



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.

A screenshot of the Coacha login page. The background is a solid blue color. At the top left is the Coacha logo. Below it, the text "Login to Your Coacha" is centered. There are two white input fields: "Email Address" and "Password". Below these is a green "Login" button. To the right of the button is a "Remember me?" checkbox. Below the checkbox is a link: "Forgotten Your Password? Click Here". At the bottom, there is a small note: "NOTE! If your club uses Coacha and you need a login, please contact your club directly to be set up."

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.

Hi Christopher Davis

You are signed into the Coacha Portal for Gracie Barra Gloucester.

[Contact The Club](#)

[My Profile](#) [Bills & Payments](#) [Club Schedule](#) [Export My Data](#)

Club Notice Board

Here you will be able to find new information and announcements from the Club Administrator and Coaches.

From Amos Fox | 18/Jun/2018 11:18
ingilla ante, Mauris sit amet lobortis diam. Vivamus volutpat scelerisque purus eget commodo. Vestibulum lorem nunc, commodo sit amet venenatis sed, viverra consequat quam. Cras ultricies nibh id neque interdum, a condimentum nunc tincidunt. Proin tincidunt aliquam turpis non

From Amos Fox | 18/Jun/2018 11:18
ingilla ante, Mauris sit amet lobortis diam. Vivamus volutpat scelerisque purus eget commodo. Vestibulum lorem nunc, commodo sit amet venenatis sed, viverra consequat quam. Cras ultricies nibh id neque interdum, a condimentum nunc tincidunt. Proin tincidunt aliquam turpis non

© Copyright 2018 Coacha

[CONTACT US](#) [HELP](#) [TERMS & CONDITIONS](#) [PRIVACY POLICY](#) [COOKIE POLICY](#)

2. My Profile

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

[My Profile](#) [Bills & Payments](#) [Club Schedule](#) [Export My Data](#)

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.



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.

Christopher Davis

Back Save

First Name: Christopher Mobile: 07757 753411

Last Name: Davis tel: Home Phone

DOB: 27 Mar 2002 Age: 16 email: Email

Consent settings for under 18's:
 Written consent received from member to email them
 Parent/guardian informed of intention to email (recommended)

Important Info Medical Notes Payments

Member Address

House Number or Name

Address Line 1

Address Line 2

Town or City

County or Area Postcode

Next of Kin/Emergency Contact

First Name Last Name Mobile

Email Parent

Contact 2 Name Contact 2 Tel Contact 2 Email

Tick if Primary Contact
Sometimes you will want to send broadcasts to your members parent or a guardian as opposed to the member themselves. If you would like this person to act as a primary contact click here.

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

Consent settings for under 18's:

- Written consent received from member to email them
- Parent/guardian informed of intention to email (recommended)

Data Protection & Use

GDPR requires your members to opt in for you to use their data. Ask them if the following 3 actions are ok and tick the boxes to be compliant.
(Note: without the first two options ticked the member can't be added to coacha).

- I agree for you to use my data for legal reasons associated with the running of your club.
- I agree for you to use my data so that you can provide me with your club's services.
- I agree for you to use my data so that I can receive benefits as part of my membership, including occasional marketing info.

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.

Important Info Medical Notes Payments

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

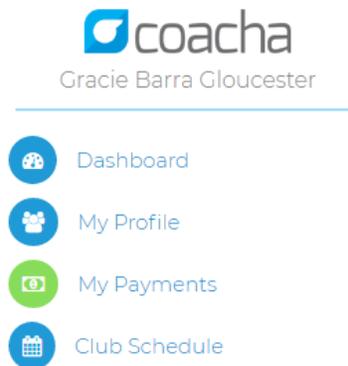


5. How can I edit my card details?

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.

Payments & Bills Back Export Your Transaction

Here is your payment history

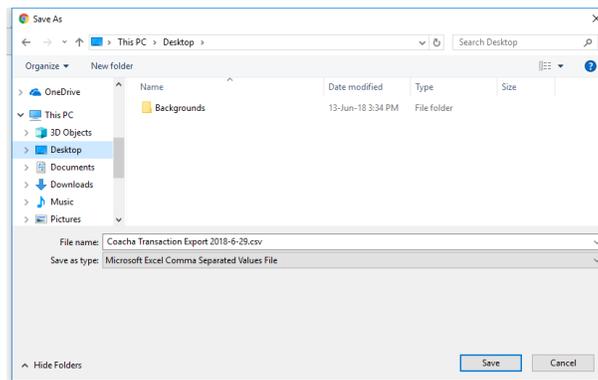
Name	Type	Reference	Date	Amount	Status	Invoices
John 22	Cash	tttt	18-Apr-18	£ 55.00	Paid	

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:

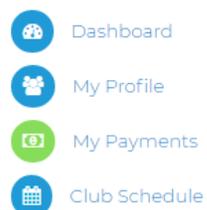


Locate your file in the saved location on your computer and you should be faced with something like this:

