

Customer Portal Instructions



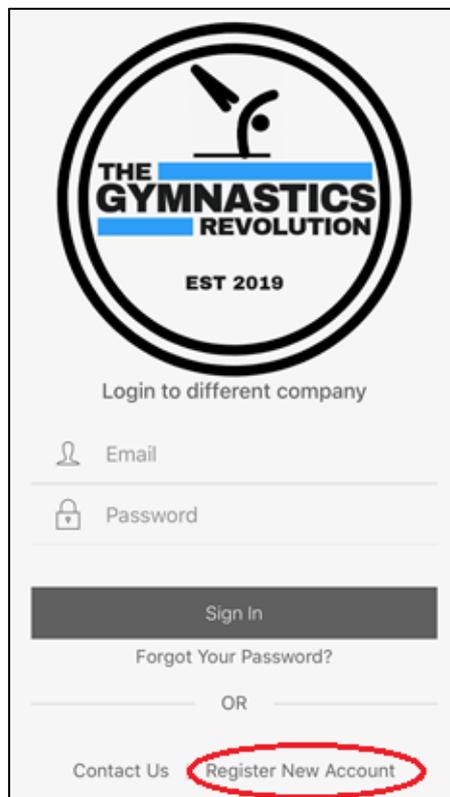
This document contains information on how to use the customer portal. Please be aware that the screen shots may vary slightly depending on whether you are accessing the portal through your phone or computer.

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Registering your account

Once you have clicked the “Register For Portal Access” button from the TGR website the following page will open. Then select “Register New Account” on the bottom right as shown. You must do this if you have not previously used the portal.



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Enter in the customer details (this is the parent or guardian of the gymnast and will be primary account holder). Set a password.

Once submitted you will receive an email with a six digit registration code.

After entering the registration code a message will appear stating your account is pending approval. (Account approval is processed within 24hours)

Once your account is set up and approved, you can access it through the customer portal web page (there is a button for this on our website) or you can download the free “thinkSmart portal” app from the app store or the google store



ThinkSmart Portal
Health & Fitness

Setting up your account

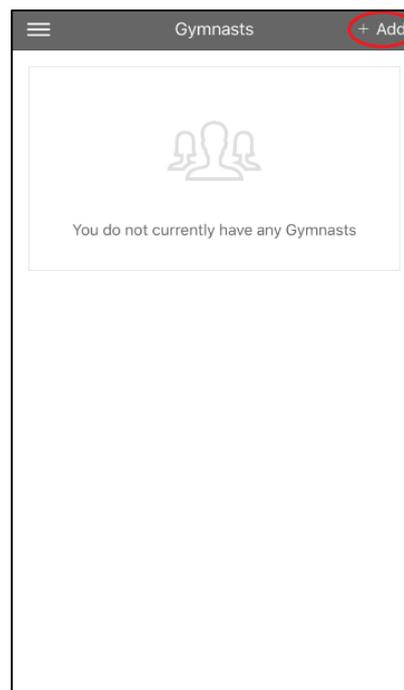
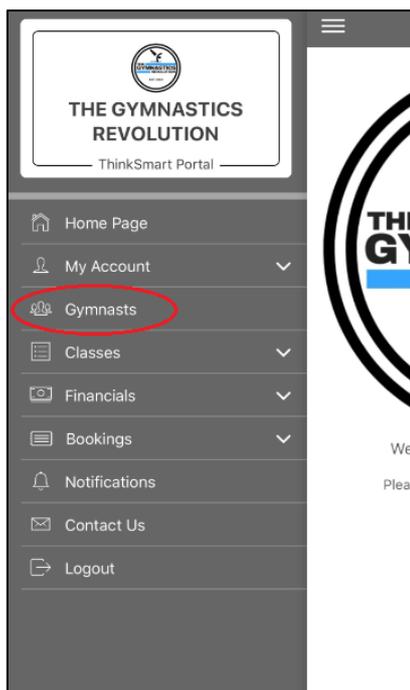
When logging in for the first time, you will need to accept the terms and conditions and permission to publish (which can be changed later at any time in your profile).

You will then need to ensure all customer details (the parent or guardian of the gymnast that will be primary account holder) have been completed. All fields in red are mandatory.

These details can be updated at any time by selecting “My Account” then “My Details” from the menu.

Adding gymnast profiles to the account

From menu select Gymnasts. Then Add Gymnast.



