

Please read the attached step by step manual which explains how to use the system.

Before you begin you will need access to the email address you will be using for registration plus a credit card/debit card to make payment.

You will also need to know which classes you are registering for. If you are unsure which classes to register for please TEXT Ruth to check.

There is a three step process:

1. Registration on the Customer Portal - you should only have to do this once. Please keep a note of the email address you use and your password as you will use this going forward to keep your contact details up to date and also to enrol for future events and pay for following terms.

2. Registering your students/children on the system. - you should only have to do this once per student.

3. Enrolling in classes

Please take your time to ensure that you are enrolling your child/children in the correct classes as places are strictly limited.

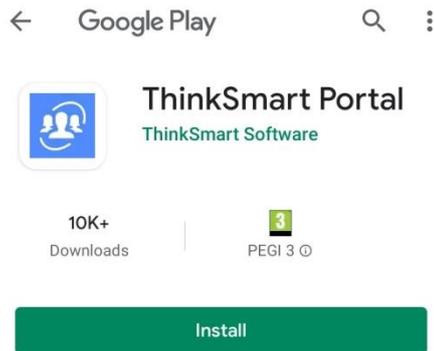
Ready to go.... copy this link into your browser and follow the step by step instructions:

https://thinksmartsoftwareuk.com/customer_portal_v2/#/

How to Register a New Account on the Customer Portal

(if not already registered previously)

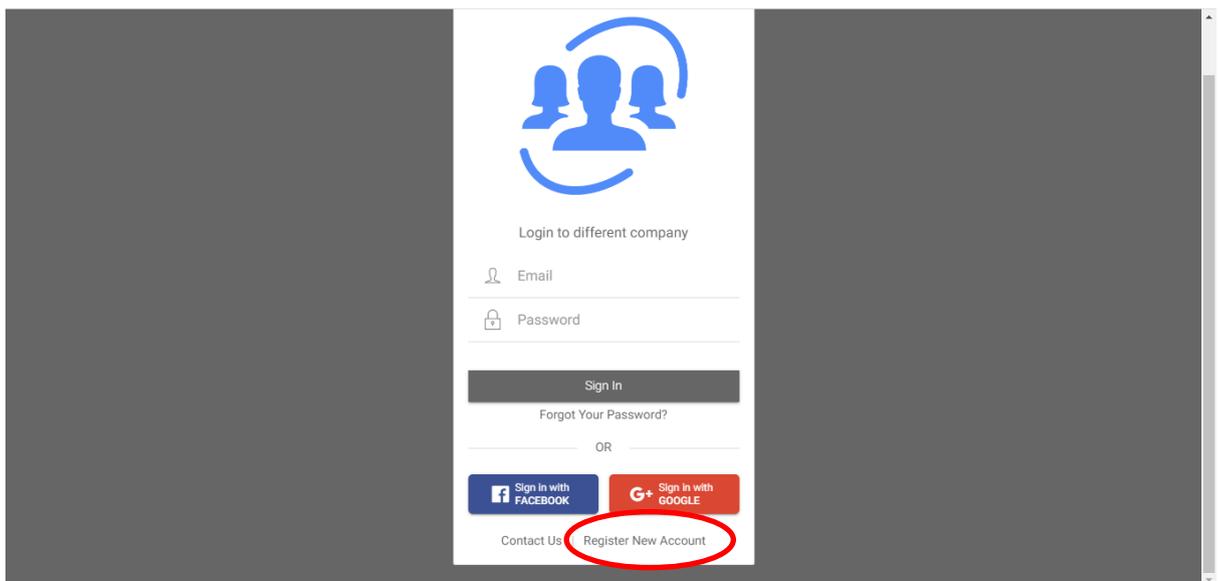
1. Copy link to browser and press return
If on tablet/phone proceed to next step, if on computer/laptop **skip to Step 4**
2. (Only on Phone or Tablet) Download/Install ThinkSmart Portal



