

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.

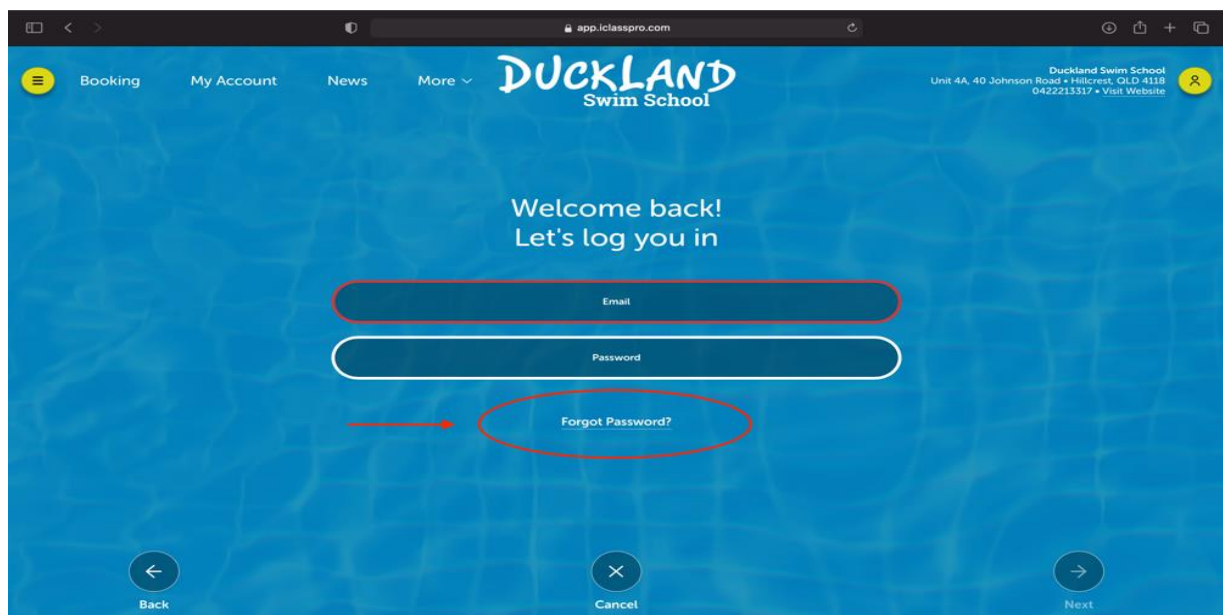
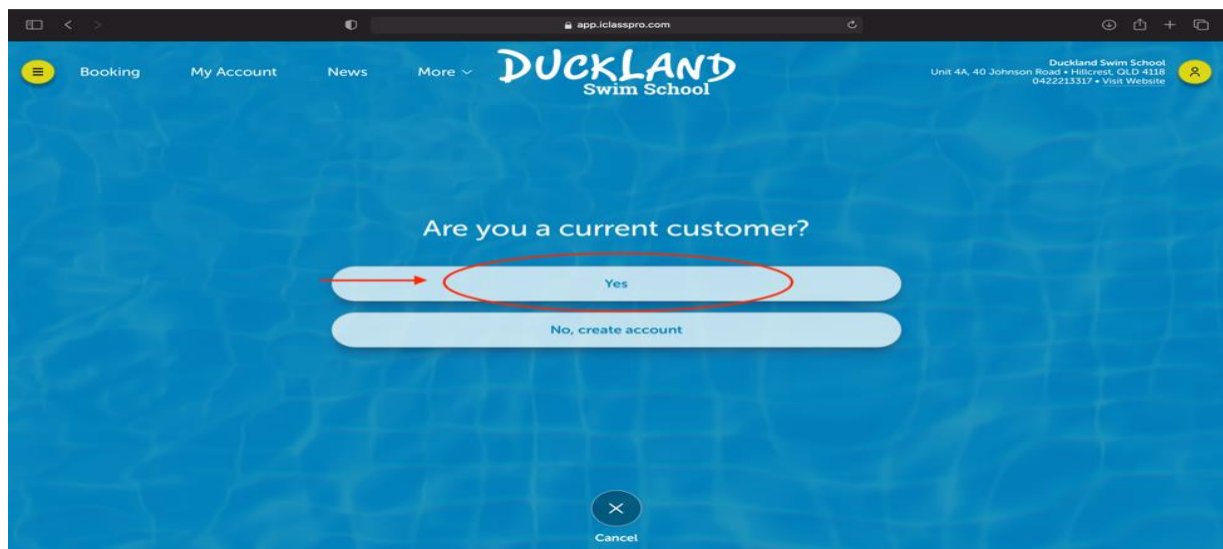
Please log into the Customer Portal via the link below:

