



## Features and benefits of your My Puddle Ducks account

We developed the My Puddle Ducks account with you, the customer, in mind. It's packed full of features to make managing your swimming lesson easier including:

- Being able to monitor your child's progress through the criteria for their given class level – you can see how well your child is doing and where they might need some support. It also gives you a basis on which to Message your child's teacher to discuss progress
- You can book holidays if you know you aren't going to be around for a particular lesson e.g. if you are on holiday. This not only generates you a catch-up lesson voucher, valid for 6 months as long as you are within a paid for block of lessons, it also frees up your space so someone else can do a catch-up lesson
- You can see which class level your child will move to when they have completed their criteria in their current level and a space becomes available – this next class is selected based on the time and place of your current class
- Sign up for recurring payments – by authorising us to take payment automatically from your chosen card on your Payment Due Date you will never miss a payment and never have to worry about your child losing their space in their class
- You can easily edit your own personal details, those of your child(ren) and emergency contact details
- Your Messages inbox allows you to contact your child's teacher directly and discuss their progress, you can also send general enquiries to your local office
- Order your child's awards with one click. On the right hand side of the My Puddle Ducks account web pages, you will see the latest awards and achievements of your child for which you can order the badges and certificates by simply adding them to your Basket

The following pages cover the 8 week payment cycle and how it works and also takes you through each page of your My Puddle Ducks account and how to best use it and take advantage of all the great features it has to offer.

# The 8 Lesson Payment Cycle Explained



# My Puddle Ducks 'Overview'

This is the Overview page in your My Puddle Ducks account

Your Payment Due Date – week 5 of the current paid for block of lessons

The last lesson you have currently paid for

The screenshot shows the 'My Puddle Ducks' Overview page. At the top, there is a navigation bar with the Puddle Ducks logo and several menu items: OUR EXPERTISE, PROGRAMMES, WHY SWIMMING, BLOG, SHOP, FRANCHISING, MY PUDDLE DUCKS, and SIGN OUT. Below this is a search bar with 'Find a class!', 'Find your local team', and a search icon. A green navigation bar contains 'OVERVIEW', 'MY PROFILE', 'MY CHILDREN', 'PAYMENTS', and 'MESSAGES'. The main content area is divided into sections: 'Welcome' with a user profile picture, 'Next payment due' (highlighted with a red box), 'Date paid until', 'Current class for' (highlighted with a green box), and another 'Next payment due' (highlighted with a blue box). On the right side, there is a 'My Profile' section with an 'Edit Profile' button, a 'Payment Details' section with 'Change Card Details' and 'Pay' buttons, and a 'My Children' section with an 'Add To Basket' button. A 'Sign up for recurring payments' button is also visible.

Edit your 'My Profile' information here

Change your payment card details here

Use either of these buttons to pay for classes

Purchase your child's award badges and certificates with ease

Sign up for recurring payments here – they make paying for your lessons so easy – all you need to sign up is a valid credit or debit card and you'll never have to remember when your payments are due again

# My Puddle Ducks 'My Profile'

This is the Profile page in your My Puddle Ducks account

Want to change your password? Just click on this link

You and a friend can earn £10 credit each towards your next block of lessons. Use the sharing icons to share your unique code with your friends and start earning!

Both these links allow you to edit the profile details you see on this page

The screenshot shows the 'My Profile' page in a user's account. At the top, there is a navigation bar with the Puddle Ducks logo and several menu items: 'OUR EXPERTISE', 'PROGRAMMES', 'WHY SWIMMING', 'BLOG', 'SHOP', 'FRANCHISING', 'MY PUDDLE DUCKS', and 'SIGN OUT'. Below this is a search bar with 'Find a class!', 'Find your local team', and a search icon. A secondary navigation bar contains 'OVERVIEW', 'MY PROFILE' (highlighted with a red box), 'MY CHILDREN', 'PAYMENTS', and 'MESSAGES'. The main content area is divided into two columns. The left column contains a 'Profile' section with fields for 'First Name', 'Last Name', 'Email', 'Mobile', 'Telephone(Landline)', 'Address', and 'Postcode'. Each field has an 'Edit Profile' link (one is highlighted with a red box). Below this is an 'Emergency Contact' section and a 'Note' about safety. At the bottom of the left column are 'Change Password' and 'Recommend a Friend (RAF) No:' with social sharing icons. The right column contains 'My Profile' (with an 'Edit Profile' link), 'Payment Details' (with 'Pay' buttons and a 'Sign up for recurring payments' button), and 'My Children' (with details for 'Intermediate' and 'Development' lessons).