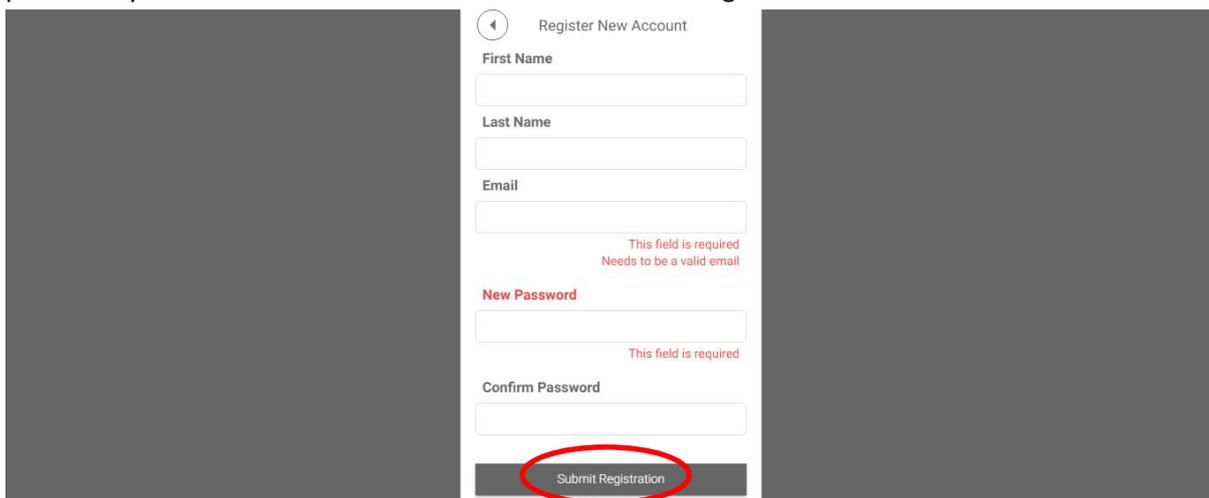
3. Click Code and Enter **A8MSCMAQ**



4. Click Register New Account



5. Fill in YOUR Details (not the students). Remember to keep a note of the email address and password you use. When all fields are filled click “submit registration”



Register New Account

First Name

Last Name

Email

This field is required
Needs to be a valid email

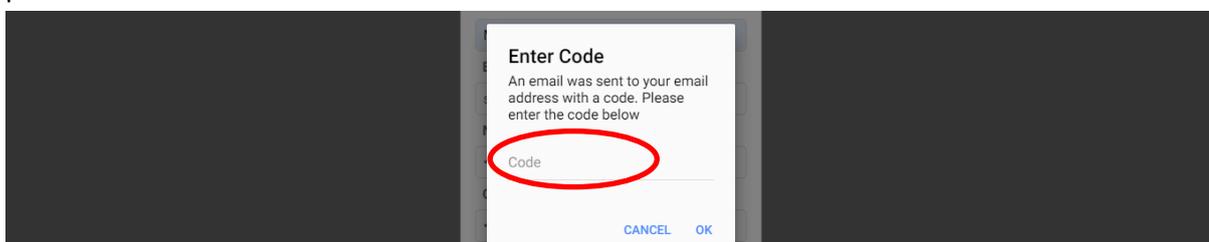
New Password

This field is required

Confirm Password

Submit Registration

6. A box will pop up looking for a code which will have been sent to the email address you provided. Enter the code from the email and click ok.



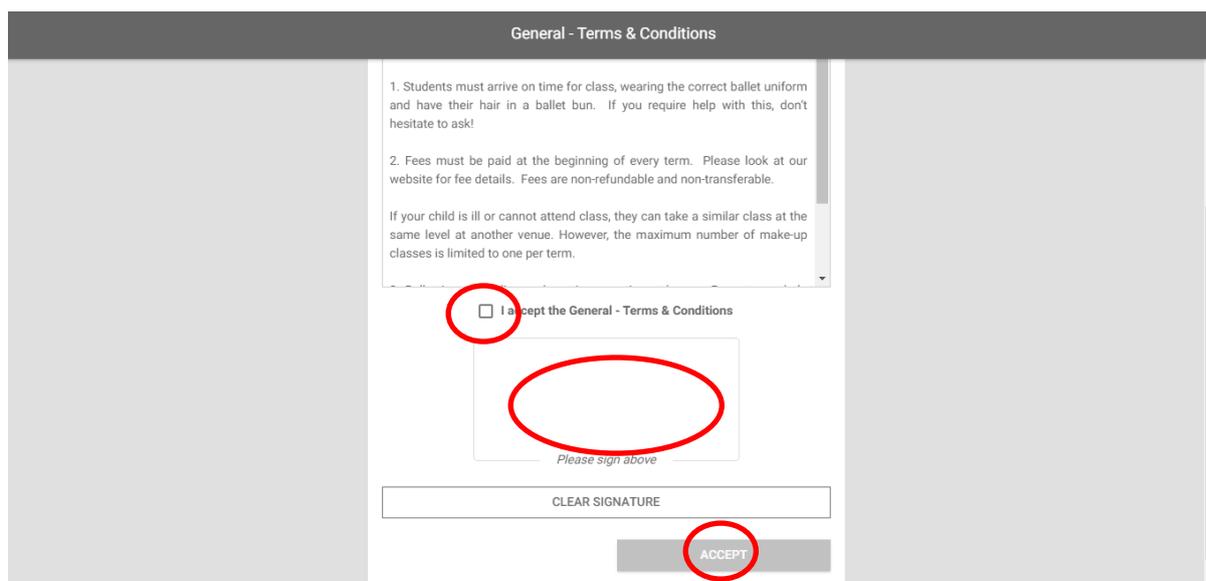
Enter Code

An email was sent to your email address with a code. Please enter the code below

Code

CANCEL OK

7. The next 3 screens contain the Terms & Conditions which you MUST accept in order to proceed :
- General Terms and Conditions
 - Covid Terms and Conditions
 - Photo Permission