<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"**



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.

app.lclasspro.com

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DUCKLAND
Swim School

Duckland Swim School
Unit 4A, 40 Johnson Road • Hillcrest, QLD 4118
0422215317 • Visit Website

Forgot your Password?

To reset your password, please enter your email address. An email will be sent to this address with a verification code.

Your email address

Submit Cancel

Back Cancel Next

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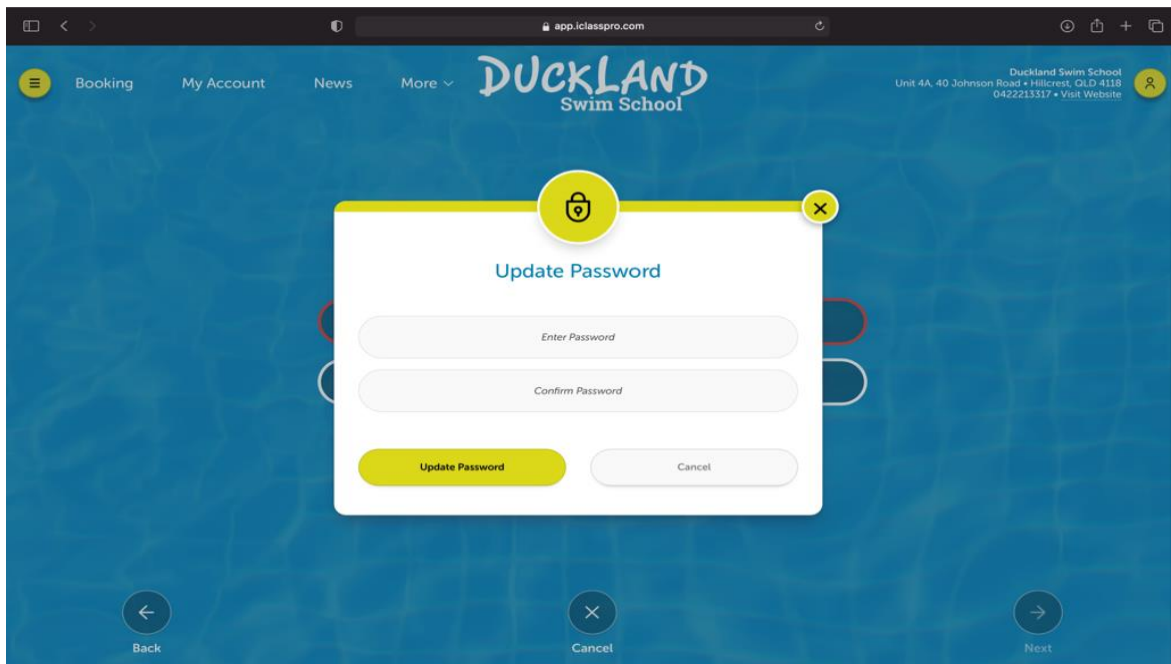
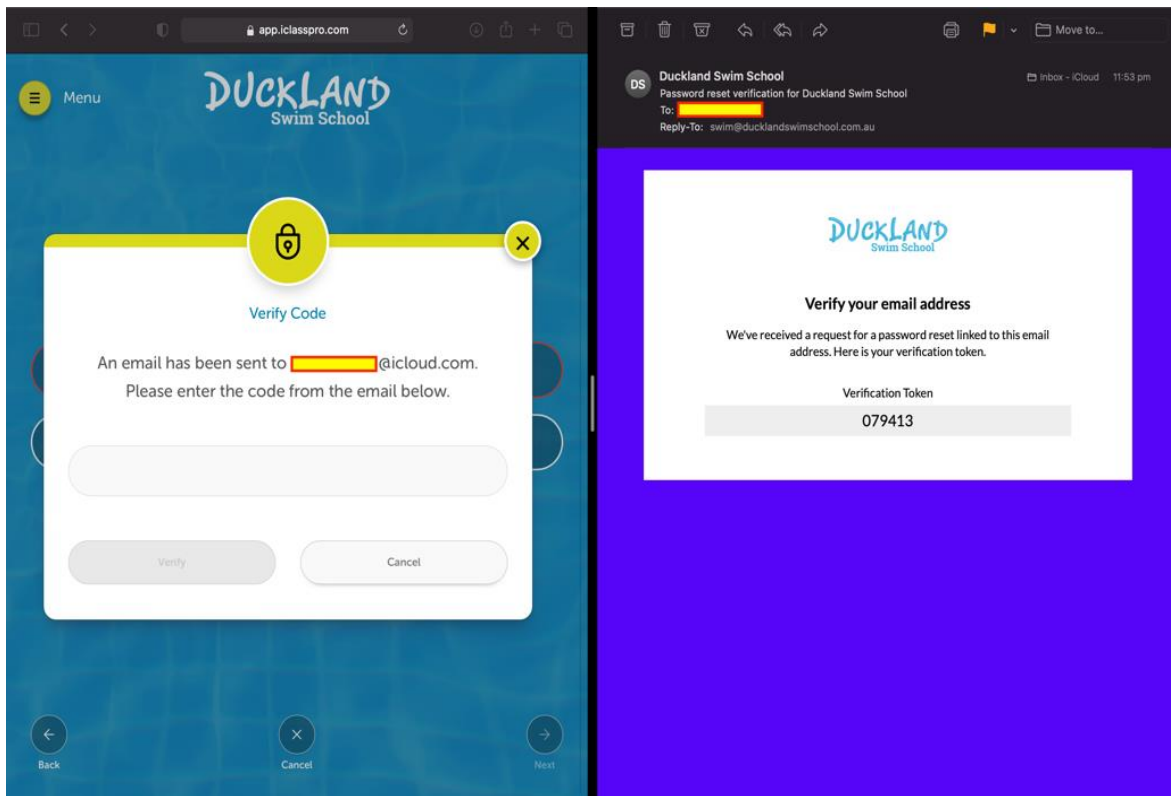
Verify Code

