

# Ruth Shine School of Dance

# **On-Line Customer Portal**

Instruction Manual

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 use for registration
- A credit or debit card for payment
- Details of the classes you wish to book

If you're unsure which classes to register for, **please text Ruth** in advance.

*Remember: multi-class and family discounts only apply if you book and pay for all classes at the same time.* 

There is a three-step process:

1. Register your account on the Customer Portal (one-time setup).

2. Add your student(s) to your account (one-time per student).

3. Enrol in classes and complete payment. Take your time to ensure that you are enrolling your student(s) in the correct classes as places are strictly limited.

Make sure to **note your email and password**, as you'll need them to:

- Keep your contact details updated.
- Enrol for future terms and events.
- Make future payments.

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)

- 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

æ
Login to different company
<u>)</u> Email
Password
Sign In
Forgot Your Password?
OR
G+ Sign in with G+ Sign in with GOOGLE
Contact is   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	
	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 screens contain the Terms & Conditions which you **must** accept in order to proceed:
  - Fitness to Participate & Medical Conditions
  - General Terms & Conditions

General - Terms & Conditions		
	<ol> <li>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!</li> <li>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.</li> </ol>	
	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.	

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
  - The **mobile number** will be the number used for any last-minute change of class, if we need to contact you urgently i.e. should you be required to collect your child from class, etc.
  - 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 INFOR	MATION
Mobile phone *	
	This field is required
Mobile phone 2	
	This field is required
Email*	
	This field is required
	$\sim$
	✓ SAVE
	$\sim$

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

Your detail	Updated ils have been illy updated.
-------------	---

Make sure to note your email and password, as you'll need them to:

- Keep your contact details updated.
- Enrol for future terms and events.
- Make future payments.

### 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

	Home
RUTH SHINE SCHOOL OF DANCE	Welcome to your customer portal. For the best experience download one of the mobile apps. Commond en the App Store Coogle Play
🏠 Home Page	Please choose an option from the menu.
<u>़</u> My Account 🗸 🗸	
20s Students ⊟ Classes ✓	

#### 3. Click "Add Student"

	Students
RUTH SHINE SCHOOL	+ ADD STUDENT
OF DANCE ThinkSmart Portal	<u>A</u> NE

- 4. Fill in all the fields and click "Save"
  - Only enter relevant medical conditions. If the condition isn't listed, select 'Other

Relevant Medical Condition' and add details in the text box.

• Ensure the **correct Date of Birth** is entered as this is required for exam registrations.

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

	Add Student Details	
<b>e</b>		Â
RUTH SHINE SCHOOL OF DANCE	BASIC INFO	
ThinkSmart Portal	First name*	
	First name is required	
🏠 Home Page	Last name*	
<u>ମ</u> My Account 🗸 🗸	Last name is required	
গ্রু Students	DOB*	
📃 Classes 🗸 🗸	DOB is required	
🖸 Financials 🗸 🗸	Gender*	
🗐 Bookings 🗸 🗸	OTHER INFORMATION	
	Medical conditions •	
D Notifications	Add custom medical condition	
🖂 Contact Us	Primary/Secondary School (Name)	
ightarrow Logout		P
	SAVE SAVE	Ŧ

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

Details Updated

9/08/2017

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

	Students		
RUTH SHINE SCHOOL		+ ADD STUDENT	
OF DANCE ThinkSmart Portal	Test Test	VIEW EDIT	
门 Home Page	Current Standard	(None)	
<u>्र</u> My Account 🗸 🗸			

## 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

	Home
RUTH SHINE SCHOOL OF DANCE	Welcome to your customer portal. For the best experience download one of the mobile apps.
Update Password	Please choose an option from the menu.
Payment Details	
Agreements	
迎요 Students	
🖳 Classes 🗸 🗸	
<ul> <li>Financials</li> <li>Bookings</li> </ul>	

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



4. Click Select Student

	Add Enrollments
RUTH SHINE SCHOOL OF DANCE	PROFILE 1 Student Select a student
Update Password     Payment Details	Applied Filter Add Filter
Agreements     Agreements     Students	
Classes	2 <u>4</u> ) (4
Q View Enrollments ☑ Financials ✓	Please select a student from the list
Bookings  An outfications	

5. 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.

		Add Enrollments	
RUTH SHINE SCHOOL OF DANCE	Student	PROFILE 1	Select a student 👻
Update Password	Applied Filters		
Payment Details     Agreements		Student	
£0⊈ Students		Jane Doe     CANCE OK	
E Classes V			

6. Click Add Filter. Filter by Venue. Click Ok.

		Add Enrollments	
RUTH SHINE SCHOOL OF DANCE		PROFILE 1	Jane Doe 👻
Update Password	Applied Price	Select Filter	
Payment Details	Add Filter	O Lesson Formats	
<ul> <li>Agreements</li> </ul>	Times	Monday Venues lay	Wednesday 🔶
원을 Students	09:30 AM	O Standard	
🗄 Classes 🗸 🗸		O Days	
Add Enrollments		CANCEL OK	
Q View Enrollments			

Select relevant Venue\* It is extremely important to select correct venue at this stage. (You
may have to scroll to find the relevant venue).
Click ok

			Add Enro	bliments		
RUTH SHINE SCHOOL OF DANCE ThinkSmart Portal	Student		PROFI	LE 1	e	Jane Doe 👻
다 Home Page 요 My Account ~	Applied Filters Add Filter		Ballymere Eustace Blessing on Palmers own			
원용 Students	Venue	Lesson Fo		Date Range	Duration	
📃 Classes 🗸	Blessington	Pre Schoc (Monj - B3		Term 1 - 16 weeks 25/26	30 minutes	Add to Cart
Add Enrollments	Blessington	Pre-Prima Infants) M	Trin Classes - Palmers.o	Term 1 - 16 weeks 25/26	45 minutes	Add to Cart
Q View Enrollments	Trial Classes - Blessington	Pre-Schoc (Mon) - B3	CANCEL	Blessington Trial Sept 25	30 minutes	Add to Cart

\*See last page of this document for all current "Venues" and explanation.

