



Ruth Shine School of Dance

On-Line Customer Portal

Step-by-Step Guide

Overview of this step-by-step guide

What do I need to do?

Getting started is simple. This guide will take you through each step of using the Ruth Shine School of Dance Customer Portal.

1. Register Your Account *(one-time setup)*

Set up your parent/customer account on the Customer Portal.

You will need your email address and will create a password which you should keep safe, as you will need these details whenever you log in to the portal.

2. Add Your Student(s) *(one-time setup per student)*

Once your account is registered, add each student you wish to enrol.

You will need to complete the relevant details for each student, including their date of birth and any relevant medical information.

3. Enrol in Classes

Choose the classes you would like your student(s) to attend.

The guide will show you how to find the correct venue, day and class and how to add classes to your cart.

Please take care when selecting classes as places are limited and are allocated on a first-come, first-served basis.

4. Complete Your Payment

The payment process depends on the type of class you are booking.

- Term classes are payable by monthly Direct Debit.
- Trials, workshops and events are payable in advance by Credit/Debit Card.

The guide will take you through the relevant payment process step by step.

5. Set Up Your Direct Debit

If you are enrolling in regular Term Classes, you will need to set up your Direct Debit through GoCardless.

You will need your bank account details, including your IBAN, to complete this process.

6. Check the Venues

Not sure which option to select when enrolling?

The final section of this guide explains the different venues and what each option is used for such as Term Classes, Trial Classes, Workshops, Shows, Exams and Other Events.

Before You Get Started

Please have the following ready:

- The email address you will use to register
- Your chosen password
- Details of the student(s) you are registering
- The classes you wish to book
- A credit/debit card for Trials, Workshops & Other Events
- Your bank details if enrolling in Term Classes

Take your time when completing your registration and enrolment and double-check your class selections before completing your booking.

Need a Hand?

If you have any difficulties registering, adding a student, enrolling in a class or completing payment, please don't worry.

Email us at ruthshineschoolofdance1@gmail.com and we will be happy to help.

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/debit card for payment or your bank details if paying by Direct Debit (Term fees only)
- Details of the classes you wish to book

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

*Remember: multi-class and family discounts only apply if you book and pay for all classes at the **same time** and **cannot be applied retrospectively**.*

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 get started? Copy this link into your browser and follow the step-by-step instructions:

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

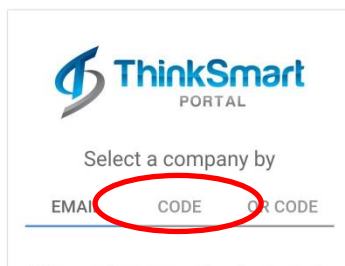
How to Register a New Account on the Customer Portal

(if not already registered previously)

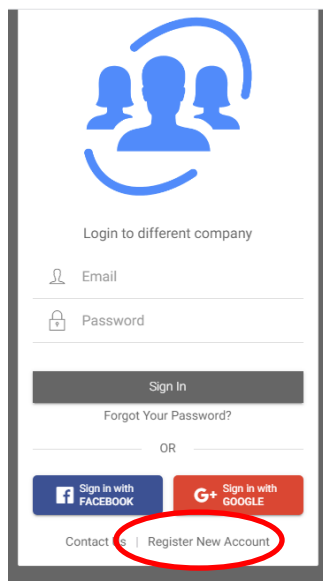
1. Copy link to browser and press return
If on tablet/phone proceed to next step, if on computer/laptop **skip to Step 4**
2. (Only on Phone or Tablet) Download/Install ThinkSmart Portal



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

- Fitness to Participate & Medical Conditions
- Fee Agreement
- 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 SIGNATURE

ACCEPT

Click the “I accept” box

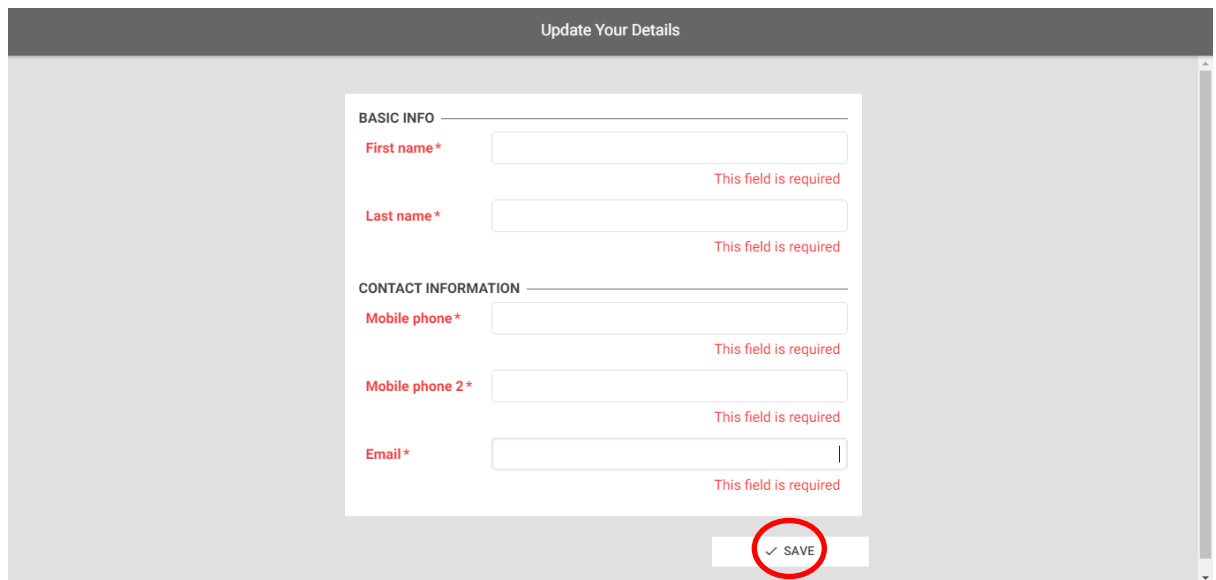
Insert your signature into the box (we understand that this will not be a perfect signature)

Click “accept” box

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

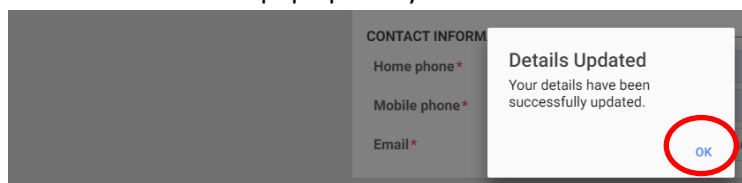
- The **mobile number** will be the number used for any last-minute change of class, if we need to contact you urgently i.e. should you be required to collect your child from class, etc.
- The **email address** provided will be the contact email for newsletter/communication etc.
- The **postal address** 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 labeled "✓ SAVE" which is circled in red.