An email has been sent to [redacted]@icloud.com.
Please enter the code from the email below.

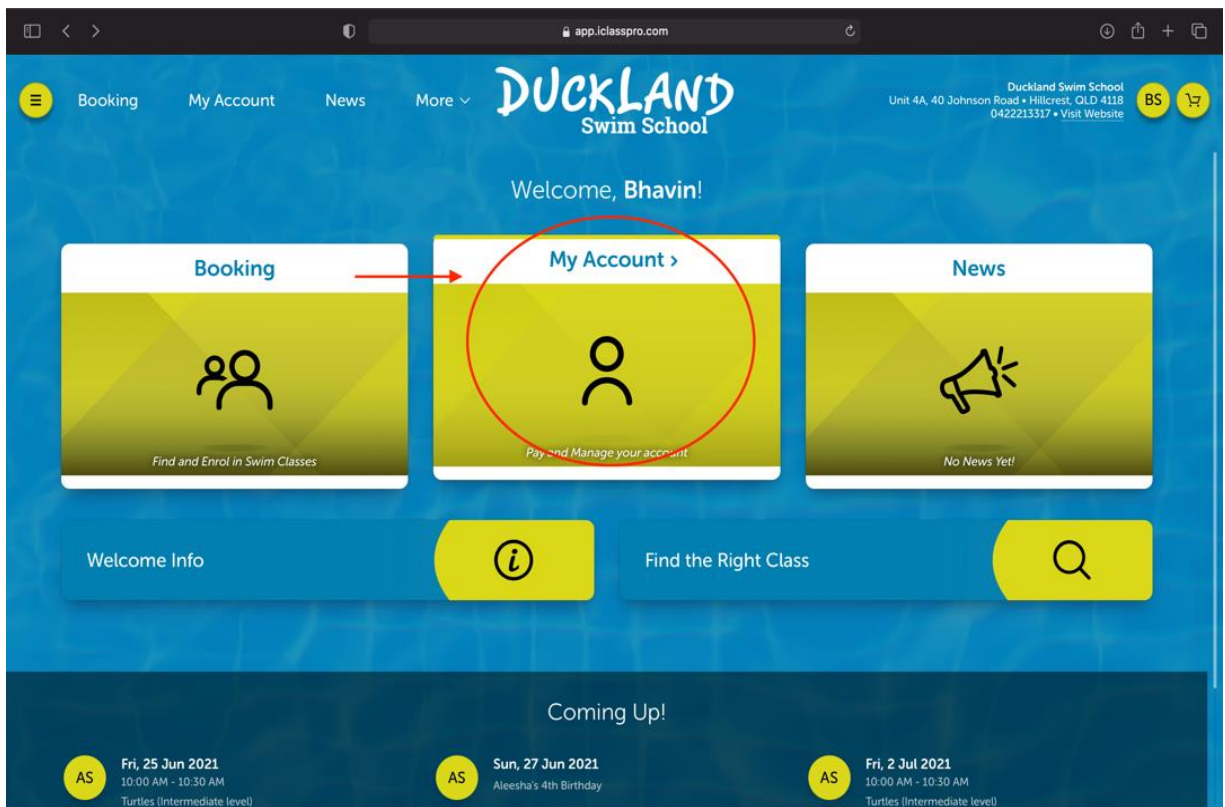
