Swimming Lesson Online Enrolment Process

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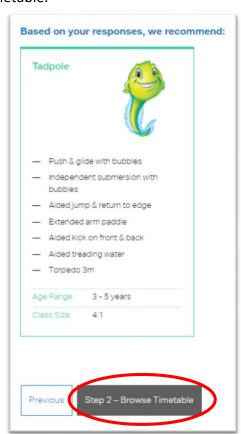
Step 1. Class Self-Assessment

a. Find the class best suited to your child. Your child's age, skills and experience in the water will be considered in the Self-Assessment tool. Answer each question, then select Next to move to the following question.

b. Once you have completed the assessment, a recommended class will then be revealed with a link to browse the Timetable.

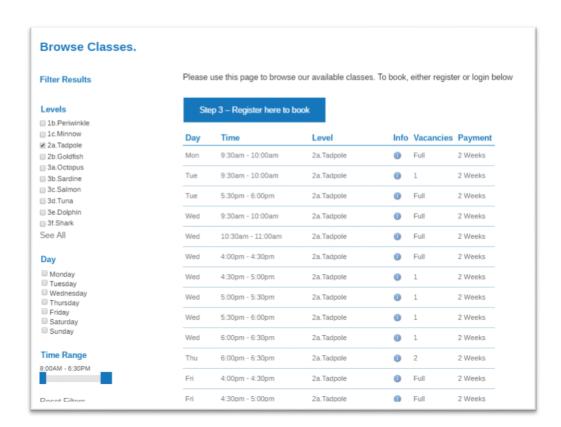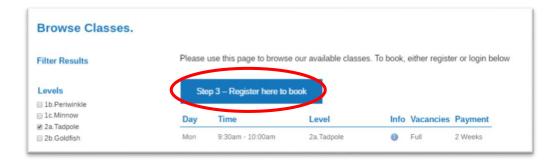# Step 2. Browse Class Timetable

a. Find a suitable day and time for the class you need using the 'live' class timetable.
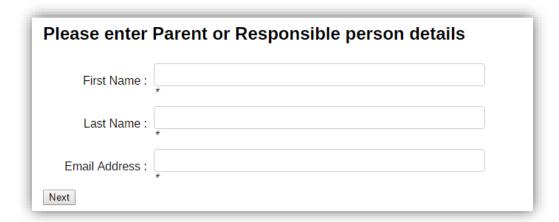

Step 3. Create Account

a. Create an account by clicking on the "Register here to book" button from within the Class Timetable screen.
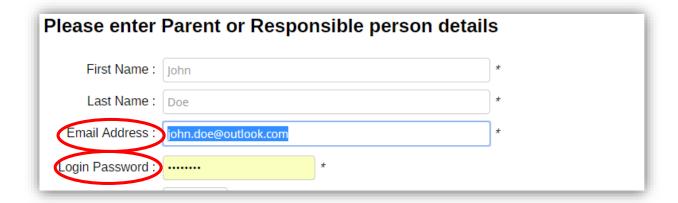
How to become a YMCA member online

When creating your account you are prompted to enter a 'Login Password'. Please remember this password, the email you registered and your desired Class Name and Time.

Step 4. Login & Book

a. Once the 'Create Account' form is completed, click 'Confirm Registration' and you will be redirected to the customer portal login page. Enter the email you registered as your username and use the password you entered into the account creation form. If you have previously provided your email address to the centre (in-person or online), you should already have an online account; you can login in for the first time with the default password listed.

