

## Enrolmy End User Guide

### Over 18s



#### No Limits

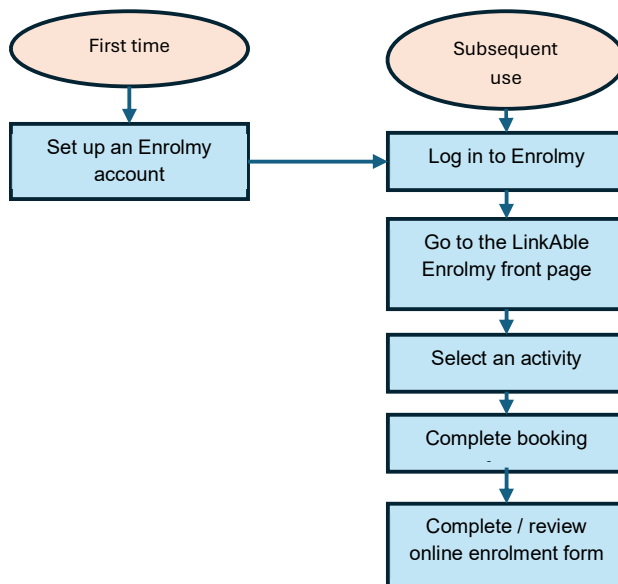
Daytime, evening and weekend activities:  
for adults (18+)

**This guide shows how to use the LinkAble Enrolmy booking and payment system.**

The first time that you use the system you will need to set up an Enrolmy account. Once you have done this you can book activities with LinkAble.

When you submit a booking form your request will go into a waiting list, there is nothing to pay at this point. You will receive a confirmation email requesting payment when sessions are confirmed.

In order to start, go to the [LinkAble Enrolmy](#) web page.



## 1. Set up an Enrolmy account

On the LinkAble Enrolmy front page, click on the “SIGNIN” button:

tps://enrolmy.com/linkable

**ENROLMY** SIGN IN

**MOSS END Garden Village**

**LinkAble**  
Woking, Surrey

Click for email | Click for phone | Visit website | Terms & Conditions SEE ACTIVITIES

### About LinkAble

At LinkAble, you'll find a place to feel safe and comfortable being yourself, with room to grow and develop at your own pace. In our welcoming community, you will be seen and celebrated as an individual.

We're here to support people with a learning disability, autistic people, and their families through weekly groups, holiday schemes, and days out in the local community. We offer children, young people, and adults access to a wide range of activities and opportunities that develop skills, confidence, and lasting friendships.

**Find Us ...**

f i e

Create the account in the name of the person who will be attending the session. Enter the email address of the person who is making the booking (this could be the adult attendee's email or a parent/carer email). This will ensure that bookings are in the name of the attendee and not the parent / carer.

**ENROLMY**

### Register with Enrolmy

It looks like you are new to Enrolmy.  
Start your booking by creating a new account with us.

Email

We recognise your email.  
Please login using your email address.

or

Request a password reset.

Confirm Email

Password

Confirm Password

First Name

Last Name

Mobile

REGISTER

[Already registered?](#)

Once you have registered then you can sign into the LinkAble Enrolmy page

## Important - completing your registration with LinkAble

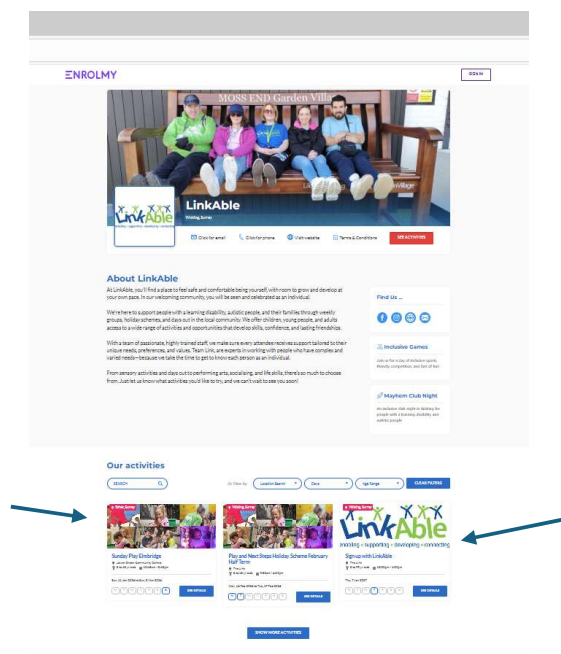
Once you have created your Enrolmy account you need to connect it to LinkAble.