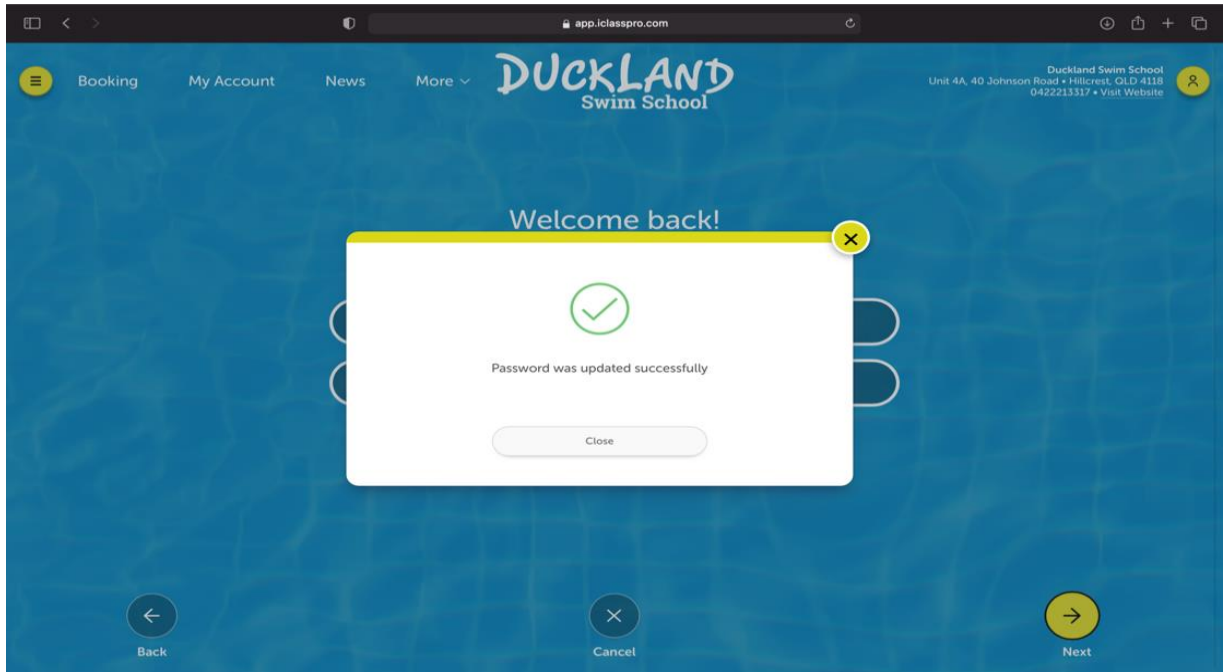
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Verify Cancel

