



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/#/](https://thinksmartsoftwareuk.com/customer_portal_v2/#/)

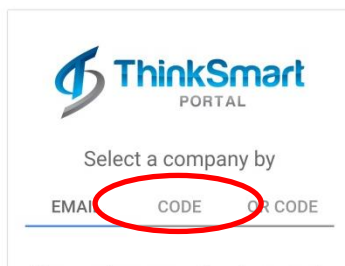
## How to Register a New Account on the Customer Portal

(if not already registered previously)

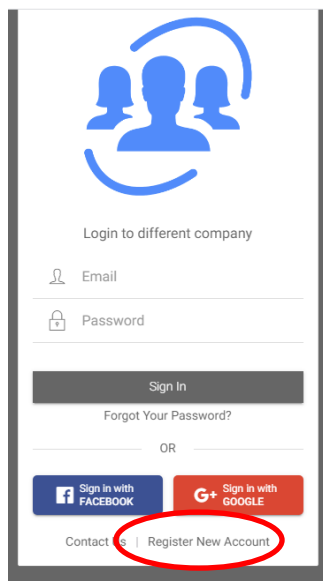
1. Copy link to browser and press return  
If on tablet/phone proceed to next step, if on computer/laptop **skip to Step 4**
2. (Only on Phone or Tablet) Download/Install ThinkSmart Portal



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 screens contain the Terms & Conditions which you **must** accept in order to proceed:

- Fitness to Participate & Medical Conditions
- General Terms & Conditions

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 OR REMOVE

ACCEPT

Click the “I accept” box

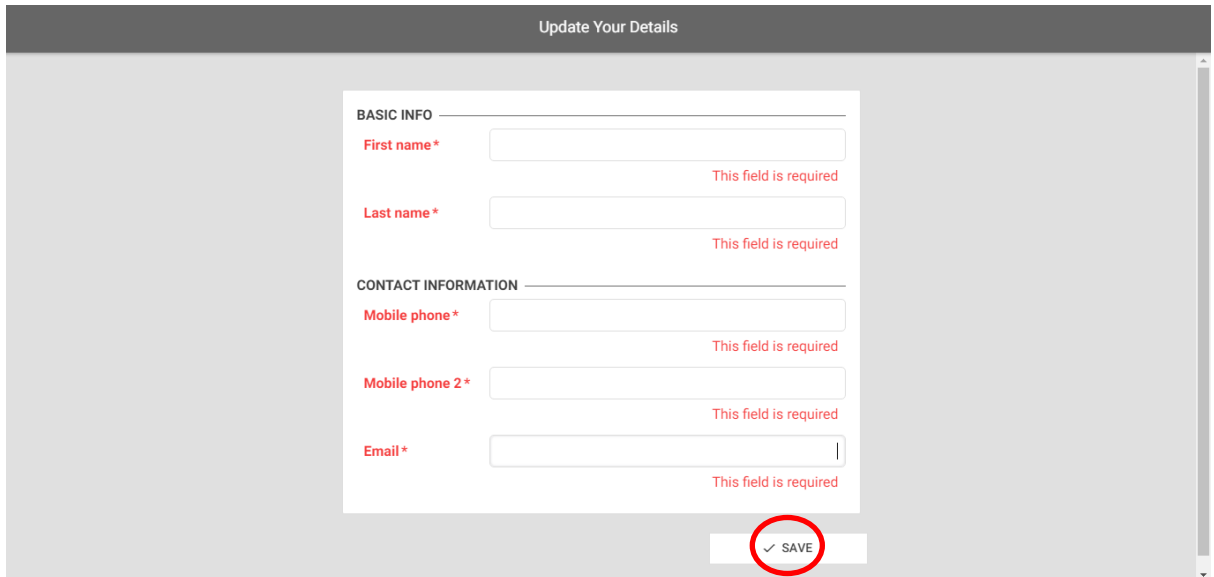
Insert your signature into the box (we understand that this will not be a perfect signature)

