Royal Life Saving Aquatic Academy

iClass Pro Update – 16 August 2023

What you already know about iClassPro:

- All customers were required to add direct debit detail to their iClassPro family account.
- Direct debit information was NOT transferred from Envibe (Previous system) to iClassPro (New system) due to privacy restrictions.
- Direct Debits now occur on the 6th day of the month. Some months will have 4 lessons and others will have 5 lessons.
- School holiday breaks will be taken into consideration and debits adjusted accordingly.
- Make up lessons are now self-administered through the app and will only be issued once absence has been notified and the class has passed.
- Cancellations must be received before 5pm on the final day of the month. Cancellations received after this point will go through the following months direct debit run.
- All paid lessons must be used prior to a cancellation request can take effect.

Payment transaction fees have been confirmed and are as follows from today (16/8/2023)

Type of Fee	Amount	Method
Payrix Storage and Compliance Fee	$0.33	Once off fee – for all new customers
Direct Debit Bank Account	Fee absorbed by the Aquatic Academy ($0.88c)	Not passed onto customers
Direct Debit Credit Card Visa / Mastercard AMEX	$0.33 1.87% of the total debit amount 3.85% of the total debit amount	Per transaction
Rejection fees	$5.50	Per failed or rejected transaction

Download the iClassPro APP via the Appstore today

iClassPro APP usage guide:

Logging into the App for the first time:

1. Open the iClassPro APP
2. Log in
3. Organisation name is:
   - royallifesavingsh (SEVEN HILLS CUSTOMERS)
   - royallifesavingde (DENISTONE EAST CUSTOMERS)
4. Use stored email on the account as the username and select FORGOT PASSWORD
5. All family members should now be visible

Updating Direct Debit information:

1. Open the iClass Pro APP
2. Select Account (middle option on the bottom tool bar)
3. Select BLUE ENTER PAYMENT INFORMATION button
4. Select Credit Card or Bank Account (please be aware of transaction fees mentioned above)
5. Enable Recurring billing
6. Select Continue
7. Select Confirm
8. Double check Payer Details
9. Select Payment and Agreement
10. Enter Payment Information
11. Complete the Captcha Code (I AM HUMAN)
12. SUBMIT

Notifying absence: *(All absences must be entered through the app a minimum of 60 minutes prior to the commencement of the lesson to be eligible for a make up token)*

1. Open the iClass Pro APP
2. Log in
3. Select Account (middle option on the bottom tool bar)
4. Select the student who will be missing the lesson
5. Select Future absences
6. Select the date of the lesson being missed
7. SUBMIT
8. A make up token will be allocated ONCE THE CLASS HAS BEEN MISSED
9. An email will be sent once the token has been allocated to the account

Using a Makeup Token:

1. Open the iClass Pro APP
2. Log in
3. Select Account (middle option on the bottom tool bar)
4. Select the student that has an eligible make up token

5. Select Makeups
6. Select Available Makeup Tokens
7. Select USE MAKE UP TOKEN
8. Choose a suitable date (day) for the make up
9. Select an available class
10. Select USE TOKEN
11. Once the Make up Token has been used, it cannot be reallocated or changed

Booking into an Adult Learn to Swim Class

1. Open the iClass Pro APP
2. Log in
3. Select the Student (yourself)
4. Select Punch Pass
5. Select any Active Pass on the account
6. Select Active and find the class to book
7. New passes can be purchased through the SHOP

Checking Assessment Records and level performance

1. Open the iClass Pro APP
2. Log in
3. Select the student
4. Select Evaluations
5. Review Assessment Records

Please note: We are currently updating all student's assessments and transferring all previous assessment records from the past software system.

Parents and Guardians can request assessments by speaking with the Shift Supervisor or emailing the service teams on: sevenhills@royalnsw.com.au or denistoneeast@royalnsw.com.au