You can either:

- Make a booking for a published activity which you can select from the [LinkAble Enrolmy](#) front page

Or

- Book the “Sign up with LinkAble” activity: [Enrolmy | LinkAble - Booking Calendar for Sign up with LinkAble](#). This will just connect your account to LinkAble without making a booking for a specific activity, there is no charge associated with this activity.



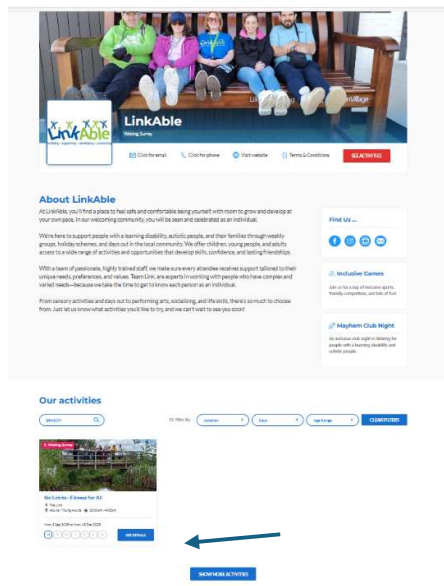
## Important to Note

Email confirmations will come from [Message-service@enrolmy.com](mailto:Message-service@enrolmy.com) and may land in your spam inbox when first joining. You should add this email address as a safe sender to ensure you see all communication in your inbox.

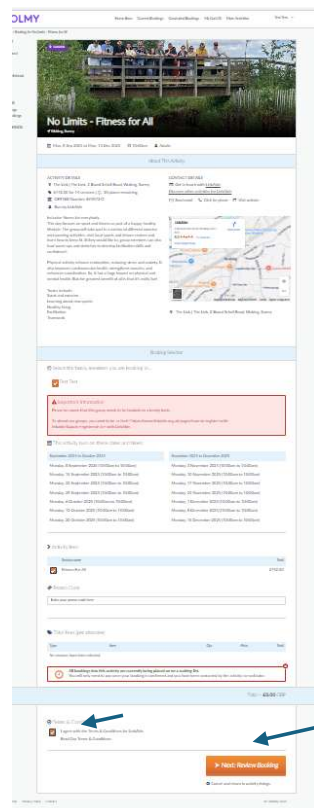
## 2. Book an activity

Go to the [LinkAble Enrolmy](#) front page and sign in. You then need to return to this guide and click - [LinkAble Enrolmy](#).

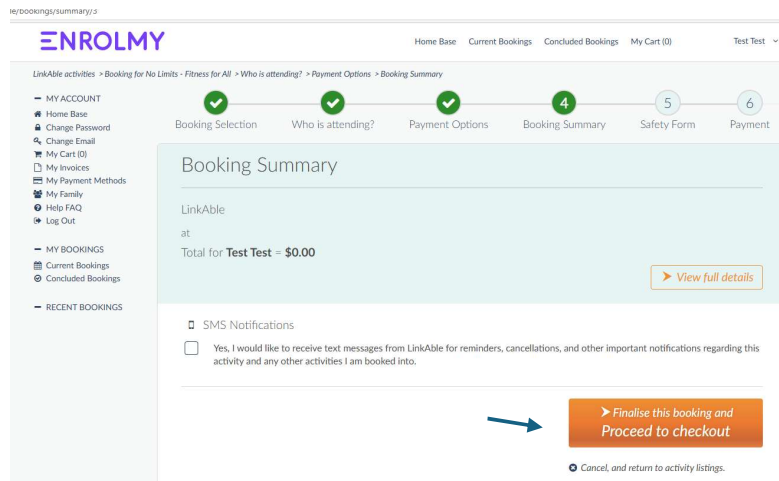
This will take you to the front page where you will see all of the activities that are available for booking at the bottom of the page. To book a session click on the relevant “SEE DETAILS” button. Make sure you click on ‘No Limits’ activities.