Not working? First try to reset your password with the 'Forgot Username/Password'. If you continue have trouble, call us and ask us to reset your Customer Portal password.

b. Find the class you wish to book into and click the 'Book' button. (Classes > Browse Classes)

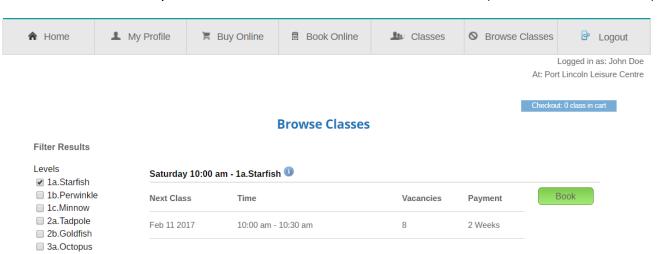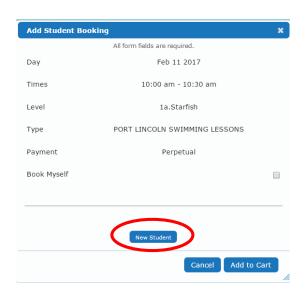c. After clicking 'Book', the 'Add Student Booking' pop-up window will appear. **Don't forget to add 'New Student' if the swim lesson is for your child**.
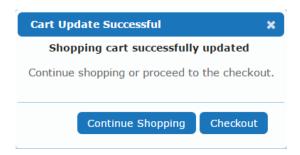
d. Once the Student is added, click 'Add to Cart'. If you have additional children to enrol click 'Continue Shopping', otherwise click 'Checkout'.

Cart Update Successful	✖
Shopping cart successfully updated	
Continue shopping or proceed to the checkout.	
Continue Shopping **Checkout**	

e. Follow the 'Checkout' prompts. You will then pay a once-off pro-rata (the pro-rata is calculated based on how many classes will occur before the next direct debit billing cycle).

You will also need to enter your nominated bank or credit card account for future payments that will be debited fortnightly. Please read the terms & conditions (also emailed upon booking confirmation).

Continue Shopping or Checkout below

Class Fees								
Day	**Times**	**Level**	**Start Date**	**Cease Date**	**Price**	**Fee/Pro Rata**	**Payment**	
JOHNNY DOE								
Saturday	10:00 am - 10:30 am	1a.Starfish	Feb 11 2017		$32.00 per 2 week	ⓘ $16.00	Perpetual	⊖

Class Fees	
Registration Fees :	$0.00
Class Fees/Pro Rata :	$16.00
Total Billed Today :	$16.00

Select payment method for this payment and ongoing payments

◉ Credit Card

Credit Card Details

VISA MasterCard

Credit Card Number :

Name on card :

Expiry Date : ▾ ▾

CVV Number :

Total payment : $16.00

Back   **Confirm and Pay**

FAQ

Q1. My IPhone/ IPad is not displaying classes correctly.

While it is possible to book into lessons on your mobile device, the process is not yet 'mobile friendly'. Please use a desktop computer or enrol in person at the centre.

Q2. I can't login to the Customer Portal

Please use your registered email addressed for the 'Username' field. This is the email address you entered when registering an account online or the email address you supplied in-person at the centre. If you registered online, use the default password noted on the sign-in screen. If you still have issues, and have tried to reset your password with no luck, please call the centre.

Please note, there is a known issue with previous version of Apple's iOS. If you are experiencing difficulty logging into the customer portal on your Apple device running iOS, please update to the latest version of iOS, or use an alternative browser (ie. Chrome).

Q3. After registering an account I've been directed to a sign-in screen.

Correct, after registering an online account you will be directed to login to the Customer Portal. The actual Swimming Lesson booking must be completed from within the Customer Portal.

Q4. I enroled in swim lessons but I haven't received a confirmation email?

Check to make sure the email address you provided is correct. If so, check the junk email folder. If you are still having issues, contact your local centre who will be able to provide you a copy of these details.

Q5. I have just enroled, what's next?

Get Started! An email will be sent confirming the booking and the following next steps:

- Please arrive 15 minutes before your class and report to Customer Service to collect your welcome pack and scan card.
- We recommend bringing your child in their bathers ready to swim and bring a towel.
- If your child wears goggles please feel free to bring them along. Parents must be in the water for all Infant Classes (under 3 years).