GREATER SHEPPARTON
GREATER FUTURE

How to check Aquamoves member's area

Description

The purpose of this procedure is to demonstrate how parents and members can acess Aquamoves Member's Area. Start with steps 1-4 and then go to the step depending on what you need to do today

This will help to:

- Check availability for certain age/level Swimming Lessons in Aquamoves Client Portal. This way members/parents can check availability if they want to enrol, change level or change day of class. **(Step 4)**
- Check member's/child's Learn to Swim skills, this will help to know how you or your children are progressing through the program **(Step 7)**
- Pay for outstanding payments without coming to the centre **(Step 9)**
- Update/add new payment method **(Step 10)**
- Update Profile's information (address, phone number & medical conditions) **(Step 11)**

1. Go to Aquamoves website:
   https://aquamoves.com.au/

2. Select "Member's Area" at the top right corner
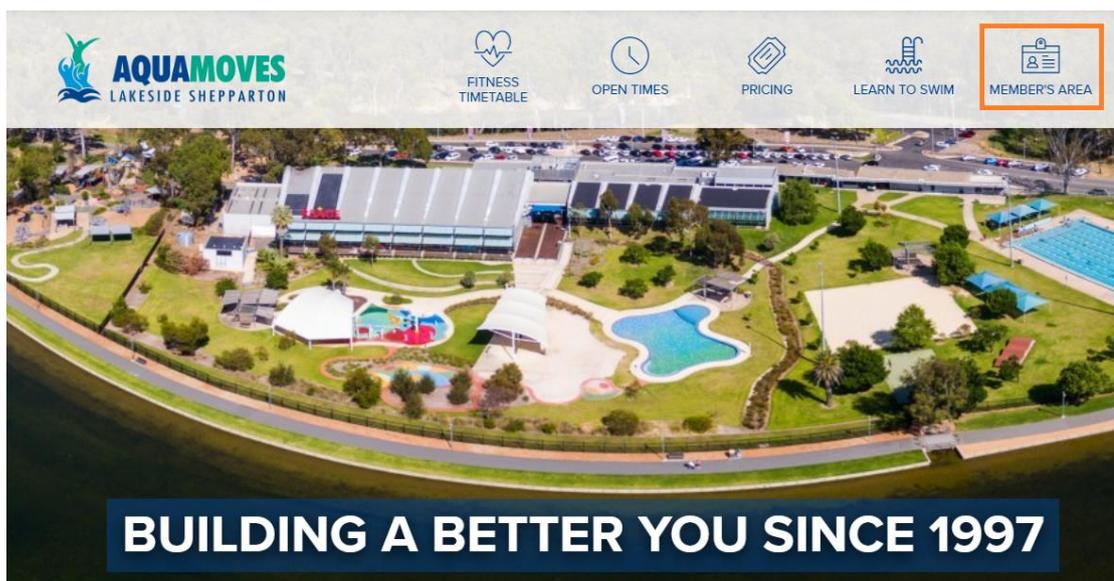
3. Enter the email address connected to your profile and for password.
   If we haven't provided an email, you can call or click Forgot Password.
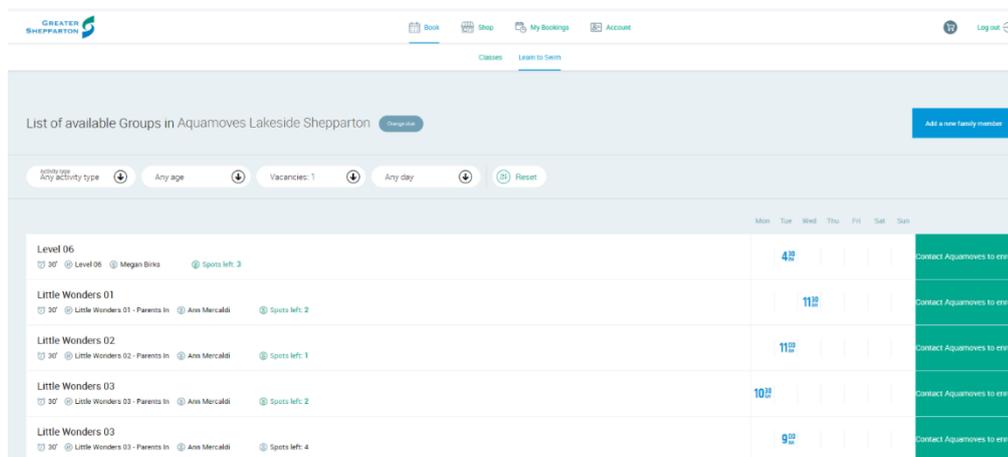