Click “accept” box

8. Complete **all the boxes** on the next screen

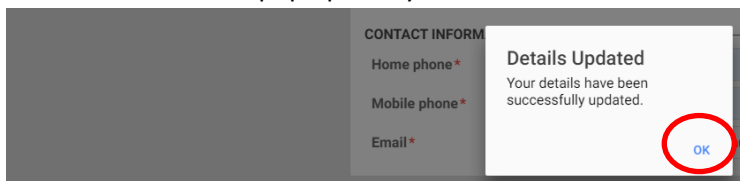
- The **mobile number** will be the number used for any last-minute change of class, if we need to contact you urgently i.e. should you be required to collect your child from class, etc.
- The **email address** provided will be the contact email for newsletter/communication etc.
- The **postal address** will be for certificates/communication which we may need to send from time to time.

Once all fields have been completed, **click save**.



The screenshot shows a web form titled "Update Your Details". It is divided into two sections: "BASIC INFO" and "CONTACT INFORMATION". Under "BASIC INFO", there are two text input fields: "First name \*" and "Last name \*". Both fields have a red asterisk and a red message "This field is required" below them. Under "CONTACT INFORMATION", there are three text input fields: "Mobile phone \*", "Mobile phone 2 \*", and "Email \*". Each of these fields also has a red asterisk and a red message "This field is required" below them. At the bottom right of the form, there is a button with a checkmark icon and the text "SAVE", which is circled in red.

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



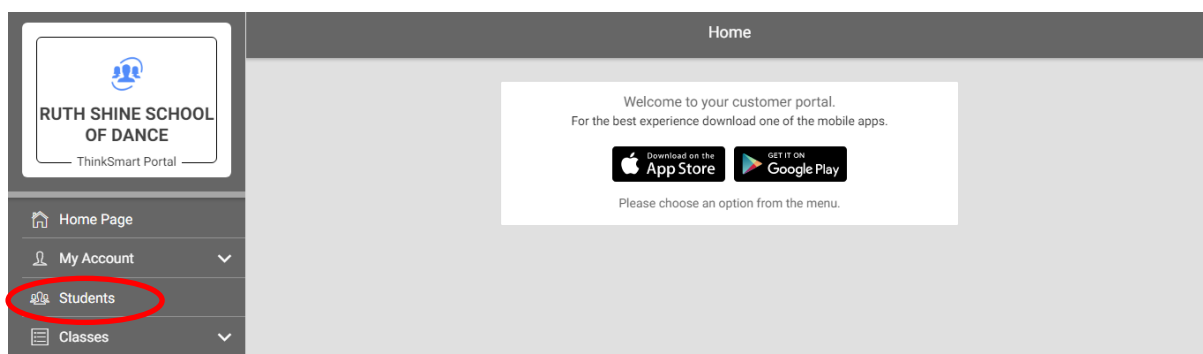
The screenshot shows a dark background with a "CONTACT INFORMATION" sidebar on the left containing fields for "Home phone \*", "Mobile phone \*", and "Email \*". A white pop-up box is centered on the screen with the title "Details Updated" and the message "Your details have been successfully updated.". At the bottom right of the pop-up box, there is a blue "OK" button, which is circled in red.

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

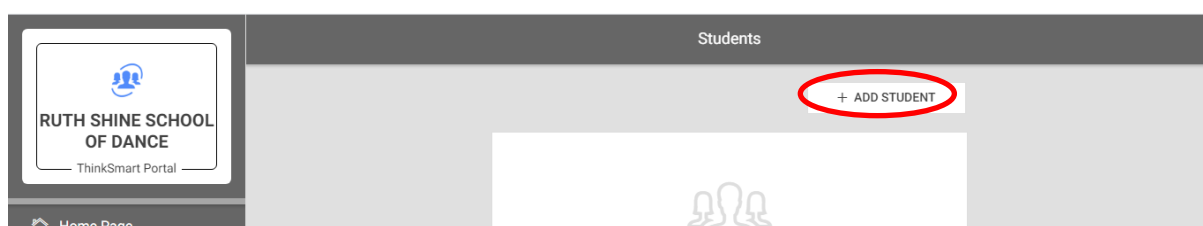
- Keep your contact details updated.
- Enrol for future terms and events.
- Make future payments.

## 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



3. Click "Add Student"



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.

