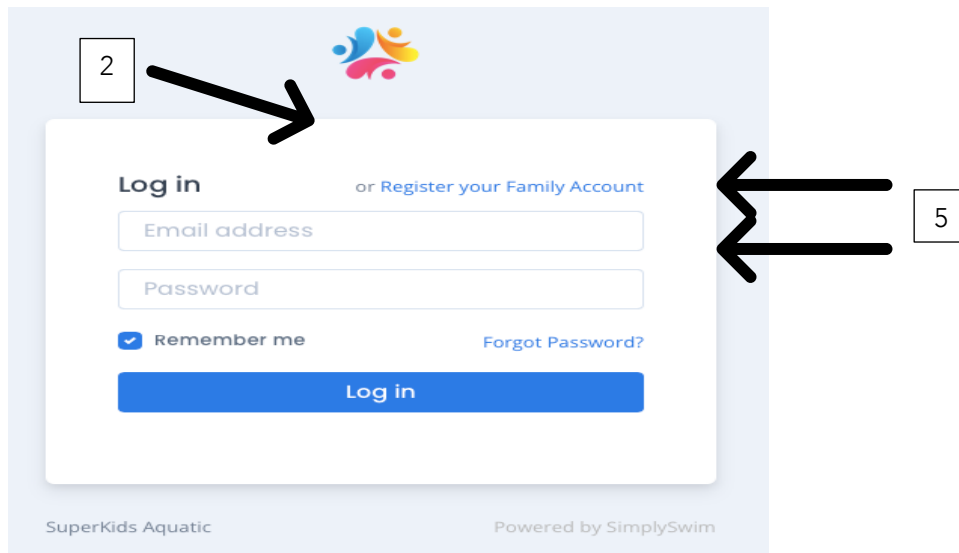




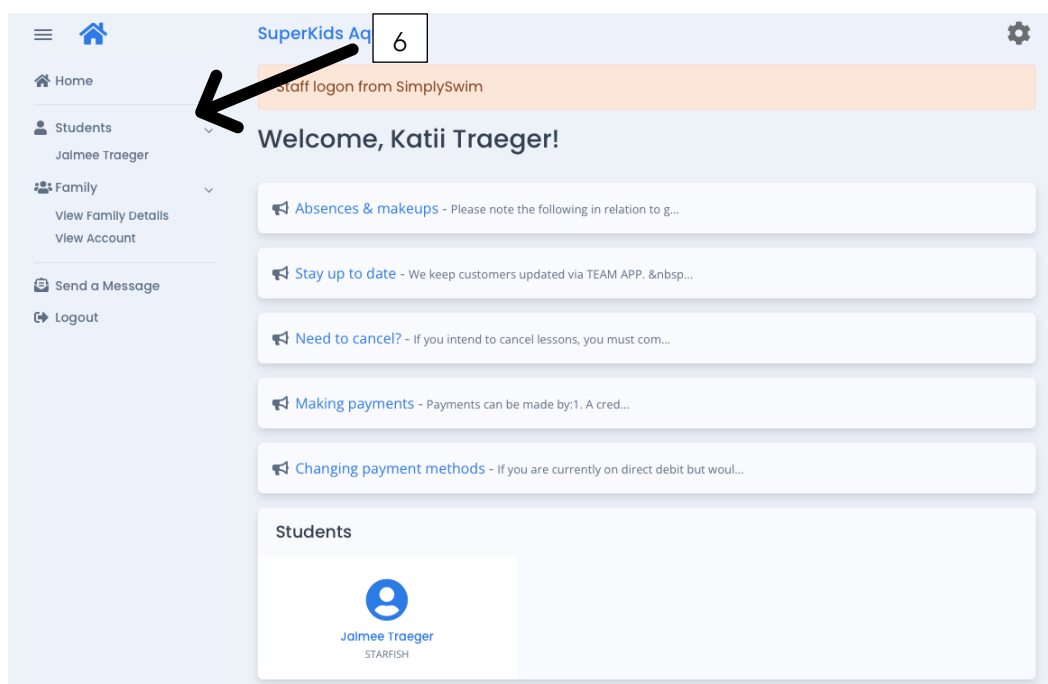
## HOW TO REGISTER ON THE CUSTOMER PORTAL

The **customer portal** is where you mark absent & book makeups. It is important you download the App now and register so it is set up ready to go when you need to mark your first absence. (Remember if you leave setting up to the last minute then miss the cut off to mark absent, we cannot allocate you a makeup). To register, follow these steps:

1. Download the **SimplyPortal** App from Google play or the App Store
  - a. **Byford:** <https://b1101066.family-portal.com.au/> If prompted for the location code, enter b1101066
  - b. **Mackay:** <https://b110788.family-portal.com.au/>. If prompted for the location code, enter b110788
2. For the first time logging in, select "register your family account" on the right.



3. Follow the prompts. You **MUST** use the same email address we have on your file or the system cannot match that you are a customer.
4. Once you have followed the steps & registered, you'll be taken back to the first screen where you can now log in.
5. Enter your email address & the password (you just set) in the correct fields.
6. You are now logged in. You can view upcoming classes by clicking on your students name. You can then mark absences & book makeups after doing this.



**Remember, you must mark absent at least 1 hour before your class to receive a makeup.** You then get 6 months to use your makeups. Unfortunately if you call, email or text we cannot allocate you a makeup. .