General - Terms & Conditions

1. Students must arrive on time for class, wearing the correct ballet uniform and have their hair in a ballet bun. If you require help with this, don't hesitate to ask!

2. Fees must be paid at the beginning of every term. Please look at our website for fee details. Fees are non-refundable and non-transferable.

If your child is ill or cannot attend class, they can take a similar class at the same level at another venue. However, the maximum number of make-up classes is limited to one per term.

I accept the General - Terms & Conditions

Please sign above

CLEAR SIGNATURE

ACCEPT

Click the “I accept” box

Insert your signature into the box (we understand that this will not be a perfect signature)

Click “accept” box

8. Complete all the boxes on the next screen
- Please note the mobile number will be the number text for any last minute change of class of if you need to contact you urgently i.e. should you be required to collect your child from class.
- The email address provided will be the contact email for Newsletter/communication etc.
- The postal address will be for certificates/communication which we may need to send from time to time.
- Once all fields have been completed, click save.

Update Your Details

BASIC INFO

First name* This field is required

Last name* This field is required

CONTACT INFORMATION

Mobile phone* This field is required

Mobile phone 2* This field is required

Email* This field is required

✓ SAVE

9. You should receive a pop up that your details have been saved. Click OK:

CONTACT INFORM

Home phone*

Mobile phone*

Email*

Details Updated

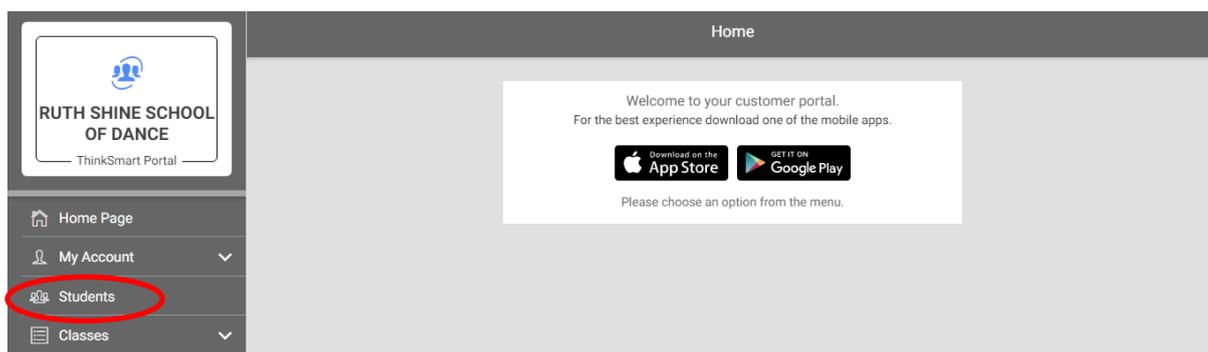
Your details have been successfully updated.

OK

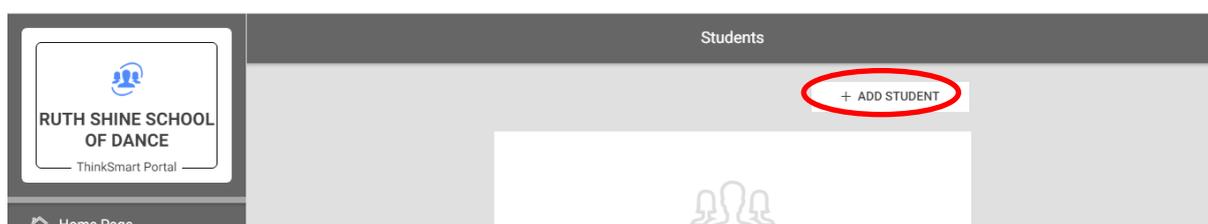
Please keep your login details as you will need these to keep your contact details updated (mobile number/email address etc., to enrol for future classes/workshops and to pay the following terms (invoices will issue by email).

How to Register a Student on the Customer Portal (if not already registered previously)

1. Login to the Customer Portal using the email address and password you previously created
2. Go to the Student tab on the left hand side



3. Click "Add Student"



4. Fill in all the fields and click "Save"

Please only enter RELEVANT medical conditions.

