

CUSTOMER PORTAL INFORMATION REGISTRATION / MAKEUPS / FINANCIALS

IMPORTANT INFORMATION ON HOW TO BOOK YOUR MISSED LESSON 'MAKE-UPS'
STEPS TO FOLLOW (WITH VISUALS)

Jump online, copy and paste this link https://www.thinksmartsoftware-au.com/customer_portal_v2/#/ into your search bar, or alternatively, click on the link below to be directed straight to our online booking portal.

[Customer Portal](#)

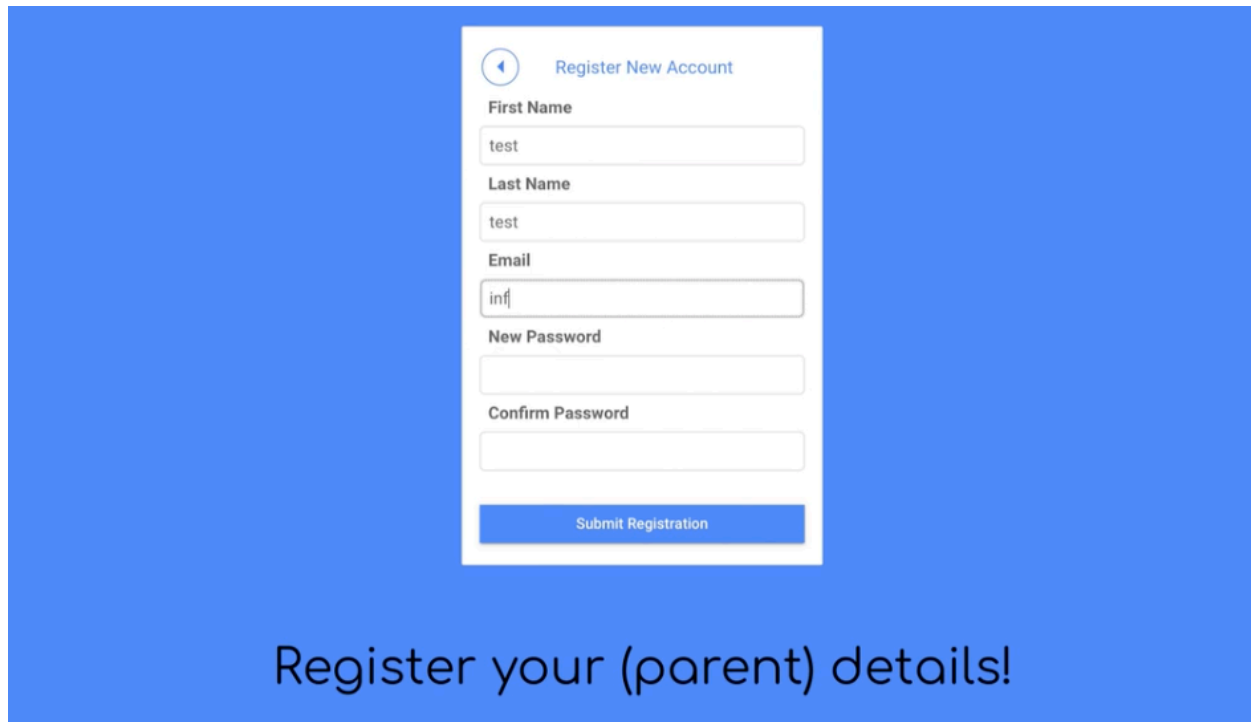
The page below will appear...

The image shows a screenshot of the customer portal login page. On the left, a blue box contains the text: "First time logging in? Select 'Register New Account' Use your registered email address." On the right, the login form is displayed. It features the logos for 'the tennis institute' and 'wearetennis.' at the top. Below the logos, there is a link for "Login to different company". The form includes input fields for "Email" and "Password", each with a corresponding icon (a person for email and a lock for password). A blue "Sign In" button is positioned below the password field. Underneath the button, there is a link for "Forgot Your Password?". Below this, the word "OR" is centered. At the bottom of the form, there are two links: "Contact Us" and "Register New Account".

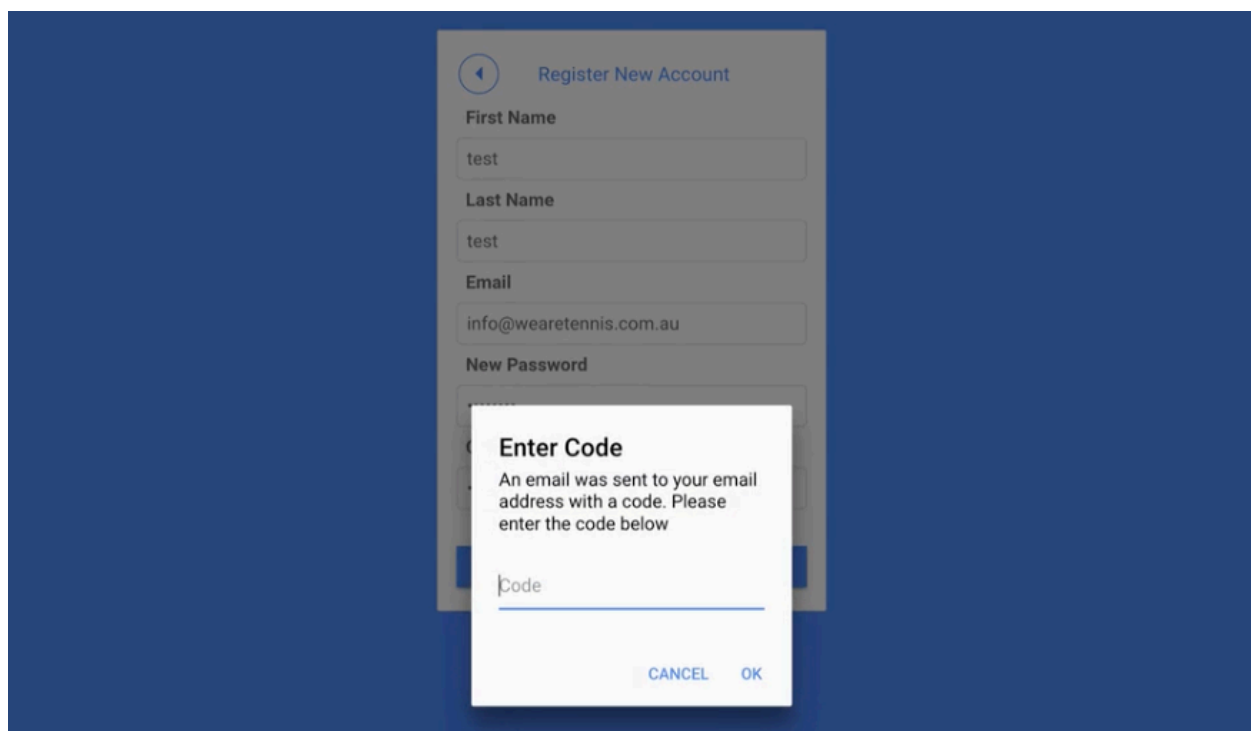
You will need to **Register New Account**.

