



Makeup Tokens

Viewing Makeup Token Information

To view makeup tokens and associated information from the Customer Portal:

1. Log into the Customer Portal using your email address and password.
2. Navigate to MY ACCOUNT and click on the "Makeups" icon for the appropriate student.

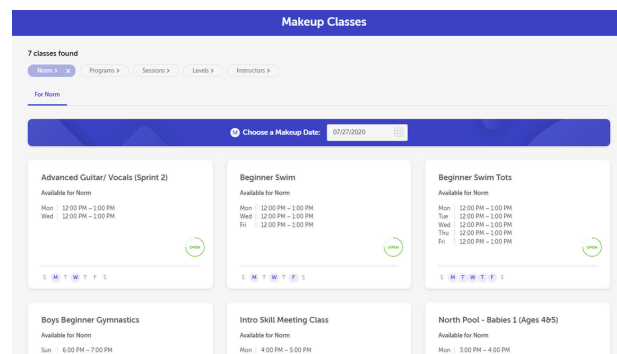
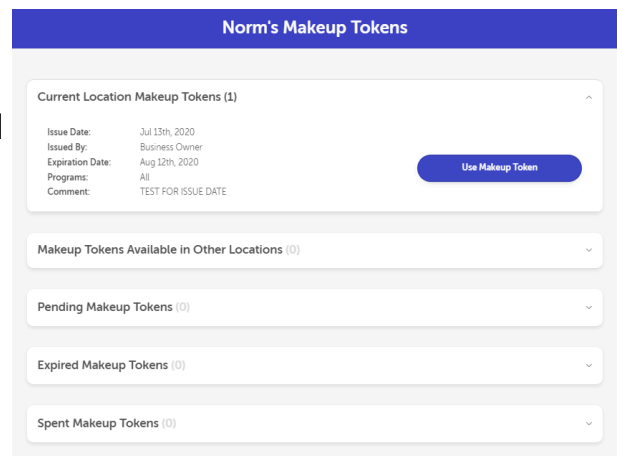
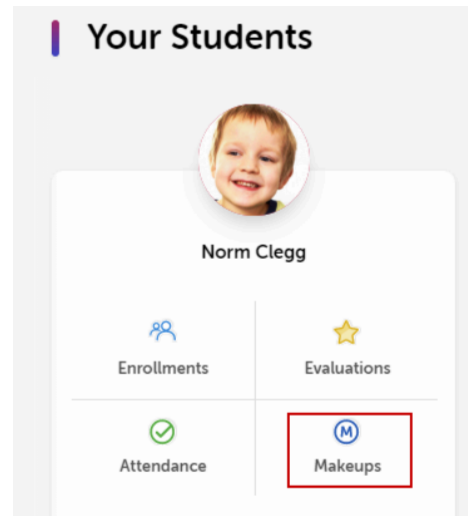
NOTE: In the Mobile App, select ACCOUNT from the navigation toolbar at the bottom of the screen, select the student for whom you wish to create a future absence, then click "Makeups."

3. This will bring up a list of all makeup tokens associated with the selected student. You can expand any collapsed area to view more details.

How to Create a Makeup Enrollment

1. If the student has a token that can be used, click the "Use Makeup Token" button (to automatically create the makeup enrollment in an eligible class) or the "Request" button (to submit a makeup request for staff approval) next to the token details to schedule the makeup lesson.

2. This will bring up a list of eligible classes based on the token's settings and the selected makeup date (defaults to the current date). Eligible classes are based on the student's age, gender, and whether there are openings available in the class.



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