St Mary's Swimming Customer Portal: Guide to Common Functions

To set up a direct debit If you prefer to manage your payments online, you can set up a regular payment method.
- From the dashboard, click 'Add Credit or Debit Card'
- Complete the fields and click 'Add Card'
- Add an address (if required) and click 'Proceed'
- Note: by adding your card information, you are agreeing to the terms of service, privacy policy and the payment provider's terms of service
- You will be re-directed to the billing page which will show any outstanding invoices and the payment method recently set up
- Any open invoices will be automatically paid within 6 hours

To move a booking (time and day)
- Click on the 'Change Day & Time' button under Upcoming Bookings
- Select the child and session you want to move
- View the course timetable and choose the booking that suits you best
- Select your start date
- Click 'Confirm Date & Time'
- Review a final time and click 'Confirm new Date & Time'

To cancel a lesson and book a makeup
If you can't make a lesson, please let us know by following the instructions below. Once cancelled, you can book a make up directly in the portal. To do this:
- Under Upcoming Bookings, click 'Unable to attend' next to the class you wish to cancel and 'Confirm'
- The booking will then show as cancelled for the nominated day
- Next, scroll to the voucher box on the home page and click on 'Make Booking with Voucher'
- Select which child the make up is for
- Select a make up lesson day and time and click 'Make Booking' to confirm

Track your child's progress You can now easily view your child's achievements as well as information about the class they're booked into. Head to the Progress tab to:
- View your child's progress in their current level and view future lessons/classes
- Download any merits and certificates from current and previous levels
- Read information about their past, current and future lessons as well as view any informational videos

Update your contact details and health records
- Click on the People tab to view all family members and their health records
- Click 'Add Health Record' to add a condition or allergy
- Click 'Update Contact Details' to edit your phone number or address