

Enrolmy End User Guide

Booking for Under 18s



Play

Fun and engaging activities for children (5 - 11) with additional needs



Next Steps

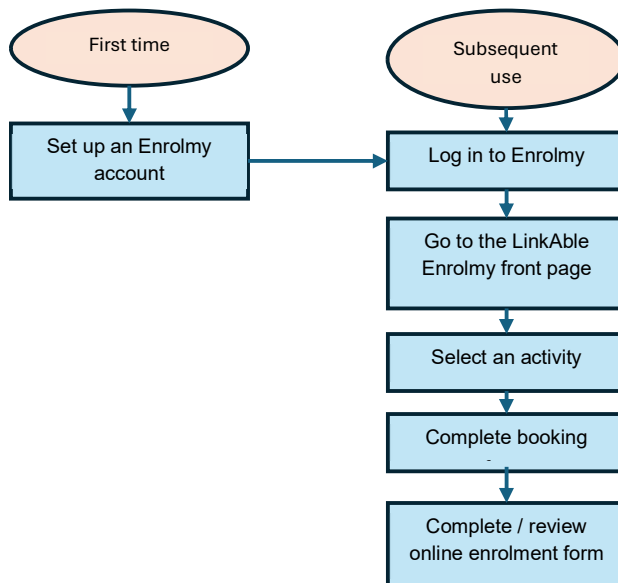
Supporting young people (12 - 18) on the journey to adulthood

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.

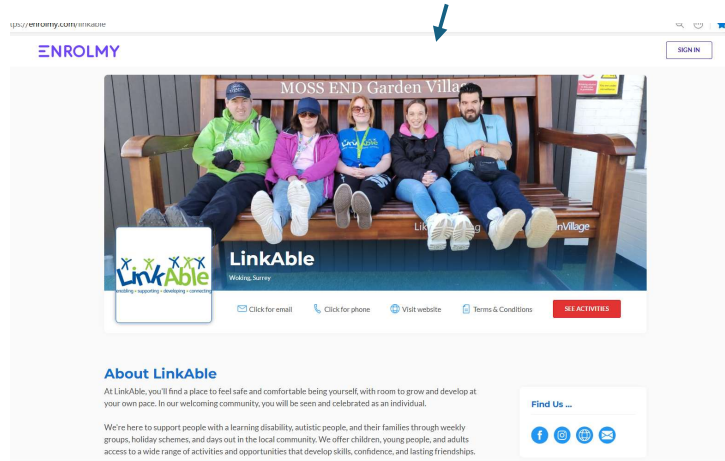
When you submit a booking form your request will go into a waiting list, there is nothing to pay at this point. You will receive a confirmation email requesting payment when sessions are confirmed.

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

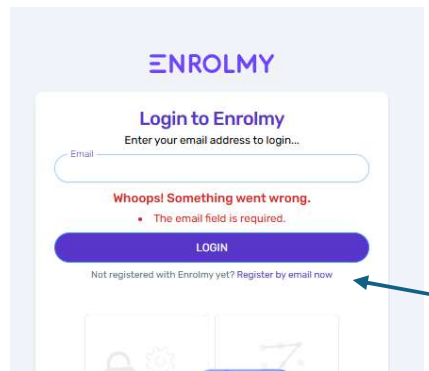


1. Set up an Enrolmy account

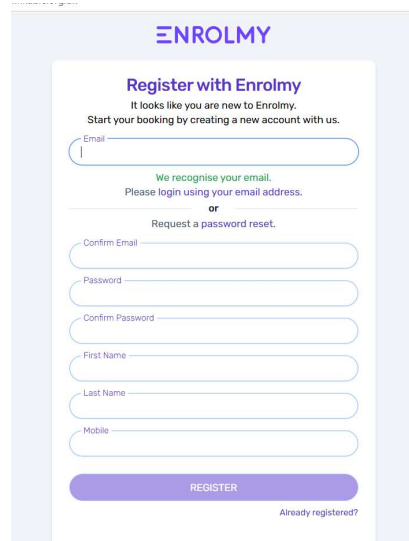
On the LinkAble Enrolmy front page, click on the “SIGN IN” button:



Click on “Register by email now”



Complete your details to create your Enrolmy account.



