



# Falcons

## gymnastics academy

### Falcons Gymnastics - Members Self-Service User Guide



Members Guide - Our System Overview

We use [sheepCRM](#) to securely manage the contact information you provide to us, along with membership information, consent records, events and payment information.

The system provides parents and guardians with an online account for a members self-service area for you to manage the personal data you provide to us, such as your contact details and the information we require about your children such as health and emergency contacts.

It will also provide you useful information such as when payments are due, the amount of useful information available in this account will increase over time.

Your access to this area is controlled by a nominated email address and a password which can only be created and changed by you as the email account holder.

We hope you will find the system intuitive to use, however, if you would like any assistance please refer to the guide below which is organised into individual things you can do;

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### 1. I've been offered a place

1. **How to sign up for your first session - please follow the steps below**
2. You will have received an email offering you a place and providing the link you need to sign up your first child, please see further info below.
3. When following the sign up steps in the system, please read the instructions on each page fully before filling in the required information.
4. **Email address** - this needs to be an email account you have access to or you will not be able to activate your account.
5. **Direct Debit Mandate;**
  - Please **do not** select the 'More than one person is required to authorise Direct Debits' unless your bank account needs two signatories to authorise mandates.
  - It is important that you reach the page which advises you how to activate your account before closing the window or your sign up will be incomplete.
  - Please complete the mandatory health information for the child. You will see an orange banner highlighting this until it is completed. Click the banner, then complete the form. Enter N/A if there is nothing to provide in each field.
  - We recommend you activate your account immediately by following the instructions and visiting your email inbox, remember to check spam if the email is not there.
6. **How to sign up additional children (one child already signed up)**
7. You need to have activated your account before you can add an additional child.

8. Once activated and logged into your account, when you are on the 'Home' page, scroll down to find a button '**SET UP A NEW MEMBERSHIP**'
9. Click that button and follow the process. Please note you will not need to create another direct debit mandate as we only need one for all your payments.
10. Please remember to complete health information as you did for the first child.

## 2. I need to update my child's health and emergency contact information

1. Log into your account
2. When on the 'Home' page, scroll down the page to see your CHILD MEMBERSHIP/S section.
3. Click 'Manage' on the child membership record you wish to update
4. Click 'EDIT' on the Child Details section
5. Click 'VIEW AND UPDATE HEALTH AND DIETARY INFORMATION'
6. Click 'UPDATE HEALTH INFO'
7. Enter the changes you wish to make, then press 'SAVE'

## 3. I need to update our contact information (e.g. change of address)

1. Log into your account
2. When on the 'Home' page, scroll down the page to see the 'YOUR DETAILS' section.
3. Click 'VIEW/EDIT ALL'
4. Enter the changes you wish to make, then press 'SAVE'
5. *IF ONLY CHILD DETAILS CHANGING (e.g. different address to parent/guardian)*
6. When on the 'Home' page, scroll down the page to see your CHILD MEMBERSHIP/S section.
7. Click 'Manage' on the child membership record you wish to update
8. Click 'EDIT' on the Child Details section
9. Enter the changes you wish to make, then press 'SAVE'

## 4. I would like to view my payments (made and due) and direct debit information

1. Log into your account
2. Click 'Payments' menu item
3. You will see a summary of recent payments made, and future payments due.
4. To see full information on payments click 'VIEW ALL' on the relevant section.
5. The 'DIRECT DEBIT MANDATES' section shows the mandates related to your account and their status.

## 5. I cancelled my mandate in error, I would like to set up a new one for my payments

1. Log into your account
2. Click 'Payments' menu item
3. Scroll down to the 'DIRECT DEBIT MANDATES' section
4. Click 'ADD A MANDATE' and follow the process until completion.
  - Please **do not** select the 'More than one person is required to authorise Direct Debits' unless your bank account needs two signatories to authorise mandates.

- Please note, this 'ADD A MANDATE' button will only show if you have no active mandate in place, please contact the club office if this option is not there.

## 6. I need to change the bank account on my direct debit mandate

1. This is not currently available in self-service, please contact the club office who will be able to change the details for you.

## 7. I want to change the email address I use to access the members area

1. This is not currently available in self-service, please contact the club office who will be able to change the details for you.

## 8. I want to cancel my child/s membership as they are leaving

1. This is not currently available in self-service, please contact the club office who will be able to process this for you.

## 9. Useful Links

1. Members Self-Service Area (existing accounts only) - [LOG IN HERE](#)
2. I have been offered a place - [SIGN UP HERE](#)