

Parent user guide

Register, manage dancer records and follow the verified portal tasks in this guide.

Choose Parent when creating your account. Use your own adult details for your Parent account; add your dancer afterwards.

The screenshot shows a 'SIGN UP' form with the question 'What type of membership would you like to sign up for?'. There are three options, each with a right-pointing arrow icon in a grey circle:

- Dancer**: Sign up as a dancer to join dance schools and view competition results. (You must be 16 years old to register as a dancer.)
- Parent**: You can register and manage your dancer here.
- Teacher**: Setup and manage dance schools, manage competition entries and more.

Below the options, it says: 'You can change your membership type by contacting info@callinguout.co.uk'.

At the bottom, there is a section for existing members: 'If you are an existing member' with a blue button labeled 'MEMBER SIGN IN'.

1. Open the portal. Use the login link below, then select Sign up.

2. Choose Parent. Check the account type before completing the form.

The separate Dancer self-registration option states 16+. Parents can add a child dancer from their signed-in Parent account.

[Open CUO portal](#)

Use the PDF bookmarks to jump straight to a task.

Register your account

Fields marked * are required. Use an email address you can access.

SIGN UP FOR MEMBERSHIP TYPE PARENT

To create an account with us, complete the form below, confirm you have read the Terms and Conditions and click the SIGN UP button. You will receive a confirmation email. Please follow the steps detailed in the email to complete your account setup.

Title *

Date of birth *

dd/mm/yyyy

First names *

Phone number

Last name *

Mobile number

Address *

Address 1

Address 2

City

Postcode

United Kingdom

Email address *

Password * (Password requirements) ?

Confirm password *

☒ I have read and agree to the Terms and Conditions
You must agree to the Terms and Conditions to sign up

☐ I would like to receive marketing information by email

BACK

SIGN UP

Password fields in more detail

Email address *

Password * (Password requirements) ?

Confirm password *

☐ I would like to receive marketing information by email

7. Confirm your email. After SIGN UP, the portal asks you to check your email and confirm to activate your membership. Follow the email instructions.

[Terms and Conditions linked by the portal](#)

3. Enter your details. Choose a title. Add your first names, last name, address and your own date of birth. Complete relevant contact details.

4. Choose a password. Use at least 8 characters, including uppercase, lowercase, a number and a special character from @#\$%^&+=!*. Repeat it in Confirm password. Keep it private.

5. Read the terms. Open Terms and Conditions. If you agree, tick the terms checkbox. Marketing is a separate choice.

6. Select SIGN UP. Check the details first. The button is disabled until the terms checkbox is ticked.

Sign in and recover access

The login form uses Membership Number and Password.

SIGN IN

WELCOME TO CUO!
Please enter your membership number and password

Membership Number



Password



SIGN IN

[Forgot/Reset your password?](#)

[Forgot your membership number?](#)

Not a member yet? [Sign up](#)

Not confirmed your email? [Resend email confirmation](#)

- 1. **Enter your membership number.** Use the number for your own account.
- 2. **Sign in.** Enter your password and select SIGN IN.

Need help?

Forgot your membership number?

Use this link to open the membership-number request form.

Forgot/Reset your password?

Use this link to open the password-reset request form.

Resend email confirmation

Use this link to request another confirmation email.

Each request form asks for Email. Enter your account email and select SUBMIT, then follow the instructions provided.

Need to change your account type?

The membership screen directs account-type changes to info@callinguout.co.uk.

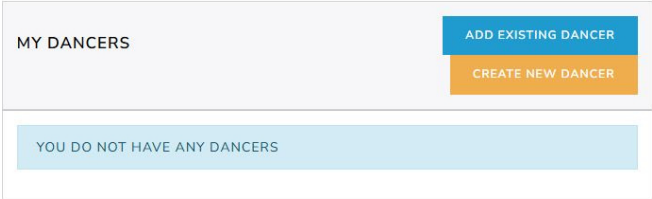
About this guide

Portal checks were carried out on 20 October 2026. The following chapters describe observed tasks. Workflows still awaiting verification are listed separately in the SOP appendix. Screenshots use training records with private identifiers hidden.

