Beginner's Guide to Upper Hand

Hello and welcome to Hybrid Cheer! We are partnered with a service called Upper Hand to operate our gym. Below you will find a guide on how to navigate the software! Please let us know if you have any questions about the technical side of our software!

- Account:
  - Account set-up:
    - Navigate to the "Create an Account" button in the top right corner of the screen. Enter your date of birth and follow the succeeding prompts. If you are a guardian creating an account for an athlete, you will be prompted to create another account for them. After these steps are complete, you will be able to register for events and classes.
    - To change or update profile information, login into your account. Under "My Profile" click the pencil icon and edit the information as needed. Make sure to hit "Save" to save the changes just made.

- Payments:
  - Add or Delete Payment Method:
    - To add a payment method, navigate to your client profile under the "My Profile" section. Within that tab, there is a "Payments" tab to click on. Under Payments, click "Add Payment." Add the corresponding payment information and hit "Save"
    - To delete a payment method, navigate to your client profile, under the "My Profile" tab. Once there, click on the "Payments" tab. Click the three dots on the card on file you would like to delete, select "Delete."
  - Pay an Outstanding Balance:
    - Firstly, navigate to your client profile, the "My Profile" tab. Click the red "Outstanding balance" box. As your history appears, click on the balance item you would like to pay down. Click the three dots in the top right corner and hit "Pay balance." Enter the amount and card information you would like to pay with. Hit purchase.

- Memberships:

  - Purchase a Membership:
    - In addition to the "My Profile" and "Browse Events" tabs, if memberships are available, a "Memberships" tab should be able to click on. Once you note the membership card that you would like to purchase, click "Purchase"

- Events:

    - Browse Events- Search & Filters:
        - By clicking on the magnifying glass on the top right of the page you can enter in a search word that will filter the list to only events with an event title included in the search word. You can also filter your search by “Category,” “Staff Member, or “Location.” Expand the drop down menu in each category to filter the search.
    - How to Sign Up for An Event With a Payment Plan:
        - If opting to use a payment plan, the business owner has already created a payment plan, or series of payment plans for you to choose from. At the checkout screen, choose the “Payment Schedule” down menu. Within the drop down menu, choose the payment plan you would like to utilize. You will then be able to see all of the dates you will be charged, along with the amount of the charge.
    - How to Join the Waiting List if an Event is Full:
        - The ability to join the wait list is not a guarantee, it is up to the business if they would like to enable a waiting list feature. If the feature is available, first navigate to the event page. Next, click the green "Join the Waiting List" button on the right side of your screen. Next, choose the desired attendee to be present and hit the “Join the Waiting List” button.
    - Register for a Camp/Clinic:
        - Under the “Browse Events” tab in your profile, search for the camp or clinic you would like to register for by either entering the Event title. Next, click the “Buy” button, choose the attendee, and add to cart. Follow the purchase instructions.
    - Add Event to Personal Calendar:
        - After you have registered for an event, a registration receipt will be sent to your email address. When you scroll to the very bottom of these emails, you will see a blue file icon named “events.ics.” Click on the blue Download button next to the events.ics file. From here, you will be prompted to add this event to your personal calendar.
    - Register for a Class:
        - Once you have purchased your credits for a Class event, you are now able to register yourself or your child to upcoming sessions. After logging into your Upper Hand account, navigate to the profile that has the class credits and click the “View All” button in the Credits box. Click the name of the Class Event to navigate to the Class registration page. Click the blue reserve button to pull up the reservation drawer on the right select the “Schedule Sessions” button underneath the profile that has available credits. Find the session you would like to register for, click the session

box then click “Book” to complete your registration.

- Other Important Information:
    - How to Fill Out a Registration Form:
        - Registration forms can be required to provide important information to the business, like an emergency contact or a list of allergies. When registration forms are required the event purchase will display a blue “Fill out the Form” box, click this box. After clicking the box, follow the prompts with the correct information.
    - Schedule Credits via “My Profile:”
        - If you have available credits remaining to schedule in your account, follow the steps below to schedule your credits straight from the “My Profile” tab. Under the “My Profile” tab, click “View All” inside the credits box. From the “Credits” drawer, click on the name of which you have credits for. Click on the name of the profile that has available credits. Pick a date & time and click “Book.”
    - Schedule a Session During Checkout:
        - Navigate to the event you’d like to book, and click book to schedule a session. If you already do not have any credits for this event, you will be prompted to buy credits for the appropriate profile. Once you click on “Buy Credits” the profile will be selected and you will need to now select a package. Remember! At this point you are not purchasing anything yet, just selecting a package. After clicking “Continue to Cart,” you will be able to see the available scheduling options . Once you’ve selected a package, you will be asked to “Schedule Now,” select “Schedule Now.” From here you will want to pick a date and time from the available calendar drop downs. Click “Save.” Continue to cart and complete the purchase instructions to finish your order.
    - View Items in Your Cart:
        - If you already have items in your cart from a previous online shopping session, you can click the green “Shopping Cart” in the top right corner to view what items are still in your cart and proceed to checkout.