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



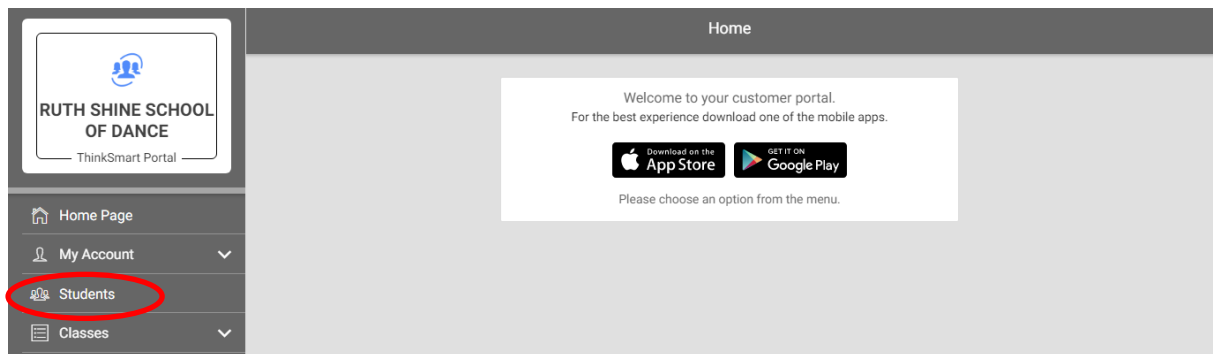
The screenshot shows a dark background with a "CONTACT INFORMATION" sidebar on the left. In the center, there is a white pop-up box titled "Details Updated" with the text "Your details have been successfully updated." Below the text is a blue "OK" button, which is circled in red.

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

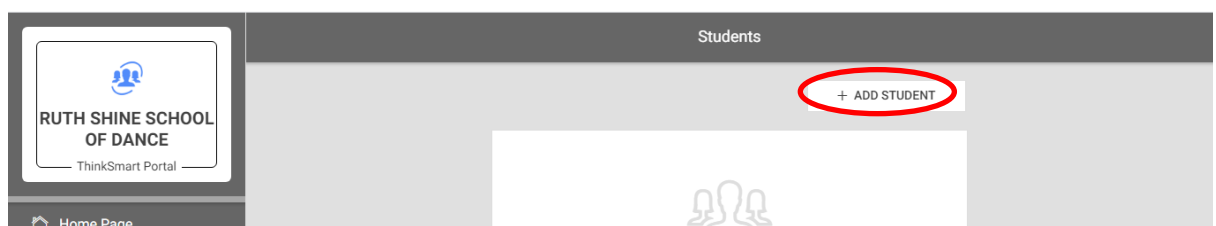
- Keep your contact details updated.
- Enrol for future terms and events.
- Make future payments.

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.

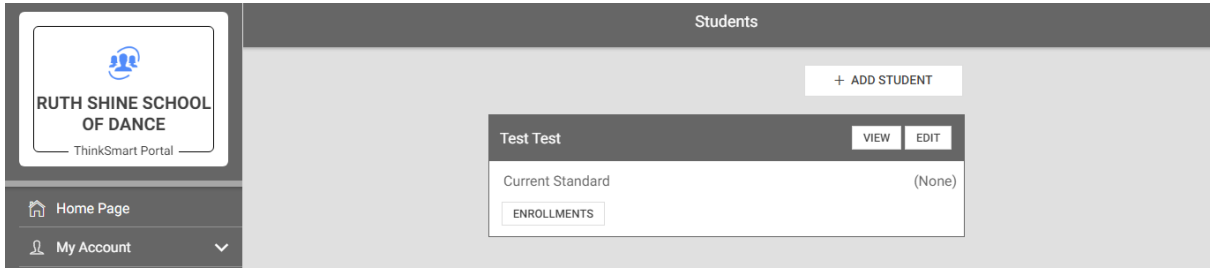
Then press Save (button will be on top right corner on mobile devices)

The screenshot shows the 'Add Student Details' form. The left sidebar menu is the same. The form is divided into two sections: 'BASIC INFO' and 'OTHER INFORMATION'.
BASIC INFO:
- 'First name *' with a text input field and a red error message 'First name is required'.
- 'Last name *' with a text input field and a red error message 'Last name is required'.
- 'DOB *' with a date input field and a red error message 'DOB is required'.
- 'Gender *' with a dropdown menu.
OTHER INFORMATION:
- 'Medical conditions' with a dropdown menu and a link 'Add custom medical condition'.
- 'Primary/Secondary School (Name)' with a text input field.
At the bottom right, there is a 'SAVE' button circled in red.

