A guide to your Client Hub account

Self-serve lesson information

Let's Dive in! has a client hub for swimmers and parents to access information about their Aquatic sessions, award information and update contact or medical information. The Client hub also has a message system to contact us with any queries.

This application is your way of accessing key information relating to you or your children's lessons without having to send an email, leaving a voice message for a coordinator, or, visiting an organisations premises. Basically, you can get answers to questions easily. Below is a list of the self-service items built for your convenience, you can…

- See the lessons you or your family members are booked on to.
- Register an additional family member for lessons.
- Change your contact details, specifically your; mobile number, email address, postal address.
- Check key medicals details a have been recorded correctly.
- Ensure you are on the correct waiting list if you are waiting for a course.
- Review progress information as and when it is published.
- Message a coordinator and receive replies by email from them.
- Use the Google maps link to get directions to the location where the lessons will take place.

It's important that you keep your mobile number up to date as this is the way we will endeavour to communicate with you if we have to cancel lessons at short notice. You can check your mobile number in the 'Family' section of the Client Hub application by pressing Edit by your name and, if it's wrong, simply change it and press save.

If you do need to communicate with us we strongly recommend you do so via the inbuilt messaging system found in the 'Message' section of Client Hub. We recommend this as it means that all messages and any subsequent replies are kept together in one place, as per text messages, and it's much easier for administrators than having to search through written notes, emails, or, answer machine messages. It means that you have just one place to look for replies too! You'll know when an administrator replies to your message because they'll send a copy of it to you by email, should you need to reply, simply click the link and log into the system, it's really easy!

Whilst we hope you find the 'Client Hub' application really easy to use we've put together some useful information on each feature to help you get the most out of the application, a system designed to get you answers to questions as quickly as possible.

Seeing your lesson information

Log into the application and click the Lessons text on the main menu to see the date, time and location for each lesson your family is booked on, helping you know what is happening where and when. If you are using the system to review two or more members of your family you can see the lessons in date order by clicking View by Date, or, click on View by Person to see the data in family member order.

Google Maps

If your lesson is to take place at a venue which you've not previously been too, click the Map Point icon to the right of the lesson to open up Google Maps to display the location of the venue. You can also click the 'Get Direction' button to be shown the most direct route to the venue.

Mobile numbers are a must!

Should one of your lessons be cancelled at the last minute, we'll let you know by sending you a text message, ensuring you don't have a wasted journey to the venue. You can check your mobile number has been recorded correctly, and, should you wish to change it, go to the Family menu then click 'Edit' by your name.

Email addresses are a must too!

Given most communication is sent by email it's also important that your email address is kept up to date. As per your mobile number, you can review and update your email address from the Family menu by clicking 'Edit' by your name.

Adding a family member

If you want to register an additional family member for an activity, simply go to the Family menu and click the 'Add Family Member' button and fill in their details. Once completed you can message the administrator to tell them what you are looking for. Details on the messaging system are below.

Message when you need more information

If you need to send a message directly to the swim coordinator, you can by clicking the Messages Menu or icon. When you send a message, it's recorded in our management system and a copy is emailed to the team, this means they'll know you are messaging them. When they respond, their reply will be emailed to you and a copy displayed in the message section of the system. Using this tool means all communication is kept together in one place, meaning you don't have to go looking through email accounts to piece together your 'virtual conversation'. This 'one- stop' point of contact allows you and the   management   team   to   communicate   more   efficiently.

Medical Information

It is very important that your lesson provider knows of medical conditions that might need addressing during lessons, conditions such as epilepsy, or, diabetes. Please check the Health Check area of the system to ensure we have a record of any such condition, so teachers can be briefed accordingly.

Progress Data

Progress data is published periodically. Just as it is impractical for a child's schoolteacher to give all parents feedback on a children's progress every day after school, the same is true of lessons. Therefore Progress data is published in Client Hub periodically, an organisation will generally send you an email as and when progress data is available for you to view. When published it can be seen by pressing Awards and the appropriate Details buttons.

Waiting list

The Waiting list section of Client Hub allows you to check you are on the appropriate waiting list. All clients are booked on to waiting lists in a strict chronological order, clients will be contacted as soon as a place becomes available.

Tip

Save the Client Hub web application URL you have been sent to your tablet or phone's home page, making it easier to find in the future. You will need to create a password, ensure this is something you can remember.

Security

Client Hub passwords are fully encrypted and cannot be seen by any team member, therefore passwords cannot be recovered, they need to be reset if forgotten.

Passwords

You can change your password within the Client Hub system using the Password option, if you forget your password you can click the Forgotten Your Password text on the log in page and you will be sent an email with a temporary password which you can use to access the system, you will be prompted to set a new password.

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