If the required medical condition is NOT listed in the extensive drop down list - select "Other Relevant Medical Condition" and enter the details in the free text box

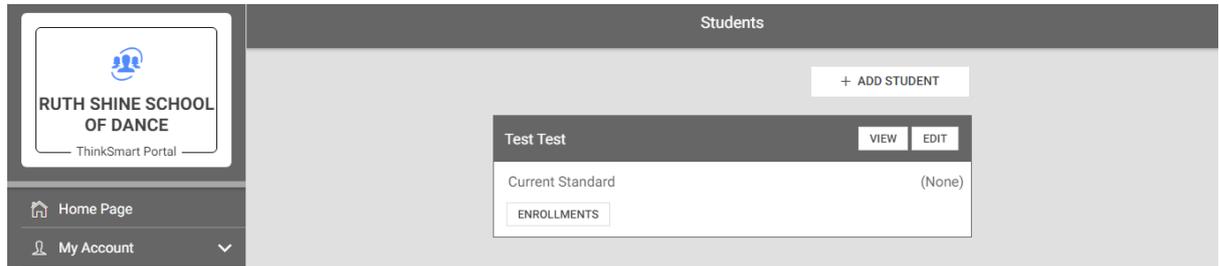
Then press Save(button will be on top right corner on mobile devices)

The screenshot shows the 'Add Student Details' form. It is divided into two sections: 'BASIC INFO' and 'OTHER INFORMATION'. The 'BASIC INFO' section includes fields for First name*, Last name*, DOB*, and Gender*, each with a red asterisk and a red error message below it: 'First name is required', 'Last name is required', and 'DOB is required'. The 'OTHER INFORMATION' section includes a dropdown for Medical conditions, a link for 'Add custom medical condition', and a text field for Primary/Secondary School (Name). A 'SAVE' button is circled in red at the bottom right.

