How to Use the Member/Parent Portal

We've put this guide together to talk you through using Coacha's Member/Parent Portal. Whether 'Member' or 'Parent' is used will depend on the age of the member, if they're under 16, 'Parent Portal' will be used and if they're over 16, 'Member Portal' will be used.

Firstly, your club owner will need to set you up with a log in. Once you know your login details, it's time to get started.

1. Logging in

To log into Coacha's Member/Parent Portal, head to www.my.coacha.co.uk and enter your login details into the appropriate fields.

Once logged in, you'll be directed to the Dashboard. You can access all of the Portal's features from here or from the ever-present, pop-out navigation bar to the left hand side.

2. My Profile

Clicking 'My Profile' in the main navigation or quick links will take you to your personal details.

3. What happens if I encounter a problem?

Any issues you come across, whether it be software/information related should be directed to the club owner either by your usual mode of contact or clicking the 'Contact the Club' button on the Dashboard.

Contact The Club

Even if you think the problem is with Coacha, refer to the club owner who should then contact us.

4. How can I edit my personal information?

Once in 'My Profile', you can navigate to the appropriate fields and change your information.

You can update consent settings for under 18s and also GDPR settings.

Please note, in order for you/your child's information to be stored in accordance with GDPR within the club, the first 2 tick boxes **must** be ticked – your information can't be held in the club otherwise.

Navigate through the tabs on the page to edit Medical Notes & view Payment History.

Click 'Save' at the top right-hand side of the screen when done.

5. How can I edit my card details?

As Coacha doesn't store card information, you can't change your card details here. If you have a new card/your card has been stolen etc., you need to contact the club owner who will need to cancel your current subscription plan and send you a payment request which you need to complete with your new card details.

6. How to view payment history/outstanding transactions

Want to make sure your monthly subscription is coming out? Can't find the email with your payment request on? Head to 'My Payments' in the central navigation.
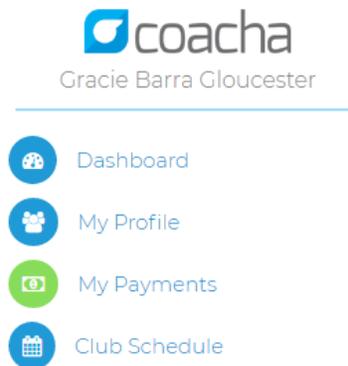
Here you will see a list of your previous and outstanding transactions. You'll see the 'status' of the transaction and if the payment is outstanding, you will be able to click to make the payment/setup the subscription.

7. Can I export my transaction history?

If you need to export your transaction information for whatever reason, you can click 'Export Your Transaction' in the top right-hand side of the screen.

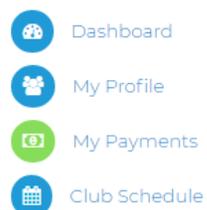You'll need to save the file to your computer when faced with the following screen:
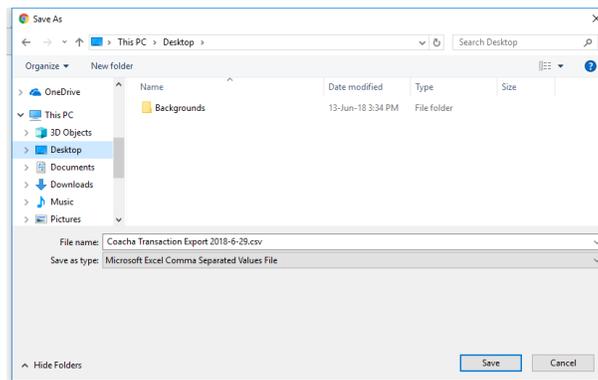
Locate your file in the saved location on your computer and you should be faced with something like this:

8. How can I print a receipt?

To print a receipt, head to 'My Payments' in the main navigation.

Find the payment you need the receipt for and click 'receipt' on the far right-hand side.

Payments & Bills

Back   Export Your Transaction

Here is your payment history

Name	Type	Reference	Date	Amount	Status		Invoices
John 22	Cash	tttt	18-Apr-18	£ 55.00	Paid		Receipt

You'll then see the receipt details, you can click 'print' in the top right-hand corner to print it for the member.

