



## **AGA Parent Portal “How-To”**

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## Family, Payment, & History Info

### Accessing Your Parent Portal Account

1. Go to [www.agagym.com](http://www.agagym.com)
2. Click on the AGA Parent Portal link
3. Enter your login info on the Parent Portal page
4. Click "Login"

### Updating Family Info

1. Click on the "Family" link on the left hand menu
2. Update with any new/changed info
3. Click "update family" button to save

### Changing your login password

1. Under the Family link on the left hand menu, click "Change password"
2. Enter your new password twice (enter and confirm)
3. Click "Change Password" to save

### Adding a new child

1. Click on the students link on the left hand menu
2. Click "add another student"
3. Enter all information regarding new child
4. Click "save student"

### Adding another child to your account

1. Click on the Students link on the left hand menu
2. Click on the "add another student" button
3. Enter all information for the new student
4. Click "save student" button to save

### Updating Student Info/Medical Concerns

1. Click on the Students link on the left hand menu
2. Click on Edit for the student you wish to update
3. Update with any new/changed info
4. Click "update student" button to save

### View Current Enrollments

1. Click on Enrollments on the left hand menu to show all current enrollments.
2. You can also use this menu to confirm drop dates if you have submitted a drop request after it has been approved.

## Viewing Ledger, payment info, statements

1. Click on Payments on the left hand menu
2. This screen will show your current balances, payment info on file, and ledger
3. To produce a statement or view your full payment history, click the corresponding link under the recent transactions section of the page.

## Making A Non-Autopay Payment

1. All accounts are required to have a valid auto-pay method on file, but if you wish to make a payment by means other than your auto-pay account, you may do so by clicking the “make a payment” link under the left hand Payments menu and following the prompts

## Changing Auto-Pay method on file

1. Under the Payments left hand menu, click “Manage payment options”
2. Under the Update Payment Method Information section, select your new form of payment type
3. Enter all data and click “submit payment information”
4. NOTE: UPDATING YOUR PAYMENT INFO IS AN IMMEDIATE CHANGE ONCE SUBMITTED

## Requesting a new or additional class

Note: You may only request a new or additional classes for a class type/level your child is currently enrolled in. If your request is regarding a level change, please see the front office in person.

Performing these steps will submit your request. Please note that it has not officially been approved/denied until it is processed by the AGA Front Office and you receive a confirmation email (typically within 24 hours). If you do not see your confirmation email in your inbox, please check your spam folder. If it is not there, please contact the AGA Front Office at 303-843-0711 for additional assistance.

1. Click on the Students link on the left hand menu
2. Click on the "Enroll in Classes" button, this will take you to the classes screen
3. Use the filters to narrow down the list to the classes you are looking for
  - a. If a class is listed as "Full" or "Waitlist" it is unavailable for immediate registration.
  - b. If a class is listed as "Open" or "Submit Request", you may request that class
4. Click on the "submit request" button for the available class of your choice. On the next screen:
  - a. Under enrollment type select "Active"
  - b. Under Student select your child to which this request applies
  - c. Choose a start date (continued on next page)
  - d. Enter any other notes you wish us to have under the "anything else we need to know"
  - e. Click the "continue enrollment" button to continue
  - f. Verify the class listed is the class you wished to enter
  - g. Click "add to cart"
  - h. Click proceed to checkout and complete the request transaction.
  - i. Within 24 hours, please check your email for approve/deny confirmation of the enrollment request.
    - i. **IMPORTANT NOTE: PLEASE READ THE CONFIRMATION EMAIL TO CONFIRM THAT WE WERE ABLE TO ACCOMMODATE THE DATE YOU REQUESTED**

## Request a transfer

Note: You may only request a transfer for a class type/level your child is currently enrolled in. If your request is regarding a level change, please see the front office in person.

Performing these steps will submit your request. Please note that it has not officially been approved/denied until it is processed by the AGA Front Office and you receive a confirmation email (typically within 24 hours). If you do not see your confirmation email in your inbox, please check your spam folder. If it is not there, please contact the AGA Front Office at 303-843-0711 for additional assistance.

1. Click on the Enrollments link on the left hand menu
2. Click on the "view enrollment" button for the child's class you wish to submit the transfer request for.
3. Click on "transfer"
4. Enter the requested transfer date.
  - a. NOTE: If you leave it as the current date, we will assume you want the transfer to occur immediately.
5. Click on "Pick Class"
6. Use the filters to Find the class you wish to transfer your child to (only classes with availability will show)
7. Click on the transfer button for that class
8. Enter any notes you wish us to know under the "anything else we need to know) field
9. Click "Complete Transfer" to complete your request.
10. Within 24 hours, please check your email for approve/deny confirmation of the transfer request.
  - a. **IMPORTANT NOTE: PLEASE READ THE CONFIRMATION EMAIL TO CONFIRM THAT WE WERE ABLE TO ACCOMMODATE THE DATE YOU REQUESTED OR IF THE DATE WAS CHANGED**

## Request a makeup

NOTE: Please remember the core parts of the makeup policy when requesting makeups:

- You may request one discretionary makeup per month
- Discretionary makeups are never guaranteed and are based on space availability only.
- Makeups must be completed prior to the end of the month in which you missed, and do not roll over from month-to-month
- Makeups may be requested prior to missing for planned absences (vacation, school event, etc.).