2	Payments:				
3	Type	Reference	Date	Amount (£)	Status
4	Cash	tttt	18-Apr-18	55.00	Paid
5					
6					
7					

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
27Jul2018

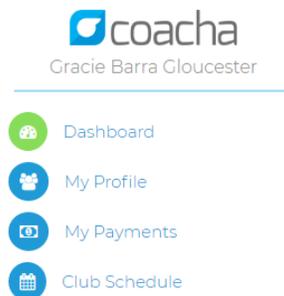


Payee:	Christopher Davis
Type of Payment:	Cash
Description:	tttt
Date:	18-Apr-18
Amount:	£ 55.00

Close Print

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

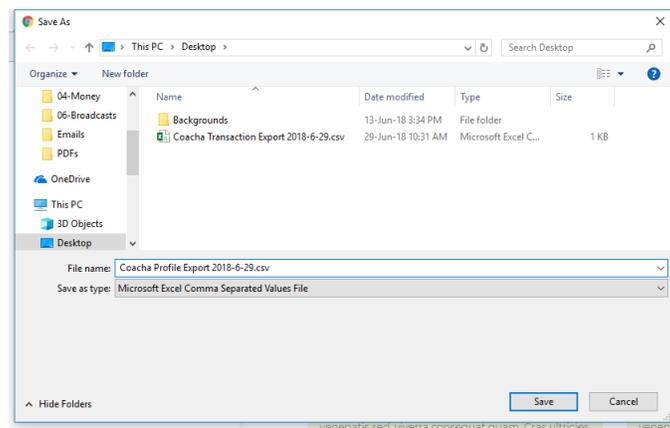
Head to the Dashboard in the main navigation.



Click 'Export my Data' from the quick links:



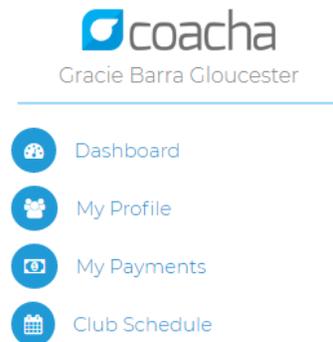
It'll ask you to save the file in your computer, pick a location and click 'save':



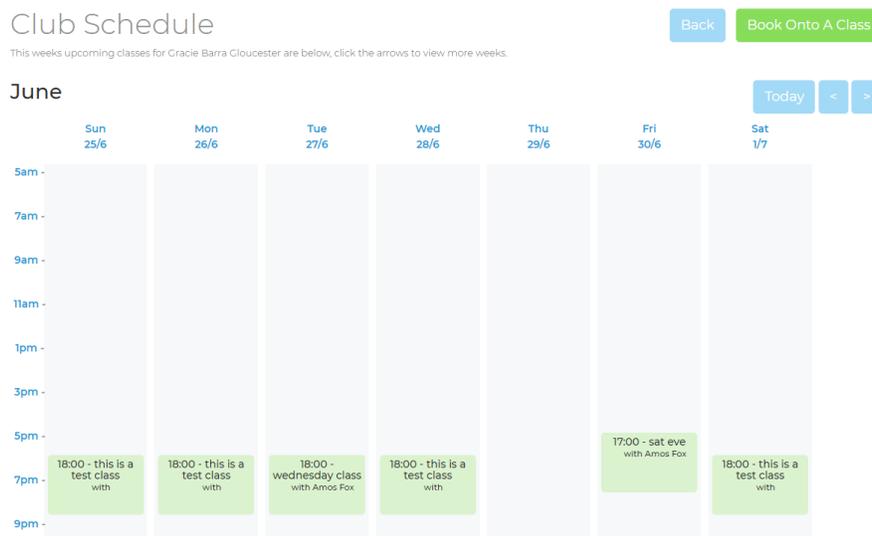
Then locate the Excel file in your computer and you'll be able to see the information stored within Coacha about you/your child.

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.

[Back](#) [Book Onto A Class](#)

You'll see the following screen:

The screenshot shows a web form titled "Book Onto A Class". Below the title is a paragraph of instructions: "You can book onto a class at Cracie Barra Cloucester by selecting the class you would like to attend below and clicking 'book'. Please repeat the process to book onto multiple classes." Below this is a note: "NOTE: Some clubs might have a cancellation policy which may result in a charge if don't turn up to a class that you book onto. Please contact the club to clearly understand your obligations when you book onto a class through this system." The form contains three dropdown menus: "Class Name" with the text "Select a class:", "Date And Time" with the text "Select...", and "Who For?" with the text "Christopher Davis". At the bottom right of the form are two buttons: "Cancel" and "Book Onto This Class".

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

This image shows a close-up of the "Class Name" dropdown menu. The menu is open, showing the following options: "Select a class:" (highlighted in blue), "sat eve", "this is a test class", and "wednesday class (not bookable)".

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

This image shows a close-up of the "Date And Time" dropdown menu. The menu is open, showing the following options: "Select..." (highlighted in blue), "30/Jun/2018 : 17:00 (4/4) FULL", and "7/Jul/2018 : 17:00 (4/4) FULL".

Select the appropriate member from the third drop down:

This image shows a close-up of the "Who For?" dropdown menu. The menu is open, showing the following options: "Christopher Davis" (highlighted in blue).

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

Cancel

Book Onto This Class