[CUO portal login](#)

Find your dancers

Sign in with your Parent membership and select DANCERS. This opens MY DANCERS.



MY DANCERS shows the dancers linked to your Parent account.

Choose the right starting point

Your dancer does not yet have a portal record
Select CREATE NEW DANCER.

Your dancer already has a portal record
Select ADD EXISTING DANCER. The form requires the dancer's Membership Number and Membership PIN.

No dancers are shown
The page displays YOU DO NOT HAVE ANY DANCERS when your account has no linked records.

Create a dancer from your Parent account

Start from MY DANCERS and select CREATE NEW DANCER. The next page is headed SIGN UP FOR MEMBERSHIP TYPE DANCER.

The form is titled 'Create a dancer' and contains the following fields:

- Title ***: A dropdown menu with a downward arrow.
- Date of birth ***: A text input field with a placeholder 'dd/mm/yyyy' and a calendar icon.
- First names ***: A text input field.
- Last name ***: A text input field.
- Address ***: A section containing five sub-fields:
 - Address 1**: A text input field.
 - Address 2**: A text input field.
 - City**: A text input field.
 - Postcode**: A text input field.
 - Country**: A dropdown menu with 'United Kingdom' selected and a downward arrow.

At the bottom of the form, there are two buttons: a grey 'BACK' button and a blue 'SIGN UP' button.

Enter the dancer's details in the Dancer form.

Complete the dancer form

- 1. Open your dancers.** From the top menu, select DANCERS.
- 2. Start a new record.** Select CREATE NEW DANCER.
- 3. Enter the dancer's details.** Choose a Title and enter First names, Last name, Address and Date of birth. These fields are marked *. Complete Address 2, City, Postcode and Country as appropriate.
- 4. Check the form.** Make sure the name and date of birth belong to the dancer. The displayed form does not ask for a separate email address or password.
- 5. Save the dancer.** Select SIGN UP. The portal returns to MY DANCERS.
- 6. Check the new row.** Check the dancer's name, membership number and D.O.B. in the list. The Dance School column is blank until the dancer is associated with a school.

Use the dancer's details

- Enter the dancer's own date of birth. A child dancer was successfully created from a signed-in Parent account during this walkthrough.
- The signed-in dancer form asks for the dancer's details. You do not need to create another Parent account to add a dancer.

Open the existing-dancer link form

ADD EXISTING DANCER links an existing child membership to the Parent or guardian's account.

ADD EXISTING DANCER

As a parent or guardian you can link your child's (or children) account to your own. To link an existing child membership, you will require your child's membership number and pin.

Membership Number

Membership PIN

BACK

LINK DANCER

Use the dancer's Membership Number and Membership PIN.

Open the linking form

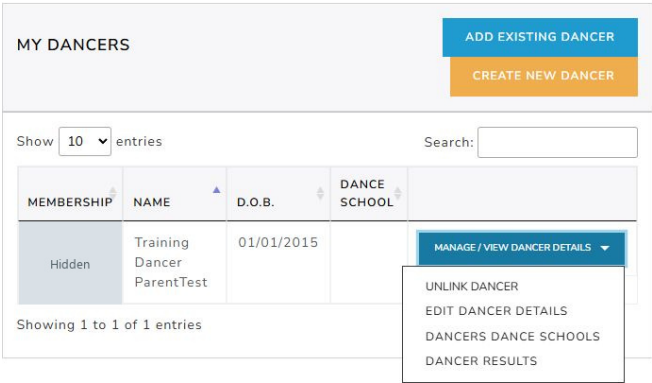
- 1. Open MY DANCERS.** Select DANCERS in the Parent top menu.
- 2. Choose the existing-record option.** Select ADD EXISTING DANCER.
- 3. Use the child's identifiers.** The form asks for Membership Number and Membership PIN. These belong to the dancer, rather than the Parent account.