Enter the email address you receive your regular tennis communications from We Are Tennis / The Tennis Institute and create a password.

Registering new account will prompt you to enter your (parent) details...



Enter the code that has been sent to your email address...



Once code is entered, our policies page will appear...

Please read through carefully, sign and click 'accept'.
If you have any questions regarding our policies, please don't hesitate to reach out.

Privacy Policy

Your privacy is very important to us.

The data collected from you will not be sold, transferred, exchanged or given to any other company for any reason, without your consent.

The email address/contact phone numbers on our software program will be used to send you information, and respond to requests/questions.

I accept the Privacy Policy


Please sign above

CLEAR SIGNATURE

Please read our policies carefully and sign them.
If you have any questions
about the policies, please reach out!

Complete any remaining information.

BASIC INFO

First name*

Last name*

Gender*

CONTACT INFORMATION

Mobile phone* This field is required

Email*

ADDRESS

Address 1* This field is required

Address 2

Suburb* This field is required

State*

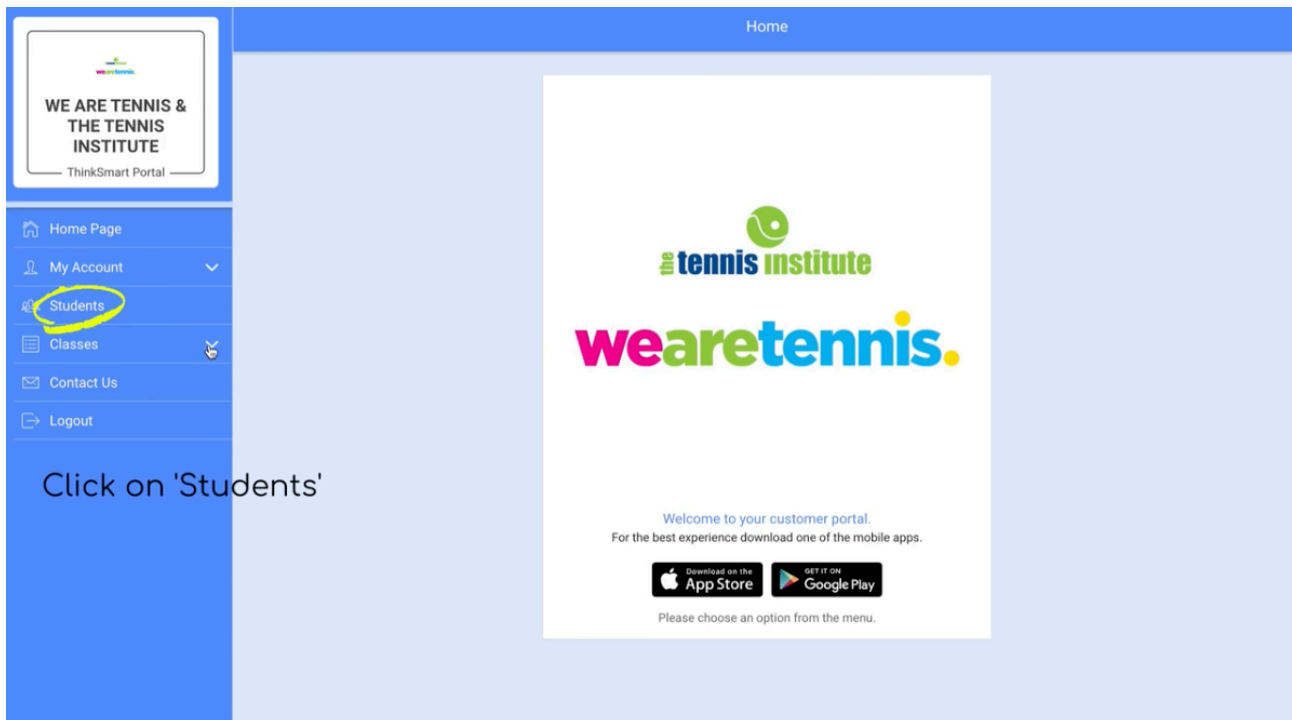
Postcode* This field is required

Once you've completed entering remaining information, your customer portal shall become live.

