

Swim School

Accessing the customer portal

Welcome to HBF Arena. We are super excited that you wish to join one of our programs. To enrol into any of our programs, please follow the below steps:

1. Visit the Arena Joondalup Website: www.arenajoondalupcom.au
2. Click the login button (circled in red) to get to our customer portal page.



Existing or previous members – you or child participated in a program in the last 5 years

1. You already have an account created and only need to login.

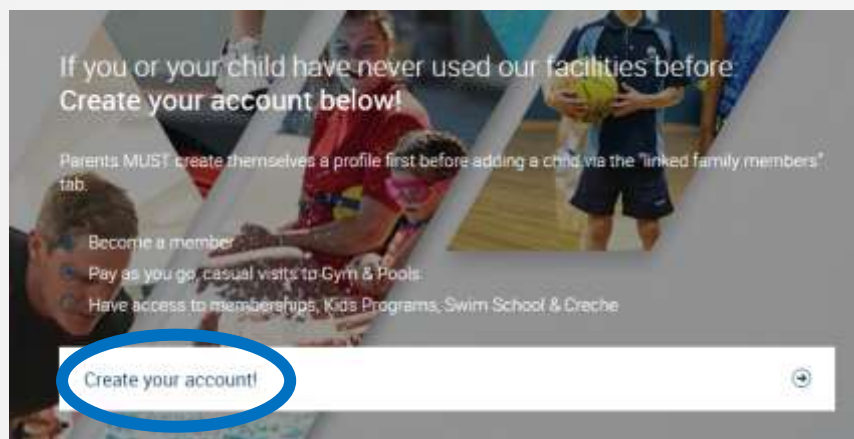
 A screenshot of the login page for existing members. The page has a grey background with white text. At the top, it says: "If you or your child have ever used our facilities before, you will automatically have an account. Please do not create a duplicate account. Please sign in!". Below this, it says: "Sign in with your email. If you don't know your log in, use the 'forgot password' function to re-activate!". There are two input fields: "Login" and "Password". Below the "Login" field is a checkbox labeled "Remember me". To the right of the "Password" field is a link that says "Forgot password?". At the bottom, there is a dark blue button labeled "Login" with a right-pointing arrow.

2. Your login is your registered email address.
3. Your password is what you have registered previously:
If you have never logged in before you can activate a password by using the forgotten password link. If you have any difficulties, get in touch with us.
4. Once logged in you can:
 - Update all details except Date of Birth and Email address
 - Add linked family members
 - View all bookings for yourself and linked family members
 - Update your payment source
 - Process outstanding payments
 - Enrol into programs/classes
 - Freeze swimming lessons for holidays
 - View yours and linked family members skills
 - Purchase other products

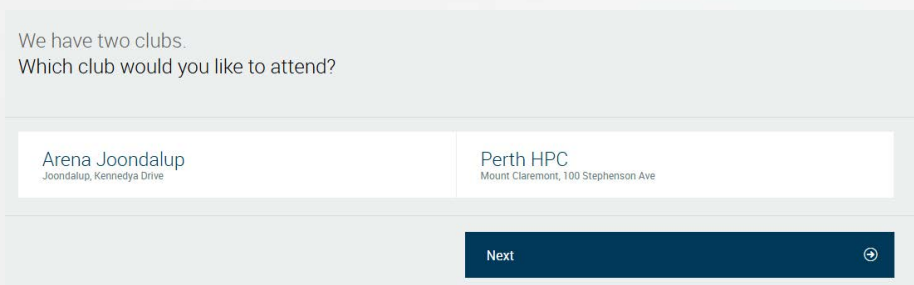


New Customers – you or child have never been booked into a program with us

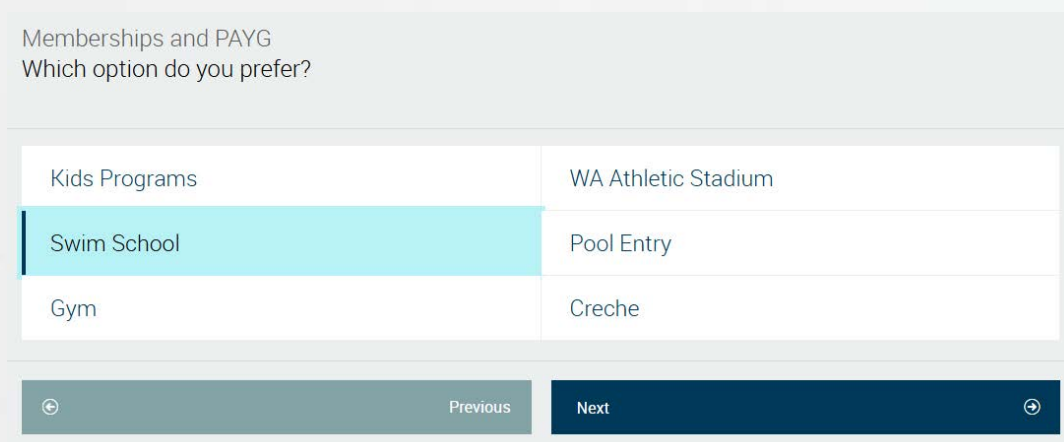
1. Click the Create your account button (circled in Blue)



