

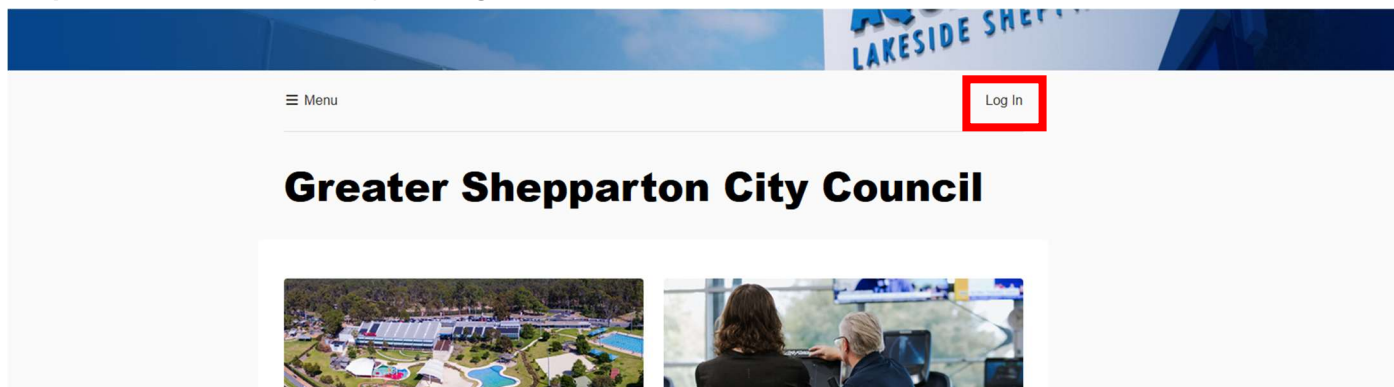
# Online Portal Guide

## Create an account



**Step 1** – Visit <https://leisureservices.greatershepparton.com.au/>

**Step 2** – Create an account by clicking on **LOG IN**



**Step 3** – Select **CREATE ACCOUNT**

Enter parent/guardian date of birth and email address that you originally signed up with

\*If you are unsure which email address is on our database, please contact swim school before attempting to sign up

Aquamoves Swim School – [swimschool@aquamoves.com.au](mailto:swimschool@aquamoves.com.au)

Upon entering details, you should receive an email. Follow the instructions on that email, this will involve setting a password that you will use to gain access to the portal.

*If you do not receive an email, please contact either customer service or swim school to assist you*

**Step 4** – Accessing and using the portal

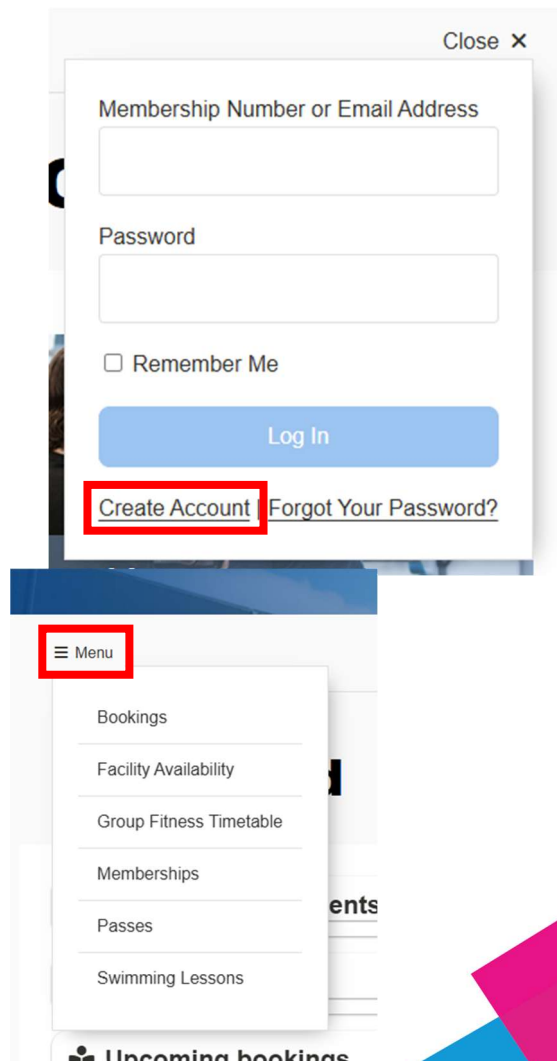
Once you have created an account, you can access the menu tab. This will show you the following options:

