Quick guide on how to use the
AQUASTAR APP

You can access the Customer Portal via our app or a web browser. These instructions are based on the app, but the steps are very similar if logged in using a web browser instead.

How to notify a future absence

- Select **Account** (located on the black tool bar at the bottom of the screen).
- Under **Students**, select the relevant child by tapping their **initials icon**.
- Select **Future Absences**.
- Select **By Date**.
- If the absence is for multiple days, select **Yes**. If it is just one day, select **No**.
- Select **Pick a Date** and choose the applicable date.
- Select **Submit**.

Please note

- You must meet the terms and conditions to earn a makeup lesson (1 hours' notice given, fees up to date etc.). See the policy for details (More > Family Policies > Makeup Lesson Policy).
- The makeup tokens won't appear on your account until **after** the date of the absence.
- Once the absence class has passed, you will see the makeup token and will have **90 days** to use it from that date.

How to book a makeup lesson

- Select **Account** (located on the black tool bar at the bottom of the screen).
- Under **Students**, select the relevant child by tapping their **initials icon**.
- Select **Makeups**.
- Select **Current Location Makeup Tokens**.
- Select **Use Makeup Token**.
- Select **Choose a Makeup Date** to choose a date.
- Available classes will be listed below.
- Tap to select your preferred class.
- Select **Use Token**.

Please note

- You can book up to **7 days in advance** only.
- To view class options at a different pool location, select More > Change Location > select a location.

How to transfer classes

- Select **Account** (located on the black tool bar at the bottom of the screen).
- Under **Students**, select the relevant child by tapping their **initials icon**.
- Select **Enrollments**.
- Select **Transfer Enrollment**.
- To filter the class options to particular days of the week, select **Days**, tick which you would like to view, then select **Apply**.
- Classes will be listed below. If it has a green "open" icon, you can transfer in as there is a spot available. If it has a red "waitlist" icon, there is currently no spot available so you will go on the waitlist.
- Tap to select the class you want to transfer to.
- Select **Submit Request**.

Please note

- Transfers can be made to classes of the **same level only**.
- If you join a waitlist, you will be sent an email when a spot becomes available. You can then respond to accept or reject the transfer.

How to change classes when your swimmer moves up a level

- If your swimmer progresses to the next level, the change of class has to be done by the Aquastar Customer Support Team. You **CANNOT** do this change yourself.
- Please **DO NOT** book into a new class yourself, as this will create a new additional booking, and you will be charged accordingly.
- When your swimmer passes their current level, our Customer Support Team **will contact you** the following day to organise the move into the new class.

How to see evaluations and feedback

- Select **Account** (located on the black tool bar at the bottom of the screen).
- Under **Students**, select the relevant child by tapping their **initials icon**.
- Select **Evaluations**.
- Select **Swimming** then your swimmer's **level** (e.g. Beginner 3).
- A list of the level's assessed skills and your swimmer's current star rating will be displayed.
- Select a **skill** to see the evaluation date and any progress feedback made by the assessor.
- Select **Show Skill Details** to read a short description of the skill.

How to add credit card details and set up recurring payments

- Select **Account** (located on the black tool bar at the bottom of the screen).
- Under **Payments**, select **Add Payment Method**.
- Select **Credit Card** or **Bank Account**.
- Select **Set as Default**.
- If you would like your monthly charges to be automatically direct debited from this payment method every month, tick **This payment method is authorised for recurring billing**.
- Select **Add**.
- Read through the **terms and conditions** and select **Confirm**.
- Complete your **contact details** and select **Save**.
- Enter your **payment details** and select **Submit**.

How to drop an enrollment

- Select **Account** (located on the black tool bar at the bottom of the screen).
- Under **Students**, select the relevant child by tapping their **initials icon**.
- Select **Enrollments**.
- Select **Drop Enrollment**.
- Select **Drop Date** to choose the date that you would like to drop the enrollment.
- Select **Reason** the reason for the drop.
- Select **Notes** to add any additional comments or feedback.
- Select **Yes, please drop!** to submit.

Please note

- A minimum **14 days' notice** is required to drop an enrollment.

How to set up your Aquastar Customer Portal login

- Go to the Customer Portal: **https://portal.iclasspro.com/aquastarswim/login**
- "Are you a Current Customer?". Select **Yes**.
- Enter your **email address** (that is connected to your existing Aquastar account).
- Select **Forgot Password**.
- You will then be sent an email "Verify your email address" with a verification code.
- Enter this **verification code** to update your password.
- You are now all set up.
- Want to access the Customer Portal via your phone? Simply go to the **App Store** or **Google Play Store**. Search for **Aquastar Swim Schools** and download the mobile app to your Apple or Android device.

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Don't have your Customer Portal login or app yet?

It's essential that you have access to the Customer Portal so you are able to manage your swimmer's lessons. Follow the steps above to get set up today!