5. A confirmation box will pop up to say details updated

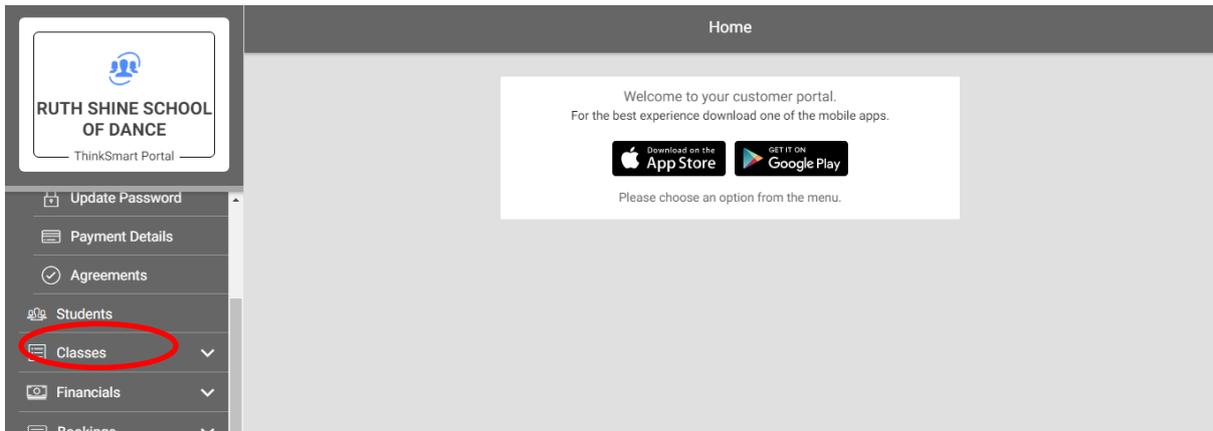


6. Repeat this process for as many students as you need to register

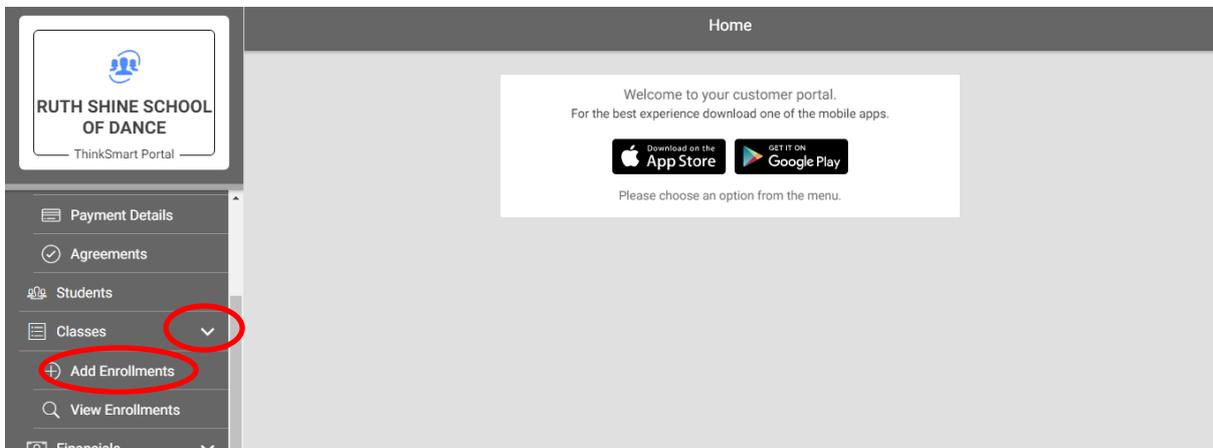


How to Enrol a Student for Classes

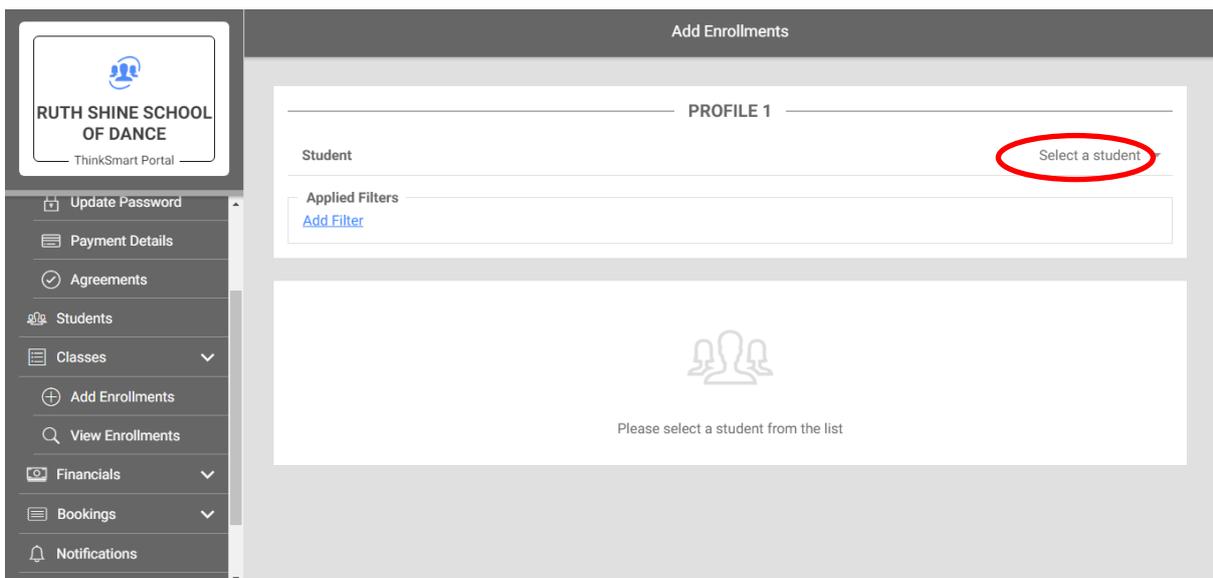
1. Login to the Customer Portal using the email address and password you previously created
2. Go to the Classes tab on the left hand side



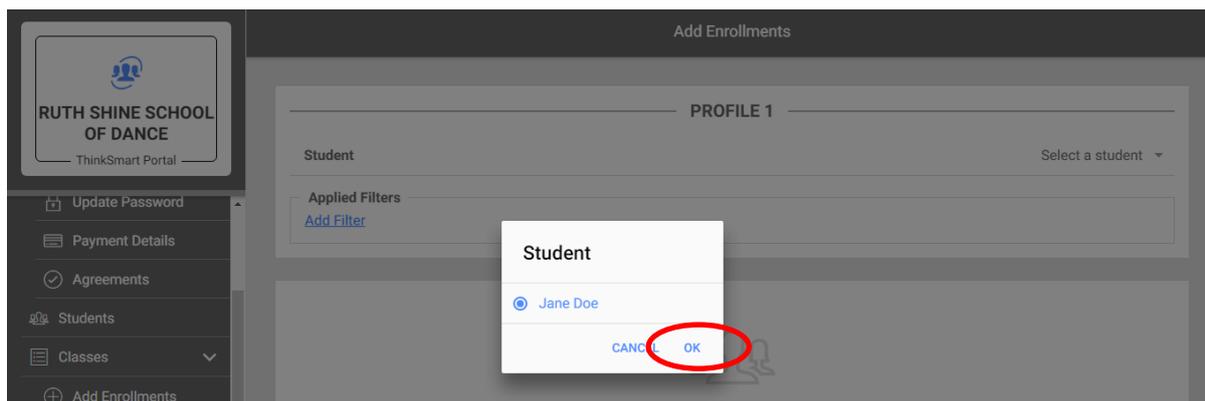
3. Click the \vee beside classes so you can see "Add Enrolments" and click it