IMPORTANT!! Do not create a new profile, you already have one. If you are not sure which email address you have in our system, please call us 0358329400

4. To check availability for Learn to Swim Lessons, click Book>Learn to Swim at the top page
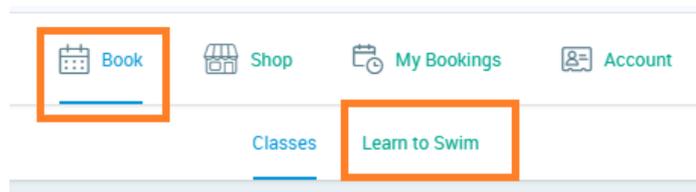
5. The next screen will appear

6. You can filter the fields to match what you are looking for

In the first drop down Menu "Activity Type", please select from the menu from our four current programs:

- Learn to Swim Adults
- Learn to Swim Teenage (12yo +)
- Swim and Survive (Little Wonders, Pre School, Primary School, L04-L09)
- Learn to Swim – Adaptive Swimming Lessons

Once you selected Activity Type, select which Level within that activity. You can even filter by day if you require a specific day.

The next situations might occur:

1.- Availability (Contact Aquamoves to enrol)
This means we might have a spot available for you to either enrol or transfer you/your child into the new class. The screen will show you the Level you are looking, the swim instructor, how many available spots that class has, day and time. If a green button appears, this means you can call/email us to enrol/change class

Please note, spots are subject to availability. It might happen that it shows as available in the portal, and someone took that spot and the system hasn't refresh.

2.- No Available spots

This means we have classes, but they are all fully booked. Your best option will be to constantly check.
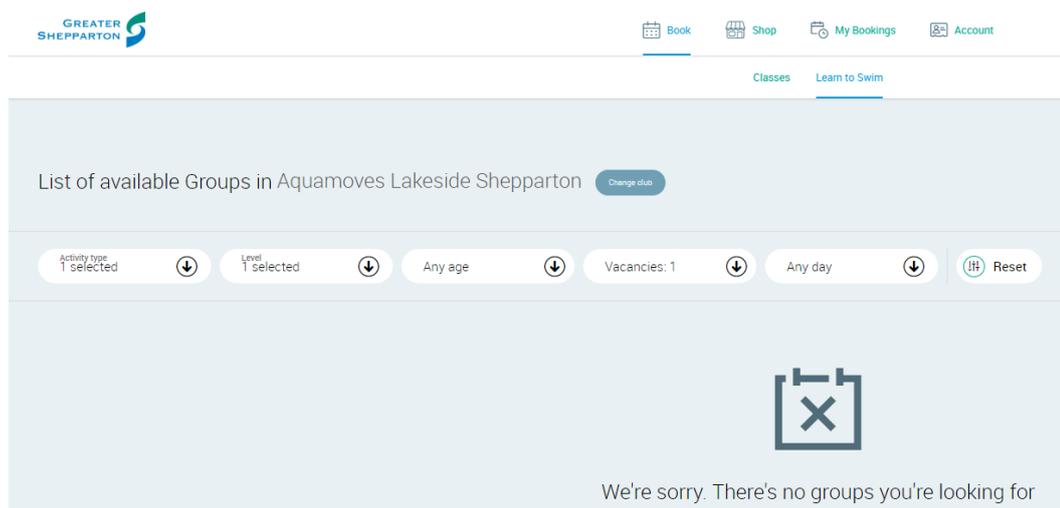
7. To check how far you or your child are to move to the next are level, you need to do the next steps. Please note that in each level, there are around 10 skills to be completed before move to the next level. Each skill needs to be completed 3 times to be able to be marked as completed.

Go to Account>Skills>Select which member's skills you need to check.

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AQUAMOVES
LAKESIDE SHEPPARTON