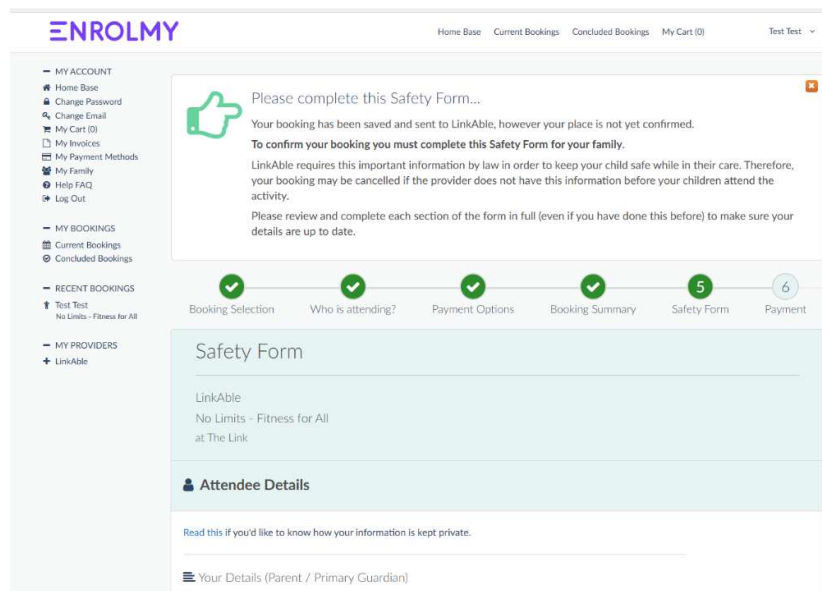
To make a booking tick the terms and conditions box and click the Next Review Booking button.



This will take you to a booking summary screen. If the details are correct then click the Proceed to Checkout button.



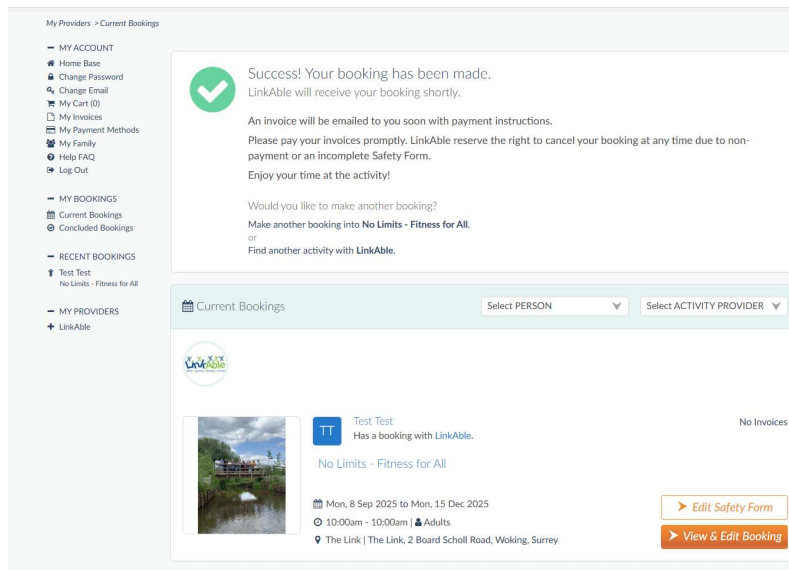
When the first booking is made it cannot be completed without submitting the online enrolment form (please see section 3).



Subsequent bookings will ask you to confirm that the details on the online enrolment form are still correct.

When the online enrolment form is submitted a confirmation screen will be displayed.

You can now view or edit both the booking form and the online enrolment form (also referred to as the Safety form)..