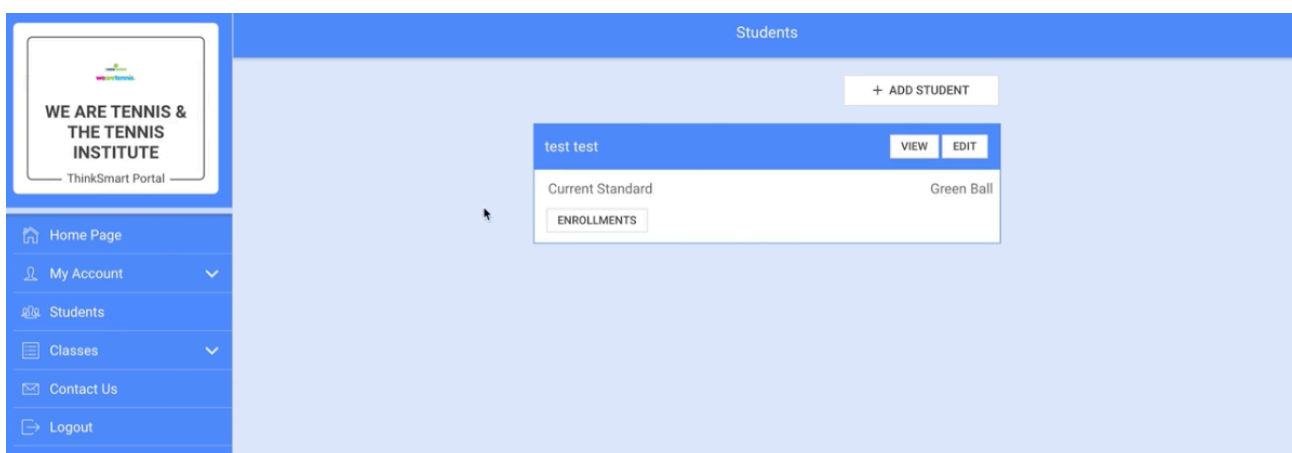
Group & Squad Lessons Makeups

To book a makeup lesson...

Click on 'STUDENTS'



Your enrolled 'student / child' will appear...



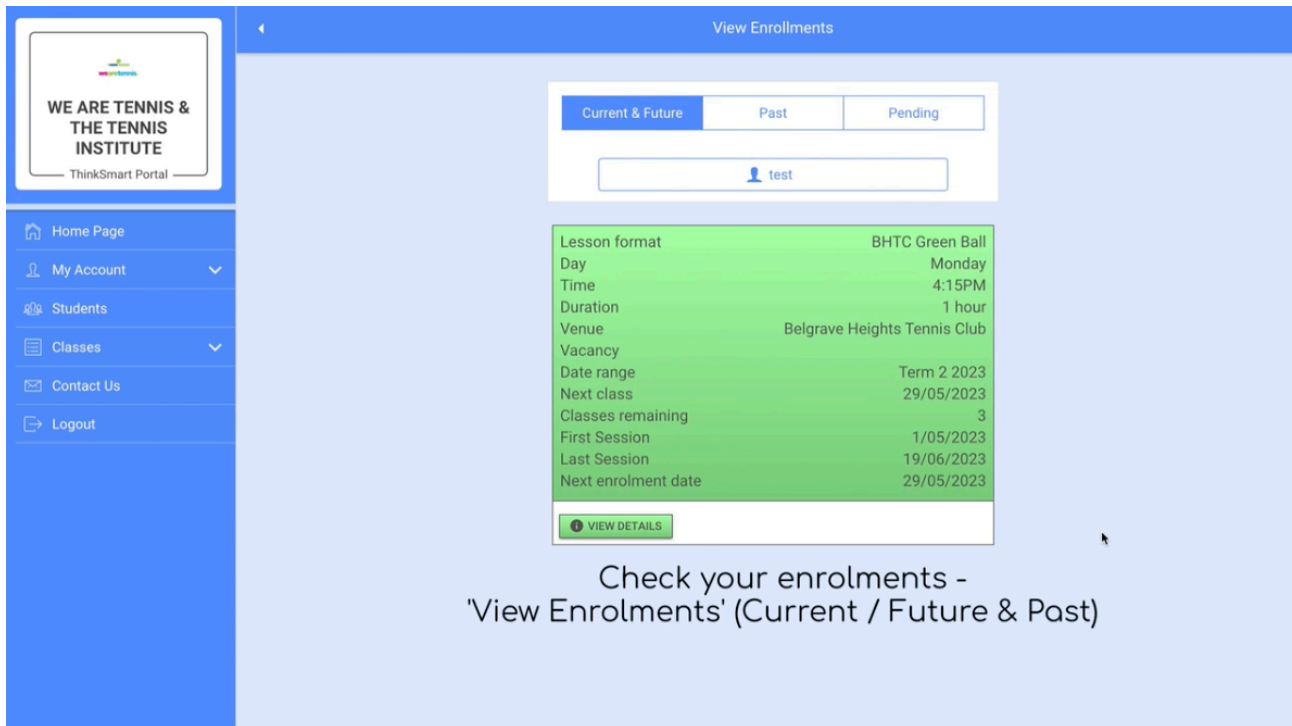
Click on 'ENROLMENTS'....

A page with your 'student/child's' enrolments will appear that includes:

- Current & Future
- Past
- Pending

Current enrolments - see example below...

Student name 'test' is enrolled for Term 2 at Belgrave Heights Tennis Club on a Monday in Green Ball Lesson at 4:15PM. There are 3 lessons remaining for term with the next lesson date on 29/5/23



The screenshot shows the 'View Enrollments' page. On the left is a sidebar with the logo 'WE ARE TENNIS & THE TENNIS INSTITUTE' and 'ThinkSmart Portal'. The sidebar menu includes: Home Page, My Account, Students, Classes, Contact Us, and Logout. The main content area has tabs for 'Current & Future', 'Past', and 'Pending'. A search bar contains the name 'test'. Below this is a table of enrollment details:

Lesson format	BHTC Green Ball
Day	Monday
Time	4:15PM
Duration	1 hour
Venue	Belgrave Heights Tennis Club
Vacancy	
Date range	Term 2 2023
Next class	29/05/2023
Classes remaining	3
First Session	1/05/2023
Last Session	19/06/2023
Next enrolment date	29/05/2023