GREATER
SHEPPARTON
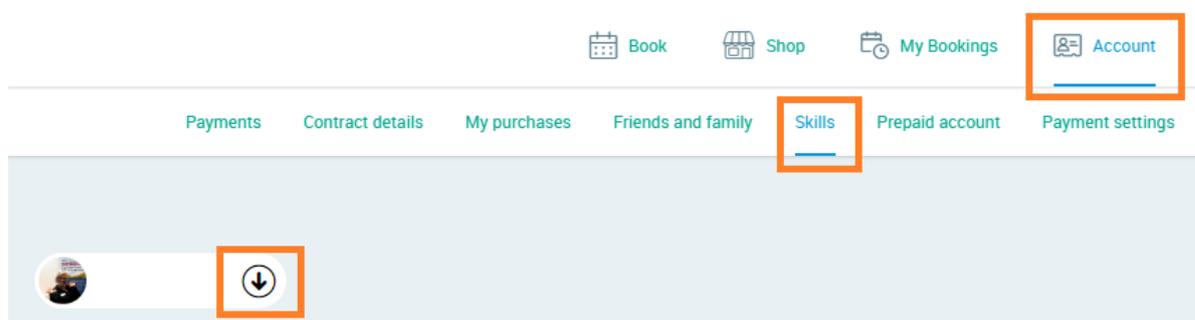
8. Once you select you or children name, the next screen will appear. It will show which level that member is. It will show you how many skills have been completed 3 times.
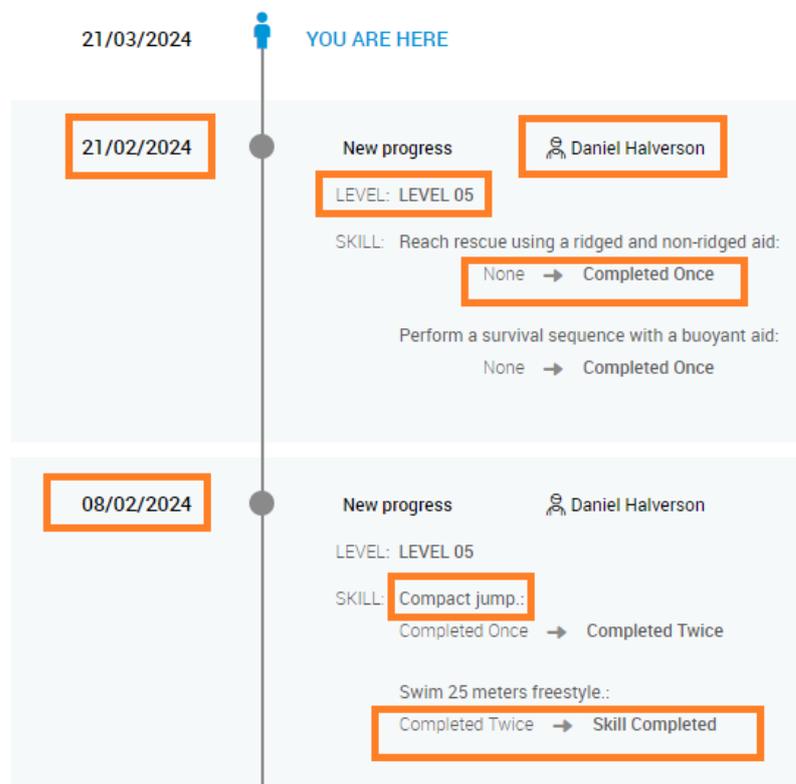
Levels timeline: Click on a level to see more information

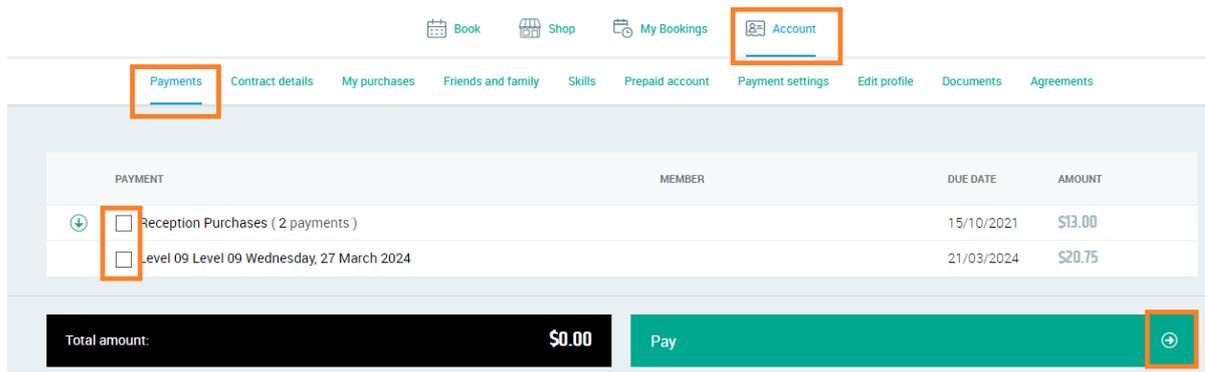| COMPLETED	COMPLETED	CURRENT	FUTURE	FUTURE
Level 03	Level 04	Level 05	Level 06	Level 07
quired skills 11/11	Acquired skills 11/11	Acquired skills 1/10	Acquired skills 0/11	Acquired skills 0/12

In this case only one skill out of 10 have been completed before moving to Level 06.

It will not only show you that, but which skills have been completed when. That will help you to know exactly what you or your child have worked on a specific session.