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

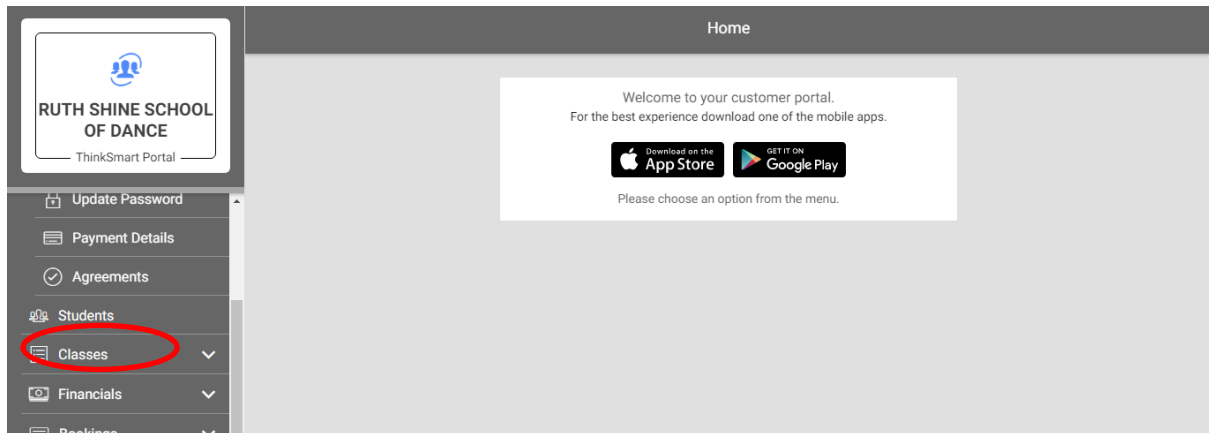


6. Repeat this process for as many students as you need to register

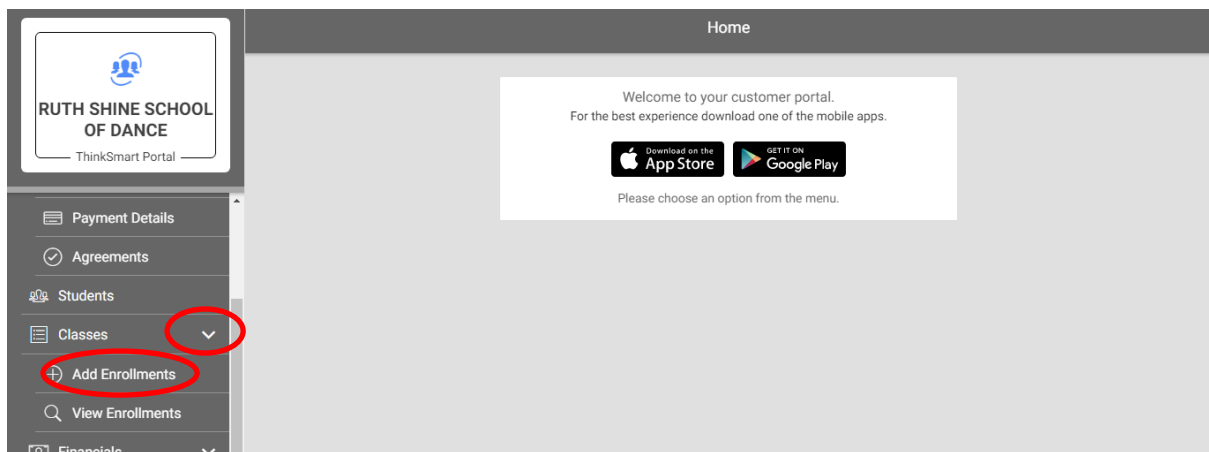


How to Enrol a Student for Classes

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



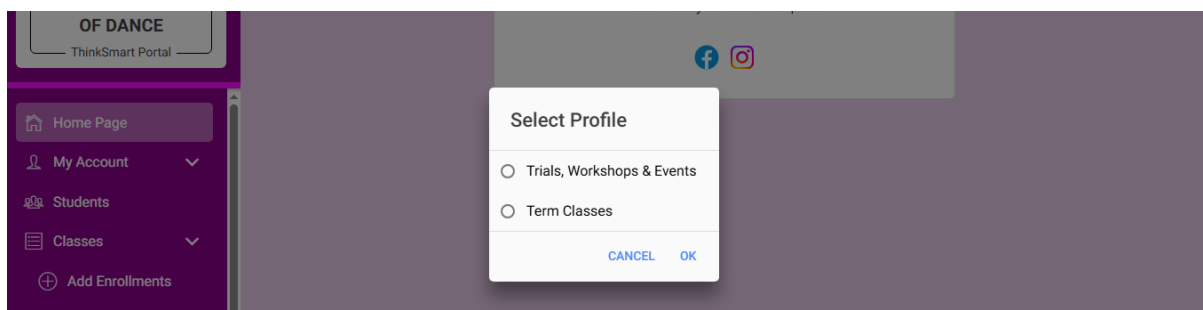
3. Click the ∨ beside classes so you can see “Add Enrolments” and click it



4. You will be asked to select Profile:

Trials, Workshops & Events are for all other classes or events such as Trial classes (usually 3 weeks), workshops, summer camps, exam registration, show registration etc.

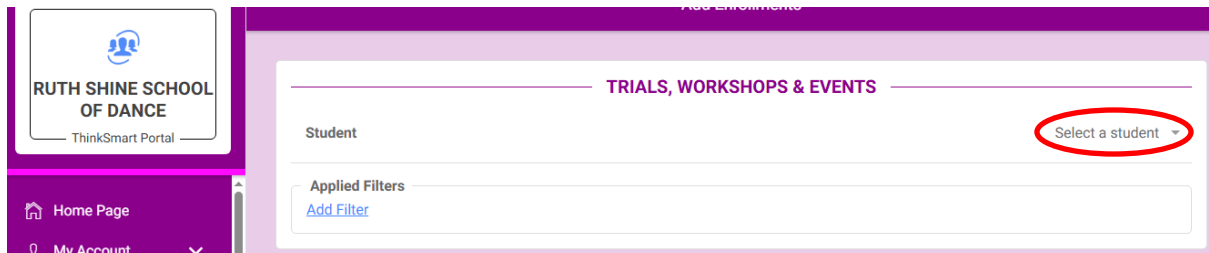
Term Classes are the weekly classes that run from September to January and February to June.



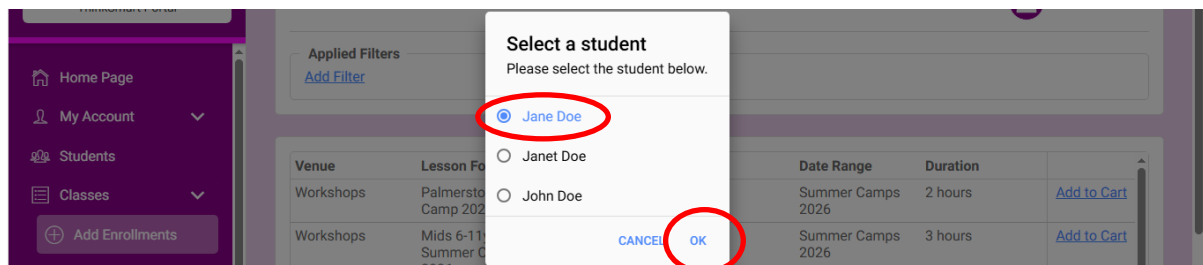
5. Click the relevant profile – note Term Classes are payable monthly by Direct Debit. All other classes or events are only payable in advance by Credit/Debit Card.