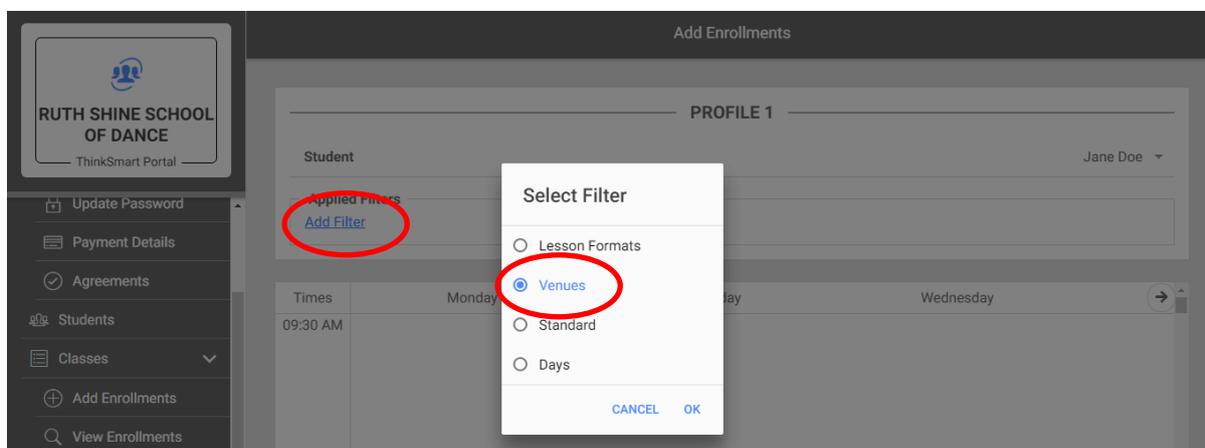
4. Click Select Student



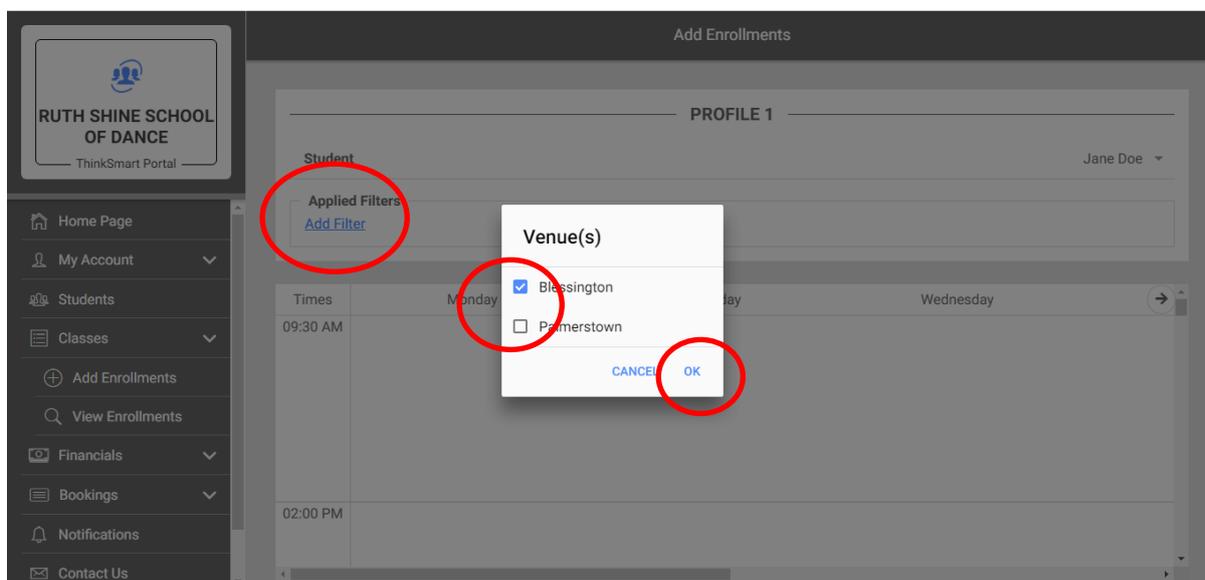
- Pick Name of Student you wish to enrol in classes (if you have more than one student you need to do these one by one). Click Ok.