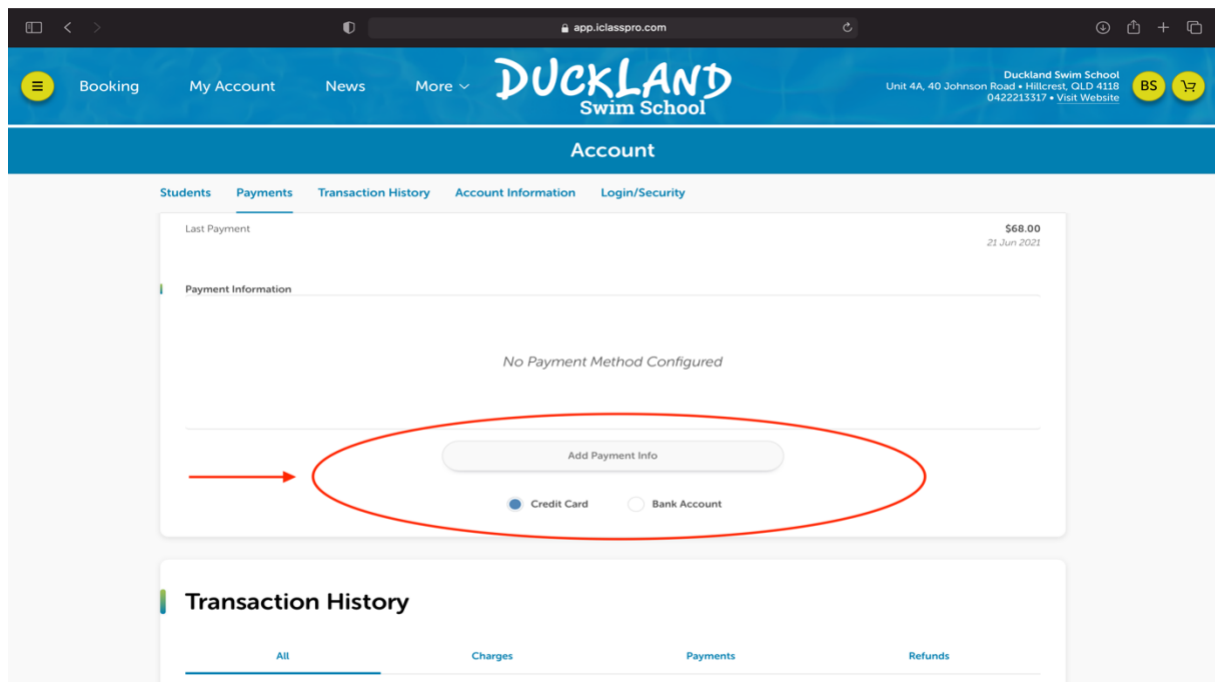
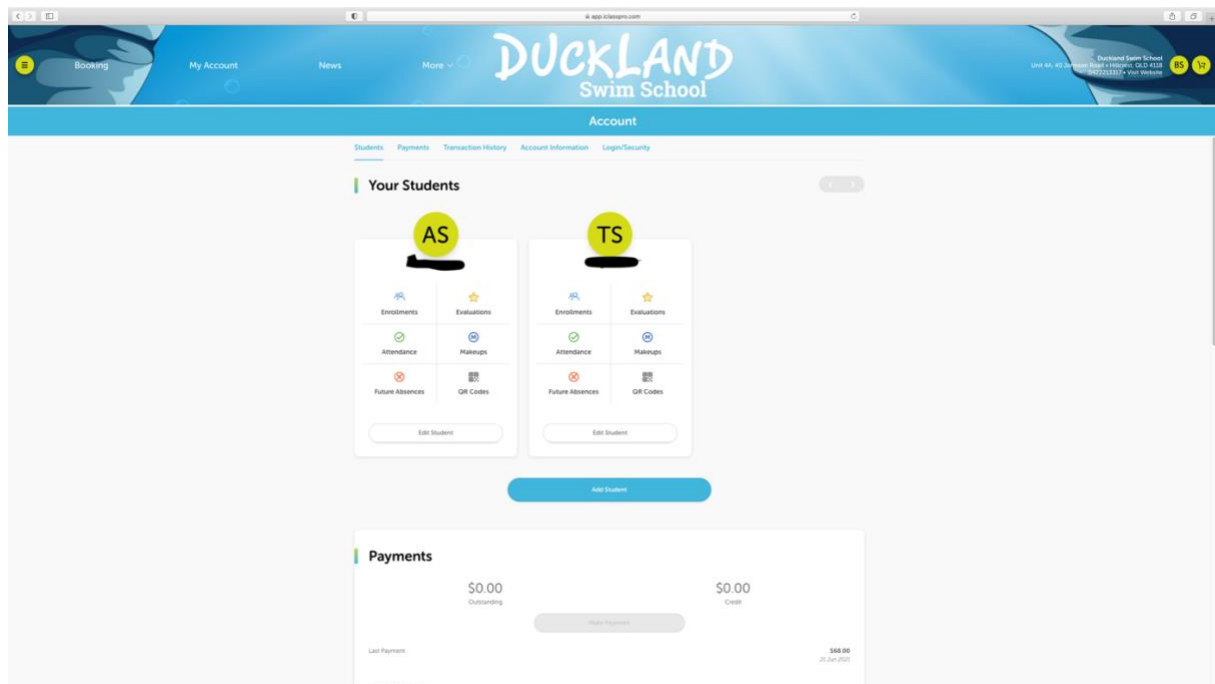
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You will then be sent an email - "**Verify your email Address**" - which will have a "**Verification Token**" number, please enter so you can then update your password.