**The following instructions are for Trials, Workshops & Events
if you wish to enrol for Term Class move to Step 15**

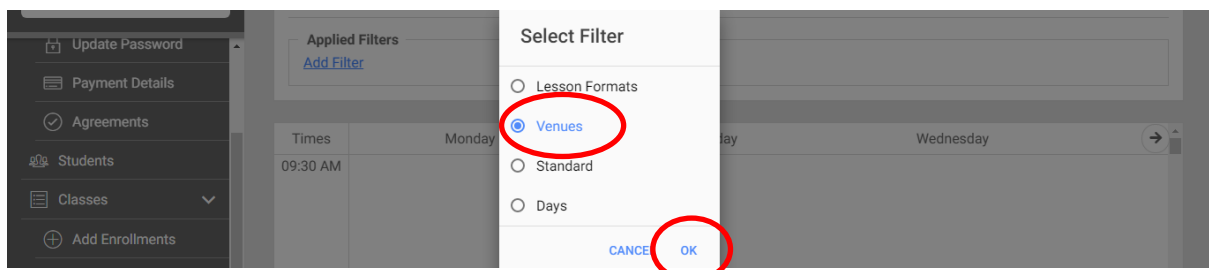
6. Click Select Student



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

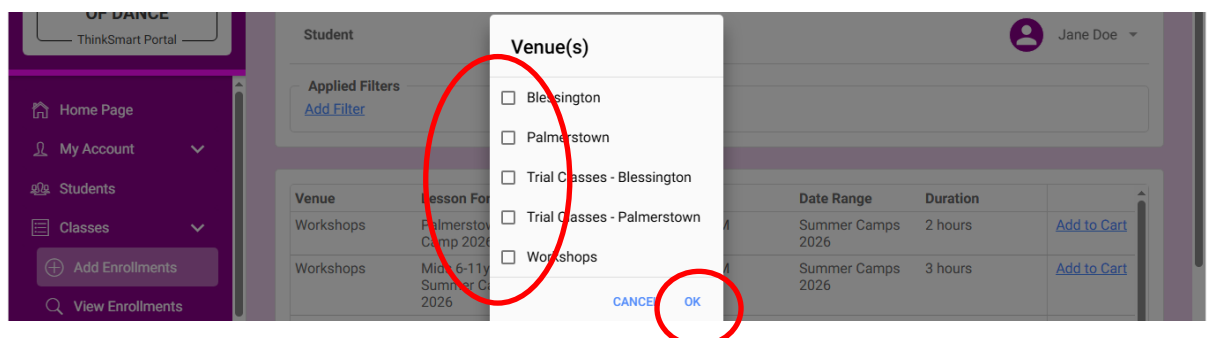


8. Click Add Filter. Filter by Venue. Click Ok.

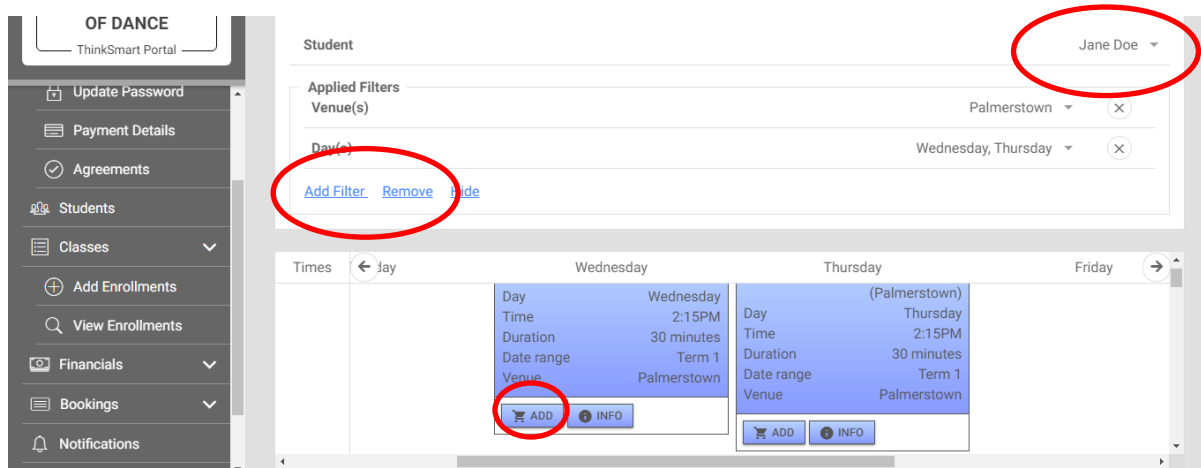


9. Select relevant Venue* It is extremely important to **select correct venue** at this stage. (You may have to scroll to find the relevant venue).

Click OK (See last page of this document for all current “Venues” and explanation)



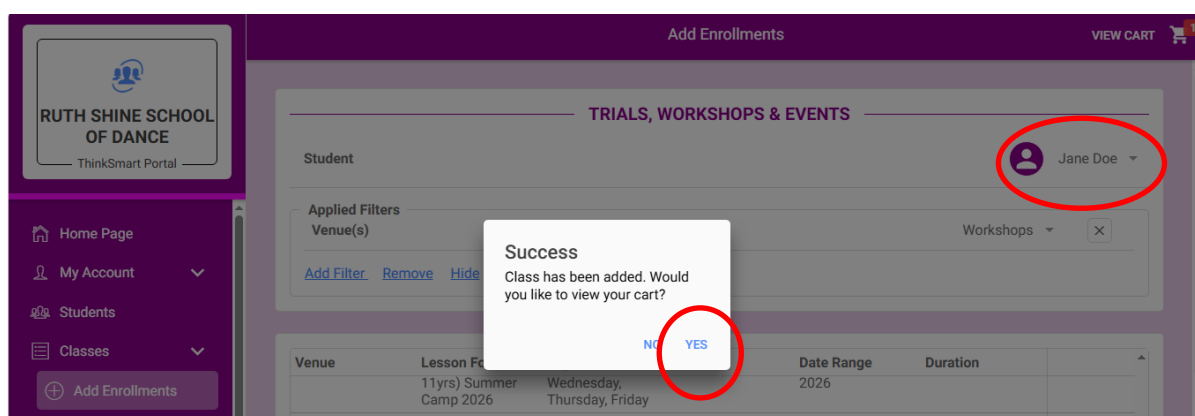
10. You can **continue to filter by day or class**, or simply **scroll to find the correct class**. Once you have located the class you wish to enrol the student for click the “add” button.



