

Spokane Elite Dance Studio – Your Customer Portal!

Good morning and HAPPY LABOR DAY! Can you believe our Fall classes begin in just one week???

In celebration of our 5th year of classes we have updated our studio management software, making it easier for our parents to access account information, edit classes and contact info and much more! I wanted to email each of you a quick overview of everything you can do with your customer portal and hopefully you will have a few minutes this week to head there and check it out if you haven't already!

ACCESSING YOUR CUSTOMER PORTAL

1. Visit our website (www.SpokaneEliteDance.com) and click on "Parent Information" tab
2. Click on the Customer Portal link at the top
3. Enter the email address you used to register your dancer and select the link to reset your password (a temporary password will be emailed to you)
4. Go back to the login page and log in!
5. There is a drop down list and the top choice is "Change My Password"...select and change your password for future portal access

DROP DOWN LIST OPTIONS

1. Change My Password: Change your password as often as you want!
2. Add a New Student: The fast way to add a new student to your account
3. Drop Student Request: Need to drop your student from class? Just make sure you contact us so that we can adjust billing accordingly
4. Contact Staff/Send Email: Just like sending an email to spokaneelitedance@gmail.com, we will get it in our inbox and be able to respond back
5. Make a Payment: Store your credit card information and quickly make a payment from anywhere, anytime!
6. Enroll In a Class: We have turned off this function to make sure we have your account up to date with any changes. Send us an email if you want to be added to a class and we will be happy to assist you!
7. Register for an Event: When we have special events, register here!
8. Update My Account: Takes you to the "My Account" page where you can update your credit card on file or change your address if needed
9. View My Current Schedule: Takes you to the "My Classes" page
10. View Fees and Payments: Want to see a list of all your transactions? Because we are web-based everything is immediately updated to reflect your account history
11. Add Student to Waitlist: We have turned off this function to make sure we have your account up to date with any changes. Send us an email if you want to be added to a waitlist and we will be happy to assist you!
12. General Inquiry: Ask us anything - We are happy to assist you!

ADDITIONAL TABS/FUNCTIONS

1. News: This is one of the many ways I will update parents with information! We will also send out emails and post updates to our Parent Information page on our website.
2. My Account: Please make sure we have all the information YOU want us to have in order to best assist you in making your payments. We can set up our system to charge your credit card automatically through our e-Payment system or you can bring in a check or cash to the studio if you prefer to pay that way. You can also pay your account by individual credit card payments, the choice is all yours! We also need to know if you want to be billed monthly, quarterly (every three months) or annually. Pay attention to the Payment Policies regarding quarterly and annual billing as these options must be completed within a certain time frame in order to qualify.
3. My Contacts: Update us on your contact information so we can get ahold of you when distributing important information about classes and performances.

Want to add a new contact? Simply send us an email with the contact's first name, last name, relationship to dancer and email address and we will get it set up for you! Please understand that this person will then have customer portal access using the email provided. If you do not want them to have customer portal access then do not include the email address.

4. My Students: Update your dancers' information so we can best assist you in meeting their needs!

I'm sure many more functions will surface as we all learn this wonderful new system! Please don't hesitate to contact us if you have any questions 😊 We look forward to seeing your dancers in class!

Sincerely,

Maggie Kazemba
Director/Owner
Spokane Elite Dance Studio
www.SpokaneEliteDance.com
SpokaneEliteDance@gmail.com
(509) 891-5678