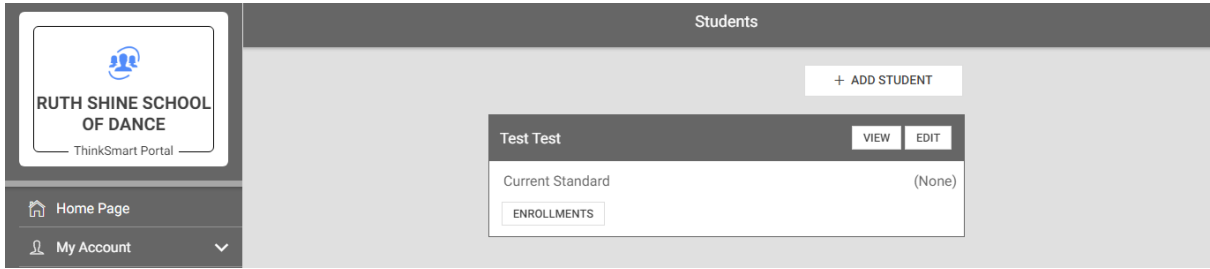
Then press Save (button will be on top right corner on mobile devices)

The screenshot shows the 'Add Student Details' form. The left sidebar menu includes 'Home Page', 'My Account', 'Students', 'Classes', 'Financials', 'Bookings', 'Notifications', 'Contact Us', and 'Logout'. The form is divided into two sections: 'BASIC INFO' and 'OTHER INFORMATION'. Under 'BASIC INFO', there are fields for 'First name \*', 'Last name \*', 'DOB \*', and 'Gender \*', each with a red error message below it: 'First name is required', 'Last name is required', 'DOB is required', and a dropdown for 'Gender \*'. Under 'OTHER INFORMATION', there is a 'Medical conditions' dropdown with a link 'Add custom medical condition' below it, and a 'Primary/Secondary School (Name)' text field. At the bottom right, a 'SAVE' button is circled in red.