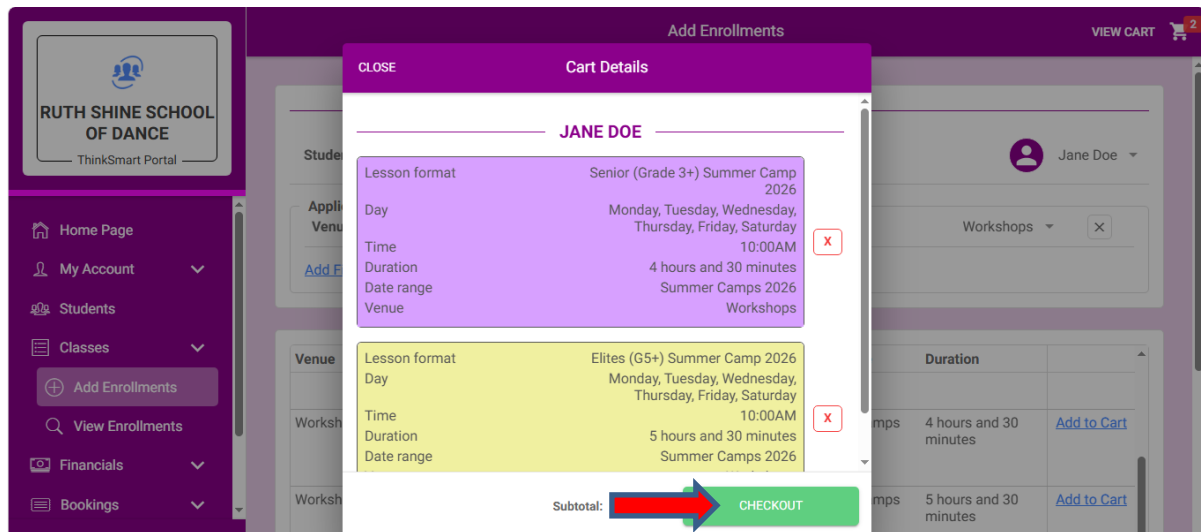
11. Continue to add as many classes as you wish – **bear in mind that the student you selected at the beginning is being enrolled to these classes.**

Once all the classes for this student have been enrolled you can continue to cart or go back to Class Enrolment to enrol another student. *(In order for multi-class and family discounts to apply you must book and pay for all classes together on one invoice. **Discounts cannot be applied retrospectively**).*

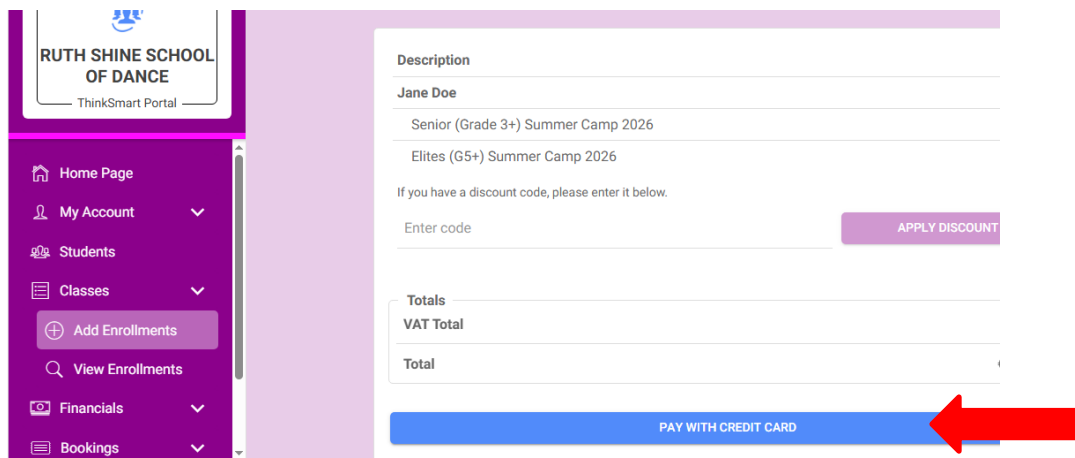
Once you have enrolled all students in all relevant classes please view your cart.



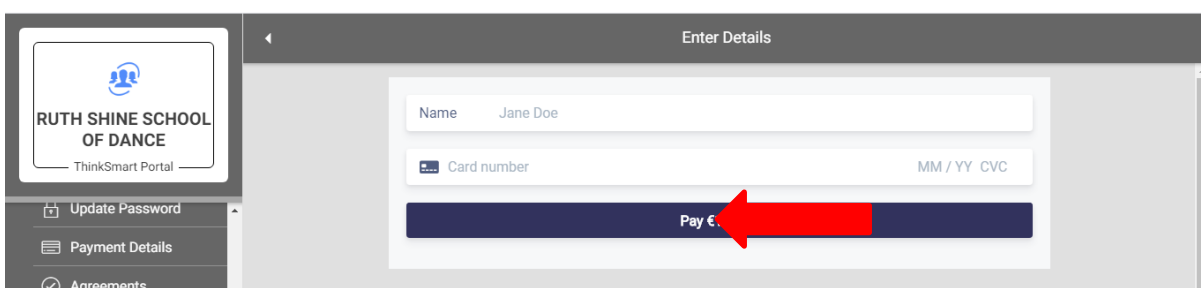
12. **⚠ Important: Review your cart carefully before checkout. Places are limited and booked on a first-come, first-served basis.** If you are happy with your selection – click checkout.



