or add another student booking buttons.

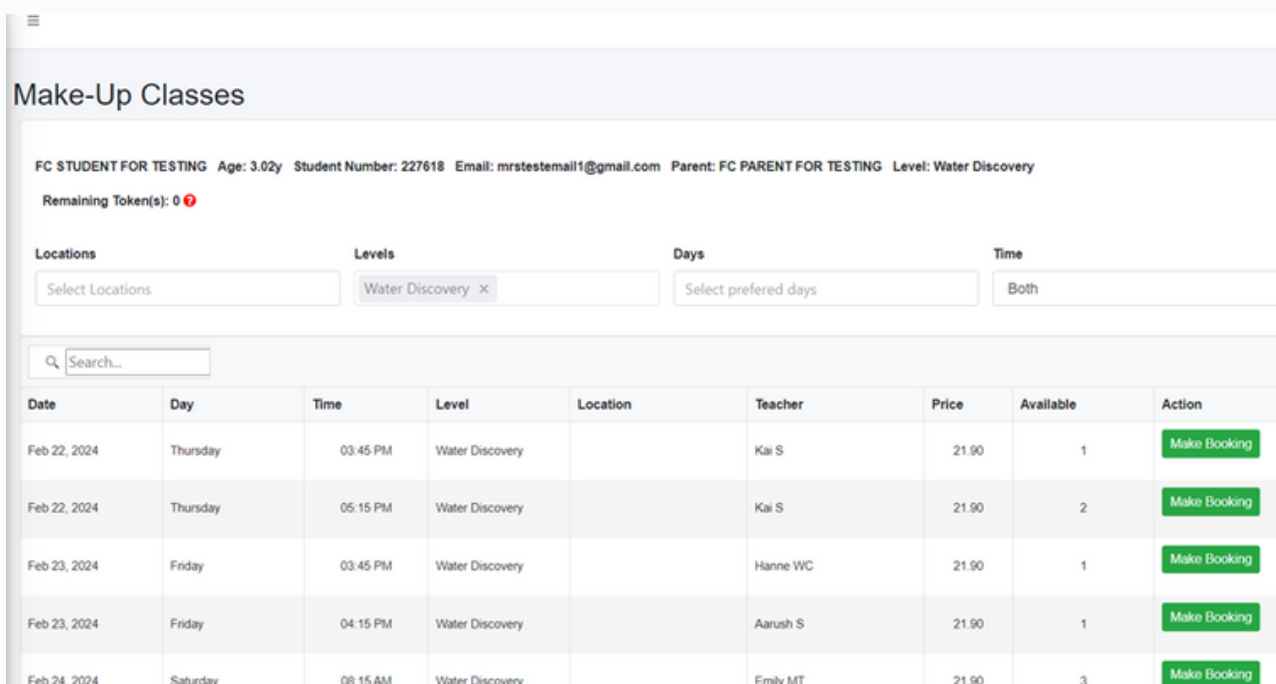
This will save all bookings in a summary cart. When you are ready to proceed to the checkout by clicking continue.

Makeup lessons

How do I book a makeup lesson?

You can book a makeup lesson by navigating to the makeup lesson menu tab.

You will note this section will only display classes for the student's current level.



Make-Up Classes

FC STUDENT FOR TESTING Age: 3.02y Student Number: 227618 Email: mrstestemail1@gmail.com Parent: FC PARENT FOR TESTING Level: Water Discovery

Remaining Token(s): 0

Locations: Levels: Days: Time:

| Date | Day | Time | Level | Location | Teacher | Price | Available | Action |
|--------------|----------|----------|-----------------|----------|----------|-------|-----------|------------------------------|
| Feb 22, 2024 | Thursday | 03:45 PM | Water Discovery | | Kai S | 21.90 | 1 | Make Booking |
| Feb 22, 2024 | Thursday | 05:15 PM | Water Discovery | | Kai S | 21.90 | 2 | Make Booking |
| Feb 23, 2024 | Friday | 03:45 PM | Water Discovery | | Hanne WC | 21.90 | 1 | Make Booking |
| Feb 23, 2024 | Friday | 04:15 PM | Water Discovery | | Aarush S | 21.90 | 1 | Make Booking |
| Feb 24, 2024 | Saturday | 08:15 AM | Water Discovery | | Emily MT | 21.90 | 3 | Make Booking |

Why can't I book a makeup lesson?

To book a makeup lesson you need to have a valid makeup lesson token from a previous absence.

You can see your available tokens in the top left-hand corner of the make up lesson screen. If you have an available token, you can proceed to book a makeup lesson by clicking the make booking button for your selected class.

You will receive a confirmation message when your booking is complete.

NOTE: Once you have made a make-up lesson, you are not able to reschedule or cancel this lesson.

General Questions

How do I reset my password?

If you are having trouble accessing your account, you can submit a password reset via the main portal login screen.

You will receive an email with a link where you can reset your password.

If you are unable to successfully re-set your password please contact your facility.

What is the link to log in?

You should have received the link to your parent portal URL within a welcome email from your facility. If you cannot find this email, please contact your facility and they can re-send this to you.

Is there an app and web version of the parent portal?

First Class also has an app version of the customer portal. You can download the app by searching for First Class software in the app stores.