8. You can **continue to filter by day or class, or simply scroll to find the correct class.** Once you found the class you wish to enrol the student for click the "add" button.

			Add Enro	ollments		VIEW CART
RUTH SHINE SCHOOL OF DANCE 	Student		PROF	ile 1 ———		Jane Doe 🔻
Update Password	Applied Filters Venue(s)				Palmer	rstown - X
<ul> <li>Payment Details</li> <li>Agreements</li> </ul>	Day(s)				Wednesday, Th	ursday 👻 🗙
🕸 Students	Add Filter Remove Hide	2				
Classes V	Times 🗲 Jay	Wedne	sday	Thu	rsday	Friday 🔶 🕯
Add Enrollments     View Enrollments      View Enrollments      Financials      Bookings      Notifications		Day Time Duration Date range Venue	Wednesday 2:15PM 30 minutes Term 1 Palmerstown	Day Time Duration Date range Venue Transformation	(Palmerstown) Thursday 2:15PM 30 minutes Term 1 Palmerstown	•

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. (*In order for multi-class and family discounts to apply you must book and pay for all class together on one invoice*). Once you have enrolled all students in all relevant classes please view your cart.

		Add		VIEW CART
RUTH SHINE SCHOOL OF DANCE	Student	PF	ROFILE 1	Jane Doe 👻
Update Password     Payment Details     Agreements	Applied Filters Venue(s) Add Filter, Remove Hide	Success Class has been added. Would you like to view your cart?		Palmerstown 👻 (X)
Students     Students     Classes     ✓     Add Enrollments     View Enrollments     Financials     ✓	Times ← y 02:15 PM	Nt YE LESSON Official Press Office Day Wednessa Time 2:15PN Duration 30 minuter Date range Term Venue Palmerstown	A Day Thursday Time 2:15PM Duration 30 minutes Date range Term 1	
■ Bookings ✓	4	X ADD INFO	Venue Palmerstowr	, , , , , , , , , , , , , , , , , , ,

## 10. A Important: Review your cart carefully before checkout. Places are limited and booked on a first-come, first-served basis. If you are happy with your selection – click checkout.

<b>@</b>	CLOSE	Cart Details		
RUTH SHINE SCHOOL OF DANCE	· · · · · · · · · · · · · · · · · · ·	JANE DOE		
ThinkSmart Portal	Studer Lesson f Day	ormat	Pre-School 2 Wednesday	Jane Doe 🔻
Update Password	Venue Duration		2:15PM 30 minutes	Palmerstown - x
Payment Details     Agreements	Day(s Venue	ge	Term 1 Palmerstown	Wednesday, Thursday 👻 🗙
In Agreements	Add Fi	ormat Pre-School Acr	o (Palmerstown)	
Ξ Classes 🗸 🗸	Day Time		Thursday	
Add Enrollments	Times Duration Date ran		30 minutes Term 1	y Friday → Palmerstown)
Q View Enrollments	Venue		Palmerstown	Thursday 2:15PM 30 minutes
☑ Financials ✓				Term 1 Palmerstown
Bookings V			CHECKOUT	
	4			• • • • • • • • • • • • • • • • • • •

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

	•	Order Details
æ		
RUTH SHINE SCHOOL OF DANCE		Description
ThinkSmart Portal		Jane Doe: Pre-School 2
Update Password		Jane Doe: Pre-School Acro (Palmerstown)
Payment Details		Totals Discount
O Agreements		VAT Total
Le Students		Total
📃 Classes 🗸 🗸		
Add Enrollments		PAY WITH CREDIT CARD
Q View Enrollments		

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

		Enter Details		
RUTH SHINE SCHOOL	Name Jane Doe			
OF DANCE	Card number		MM / YY CVC	
Update Password		Pay €.		
Payment Details				
Ø Agreements				

Venues	Covering:
Ballymore Eustace	After-School Ballet Club for Junior and Senior Infants
Blessington	Regular term classes held in DanceTrax Studios, Blessington
Palmerstown	Regular term classes held in Parish Hall, Palmerstown
Trial Classes – Blessington	Taster classes offered in DanceTrax Studios, Blessington for a
	limited period. These are designed to gives students a chance
	to try out a class before committing to the rest of the term.
	Subject to availability.
Trial Classes – Palmerstown	Taster classes offered in Parish Hall, Palmerstown for a limited
	period. These are designed to gives students a chance to try
	out a class before committing to the rest of the term. <b>Subject</b>
	to availability.
Workshops	Ad-hoc classes, such as Summer Camps, Christmas Nutcracker
	Auditions, or additional classes such as Wobblers and Toddlers.
	An email will be sent when additional classes are open for
	registration.
Show	Show enrolment is communicated by email when registration
	opens.
Exams	Registration for exams will be shared by WhatsApp to relevant
	customers.