Verification note

- The form includes a LINK DANCER button. This guide has inspected the form but has not yet tested a successful link or its confirmation screen.

Open a dancer's options

Each dancer has a **MANAGE / VIEW DANCER DETAILS** menu in MY DANCERS.



Open the menu on the correct dancer's row.

Find the option you need

- 1. Select DANCERS.** Find the dancer in MY DANCERS. Use Search if needed.
- 2. Check the row.** Confirm the dancer's name and D.O.B. before opening the menu.
- 3. Open the menu.** Select **MANAGE / VIEW DANCER DETAILS** on that row.

Menu options

EDIT DANCER DETAILS

Opens the dancer's account details.

DANCERS DANCE SCHOOLS

Opens the schools associated with this dancer and the option to join a school.

DANCER RESULTS

Opens the dancer-results page.

UNLINK DANCER

This control is present. The confirmation and resulting effect still need to be checked before publishing removal instructions.

Join a dance school

School membership is managed for each dancer. Open the correct dancer's school list first.

JOIN A DANCE SCHOOL

You will need the dance school passcode to enrol. If you know the centre passcode you'll be enrolled immediately, otherwise a member of staff from the dance school will need to approve your enrolment. (If you are enrolling as a teacher, the centre passcode is required.)

Dance School Name

Centre Passcode (If you know it.)

BACK

JOIN

Select the school and enter its Centre Passcode if your teacher has provided one.

Open the join form

1. Find your dancer. Select DANCERS, then open MANAGE / VIEW DANCER DETAILS on the dancer's row.

2. Open their schools. Select DANCERS DANCE SCHOOLS.

3. Start an enrolment. Select JOIN DANCE SCHOOL.

4. Select the school. Use Dance School Name to find and select the correct school. Check the school details displayed below the selection.

5. Enter the passcode if available. Use the Centre Passcode supplied by the school. The field is labelled Centre Passcode (If you know it.). You can leave it blank to request staff approval.

6. Send the request. Select JOIN.

7. Check the school status. Return to the dancer's school list. A request sent without a passcode is marked ENROLLMENT PENDING until school staff approve it.

8. Tell your teacher. Let the school know that your dancer's request is ready for approval. The Teacher can activate the existing dancer record.

9. Check after approval. After your teacher approves the request, reopen DANCERS DANCE SCHOOLS. In the verified example, the school remained listed and ENROLLMENT PENDING was no longer shown.

What the portal says about approval

- The page states that a known centre passcode enrolls the dancer immediately.
- If you do not know the passcode, the page says a member of school staff must approve the enrolment.
- The page also states that the passcode is required for a teacher enrolling at a school.

Enter your dancer into a competition

A Parent can enter a linked dancer through EVENT REGISTRATION. Agree with the teacher who will enter each style and which account will be responsible for payment.

Choose your dancer's Ability and tick the entry selection.

Enter a solo from the Parent account

- 1. Check your dancer.** Select DANCERS and confirm that the correct dancer is linked to your Parent account.
- 2. Find the event.** Open EVENT REGISTRATION, select ALL UPCOMING EVENTS and find the correct event. Check its name, date and deadline.
- 3. Open registration.** Select MANAGE REGISTRATION on the event row.
- 4. Choose the style and section.** Select REGISTER DANCERS for the required style, then select REGISTER DANCERS on its section page. This example uses NEW CONTEMPORARY IMPROV SOLOS and SOLO FREESTYLE.
- 5. Find the selection columns.** If needed, scroll the dancer table horizontally to reach Ability and SELECT.
- 6. Set Ability and select.** Choose the correct Ability for your dancer, then tick the dancer's checkbox.
- 7. Save the entry.** Check the dancer and style, then select SUBMIT.
- 8. Check the saved entry.** Confirm the dancer, Ability and displayed age band in REGISTERED DANCERS.