Facility availability – Check Lane availability for swimming

Group Fitness Timetable – Check Group Fitness lessons and **BOOK** into a class

Passes – Purchase Aquatic/Gym/Group Fitness visit passes

Swimming Lessons – See lesson timetable and **ENROL** into a lesson



Street Address: 25 Tom Collins Drive, Shepparton VIC 3632, Australia

Postal Address: Locked Bag 1000, Shepparton, Australia, 3632

Phone: (03) 5832 9400

Email: [customerservice@aquamoves.com.au](mailto:customerservice@aquamoves.com.au)

ABN: 59 835 329 843

[www.aquamoves.com.au](http://www.aquamoves.com.au)  



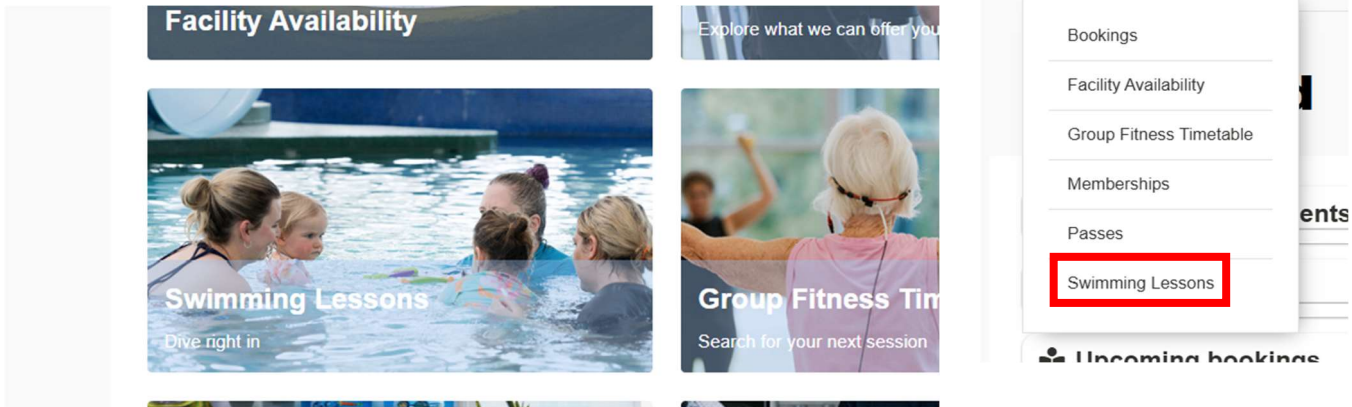
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# Online Portal Guide

## Enrol into Swim Lessons



**Step 1** – Find and click on the **Swimming Lessons** section on the Portal <https://leisureservices.greatershepparton.com.au/Course/Enrol>



### **Step 2** – New enrolment - **Select a Program**

Select either 'Learn to Swim' (For all child enrolments), 'Learn to Swim – Adults' (For all adult enrolments), or 'Learn to Swim – Teenage' (For Teenagers with little previous experience or for Teenage Fitness)

### **Step 3** – Select a **Level**

After selecting your program, you will find a drop-down menu with our swimming levels and a brief description of what skills are covered in each level and an age guide.

Please select the level that is best suited to the current swimming ability of the person you are enrolling. If you are unsure of what level you should choose, please reach out to the Swim School for assistance.