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

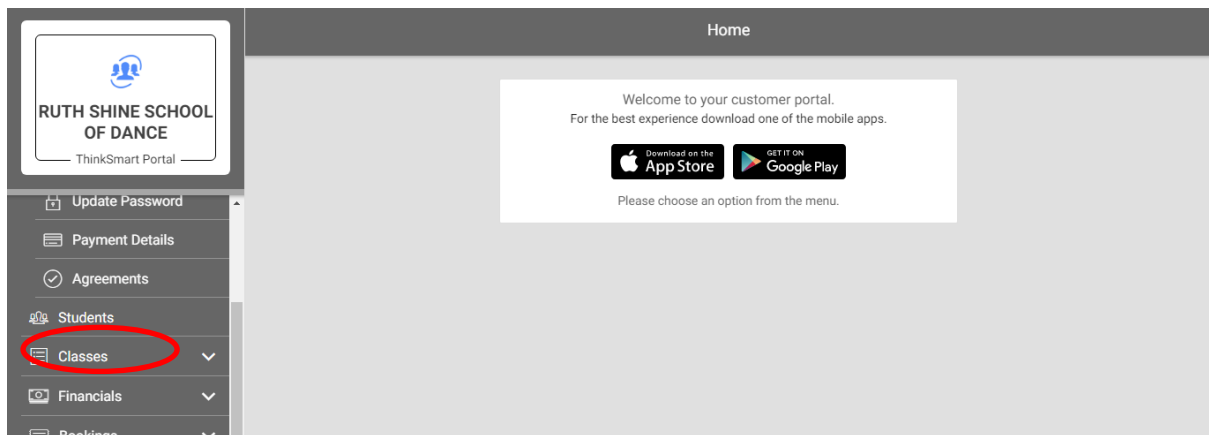


6. Repeat this process for as many students as you need to register

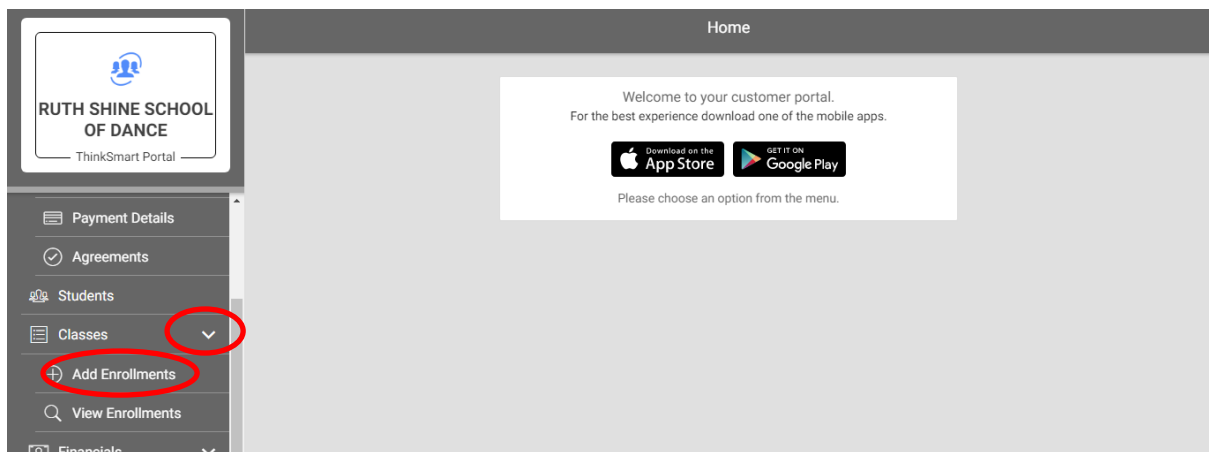


## How to Enrol a Student for Classes

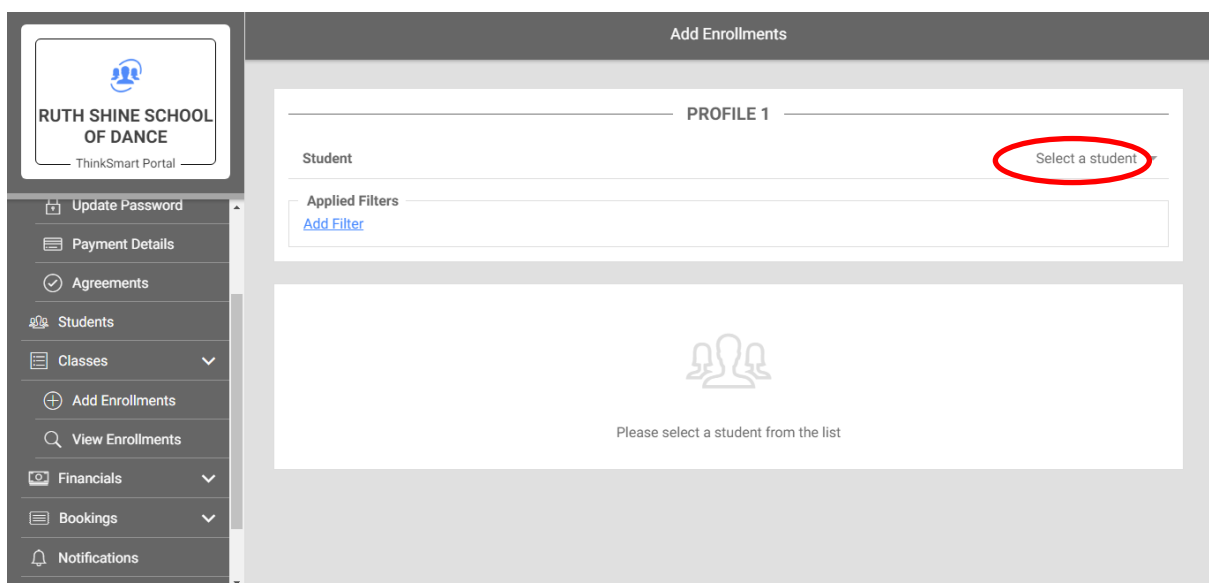
1. Login to the Customer Portal using the email address and password you previously created
2. Go to the Classes tab on the left hand side