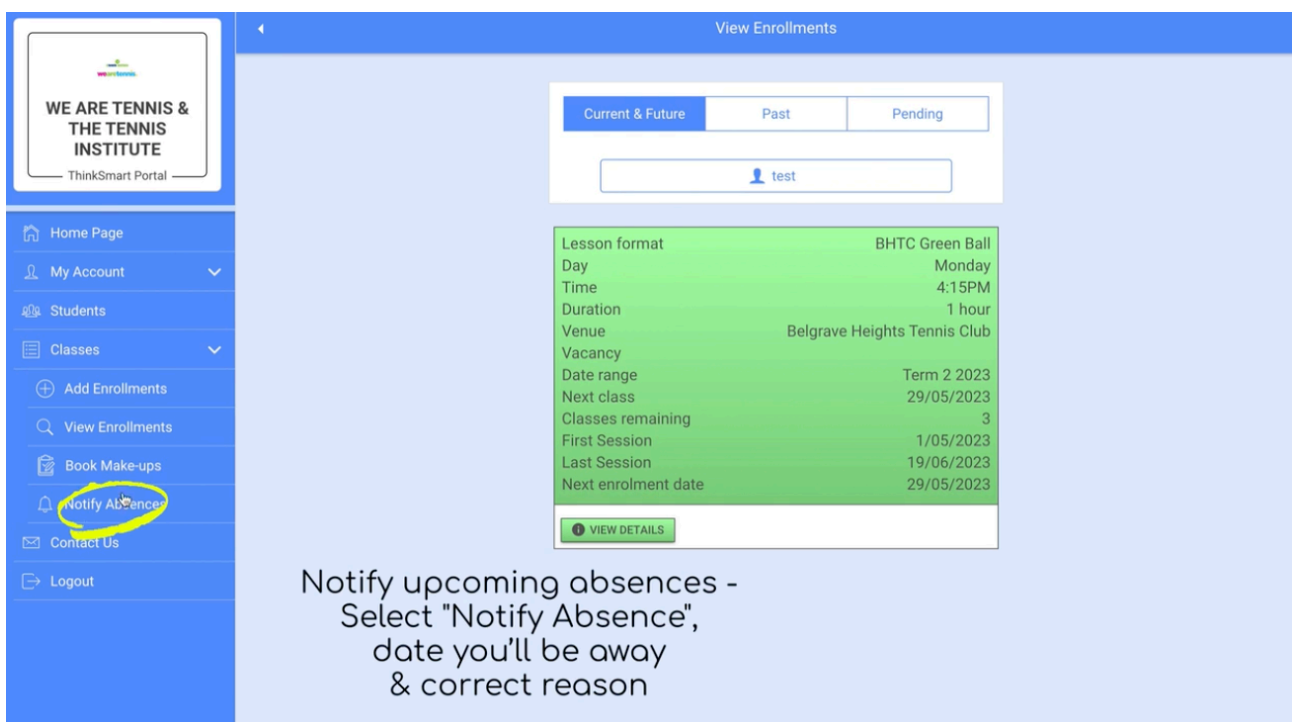
At the bottom of the table is a 'VIEW DETAILS' button.

Check your enrolments -
'View Enrolments' (Current / Future & Past)

In order to book makeup lessons, you need to firstly register your absences.

To do this, in the sidebar, click on 'CLASSES' and a drop down menu will appear....

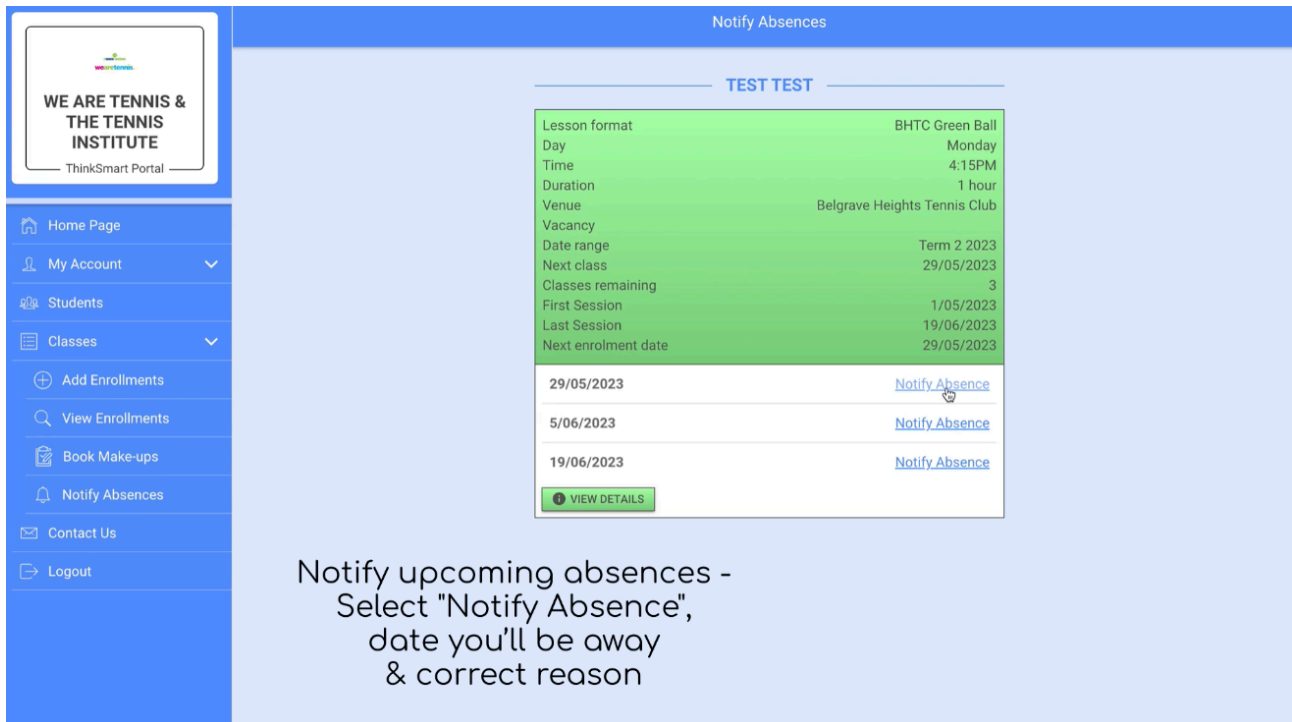
Click on 'NOTIFY ABSENCES'...



This screenshot is similar to the first one, but the sidebar menu is expanded. The 'Classes' dropdown menu is open, and the 'Notify Absences' option is highlighted with a yellow circle. The main content area is the same as in the first screenshot.

Notify upcoming absences -
Select "Notify Absence",
date you'll be away
& correct reason

The remaining lesson dates for term will be shown. Select 'Notify Absence' against the date you'll be away...



The screenshot shows the 'Notify Absences' page for a class named 'TEST TEST'. The page features a blue sidebar on the left with navigation options: Home Page, My Account, Students, Classes, Add Enrollments, View Enrollments, Book Make-ups, Notify Absences, Contact Us, and Logout. The main content area displays class details for 'TEST TEST' and a list of dates with 'Notify Absence' links.