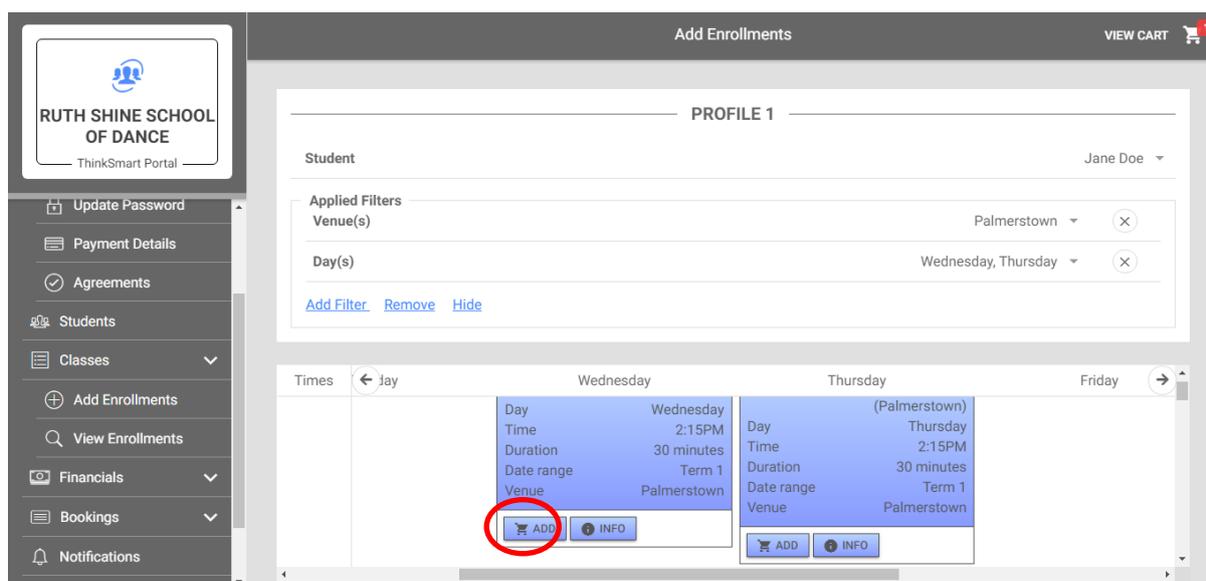
- Click Add Filter. Filter by Venue. Click Ok.



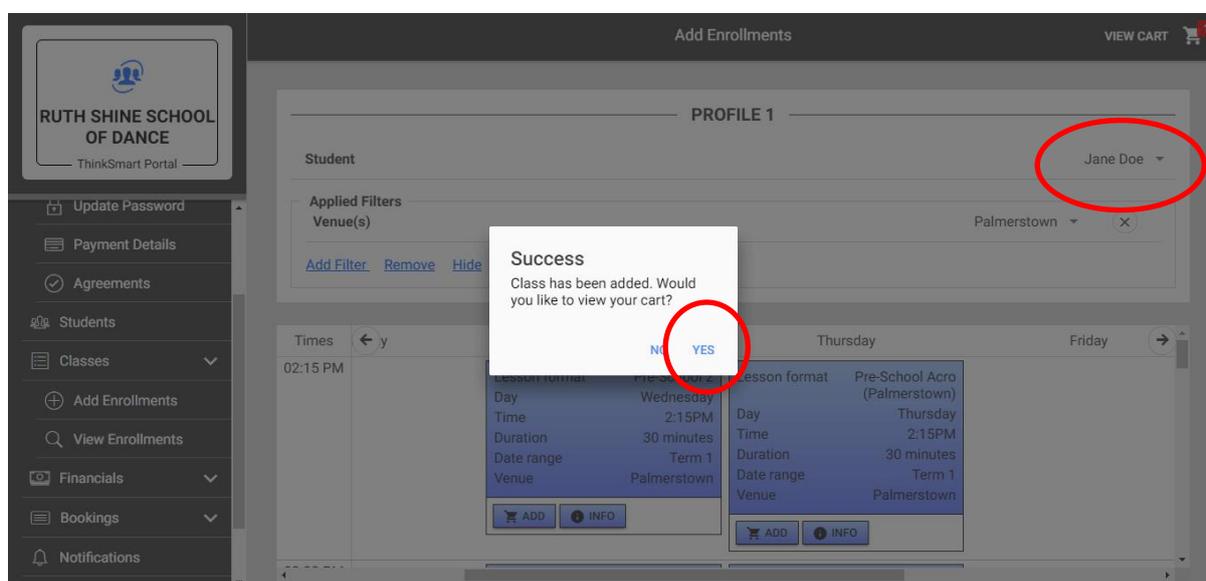
- Select relevant Venue *** It is extremely important to select correct venue at this stage. Click ok



8. You can continue to filter by the day/class if you wish or you can manually search for the relevant classes. Once you found the class you wish to enrol the student for click the “add” button.