3. Click the ∨ beside classes so you can see “Add Enrolments” and click it

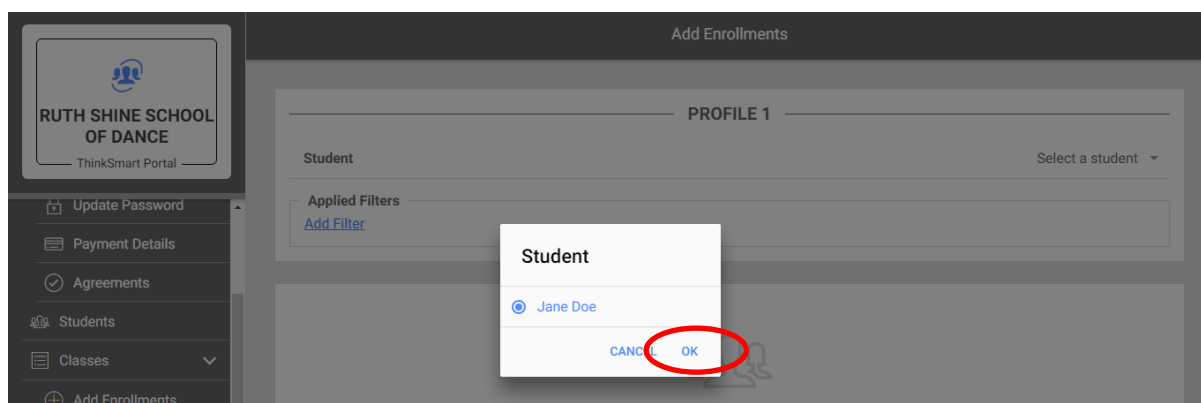


4. Click Select Student

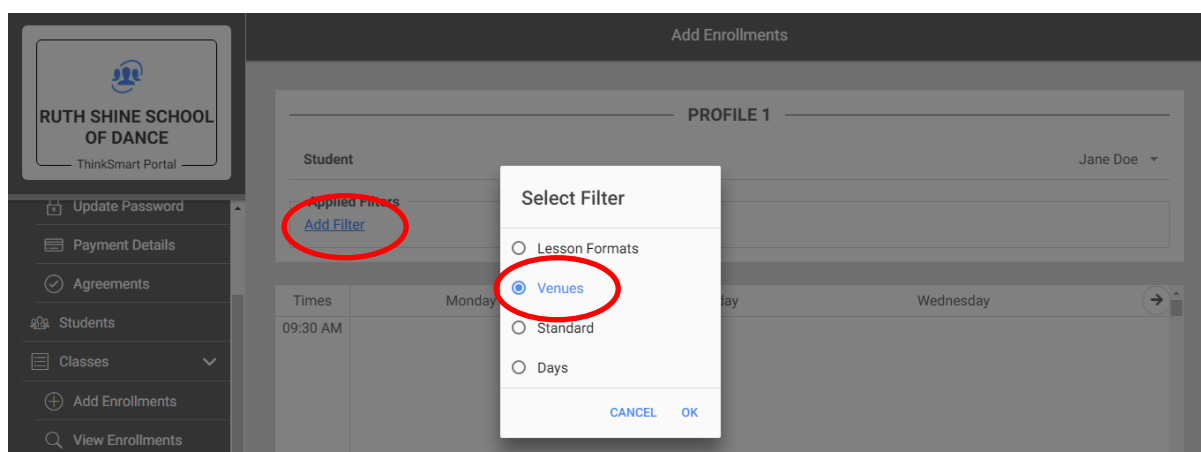




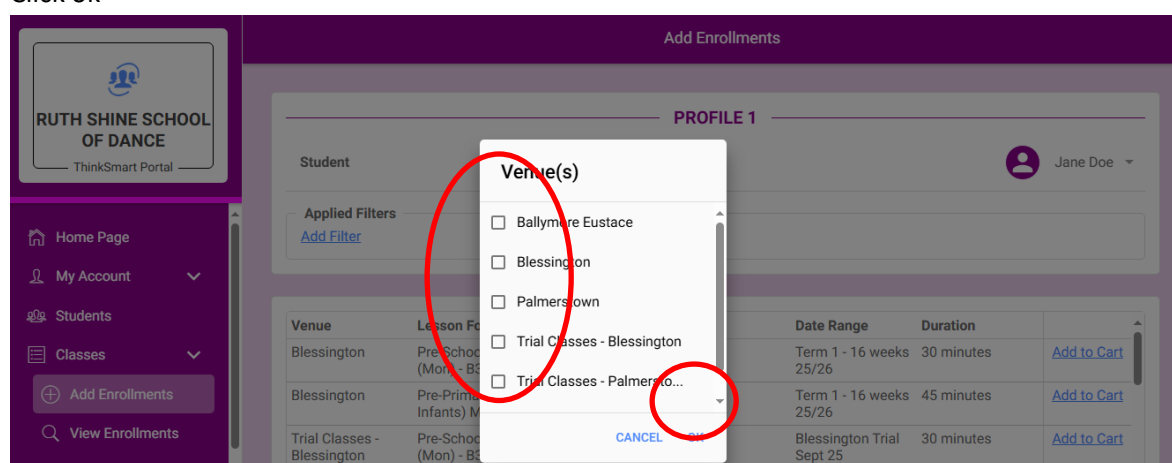
5. Pick Name of Student you wish to enrol in classes (if you have more than one