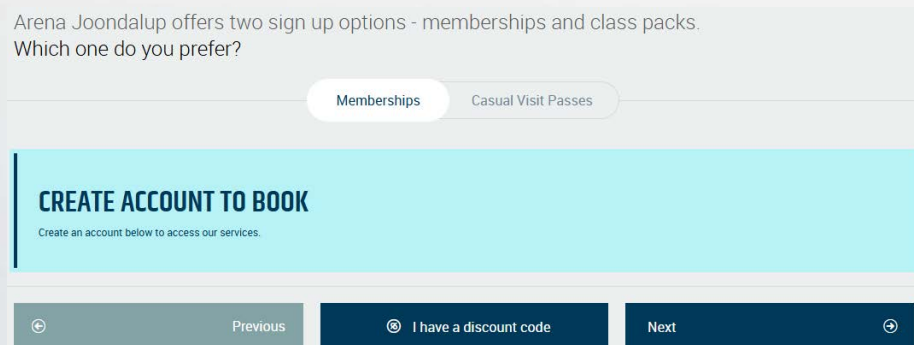
2. Select your chosen Venue and then the next button



3. Click Swim School and then the next button to access the 'Create account to book' page.



4. Click the "Create account to book" option and then the next button.



5. Enter parent registration details initially and then click the create account button. If children need to be added do this at the next step.
6. Add children by clicking "Linked Family Members" and repeat



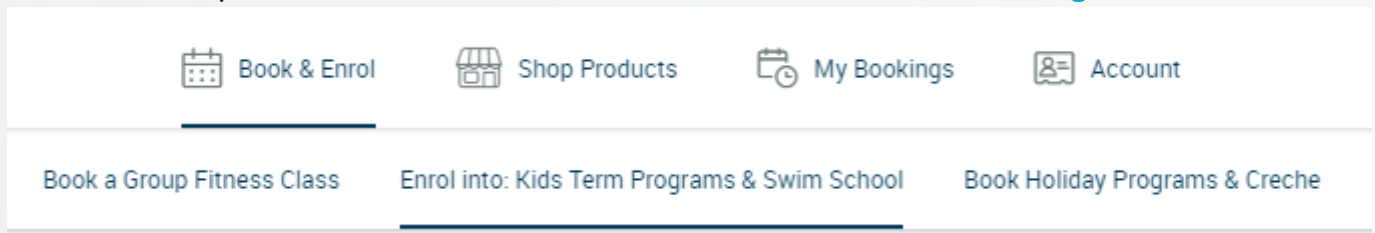
steps 2 to 5 for each child. **Children do not require an email address or phone number.**

7. Add your chosen payment source by clicking [Account](#) , then [Payment Settings](#) and [Add new payment method](#)

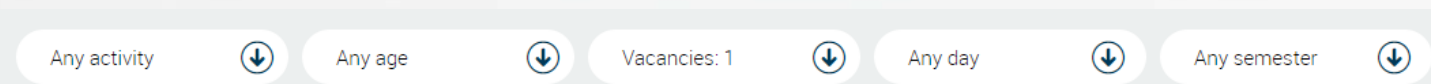
Your swim school class will only be processed correctly if you include payment details.

Enrolling into swimming lessons

1. If you are unsure of your child's swim level, please use our website [Swim Level Finder](#)
2. Log into the customer portal and check you and your child's details are correct
3. **Select** the options [Book and Enrol](#) and then [Enrol into: Kids Term Programs & Swim School](#)



4. Filter the options to the desired program and click enrol



a. **Continuous Swim Enrolment:**

- i. Choose activity type matching child's level (eg: AJ School Age Level 1-2)
 - ii. Choose the correct level (eg: Level 2)
 - iii. Select the day you wish to attend (eg: Tuesday)
 - iv. All available spaces will have the enrol option next to the class: click the enrol button of the class you wish to attend, then next to the child you wish to enrol follow the assess level prompts to confirm your level and then click enrol and follow the online prompts
5. Your booking is now complete and you can check your booking using the [My Bookings](#) option in your customer portal.
 6. Repeat the above processes when enrolling for multiple weeks/children.