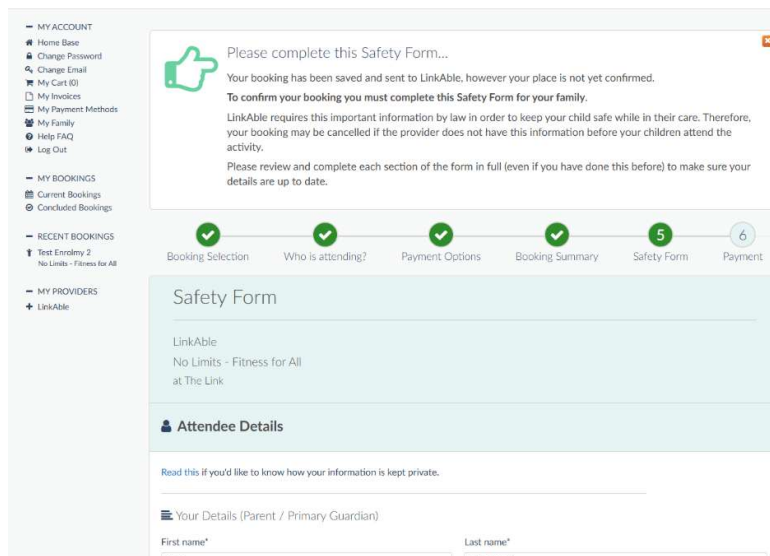


### **Important to Note**

Email confirmations will come from [Message-service@enrolmy.com](mailto:Message-service@enrolmy.com) and may land in your spam inbox when first joining. You should add this email address as a safe sender to ensure you see all communication in your inbox.

### **3. Online enrolment / safety form**

The first time that you make a booking you will need to complete the online enrolment form which is also referred to as the safety form. You will also be asked to confirm the details are correct when you make subsequent bookings.



There are a number of sections to complete:

- Attendee details
- Additional questions
- Emergency contacts
- Family doctor
- Final step

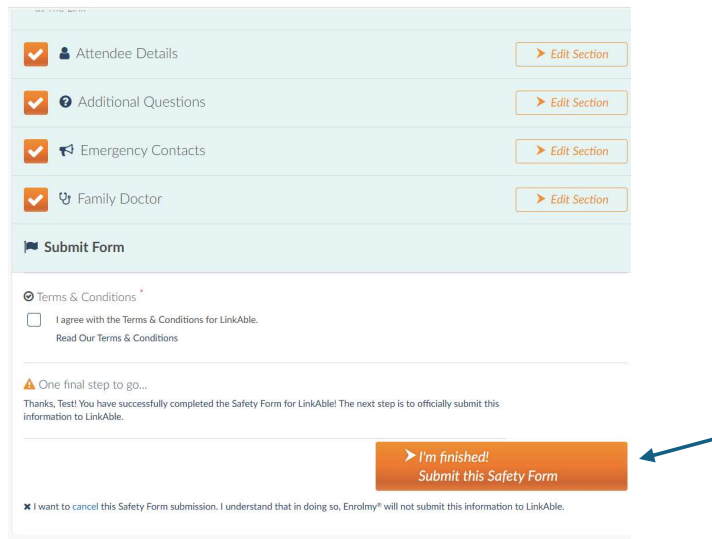
Many of the questions are optional and you only need to answer them if they are relevant to you. Some questions are mandatory and the system will not let you save the form if any of these are unanswered.

The attendee details are for the service user. If the booking may be made by someone other than the service user then their details are entered into the emergency contacts section.

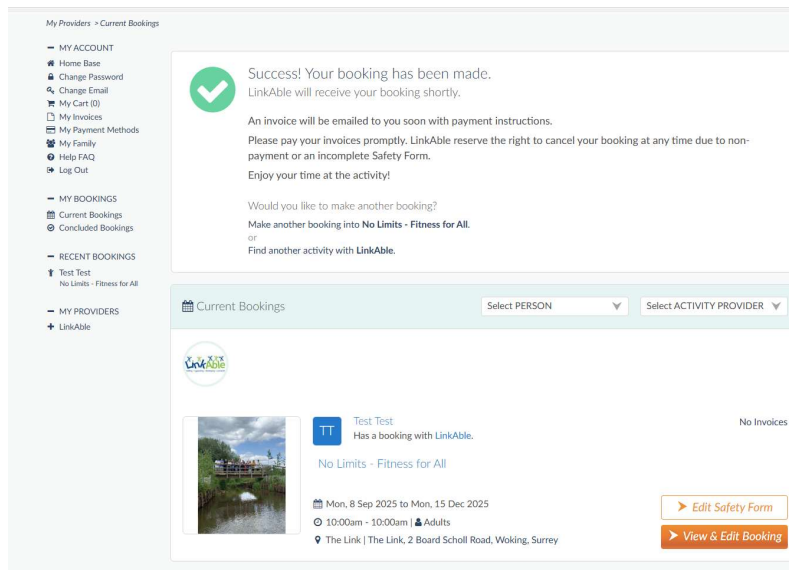
When adding an emergency contact on the safety form, Enrolmy will not allow you to enter the same email address that you used on the Enrolmy registration. You can leave the email address blank in the emergency contact, but you can repeat the same phone number.