Read before changing Ability

- The portal warns that updating a dancer's Ability removes their upcoming entries for this category. Check existing entries with your teacher before changing an Ability.

Scope of the example

- This Parent example uses a dancer whose school enrolment had already been approved, at an event the Teacher had pre-registered for.
- A Parent Improv solo submission was saved. Other Parent competition categories and their payment requirements were not separately tested.

Enter your dancer into a competition (continued)

EVENT REGISTRATION FOR CONTEMPORARY- BURY

Date: 06/12/2026
Location: Bury Castle Leisure Centre, Bolton St, BL9 0EZ, Bury
Reg. Closes: 15/11/2026

UPDATE SPECTATORS & TEACHERS

REGISTRATION SUMMARY

STYLE

NEW CONTEMPORARY
IMPROV SOLOS

SECTION

SOLO FREESTYLE

BACK TO STYLES

REGISTER DANCERS

REGISTERED DANCERS

Search:

ID	FIRST NAME	LAST NAME	D.O.B	ABILITY	AGE	QUALIFIED	
Hidden	Training Dancer	ParentTest	01/01/2015	Beginner	UNDER 12		REMOVE

Check that your dancer appears in REGISTERED DANCERS for the correct style and section.

Check who is billed

- The tested direct Parent entry created a separate invoice on the Parent account while the Teacher's school invoice remained separate. After saving, check your Parent invoice and coordinate booking and payment with your teacher.
- The new Parent solo was not included in the Teacher registration summary. Each account should review its own saved entries and invoice.

If REGISTRATION SUMMARY does not open

- The Parent REGISTRATION SUMMARY button did not open its summary during this test. Use REGISTERED DANCERS and the Parent invoice to check the saved booking, and report an unresponsive summary button to the organiser.

Check the invoice for your Parent booking

A direct Parent booking can create a separate invoice on the Parent account. Agree booking and payment responsibilities with your teacher.

MY INVOICES

PENDING INVOICES

Show 5 entries

Search:

INVOICE NO.	INVOICE DATE	INVOICE AMOUNT	EVENT NAME	EVENT DATE	PAYMENT STATUS	
Hidden	20/10/2026	£23.00	Contemporary- Bury	06/12/2026	Pending	VIEW

Showing 1 to 1 of 1 entries

Previous1Next

Find the correct event under your Parent account's PENDING INVOICES.

Calling U Out

Hidden

INVOICE

Invoice #: Hidden

Date: 20 October 2026

BILLED TO

Hidden

EVENT

Contemporary- Bury

Bury

6 December 2026

AMOUNT DUE

£23.00

PAYMENT DUE

CHARGES

DESCRIPTION	UNIT FEE	QTY	AMOUNT
Dancer Tickets	£23.00	1	£23.00
Subtotal			£23.00

AMOUNT OUTSTANDING £23.00

PAYMENT DETAILS

Hidden

Payment Reference: Hidden

Open VIEW and check the charges and AMOUNT OUTSTANDING. Account and payment details are hidden here.

Review your invoice

- 1. Open invoices.** While signed in as the Parent, select the invoice icon in the top navigation.
- 2. Find the event.** Check the Event Name and Event Date under PENDING INVOICES.
- 3. Open the detail.** Select VIEW on the correct row.
- 4. Check charges and balance.** Check ticket quantities, charges and AMOUNT OUTSTANDING.
- 5. Coordinate with your teacher.** If both the school and Parent accounts make entries for the event, agree who is booking and paying. Check the invoices on the relevant accounts.

What the test showed

- The direct Parent solo entry produced a Parent invoice with one dancer ticket and an outstanding balance.
- The Teacher's school invoice remained separate, and already included the same dancer in school-entered categories.
- If you need clarification, check the current booking and invoices with the organiser.
- The new Parent solo entry did not appear in the Teacher registration summary. Check the entries and invoice in the account that made the booking.