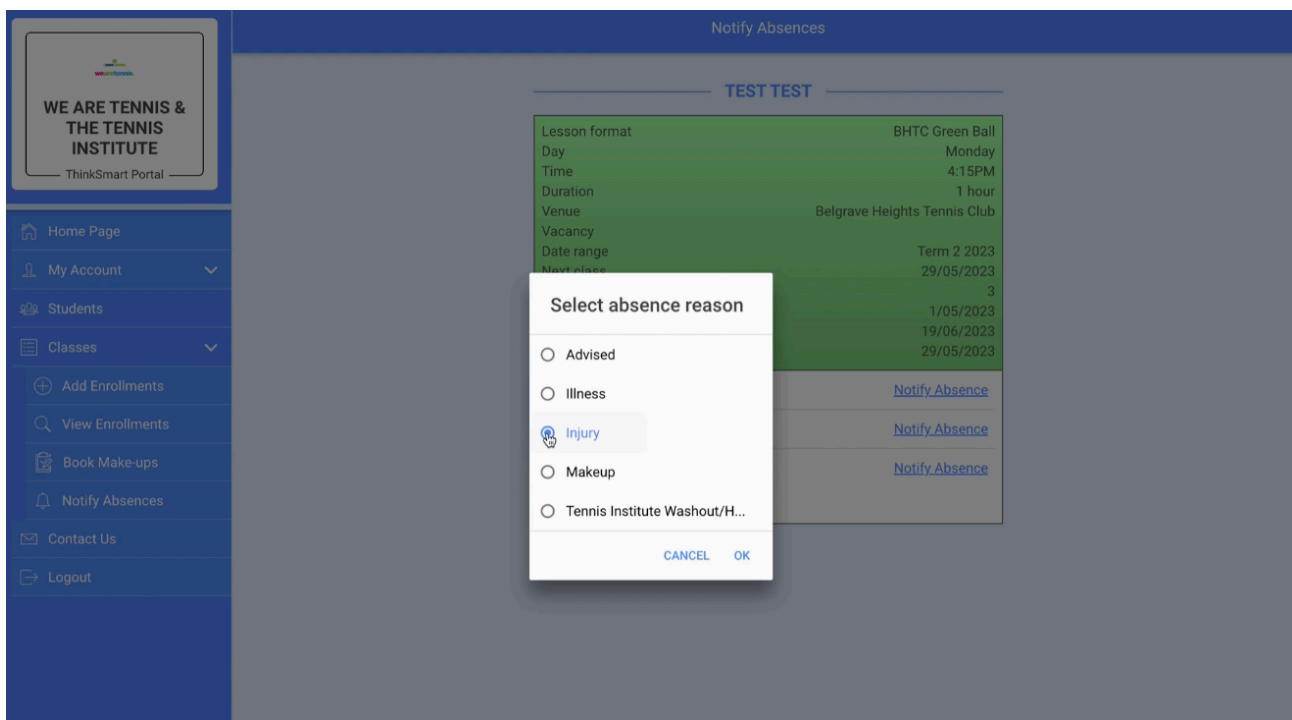
TEST TEST	
Lesson format	BHTC Green Ball
Day	Monday
Time	4:15PM
Duration	1 hour
Venue	Belgrave Heights Tennis Club
Vacancy	
Date range	Term 2 2023
Next class	29/05/2023
Classes remaining	3
First Session	1/05/2023
Last Session	19/06/2023
Next enrolment date	29/05/2023

29/05/2023	Notify Absence
5/06/2023	Notify Absence
19/06/2023	Notify Absence

[VIEW DETAILS](#)

Notify upcoming absences -
Select "Notify Absence",
date you'll be away
& correct reason

Ensure you select the correct reason you cannot attend your lesson. If you choose 'makeup' please ensure you are familiar with our [Makeup Policy](#).



The screenshot shows the 'Notify Absences' page with a 'Select absence reason' modal open. The modal lists several reasons for absence, with 'Injury' selected. The background shows the same class details and dates as the previous screenshot.

TEST TEST	
Lesson format	BHTC Green Ball
Day	Monday
Time	4:15PM
Duration	1 hour
Venue	Belgrave Heights Tennis Club
Vacancy	
Date range	Term 2 2023
Next class	29/05/2023
Classes remaining	3
First Session	1/05/2023
Last Session	19/06/2023
Next enrolment date	29/05/2023

29/05/2023	Notify Absence
5/06/2023	Notify Absence
19/06/2023	Notify Absence

Select absence reason

- Advised
- Illness
- Injury
- Makeup
- Tennis Institute Washout/H...

[CANCEL](#) [OK](#)

Once you've selected your absence reason, we will receive this notification.

From here, head back over to the sidebar and click on 'BOOK MAKEUPS'...

WE ARE TENNIS & THE TENNIS INSTITUTE
ThinkSmart Portal

Home Page
My Account
Students
Classes
Add Enrollments
View Enrollments
Book Make-ups
Notify Absences
Contact Us
Logout

Notify Absences

TEST TEST

Lesson format	BHTC Green Ball
Day	Monday
Time	4:15PM
Duration	1 hour
Venue	Belgrave Heights Tennis Club
Vacancy	
Date range	Term 2 2023
Next class	29/05/2023
Classes remaining	3
First Session	1/05/2023
Last Session	19/06/2023
Next enrolment date	29/05/2023

29/05/2023	Absent
5/06/2023	Notify Absence
19/06/2023	Notify Absence

[VIEW DETAILS](#)

Head to the sidebar & select "Book Make-ups"

WE ARE TENNIS & THE TENNIS INSTITUTE
ThinkSmart Portal

Home Page
My Account
Students
Classes
Add Enrollments
View Enrollments
Book Make-ups
Notify Absences
Contact Us
Logout

View Make-ups

TEST TEST

Lesson format	BHTC Green Ball
Day	Monday
Time	4:15PM
Duration	1 hour
Venue	Belgrave Heights Tennis Club
Vacancy	1
Date range	Term 2 2023
Next class	29/05/2023
Classes remaining	3
First Session	1/05/2023
Last Session	19/06/2023
Next enrolment date	29/05/2023

MISSED DATES

29/05/2023	Book make-up
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[MORE INFO](#)

You'll see the usual lesson your child is enrolled in with the advised missed date. Select 'Book Make-Up'

Filter your preferred venue (Vermont South, Fountain Gate, Belgrave Heights, Upwey-Tecoma) and select the week you wish to book a makeup. The available lessons, relevant to your child/student's standard shall appear. In the example below, there is 1 vacancy available in Green Ball at Belgrave Heights Tennis Club on Friday at 5:15pm.