Although the form is only completed once it can be updated at any time. It is important to keep the information up to date, particularly contact and health details.

The final step is to click the “I’m finished” button.

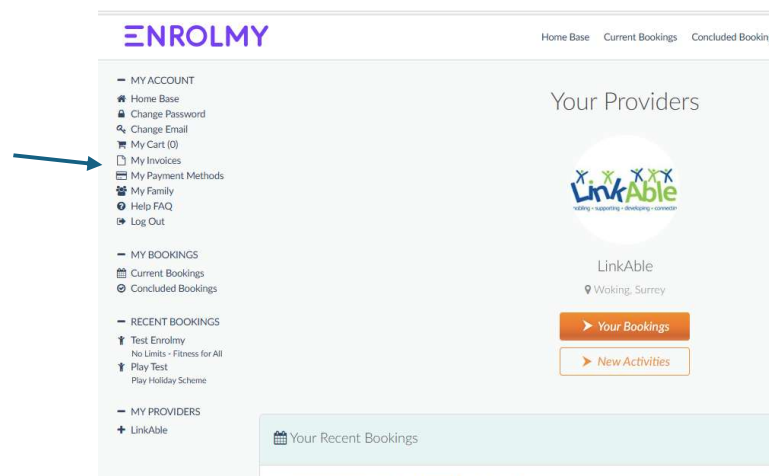


This will confirm the booking.



#### 4. Using the Enrolmy menu to manage details and pay invoices

In order to start you need to log in from the [LinkAble Enrolmy](#) web page. This will take you to the menu:



From here you can see three sets of options:

- My account
- My Bookings
- My Providers – LinkAble

##### 4.1. My Account

The main options in this section are:

- Change / update your password
- Change / update your email
- Pay invoices that are in “My Cart”
- View invoices and add them to the cart for payment

- Upload your credit card details for payments

## 4.2. My Bookings

This section allows you to view and modify your current bookings.

## 4.3. My Providers

Click on LinkAble for options to make a booking or to update the Safety Form (the Online Enrolment Form);

## 5. Paying an invoice from a confirmation email

When you submit a booking in Enrolmy you will go into a wait list. When a booking is confirmed you will receive an email with an invoice.

Click on Pay Now

For **Kian Stapelberg [M]** Due: 31/08/2022  
1/22 cherry road  
Bucklands Beach  
Auckland 2014  
New Zealand  
Invoice Number: IN-JGD003351

Item	Qty	Total
ABC School – Thu L1 - Beginner Ballet	x1 @ 500.00	\$500.00
Discount – Multiple Bookings (Family) Discount for Kian (10% off)	x1 @ -50.00	\$-50.00
Discount – Discount (\$5.00 off)	x1 @ -5.00	\$-5.00

[View this booking online](#)

Notes:  
For Hayley Testing 2 (abc hall)  
Pay up

Subtotal	\$445.00
includes GST of	\$58.04
<b>TOTAL (NZD)</b>	<b>\$445.00</b>
<b>BALANCE DUE (NZD)</b>	<b>\$445.00</b>

Payment Options

**Credit Card**  
Pay now via our easy, safe and secure online payment portal.

[Pay Now](#)

You will be asked to log into your parent portal to view this invoice.