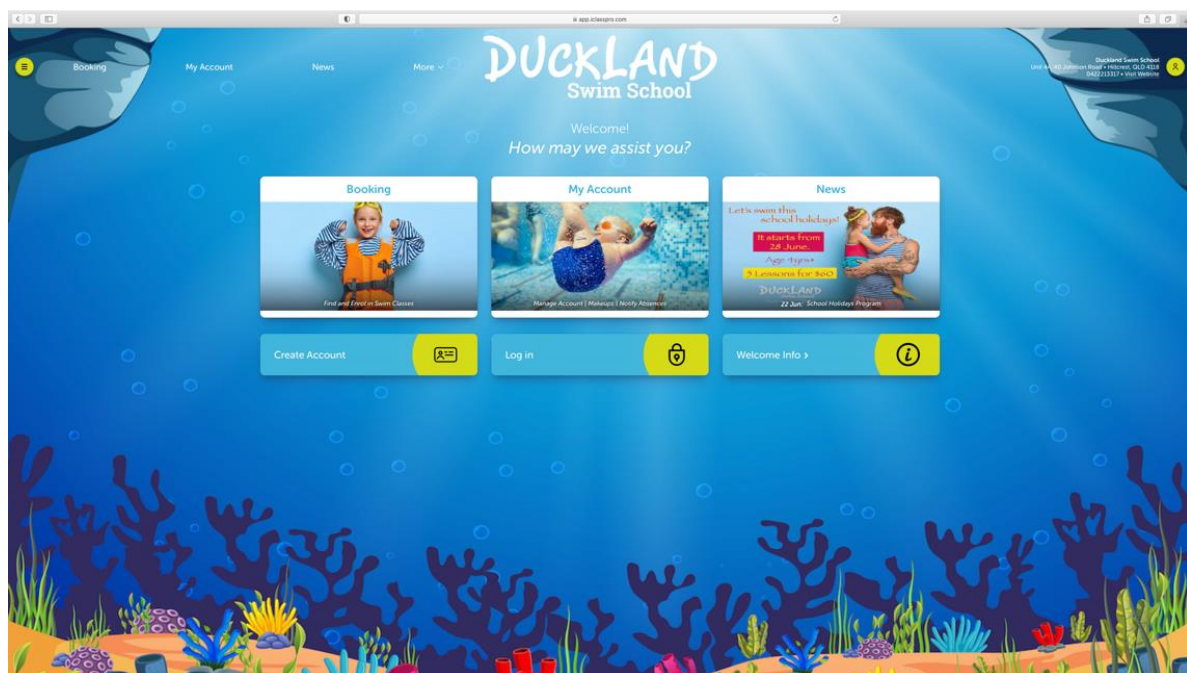
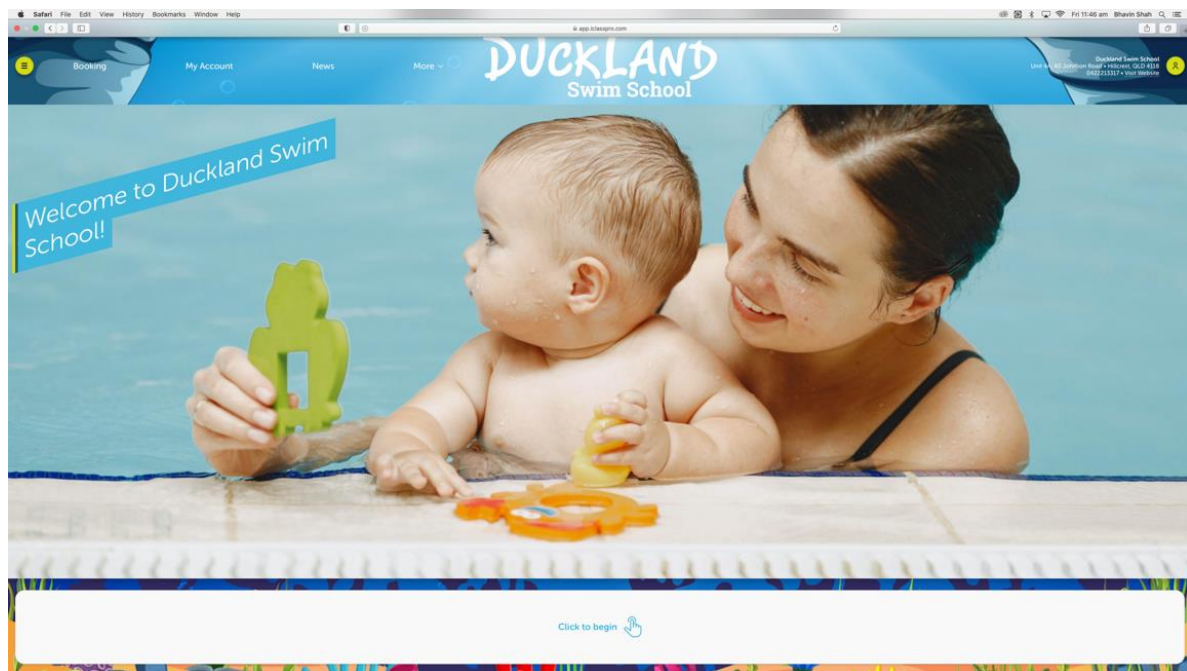
Once in the portal please make sure you click on the following sections:



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