WE ARE TENNIS & THE TENNIS INSTITUTE
ThinkSmart Portal

Book Make-up

Applied Filters
[Add Filter](#)

Select Dates
[22/05/2023 - 28/05/2023](#)

26/05/2023

Lesson Format	Day	Time	Duration	Venue	Vacancy	Date Range	Next Session	Classes Remaining	First Session	Last Session	Next Enrolment Date	
BHTC Green Ball	Friday	5:15PM	1 hour	Belgrave Heights Tennis Club	1	Term 2 2023	26/05/2023	1	28/04/2023	26/05/2023	N/A	Add to Cart

Make sure you filter by venue & select the week you want a make-up. Add to cart to book in and an email confirmation will be sent through.

Make your selection by clicking on 'Add to Cart'.

Once you've confirmed your makeup date, we will receive a notification...from here, the portal will return to the home screen....

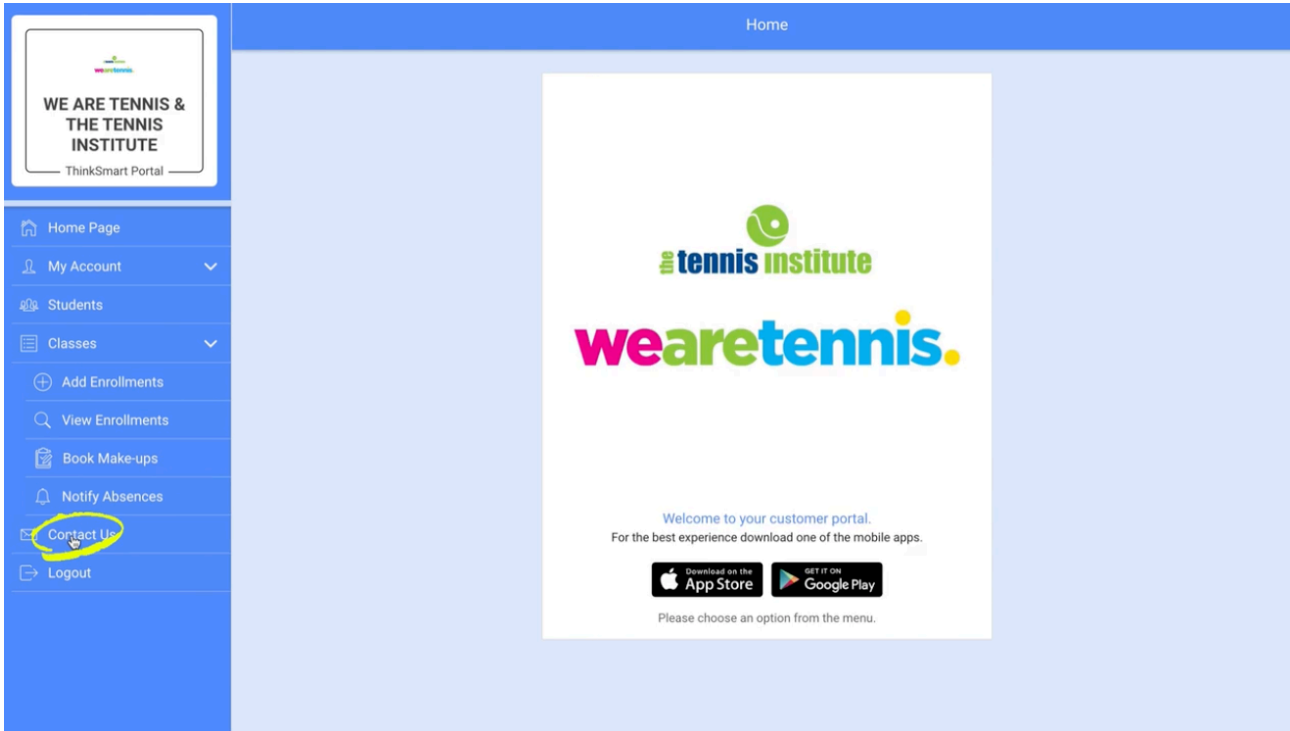
PLEASE NOTE: Makeups do not expire as long as you are an active and financial customer in our program.

Continued on next page....