Payment Receipt

Close   Print

Paid to:

Gracie Barra Gloucester

Test Address Hatherly Lane Cheltenham
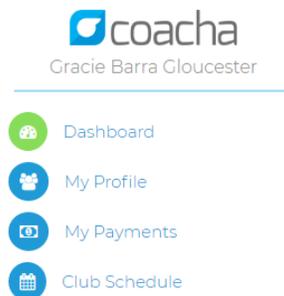gl4 6jr

quantum3@quantum-soft.co.uk

2/Jul/2018

Payee:	Christopher Davis
Type of Payment:	Cash
Description:	tttt
Date:	18-Apr-18
Amount:	£ 55.00

Close   Print

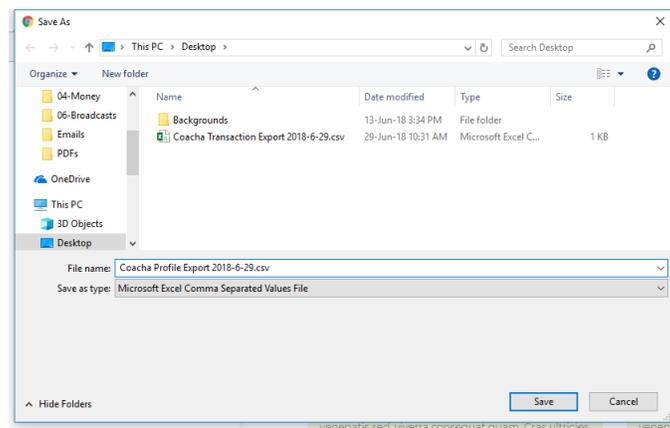## 9. How to download my (child's) data under GDPR?

Head to the Dashboard in the main navigation.
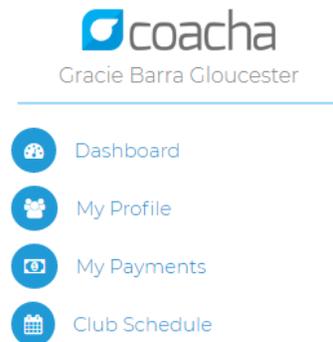

Click 'Export my Data' from the quick links:

It'll ask you to save the file in your computer, pick a location and click 'save':

Then locate the Excel file in your computer and you'll be able to see the information stored within Coacha about you/your child.

10.   How do I view my club's schedule?

Head to 'Club Schedule' in the main navigation.

Here you will be able to view a timetable of the classes on this week. You can use the blue arrows on the top right to navigate through weeks.
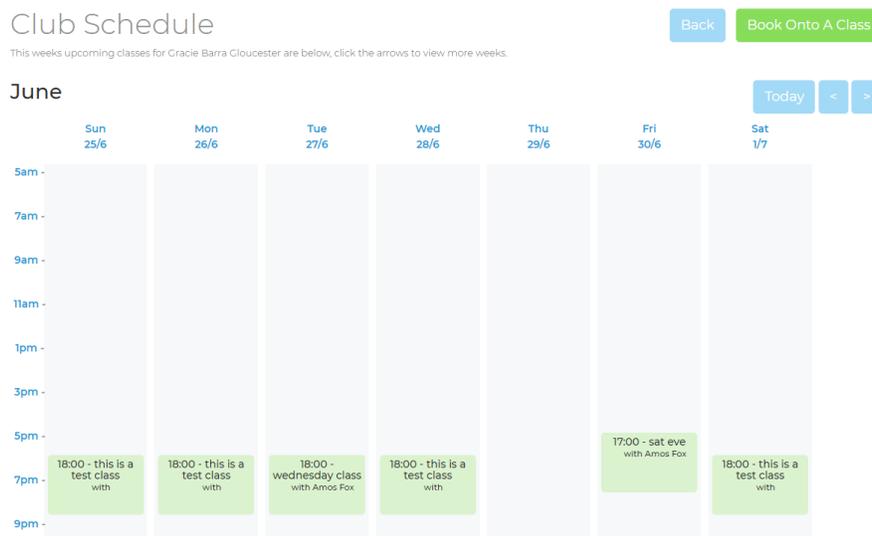
How do I book onto a class?

Not all classes may be bookable – some may be recurring classes that the club owner has set up. To book onto a class, click the 'Book onto a class' button.

You'll see the following screen:

Select the class name from the drop down – it'll tell you if the class is not bookable:

Select the date and time, if the field is greyed out and says 'full' – this class is full and cannot be booked.

Select the appropriate member from the third drop down:

Click 'Book onto this class' and you're done!

Cancel   Book Onto This Class