13. Then click Pay with Credit Card. The system also accepts Debit Card.

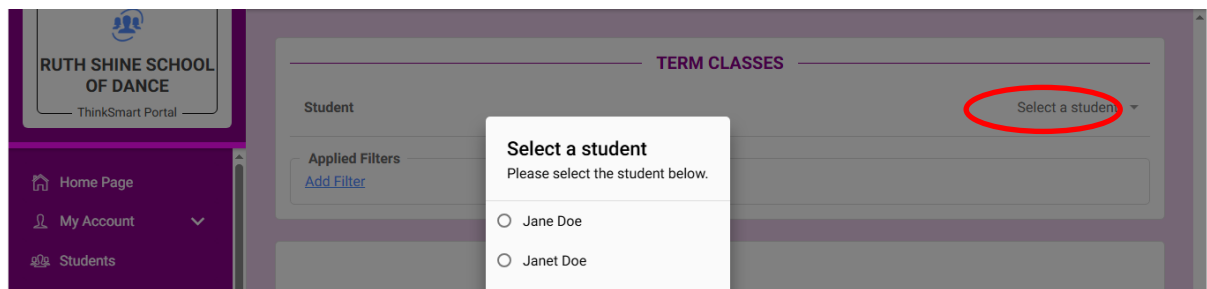


14. Enter your card details and click Pay bar. You will receive a confirmation of purchase by email.

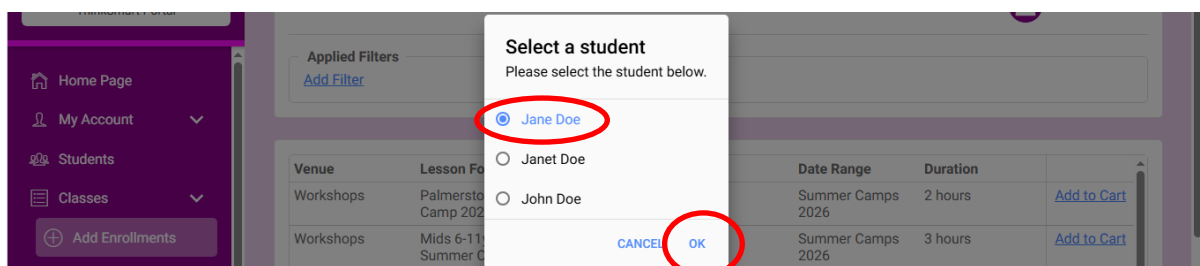


The following instructions are for Term Class payable by Direct Debit

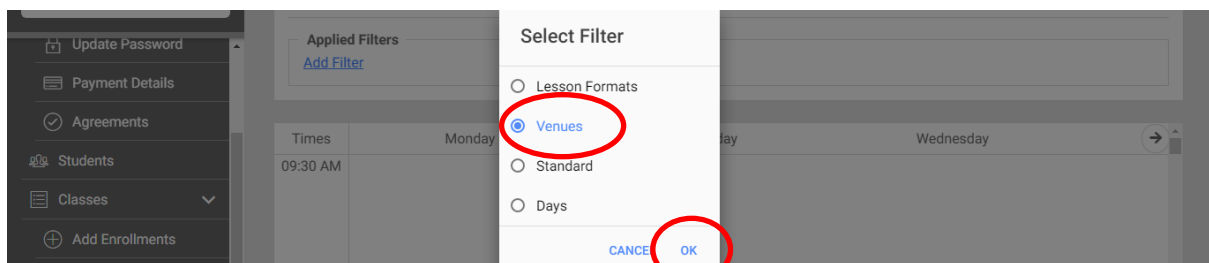
15. Click Select Student



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

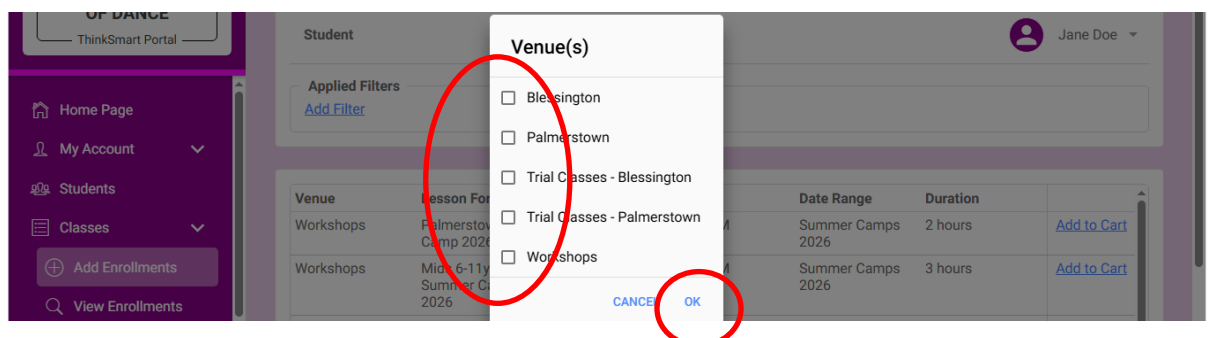


17. Click Add Filter. Filter by Venue. Click Ok.

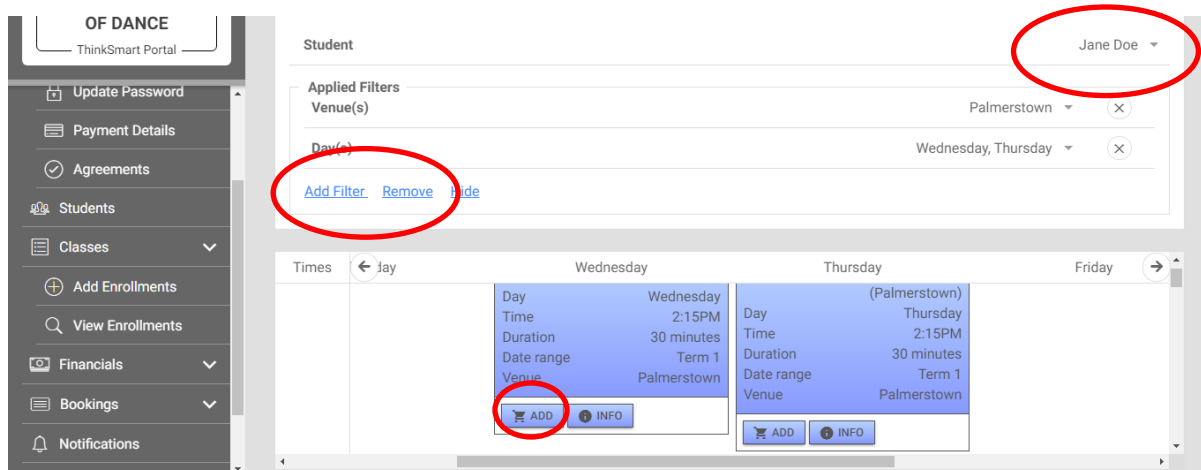


18. Select relevant Venue* It is extremely important to **select correct venue** at this stage. (You may have to scroll to find the relevant venue) and Click OK

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



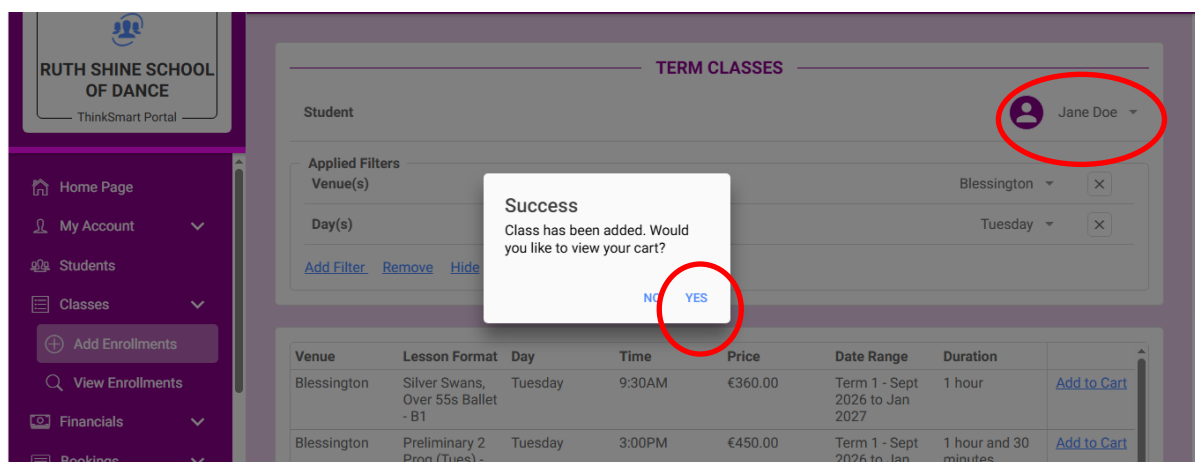
19. You can **continue to filter by day or class**, or simply scroll to find the correct class. Once you have located the class you wish to enrol the student for click the “add” button.