You will be directed straight to your cart whereby you pay for all invoices:

Enter your credit/debit card information and submit:

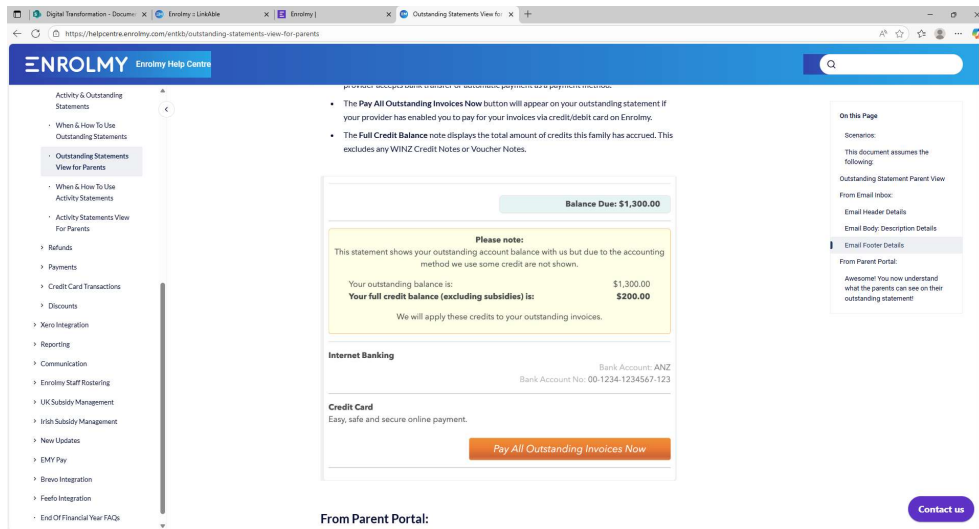
For further guidance please see [How To Pay Invoices Using Credit/Debit Card.](#)

.

## 6. Receiving an Outstanding Statement by email

To pay outstanding invoices from a statement click on the “Pay All Outstanding Invoices Now” button

For further guidance please visit the [Enrolmy Help Centre.](#)



## 7. Frequently Asked Questions

### Getting Started

**Q: How do I make a booking on Enrolmy?**

**A:** First, create an Enrolmy account. Then select the dates you'd like to book. This will place your request on a waiting list while we review allocations. Once places are confirmed, you'll receive a notification that your booking is complete.

**Q: I make bookings on behalf of two adults, how do I make bookings for two (or more) people?**

**A:** You will need separate accounts for each person who wants to book into sessions.

**Q: What happens if I forget my Enrolmy login details?**

**A:** Use the *Forgot Password* link on the login page to reset your details.

### Bookings and Allocations

**Q: Are bookings allocated on a first-come, first-served basis?**

**A:** No. We open a booking window for a set number of days. All requests are considered once the window closes, and places are then allocated.

**Q: Can I change or cancel my booking during the booking window?**

**A:** Yes. You can log back into Enrolmy and make changes at any time while the booking window is open.

**Q: Can I change or cancel my booking after the booking window has closed?**

**A:** Changes after the booking window has closed are not guaranteed. Please contact the office directly to discuss your options.

**Q: Will I get confirmation that I have made a booking**

**A: Yes,** you will receive an email saying the booking has been received

**Q: How will I know if my booking has been confirmed?**

**A:** You'll receive a confirmation email from LinkAble once the place has been allocated.

### **Payments**

**Q: If I cancel at short notice, will I still be charged?**

**A:** Please see our Terms and Conditions for full details of our cancellation policy. These can be accessed from the [LinkAble Enrolmy](#) web page.

**Q: Can I pay invoices in instalments?**

**A:** If you are booking sessions for a full term then you will be invoiced monthly

### **Session Information**

**Q: I only want to attend on-site sessions at LinkAble. How can I tell which are on-site or off-site?**

**A:** Each session on Enrolmy will show the venue and activity details. You can choose the sessions that best suit you.

**Q: Will I still receive reminders from the office about upcoming bookings?**

**A:** Not always. You can log in to Enrolmy at any time to view your confirmed bookings and dates.

**Q: I don't seem to be receiving email confirmations from you. Why is that?**

**A:** Email confirmations will come from [Message-service@enrolmy.com](mailto:Message-service@enrolmy.com) and may land in your spam inbox when first joining. You should add this email address as a safe sender to ensure you see all communication in your inbox.

### **Support**

**Q: I'm not confident with online systems. Will there be help available?**

**A:** Absolutely. Our User Guide walks you through each step, and our office team is available to support you if you need extra help.