student you need to do these one by one). Click Ok.



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

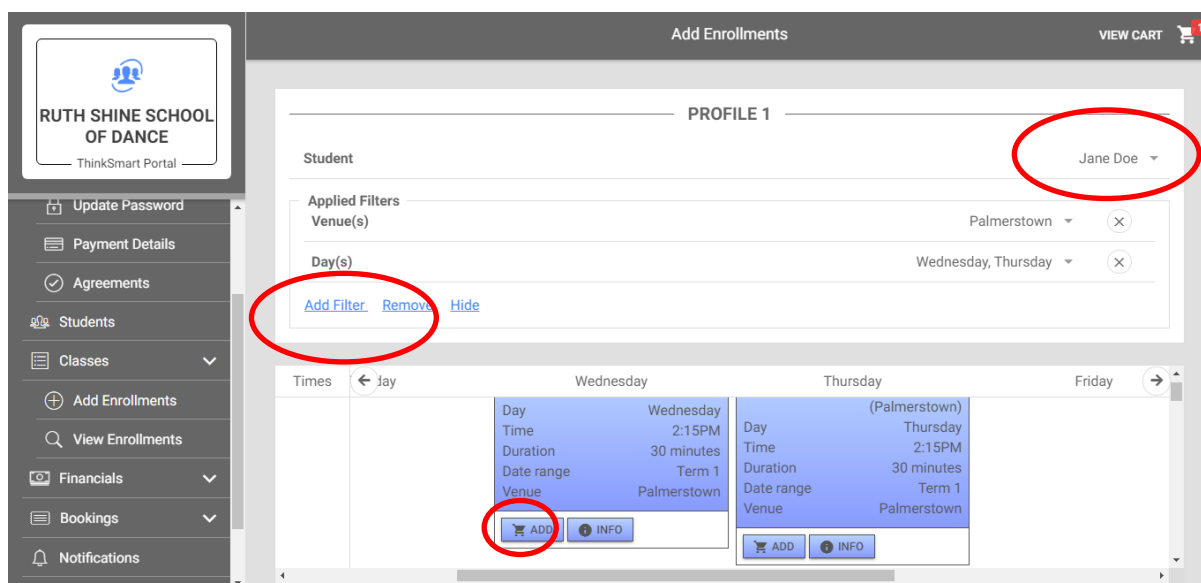


7. Select relevant Venue\* It is extremely important to **select correct venue** at this stage. (You may have to scroll to find the relevant venue).  
Click ok



