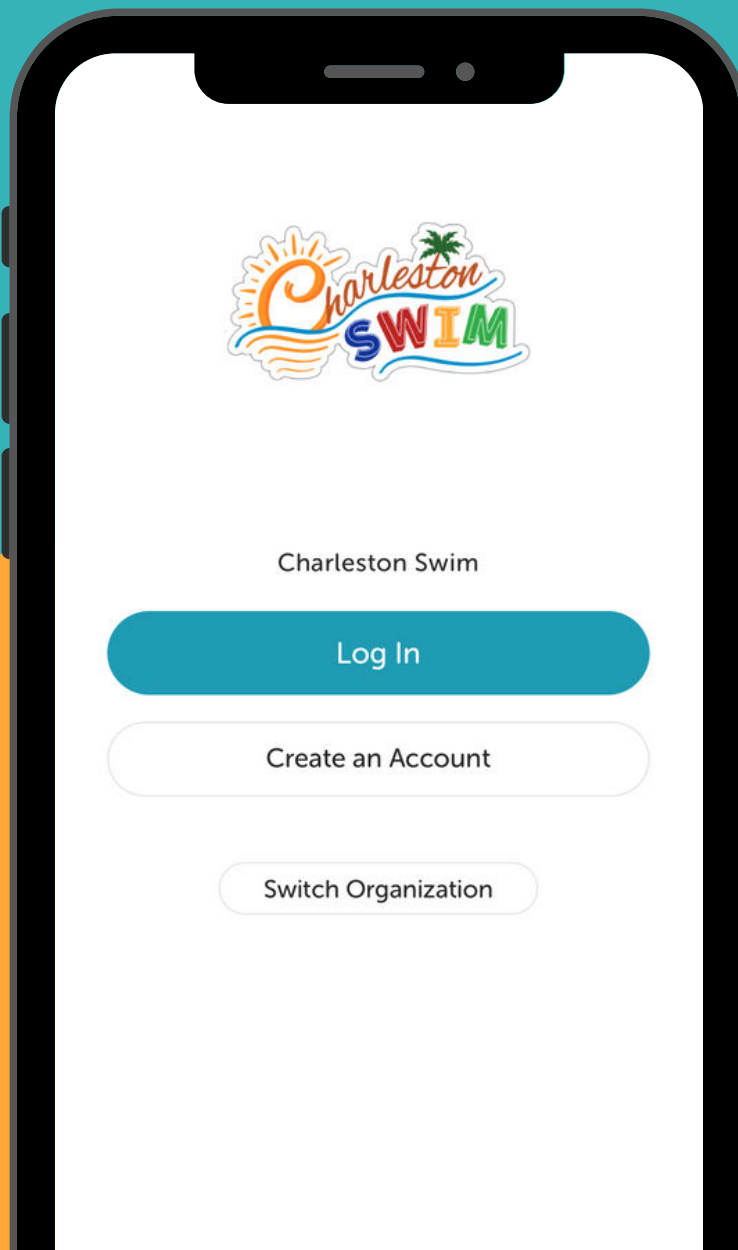




# How to Use iClassPro

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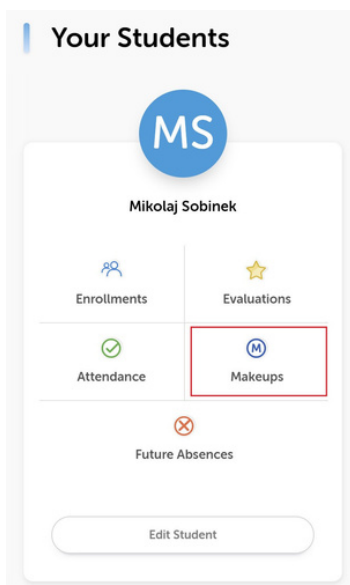
Our quick guide to help you stay on  
top of your swimmer's classes