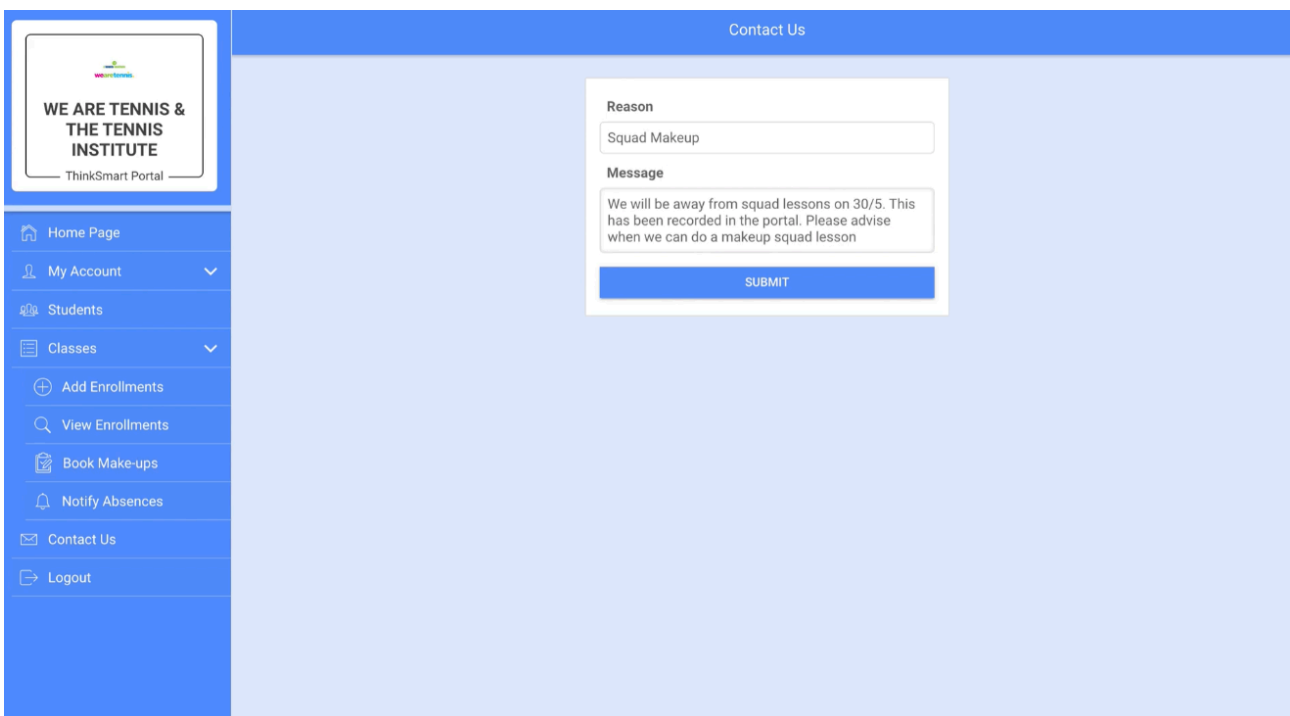
Private Lessons Makeups

We request that all Private Makeup lesson absences be communicated to us via our 'contact us' link in the portal.

From your portal home screen, in the sidebar, click CONTACT US...



A small window will appear where you can enter your reason and message to us (see example below).



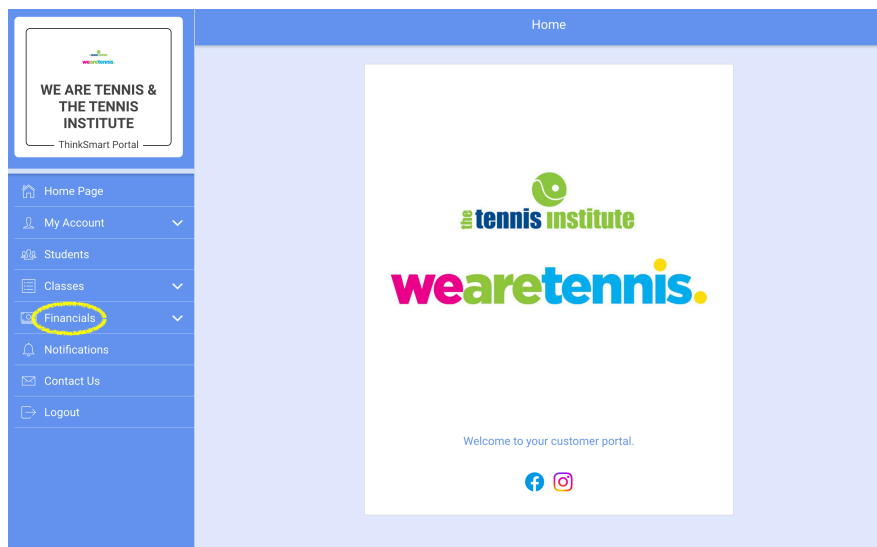
Once you've submitted your private lesson makeup request, we'll be in touch to help facilitate.

ACCESSING FINANCIALS VIA ONLINE CUSTOMER PORTAL

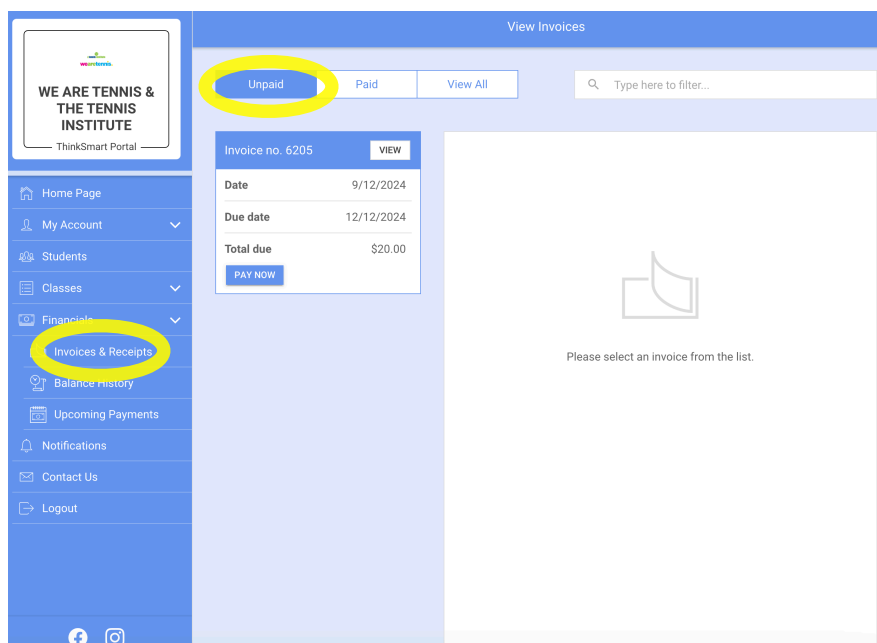
IMPORTANT INFORMATION ON HOW TO ACCESS CLIENT FINANCIALS - STEPS TO FOLLOW (WITH VISUALS)

Access all your financials, including paid, outstanding and upcoming invoices via the 'Financials' tab in your customer portal. Here, you can make payments directly via credit card or bank transfer. This will help you keep track of your accounts and ensure you have access to your 'pay on time' discount which is introduced from T1, 2025. PLEASE NOTE: If you do not pay on time, the discount does not apply as it automatically ceases on the due date.

