Dear Valued Duckland Members,

We are proud to announce our brand-new customer portal (web based as well as iOS/Android App) for student management, makeup bookings as well as updating payment information. It also enables to use check-in kiosk for attendance.

Please log into the Customer Portal via the link below:

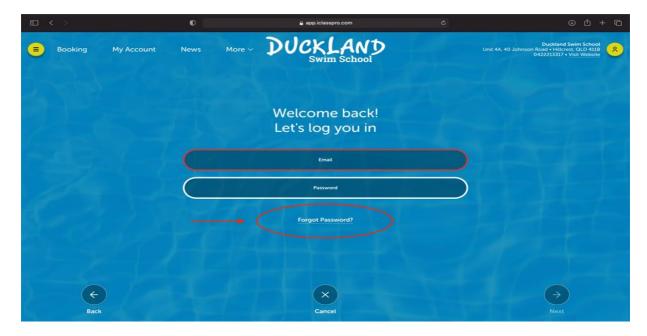
https://app.iclasspro.com/portal/ducklandswim

IMPORTANT

Please follow the prompts below as we need you to reset your passwords. Once you are in the portal please:

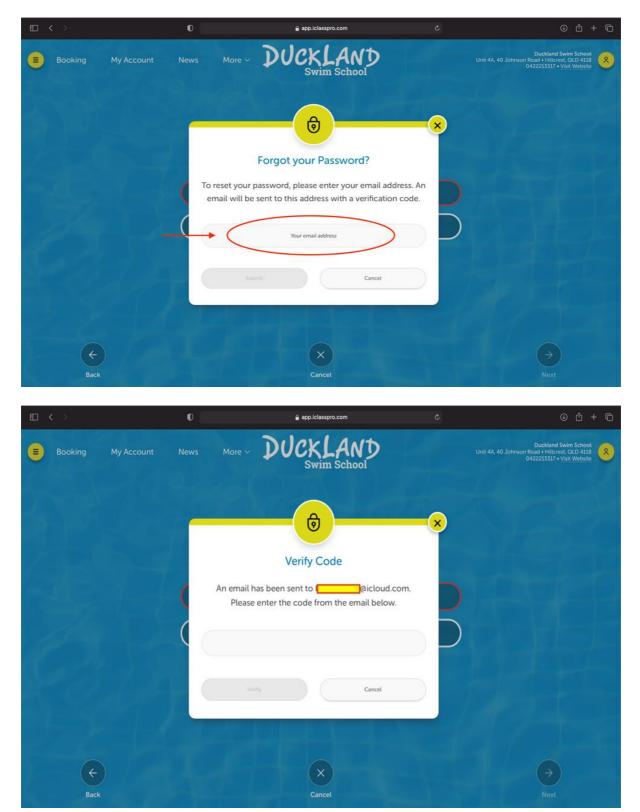
• Select "Log in"

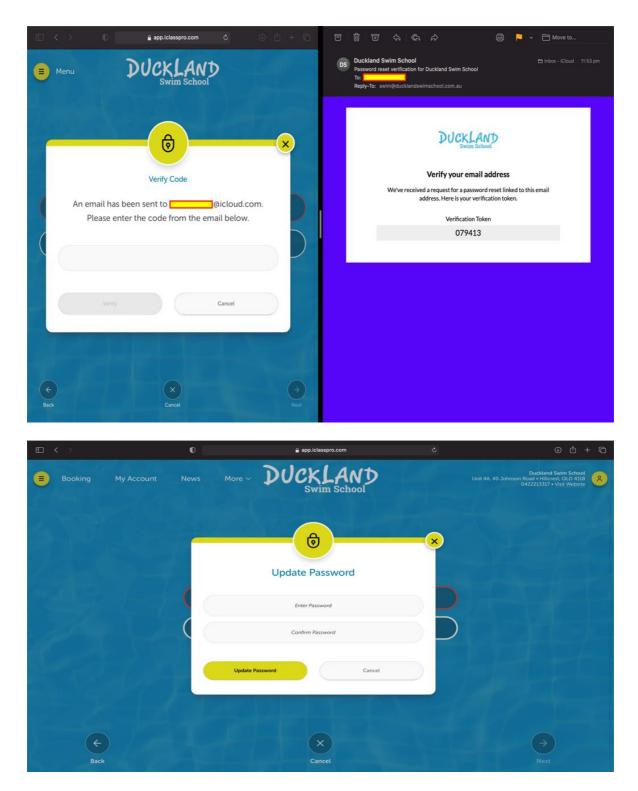
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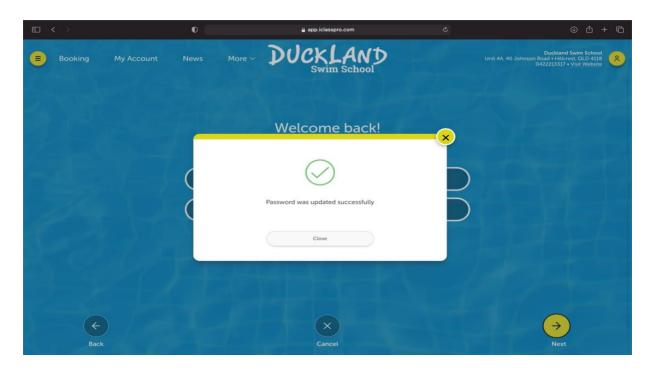
IMPORTANT

Please log in with the email address to which you are receiving this email message on - This is very IMPORTANT, otherwise the system will not recognise you.





You will then be sent an email - "Verify your email Address" - which will have a "Verification Token" number, please enter so you can then update your password.



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Once in the portal please make sure you click on the following sections:

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My Account

- Accept all our terms Make-up policy, Terms, and privacy policy
- Edit Student Check all enrolled students and their details
- Add Payment Details and Accept terms- For monthly direct debit, you can either use credit card or bank details.
- Account Information please update any details that have changed
- Save Please make sure you press "SAVE" if you make changes.



Here is an example of our Customer Portal screen below:



The new customer portal allows the following:

- Updating your client details and information
- Checking enrolments
- Request class changes
- Skill Tracking
- Cancelling of lessons due to illness/unable to attend
- Organising make up lessons
- EFT and Credit Card payments (automatically pay your account balances)
- QR Code check-in via iCP App