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

Important - completing your registration with LinkAble

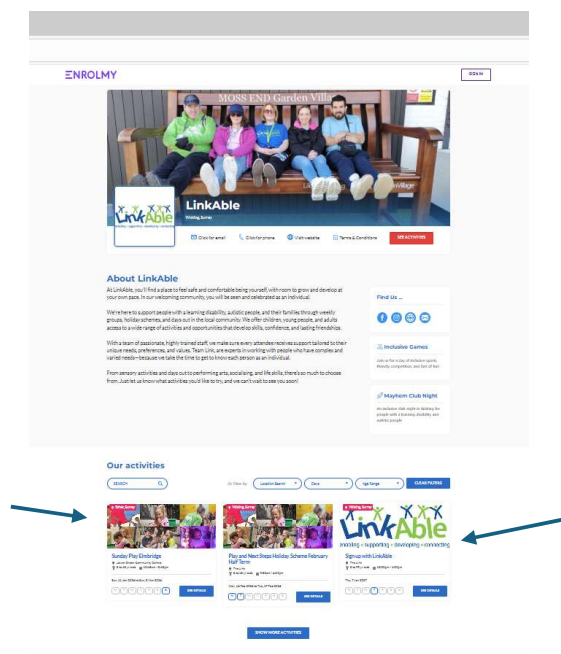
Once you have created your Enrolmy account you need to connect it to LinkAble.

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.



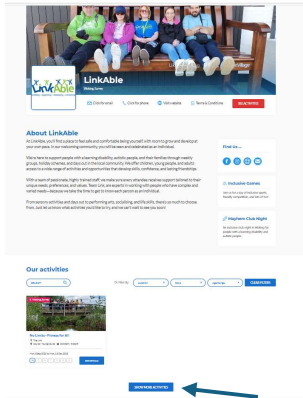
Important to Note

Email confirmations will come from Message-service@enrolmy.com 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.

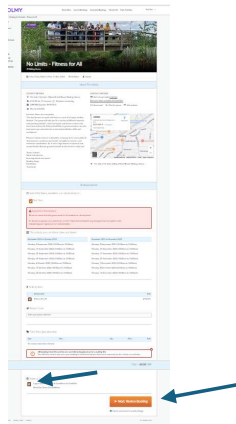
2. Book an activity

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

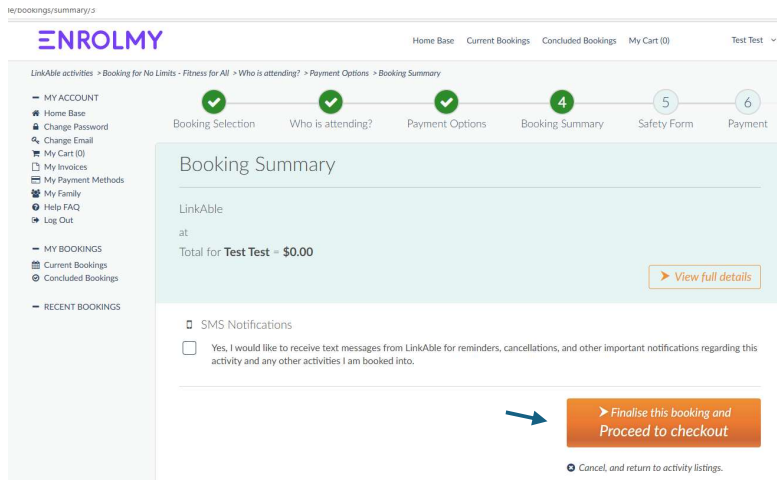
This will take you to the front page where you will see all of the activities that are available for booking at the bottom of the page. To book a session click on the relevant “SEE DETAILS” button. Make sure you click on ‘Play’ activities for ages 5-11 or “Next Steps” for ages 12-18..



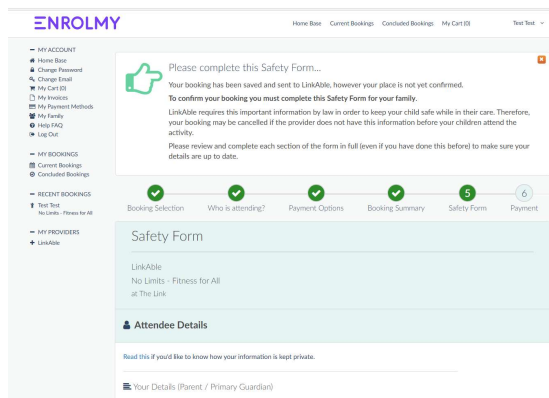
To make a booking tick the terms and conditions box and click the Next Review Booking button