### **Step 4** – Select a **Class Time**

The next screen will show you all of our current class times and how many available spots in each class.

### **Step 5** – Confirm enrolment information and select **Starting Date**

We can only take enrolments two weeks in advance so only two options will be provided for start date

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## Enrol into Swim Lessons





### Step 6 – Enter your **Child's information**

If enrolling for your child – please select 'someone else' when asked who the enrolment is for.

You will then be required to read and agree to our terms and conditions before entering your child's details

Who Is This Enrolment For?

 Parent user	 <b>Someone else</b> You'll be asked to provide their details in the next step.
--------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Note that any discounts available to the currently selected person may not be available to others.

### Step 7 – New Contact

Enter all of your child's details as required. When asked to provide a phone number and email, please use parent/guardian information. This can be the same information you originally used to sign up yourself.

### Step 8 – Your Cart

This screen will show a confirmation of the enrolment and may prompt you that a pro-rata payment is required if you are enrolling for a lesson outside our debit date. This is where you can also choose to enrol another student. This will allow you to enrol multiple students at the same time.

### Step 9 – Direct debit sign-up

Enter your direct debit information. This page may auto-fill some of your already provided customer details. When choosing a payment method, you may select either a Credit Card or Bank Account.

### Step 10 – Complete your purchase

Once you have finished this step – you are all booked in, you will be able to view your enrolment, view the progression of your enrolment and change days and times if required.

If you have any questions or concerns about accessing the portal, viewing enrolments or changing lesson times, please contact the swim school for assistance. [swimschool@aquamoves.com.au](mailto:swimschool@aquamoves.com.au)

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## Viewing Progress and Changing Day/Time



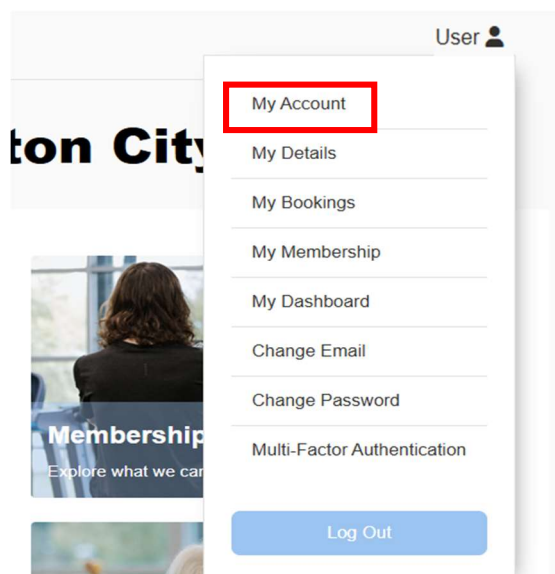
**Step 1** – Find and click on the **My Account** section on the Portal <https://leisureservices.greatershepparton.com.au/>

**Step 2** – Select User

Select the user you would like to view. To look at a child's lesson details – please choose their profile

**Step 3** – My Dashboard and viewing Swimming Lessons

Once on your child's account, navigate to **My Dashboard**. Then, click on the **Swimming Lessons** tab. This will show you the current lesson your child is enrolled into and their teacher. You will also have options to 'View Progress' and 'change day or time'



### View Progress

In the View Progress page, you will be able to see your child's current swimming level and how many of the required skills they have completed to date.

You will be able to see what skills are required for their current level, the date that each skill was last modified as well as a percentage bar of how close they are to marking off all of the skills on their current level.

### Change Day or Time

This section will show an up-to-date availability of classes in your child's current level. You will be able to view all of the current classes and how many available spaces for each class.

To move your child, select the day and time that is best suited for you. You will then be prompted to choose a starting date for this new class.

Once you have confirmed this change, this will show up on your Dashboard now. You may still have a class in your original day and time – please note the dates of each of these classes. Your Swimming Lessons tab will only show you active or upcoming enrolments, not past enrolments.

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