# HOW TO BOOK A MAKE UP ENROLLMENT CLASS

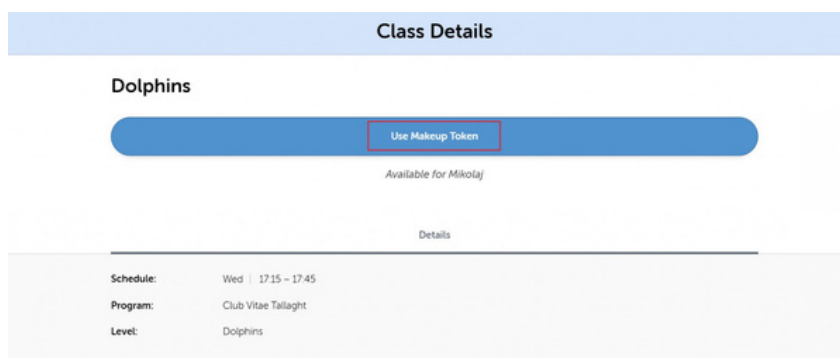
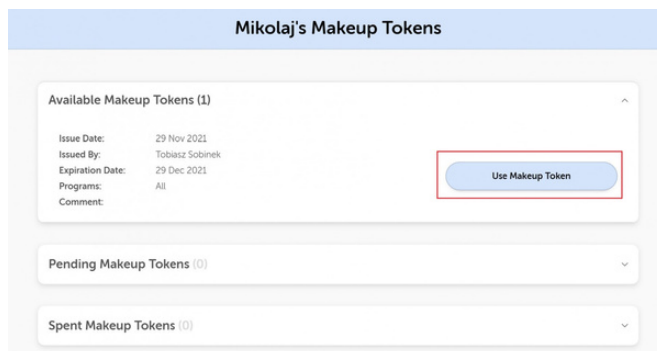
## Viewing makeup token Information:

- After logging into your account, click the My Account link in the toolbar at the top of the screen
- Click the “Makeups” icon under the student for whom you wish to check and book makeup class.
- This will bring up a list of all makeup tokens associated with the selected student. You can expand any collapsed area to view more details.

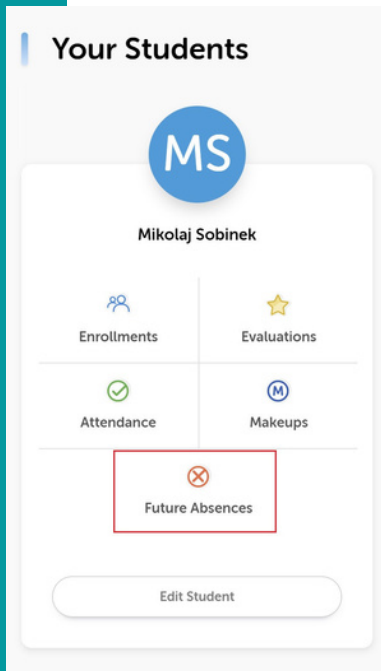


## Using a Token to Create a Makeup Enrollment:

- Click the “use Makeup Token” or button next to the token details to schedule the makeup lessons
- A list of eligible classes will pop up based on Student’s age, gender, and whether openings are available. Note: By default, the system looks at classes on the current date, this can be changed by using the date picker to the right of the search box
- Once you have located the class you wish to request makeup in, click on the class to complete the enrolment process and redeem the makeup token.
- The makeup enrollment will then have to be approved and should be under the Pending makeup.



# FUTURE ABSENCE GUIDE



## Why should I use the Parent Portal to advise an absence?

- When you log an absence in the Parent Portal, the place in that class automatically becomes available to other families who are looking to request a makeup class.
- We appreciate absences being recorded as early as possible to allow other families the option of requesting makeup on that day. If you fail to log an absence, log one once the class has started or just before the class this won't allow other swim families to take advantage of the opening.
- Please help our other swim families by doing the right thing and getting in early if you know you are going to be away.
- Our policies do ask for 24 hours notice via the Parent Portal/text/email to be eligible for a makeup. Preferably the Parent Portal!
- **Makeup tokens are generated on the date of your missed class.** Tokens last for 60 days and are limited to 2 Tokens per month

## Creating a Future Absence Requested by Date:

- After logging into your account, click the My Account link in the toolbar at the bottom of the screen.
- Click the "Future Absences" icon under the student for whom you wish to record a future absence
- Record future absence
- Choose multiple days or single day
- Enter the dates and choose enrollment if your child has more than one.
- Click "submit" to submit the absence request.
- Token will be added to your account at the end of the day of your child's absence.

# TRANSFERRING CLASSES

Whether your schedule is changing or your student has advanced to the next level, transferring classes is simple!

- Go to “My Account” on your parent portal
- Click “Enrollments” for the student you want to transfer
- Click "Transfer Enrollment"
- Filter classes by correct level, time, and days you are looking for

## WAITLIST

Is the class you want not open? Request to be waitlisted! We will email and text you to inform you of the transfer. When requesting a waitlist, you can add any notes to help us get you into the desired class quicker, like preferred days and times!

## QUICK TIPS

### **Locked out of your account?**

Text us at (843) 310-9069 and we'll help you reset your password.

### **Looking for classes in a specific area?**

Use the program filter on schedule to select your preferred area!