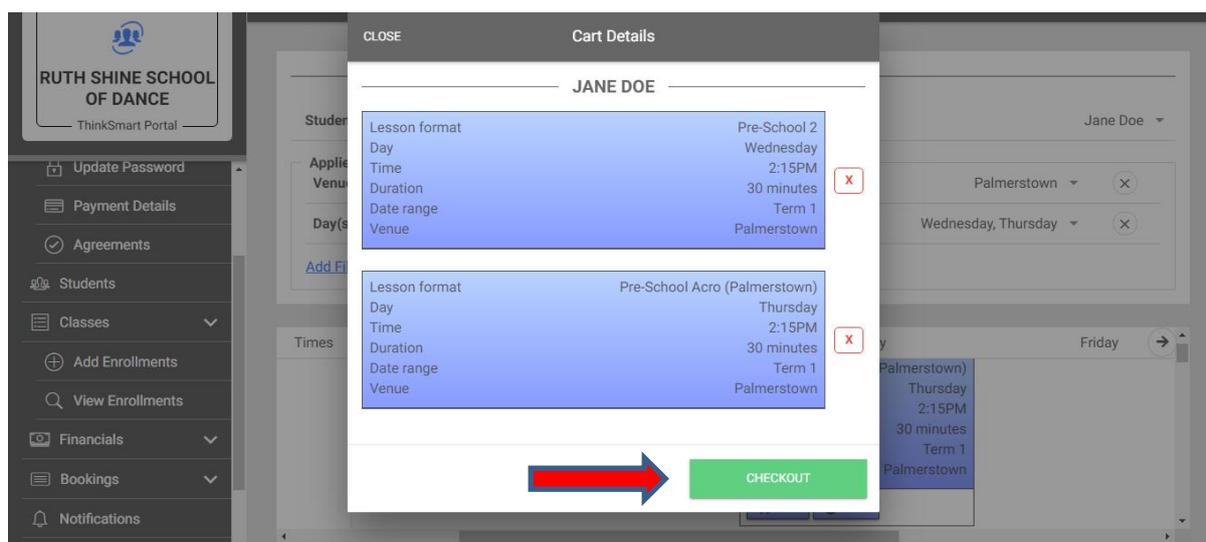


9. Continue to add as many class as you wish – **bear in mind that the student you selected at the beginning is being enrolled to these classes.** Once all the classes for this student have been enrolled you can continue to cart or go back to class enrolment to add enrol another student. Once you enrolled all students in all relevant classes please view your cart.

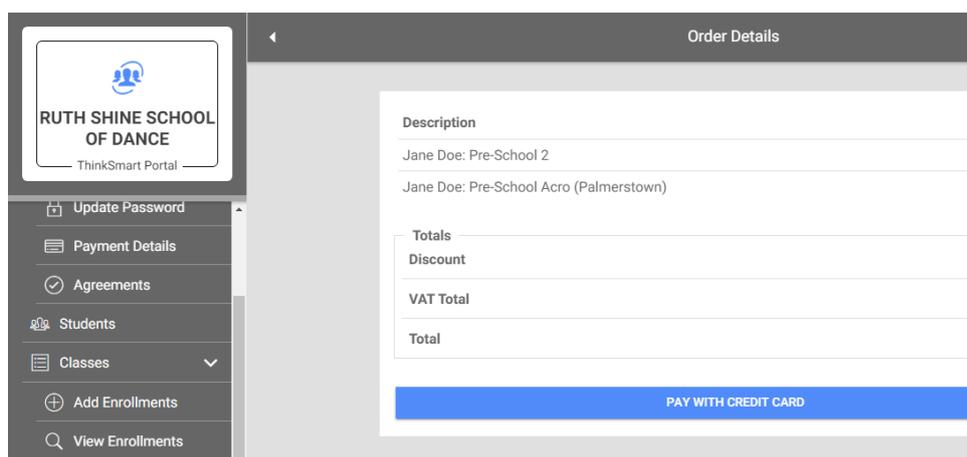


10. It is extremely important that you review the cart in detail before you proceed to checkout. Classes are booked on a first come/first served basis.

If you are happy with your selection – click checkout.



11. Then click Pay with Credit Card (the system also takes Debit Card)



12. Enter your credit card details and click Pay bar. You will receive a confirmation of purchase by email.