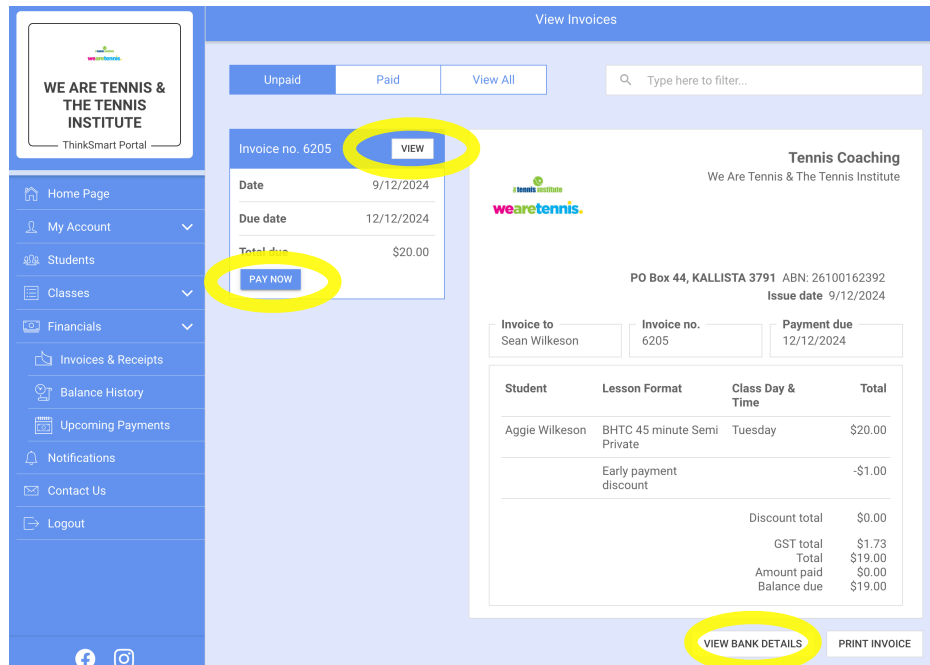
In the lefthand sidebar, click on 'Financials'.



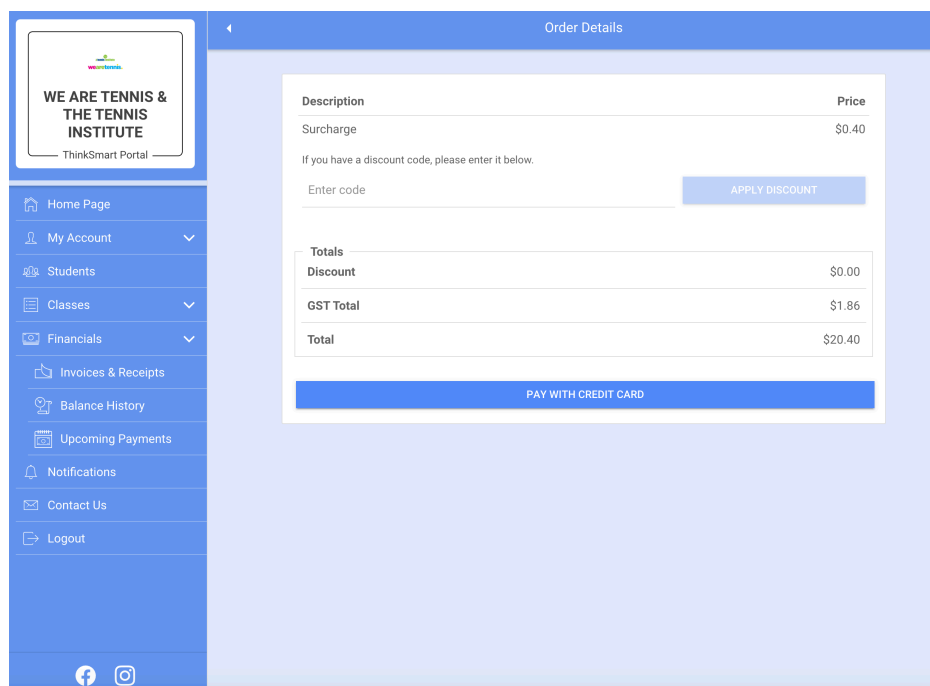
From here, click on 'Invoices & Receipts' A new window will appear and you'll see three options 'Unpaid', 'Paid', 'View All'. All term and equipment accounts shall be issued and be visible here whether they are unpaid or paid. You'll see an example of an unpaid invoice below:



Click on 'View' and a visual of the invoice shall appear with all relevant details. You can choose to pay by credit card (incur a transaction fee) or via bank transfer (see highlighted below).



Clicking on 'Pay Now' will direct you to the credit card payment gateway. We utilise Stripe to receive credit card payments. Note: these incur a small fee and will be displayed when making payment. Then, follow the steps to complete credit card payment.



The alternative payment method is by bank transfer. To pay by bank transfer, at the bottom of the invoice displayed, click on 'View Bank Details'. A pop-up window will appear with the business banking BSB and account details.

IMPORTANT: PLEASE ENSURE YOU QUOTE INVOICE NUMBER IN REFERENCE DURING TRANSFER

The screenshot shows the 'View Invoices' interface. On the left is a navigation menu for 'WE ARE TENNIS & THE TENNIS INSTITUTE'. The main content area displays invoice details for invoice number 6205, dated 9/12/2024, with a total due of \$20.00. A 'VIEW BANK DETAILS' button is circled in yellow at the bottom right of the invoice details.

Student	Lesson Format	Class Day & Time	Total
Aggie Wilkeson	BHTC 45 minute Semi Private	Tuesday	\$20.00
	Early payment discount		-\$1.00
Discount total			\$0.00
GST total			\$1.73
Total			\$19.00
Amount paid			\$0.00
Balance due			\$19.00

The screenshot shows the same 'View Invoices' interface, but with a 'Bank Details' pop-up window overlaid. The pop-up provides the following information:

Bank Details
Strategic Sports Performance Pty Ltd
BSB: 013736 Account Number: 197714567
Trading as The Tennis Institute & We Are Tennis

We look forward to seeing you and your child/ren on court during term.

If you have any problems, please reach out to info@wearetennis.com.au