# My Puddle Ducks 'My Children'

This is the My Children page in your My Puddle Ducks account

If you have more than one child swimming with us, toggle between them using the tabs

Read the list of criteria your child needs to achieve before moving up to the next class level. A green tick indicates they have done it, a red cross means they still have it to do

We have suggested which class might be suitable once your child has completed the criteria for their current class based on your current class time / day / pool. Please contact the office if you know this is unsuitable for any reason

Your catch up vouchers are listed here. They have an expiry date of 6 months after the date of issue as long as you are in a paid for block of lessons

The details of your Emergency contact should appear here. You can update these details under My Profile

Message your teacher with any question you have or contact the office

If you know you aren't going to be here for a lesson, book a holiday. We will add a catch up voucher to your account

Click here to book a catch up lesson

The screenshot shows the 'My Children' page in a user's account. At the top, there are navigation tabs: OVERVIEW, MY PROFILE, MY CHILDREN (selected), PAYMENTS, and MESSAGES. Below the tabs, there are sections for 'My Profile' (including Full Name, Date of Birth, Authorized Adults, and Emergency Contacts), 'Payment Details' (with due dates and amounts), and 'My Children' (listing lessons with status indicators like 'Completed' or 'Not Started'). A 'Catch up vouchers for 2016' table is at the bottom, with columns for Date Issued, Reason, Expiry Date, and a 'Book Catch Up' button. Red boxes and arrows highlight specific elements like the 'My Children' tab, 'Message Teacher' and 'Book Holiday' buttons, and the 'Book Catch Up' button.

# My Puddle Ducks 'Payments'

This is the Payments page in your My Puddle Ducks account

A list of any credits on your account along with the reason for the credit and the amount. These credits will come off your next payment

A chronological list of the activity on your account

The screenshot shows the 'Payments' page in a user's account. At the top, there is a navigation bar with the Puddle Ducks logo and several menu items: OUR EXPERTISE, PROGRAMMES, WHY SWIMMING, BLOG, SHOP, FRANCHISING, MY PUDDLE DUCKS, and SIGN OUT. Below this is a search bar and buttons for 'Find a class!', 'Find your local team', and 'What are you looking for?'. A secondary navigation bar contains 'OVERVIEW', 'MY PROFILE', 'MY CHILDREN', 'PAYMENTS' (highlighted with a red box), and 'MESSAGES'. The main content area is divided into three sections: 'Your Credits', 'Your Payment History', and 'Payment Details'. The 'Your Credits' section contains a table with columns for Date Issued, Reason, Name, and Amount. The 'Your Payment History' section contains a table with columns for Date, Type, Description, Child, and Amount. The 'Payment Details' section shows card information, next payment due dates, and buttons for 'Change Card Details', 'Pay', and 'Sign up for recurring payments' (highlighted with a red box). On the right side, there are sections for 'My Profile' and 'My Children'.

Date Issued	Reason	Name	Amount
30-11-2016	Account Adjustment		£ 0.66
26-11-2016	Class cancellation - Saturday - 10:00 - Kickers - DW Fitness Macclesfield		£ 13.50

Date	Type	Description	Child	Amount
28-10-2016	On-line	Class Payment - Kickers		£ 108.00
09-10-2016	On-line	Class Payment - Development - DW Fitness		£ 24.20
09-10-2016	Credit	Siblings Discount		£ 2.68
09-10-2016	Credit	Account adjustment		£ 35.20

If your card is due to expire or you want to pay with a different card change your card details here

Make a payment by clicking here and follow the instructions

Never miss a payment again! Sign up for Recurring Payments – the easy way to pay for your Puddle Ducks classes

# My Puddle Ducks 'Messages'

This is the Messages page in your My Puddle Ducks account

The screenshot shows the 'My Puddle Ducks' account interface. At the top, there is a navigation bar with the Puddle Ducks logo and several menu items: OUR EXPERTISE, PROGRAMMES, WHY SWIMMING, BLOG, SHOP, FRANCHISING, MY PUDDLE DUCKS, and SIGN OUT. Below this is a search bar with the text 'What are you looking for?' and a magnifying glass icon. A secondary navigation bar contains tabs for OVERVIEW, MY PROFILE, MY CHILDREN, PAYMENTS, and MESSAGES. The MESSAGES tab is highlighted with a red box. Below the navigation bar, there is a 'Messages' section with a 'Create New Message' button highlighted in a red box. To the left of the message list are two toggle buttons: 'Messages' and 'Sent Items', both highlighted in red boxes. A table of messages is displayed, with one message from 'Mid Cheshire' dated '20-11-2015' with the subject 'Welcome to My Puddle Ducks'. On the right side of the page, there is a 'My Profile' section with an 'Edit Profile' link, and a 'Payment Details' section with a 'Change Card Details' link. Two payment entries are shown: one for £78.54 due on 19-12-2016 and another for £94.50 due on 21-01-2017, each with a 'Pay' button. At the bottom of the page, there is a 'Sign up for recurring payments' button.

Click on these to toggle between your inbox and sent items

Create a new message by clicking here and pick a recipient from the drop down menu

Date	From	Subject
20-11-2015	Mid Cheshire	Welcome to My Puddle Ducks