Performing these steps will submit your request. Please note that it has not officially been approved/denied until it is processed by the AGA Front Office and you receive a confirmation email (typically within 24 hours). If you do not see your confirmation email in your inbox, please check your spam folder. If it is not there, please contact the AGA Front Office at 303-843-0711 for additional assistance.

1. Click on the Students link on the left hand menu
2. Click on the “Enroll in Classes” button, this will take you to the classes screen
3. Use the filters to narrow down the list to the classes you are looking for
  - a. If a class is listed as “Please call” it is full and unavailable for makeups
  - b. If a class is listed as “submit request”, you may request that class
4. Click on the “submit request” button for the available class of your choice. On the next screen:
  - a. Under enrollment type select “Make Up”
  - b. Under Student select your child to which this request applies
  - c. Under “start date”, choose the ACTUAL DATE you wish to perform the makeup
  - d. **Enter the date your child will be missing** and any other notes you wish us to have under the “anything else we need to know”
  - e. Click the “continue enrollment” button to continue
  - f. Verify the class listed is the class you wished to enter
  - g. Click “add to cart”
  - h. Click proceed to checkout and complete the transaction. You should not see any charges show for a makeup. If you do please clear your cart and contact the AGA Front Office for assistance. Otherwise, click continue and complete the transaction
  - i. Within 24 hours, please check your email for approve/deny confirmation of the makeup request.
    - i. **IMPORTANT NOTE: PLEASE READ THE CONFIRMATION EMAIL TO CONFIRM THAT WE WERE ABLE TO ACCOMMODATE THE DATE YOU REQUESTED OR IF THE DATE WAS CHANGED**

## Request a waitlist position

For classes your child is eligible for that show as full, you may request a waitlist position.

Performing these steps will submit your request. Please note that it has not officially been approved/denied until it is processed by the AGA Front Office and you receive a confirmation email (typically within 24 hours). If you do not see your confirmation email in your inbox, please check your spam folder. If it is not there, please contact the AGA Front Office at 303-843-0711 for additional assistance.

1. Click on the Classes link on the left hand menu
2. Use the filters to narrow down the list to the classes you are looking for
  - a. If a class shows "Waitlist" it is available to request to be placed on that waitlist.
3. Click on the "waitlist" button for the available class of your choice. On the next screen:
  - a. Under enrollment type make sure "waitlist" is selected
  - b. Under Student select your child to which this request applies
  - c. Leave the start date as the current date (this is your waitlist start date and places you in order)
  - d. Enter any other notes you wish us to have under the "anything else we need to know"
  - e. Click the "continue enrollment" button to continue
  - f. Verify the class listed is the class you wished to enter
  - g. Click "add to cart"
  - h. Click proceed to checkout and complete the request transaction.
  - i. Within 24 hours, please check your email for approve/deny confirmation of the enrollment request.
    - i. **IMPORTANT NOTE: PLEASE READ THE CONFIRMATION EMAIL TO CONFIRM THAT WE WERE ABLE TO ACCOMMODATE THE DATE YOU REQUESTED**



## Request to drop an existing class

Please remember the core parts of the drop policy when requesting a drop date.

- Drops submitted on or before the 14<sup>th</sup> may request a drop date of the last class date of the current month.
- If you submit a drop request after the 14<sup>th</sup> of the month, we will automatically change your requested drop date to the end of the FOLLOWING month

Performing these steps will submit your request. Please note that it has not officially been approved/denied until it is processed by the AGA Front Office and you receive a confirmation email (typically within 24 hours). If you do not see your confirmation email in your inbox, please check your spam folder. If it is not there, please contact the AGA Front Office at 303-843-0711 for additional assistance.

1. Click on the Enrollments link on the left hand menu
2. Click on the “view enrollment” button for the child’s class you wish to submit the drop request for.
3. Click on “drop”
4. Enter the requested last day of enrollment (typically last class date of the month)
  - a. You may request a drop date prior to the end of the month, but no proration will apply per the drop policy.
5. Enter any notes you wish us to know about your drop.
6. Click on “request drop” to submit your request.
7. Within 24 hours, please check your email for approve/deny confirmation of the makeup request.
  - a. **IMPORTANT NOTE: PLEASE READ THE CONFIRMATION EMAIL TO CONFIRM THAT WE WERE ABLE TO ACCOMMODATE THE DATE YOU REQUESTED OR IF THE DATE WAS CHANGED**