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

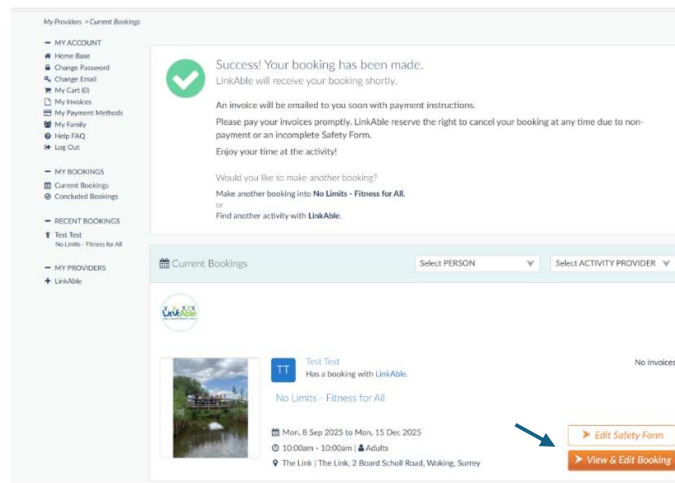


When the first booking is made it cannot be completed without submitting the online enrolment form (please see section 3).



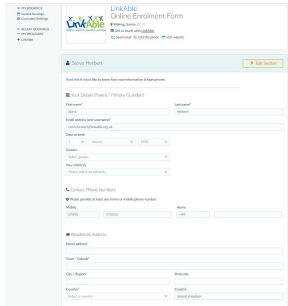
Subsequent bookings will ask you to confirm that the details on the online enrolment form are still correct. When the online enrolment form is submitted a confirmation screen will be displayed.


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



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.

A screenshot of the LinkAble Online Enrolment Form. The form is titled 'LinkAble Online Enrolment Form' and includes a 'Go Back' button. It is divided into several sections: 'Attendee Details', 'Additional Questions', 'Emergency Contacts', and 'Family Doctor'. Each section contains various input fields and dropdown menus. At the bottom, there is a 'Submit Form' section with a checkbox for 'Terms & Conditions' and a 'Finish! Submit this Safety Form' button.

There are a number of sections to complete: 

- Parent / primary guardian (Attendee details)
- Additional questions
- Parent or guardian #2
- Emergency contacts
- Student details
- Student health details
- Additional questions for student
- Family doctor
- Final step

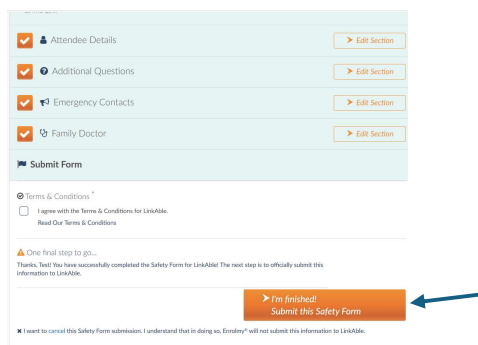
Many of the questions are optional and you only need to answer them if they are relevant to you. Some questions are mandatory and the system will not let you save the form if any of these are unanswered.

The parent / primary guardian should be the person who mainly makes bookings, if more than one person may make bookings then a parent / guardian #2 can be entered.

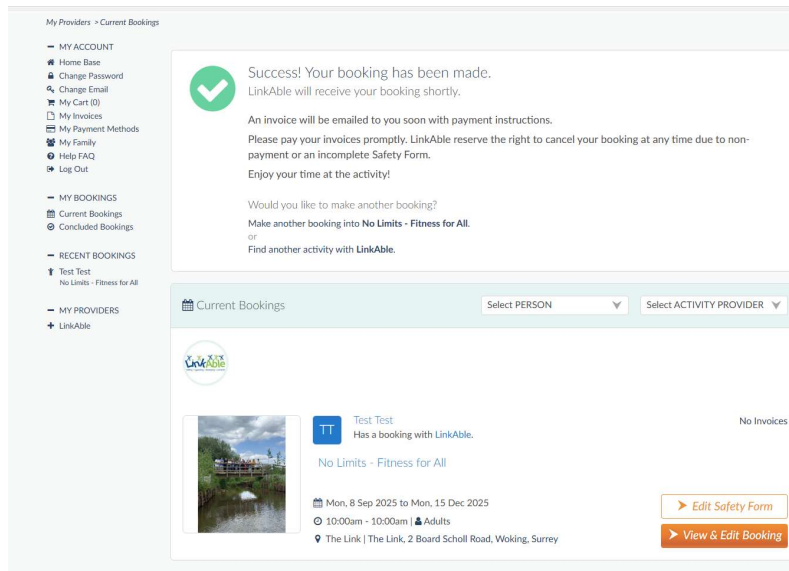
The student details are for the person who will attend the sessions.