20. Continue to add as many classes 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 enrol another student. *(In order for multi-class and family discounts to apply you must book and pay for all classes together on one invoice. **Discounts cannot be applied retrospectively**).*

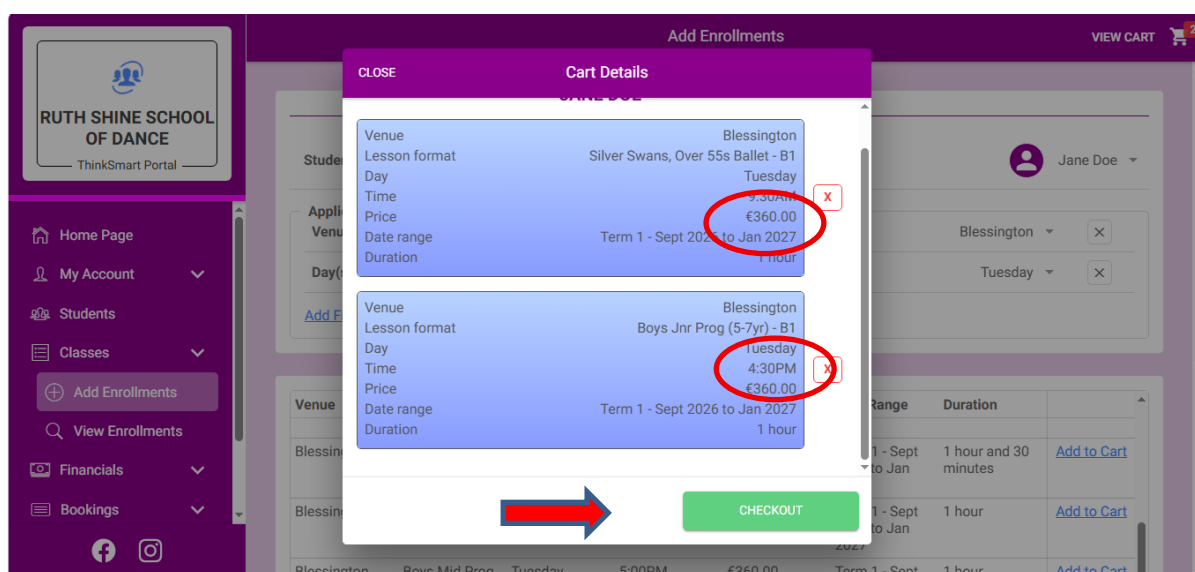
Once you have enrolled all students in all relevant classes please view your cart.



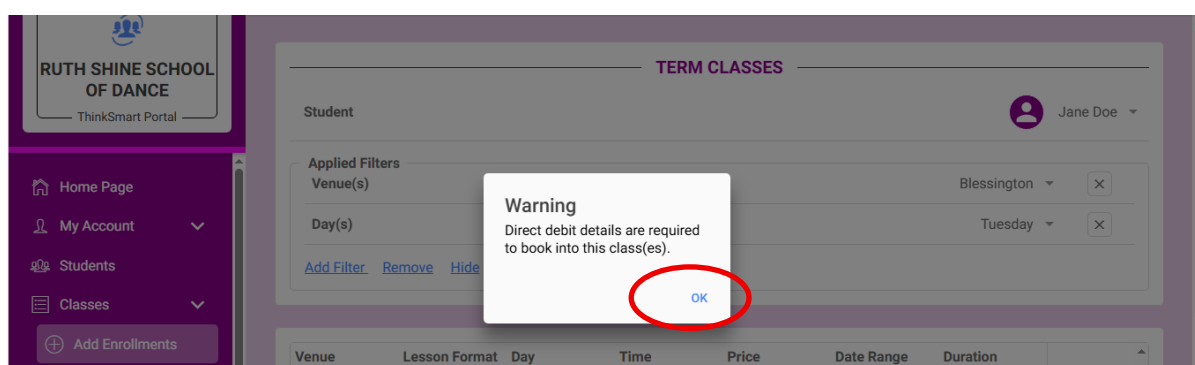
21. **⚠ Important: Review your cart carefully before checkout. Places are limited and booked on a first-come, first-served basis.** If you are happy with your selection – click checkout.

It is important to note that the system does NOT display the subtotal at this stage as payment will be collected monthly by Direct Debit.

In order to check how much you will be paying please note the FULL-TERM amount for each class in the cart. Generally, you will be enrolling for a full term (18 weeks) unless you are joining after a trial period or changing classes. The system will adjust the amount depending on the number of weeks left in the term. Direct Debits are set up to run monthly over 5 months (unless enrolling late per above). To calculate your monthly fee, add the totals in the cart details and divide by 5 (or 4, 3 etc depending on how many months left in the term).

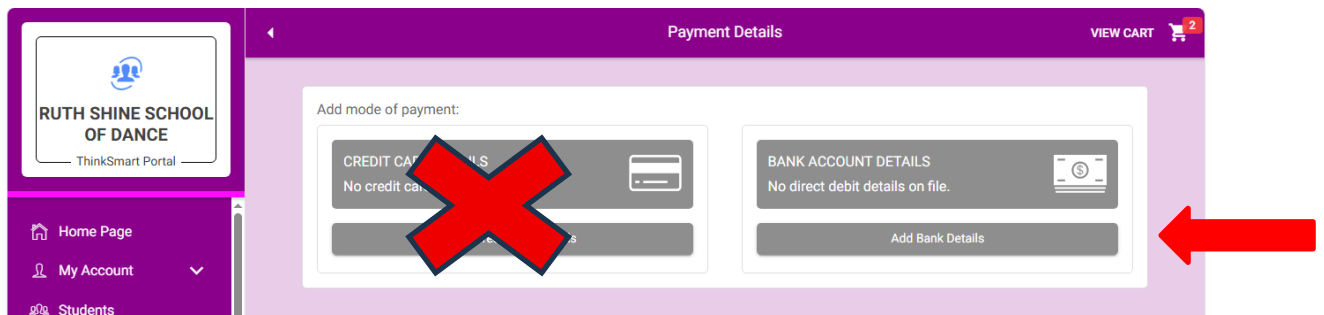


22. The following warning will pop up, please have your bank account details ready to input for GoCardless (the Direct Debit System) and Click OK