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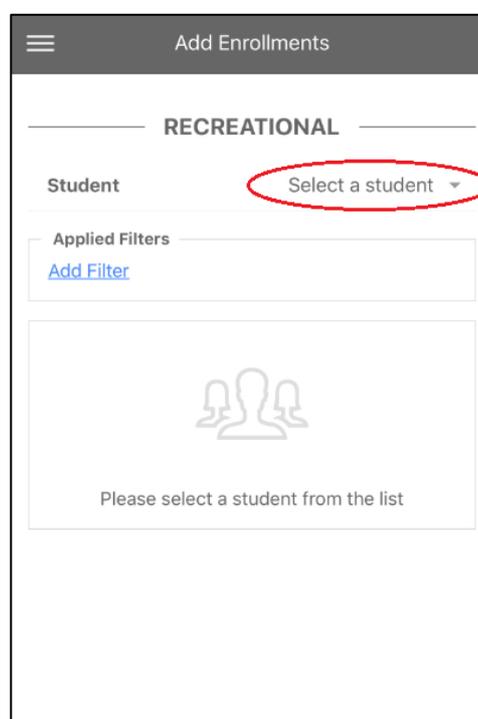
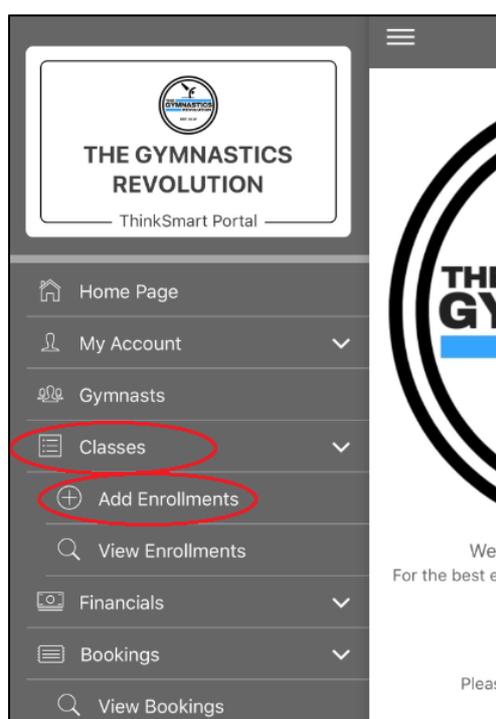
You will need to enter all mandatory fields and click “Save” at the top right of the page.

To add additional gymnasts, repeat the steps outlined above. Or to update, select “Edit”.

Enrolling into a class

To enrol into a class, from the menu select “Classes” then “Add Enrollments”.

This will open a page where you will select a gymnast from the drop-down box. Once the gymnast has been confirmed, the selected dates may need to be adjusted to a date within the period you wish to enrol in. A list of available classes should then appear.



Select the class and then click “Add to Cart”. Once finished, you can view your cart and checkout.

Note: The subtotal will show as \$0.00 however the class price is located on the class selection screen.

You will then receive a confirmation email with the enrolment details. This can also be viewed by selecting “Classes” and “View Enrollments” from the menu (it will be displayed in the “Pending” tab)

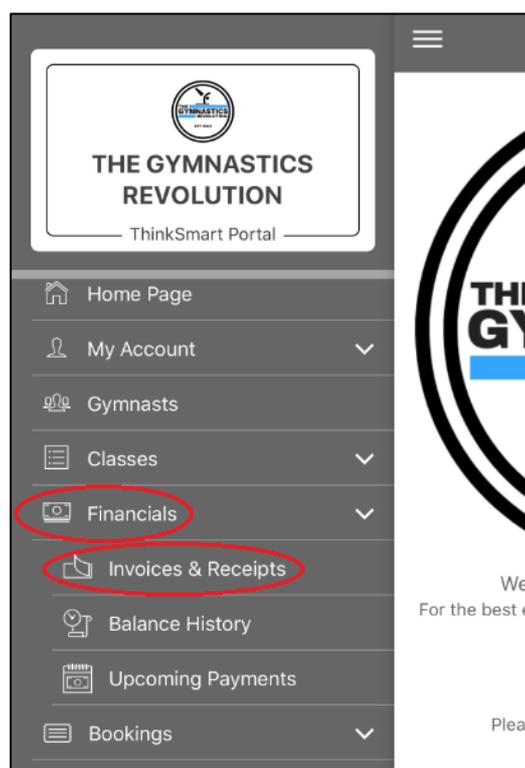
At this stage you have held the position in the class. To secure the position, payment is required within seven days.

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Viewing invoices and receipts

Once you have enrolled into a class you will receive an email within 24hours that your invoice has been created and is accessible by selecting “Financials” then “Invoices & Receipts”.



Payment options are outlined on the bottom of your invoice.

Reminder: Payment is required within seven days in order to secure your position in the class.

Once payment has been processed, you can view your receipt by following the same steps used to view your invoice.

If you experience any issues with your portal account or would like clarification on any of the steps above, please send us an email at admin@thegymnasticsrevolution.com.au