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

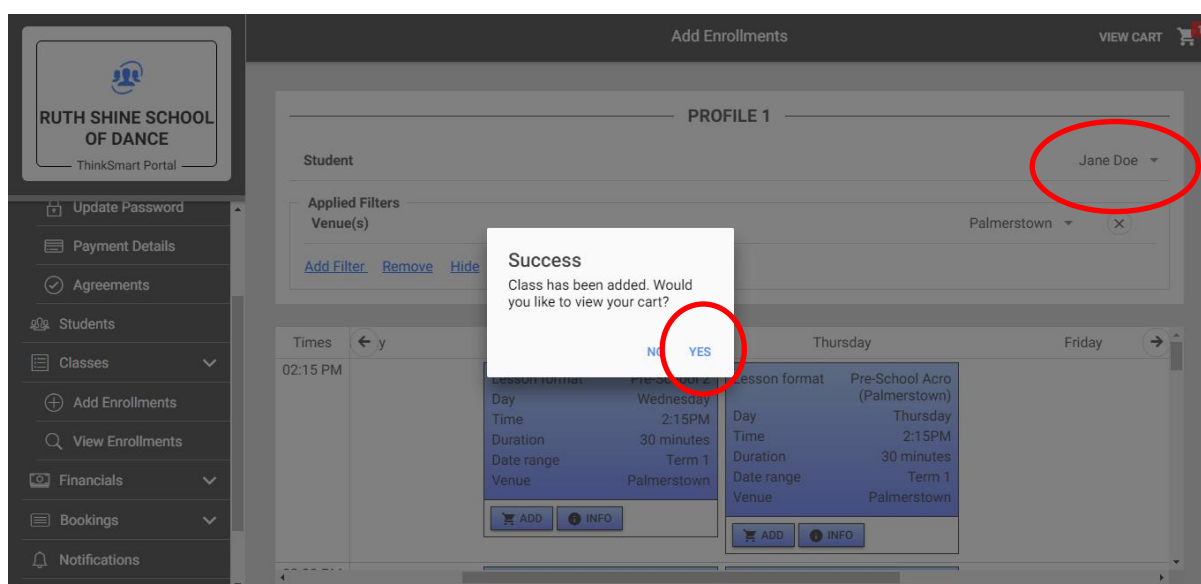
8. You can **continue to filter by day or class**, or simply **scroll to find the correct class**.. Once you found the class you wish to enrol the student for click the “add” button.



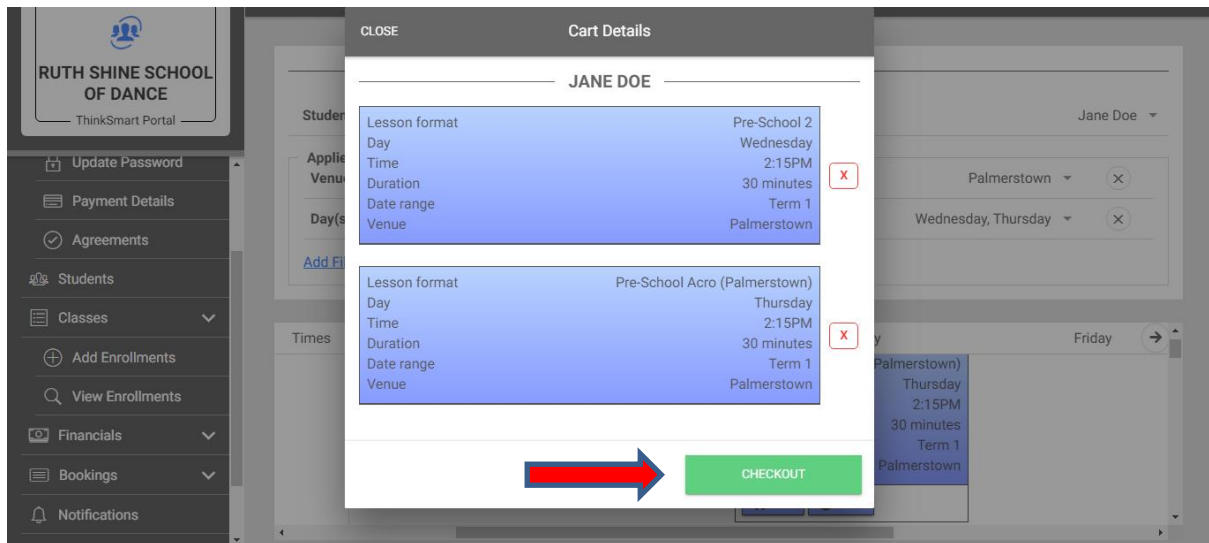
9. Continue to add as many class as you wish – **bear in mind that the student you selected at the beginning is being enrolled to these classes.**