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.

A screenshot of the LinkAble Online Enrolment Form showing the final step. The form is divided into sections: 'Attendee Details', 'Additional Questions', 'Emergency Contacts', and 'Family Doctor'. Each section has a checkmark and an 'Edit Section' button. Below these is a 'Submit Form' section with a checkbox for 'Terms & Conditions' and a 'Finish! Submit this Safety Form' button. A blue arrow points to the 'Finish! Submit this Safety Form' button. At the bottom, there is a disclaimer: 'I want to cancel this Safety Form submission. I understand that in doing so, Enrolment will not submit this information to LinkAble.'

This will confirm the booking.

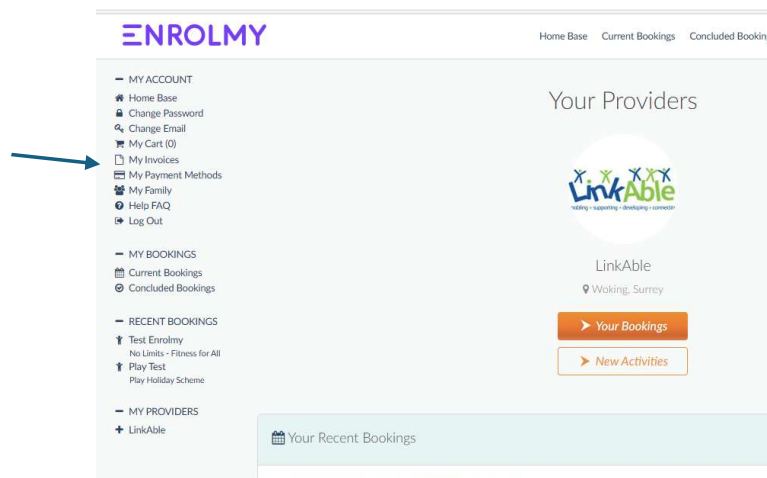


Important to Note

Email confirmations will come from 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.

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 From (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
TOTAL (NZD)	\$445.00
BALANCE DUE (NZD)	\$445.00

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](#).

The screenshot shows the Enrolmy Help Centre interface. On the left is a navigation menu with categories like 'Activity & Outstanding Statements', 'Payments', and 'Credit Card Transactions'. The main content area features a 'Balance Due: \$1,300.00' and a 'Please note' section explaining the statement. Below this, there are sections for 'Internet Banking' (with ANZ account details) and 'Credit Card' payment options. A prominent orange button labeled 'Pay All Outstanding Invoices Now' is visible. On the right, there is a 'On this Page' sidebar with links to 'Email Header Details', 'Email Body Description Details', and 'Email Footer Details'. A 'Contact us' button is located at the bottom right.

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: How do I make bookings for two (or more) children?

A: You only need to register once. When adding a booking, you'll have the option to **add another child** under your account.

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

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

Q: My child's other parent and I are separated. Can we both make bookings and payments?

A: Yes. A second parent can be added to the Enrolmy record but you will need to share the same account details. (Confirm with office if you want to add extra detail about how this works).

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: No, you will receive an email when the booking is confirmed

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

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

Payments

Q: How do I pay using Direct Payments or if I am self funding?

A: Please contact the office for more information on using direct payments and self funding to pay for sessions.

Q: How do I make a payment using Childcare Vouchers?

A: Select *Childcare Voucher* as your payment method during checkout and provide your voucher provider details. You'll only need to enter this information once.

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: My payments are made through Surrey County Council, can the invoices be sent to them?

A: If your invoice is to be paid directly by SCC you need to arrange this with the office and they will then send the invoice to SCC for payment. You will still receive an email with a copy of the invoice but you do not need to take any action.

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 my child to attend on-site sessions at LinkAble. How can I tell which are on-site or off-site?

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

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 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.