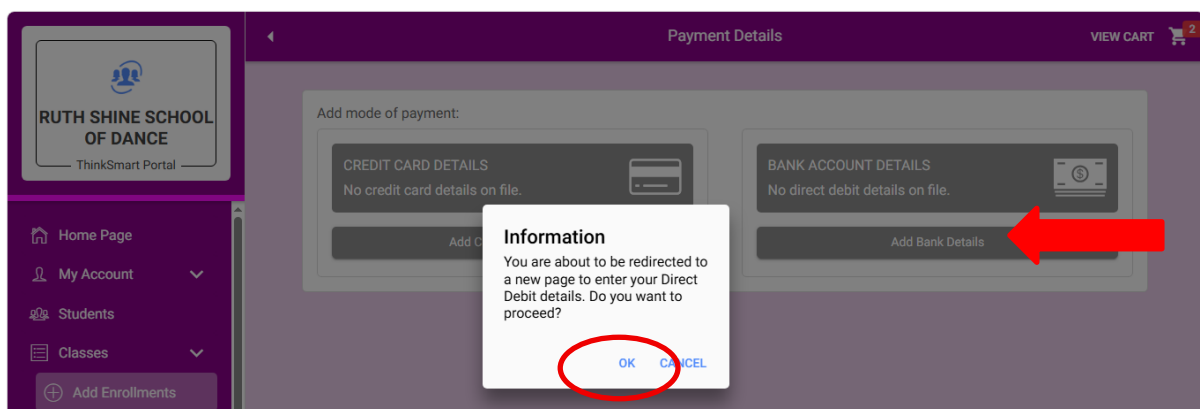


23. Click Add Bank Details.

Do NOT select credit card unless you wish to pay for the full term fees in advance instead of monthly by direct debit.



24. Click okay on the next pop-up



25. You will be redirected to GoCardless to set up your direct debit

Step by step instructions are on the next page to set up the Direct Debit Mandate

How to Set Up GoCardless / Direct Debit

26. Fill in the following **PERSONAL** information:

- Country of Residence (drop down menu)
- First name
- Last name
- Email address
- Billing address (line 1)
- Town or City
- Postcode (Eircode)

Then press “Continue” button.

27. Fill in the following **BANKING** information:

- Country (drop down menu)
- Account holder name
- IBAN

Then press “Continue” button.

Set up a Direct Debit with
Ruth Shine School of Dance

Ruth Shine School of Dance

Your Direct Debit will be set up now. We'll confirm the amount and let you know before future payments are taken.

SEPA

Pay with € EUR

Country of residence

Your personal details

First name

Last name

[or click here to use a company name](#)

Email address

We'll only use this to keep you updated about your payment

Billing address line 1

Billing address line 2 (optional)

Town or City

Postcode

Continue →

the amount and let you know before future payments are taken.

SEPA

Pay with € EUR

Your bank details

Country

Account holder name

SEPA

Payments are securely powered by GoCardless

IBAN

International Bank Account Number

[or click here to use local details](#)

Continue →

28. On the following screen you will see Ruth Shine School of Dance listed as the creditor. The address will be a French location – this is correct as it is the holding address for GoCardless. Check YOUR details:

- Name
- Email address
- Account holder name
- Bank name
- Account number

Make any necessary changes, then click the box “I can authorise Direct Debits on this account myself”

Then press the button “Set up this Direct Debit”

Ruth Shine School of Dance
Your Direct Debit will be set up now. We'll confirm the amount and let you know before future payments are taken.

SEPA Pay with € EUR

Creditor's name
Ruth Shine School of Dance

Creditor
FR9300085966A

Address
7 Rue de Madrid, Paris, 75008, FR

Type
Recurrent

Reference
Available after confirmation

Date
05/01/2026

Name [Change](#)

Email address

Account holder name [Change](#)

Bank name

Account number
Ending *****

☒ I can authorise Direct Debits on this account myself

[Set up this Direct Debit](#)

29. You should receive a similar message to this:
Then close the screen – **DO NOT CLICK** green button
(if you do click it, just close out of that screen)

Thank You!

You have successfully completed setting-up Mandate

Having trouble? [Contact us](#)

[Continue to ThinkSmart Software website](#)

30. You should receive an email confirming registration

Thank you for registering in a class with us.

Regards,

Ruth Shine School of Dance

Jane Doe

Classes	Venue	Lesson format	Day	Time	Price	Date range	Duration
	Blessington	Pre-Primary Prog (Jnr Infants) Mon - B1.15	Monday	3:00PM	€414.00	Term 1 - Sept 2026 to Jan 2027	1 hour and 15 minutes

31. A follow up email will issue when the invoice and payment details have been set up and processed. This process can take up to 72 hours from registration (longer on weekends/bank holidays)

Details of Current Venues:

Venues	Covering:
Blessington <i>Term Classes payable by Direct Debit</i>	<i>Regular term classes held in DanceTrax Studios, Blessington</i>
Palmerstown <i>Term Classes payable by Direct Debit</i>	<i>Regular term classes held in Parish Hall, Palmerstown</i>
Trial Classes – Blessington <i>Trials, Workshops & Events – payable in advance by Credit/Debit Card</i>	<i>Taster classes offered in DanceTrax Studios, Blessington for a limited period. These are designed to give students a chance to try out a class before committing to the rest of the term. Subject to availability.</i>
Trial Classes – Palmerstown <i>Trials, Workshops & Events – payable in advance by Credit/Debit Card</i>	<i>Taster classes offered in Parish Hall, Palmerstown for a limited period. These are designed to give students a chance to try out a class before committing to the rest of the term. Subject to availability.</i>
Workshops <i>Trials, Workshops & Events – payable in advance by Credit/Debit Card</i>	<i>Ad-hoc classes, such as Summer Camps, Christmas Nutcracker Auditions, or additional classes such as Line Dancing. An email will be sent when additional classes are open for registration.</i>
Show <i>Trials, Workshops & Events – payable in advance by Credit/Debit Card</i>	<i>Show enrolment is communicated by email when registration opens.</i>
Exams <i>Trials, Workshops & Events – payable in advance by Credit/Debit Card</i>	<i>Registration for exams will be shared by WhatsApp to relevant customers.</i>