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).*

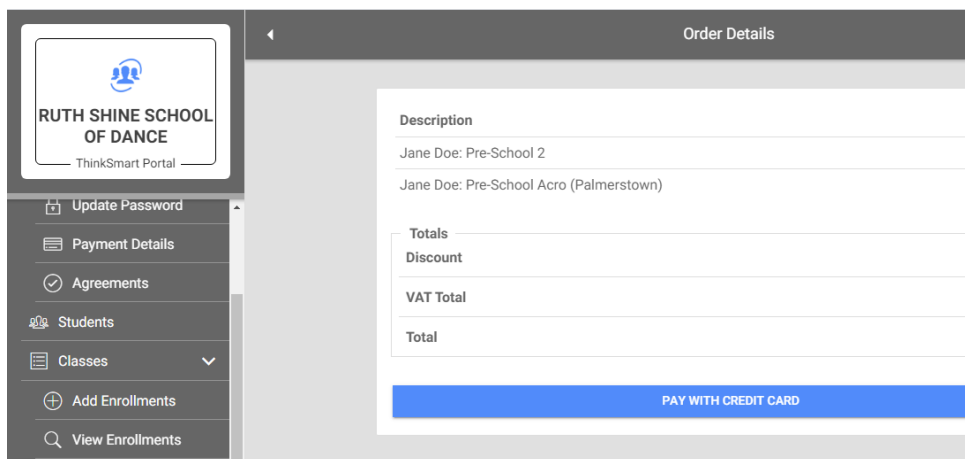
Once you have enrolled all students in all relevant classes please view your cart.



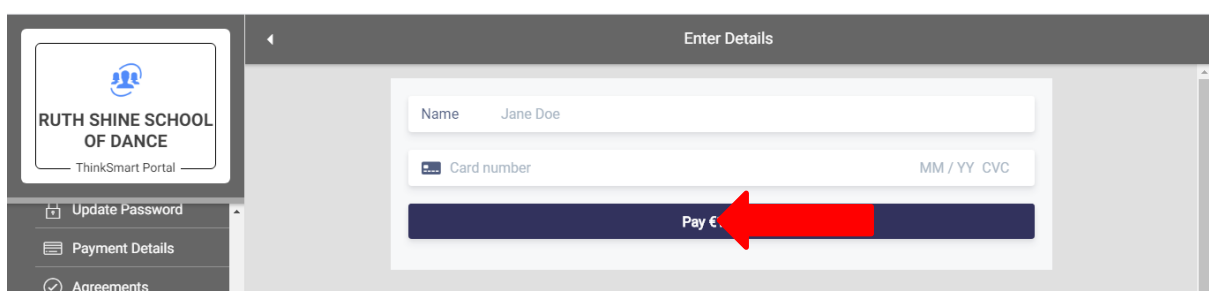
10. **⚠ Important: Review your cart carefully before checkout. Places are limited and booked on a first-come, first-served basis.** If you are happy with your selection – click checkout.



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



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



## Details of Current Venues:

Venues	Covering:
<b>Ballymore Eustace</b>	<i>After-School Ballet Club for Junior and Senior Infants</i>
<b>Blessington</b>	<i>Regular term classes held in DanceTrax Studios, Blessington</i>
<b>Palmerstown</b>	<i>Regular term classes held in Parish Hall, Palmerstown</i>
<b>Trial Classes – Blessington</b>	<p><i>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.</i></p> <p><b><i>Subject to availability.</i></b></p>
<b>Trial Classes – Palmerstown</b>	<p><i>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 to availability.</b></i></p>
<b>Workshops</b>	<p><i>Ad-hoc classes, such as Summer Camps, Christmas Nutcracker Auditions, or additional classes such as Wobblers and Toddlers.</i></p> <p><i>An email will be sent when additional classes are open for registration.</i></p>
<b>Show</b>	<i>Show enrolment is communicated by email when registration opens.</i>
<b>Exams</b>	<i>Registration for exams will be shared by WhatsApp to relevant customers.</i>