The timeline will show you, date, swim instructor who assessed the skill, which skill got completed and how many more times you need to do it to complete the skill.
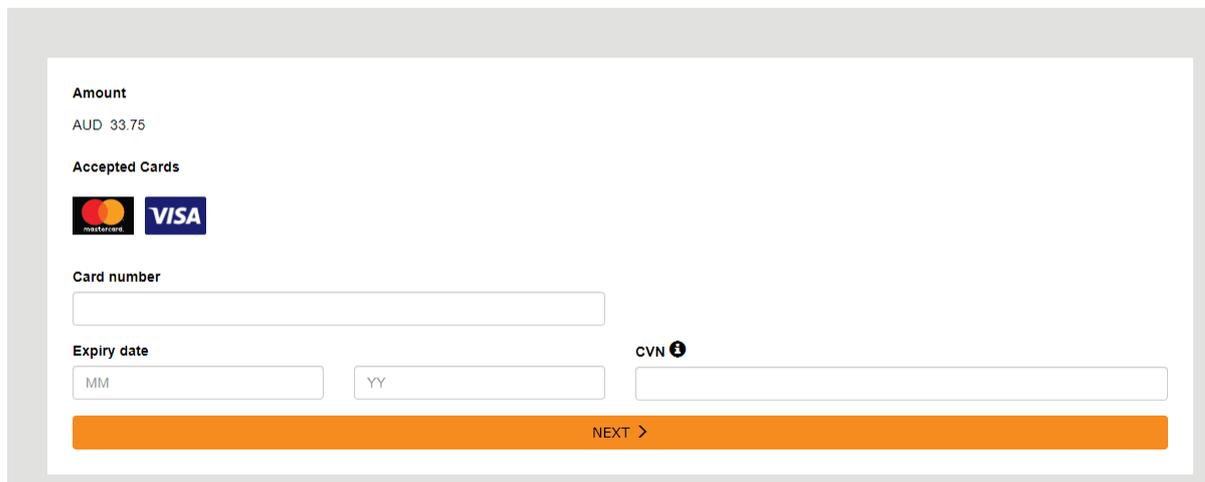
21/03/2024   YOU ARE HERE

21/02/2024   New progress   Daniel Halverson

LEVEL: LEVEL 05

SKILL: Reach rescue using a ridged and non-ridged aid:
None → Completed Once

Perform a survival sequence with a buoyant aid:
None → Completed Once

08/02/2024   New progress   Daniel Halverson

LEVEL: LEVEL 05

SKILL: Compact jump.:
Completed Once → Completed Twice

Swim 25 meters freestyle.:
Completed Twice → Skill Completed

9. To pay outstanding payments, go to Account>Payments. This screen will show you which payments you have outstading. Tick the one you want to pay>Pay

The next screen will appear, place your card details and click>Next
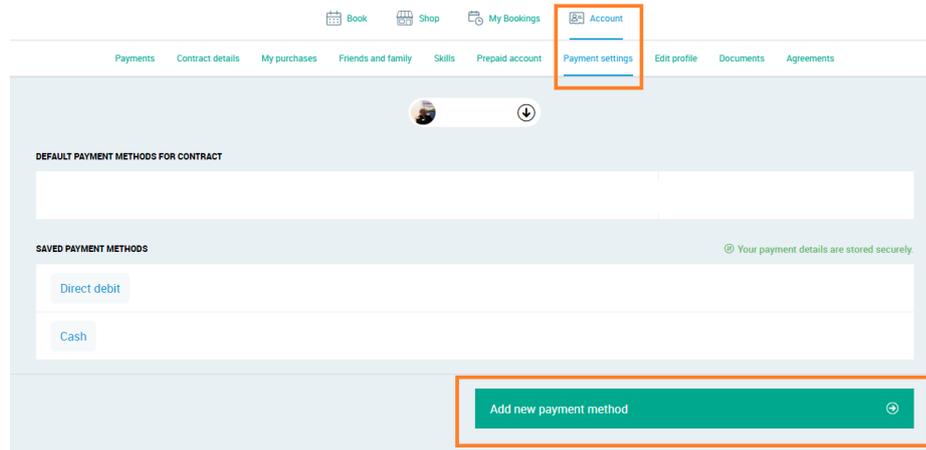
10. To Update or Add a new payment method. Go to Account>Payment Settings>Add new Payment method

11. To update data like: address, phone number and medical conditions. Go to Account> Edit Profile.

A Note that if you are a parent, you will need to update your children profile for any medical conditions. If you are an adult enrolled into our swimming lessons and wants to update your medical conditions, go to the bottom and select "Medical Conditions for Swim Instructor".