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ClassMobile User Guide Overview

ClassMobile is the mobile solution for the Classes module of Links. Working in conjunction with the desktop module and the ClassWeb module, ClassMobile and ClassMobile Manager allow for greater mobile access to your database of vital information.

ClassMobile itself is designed to provide your customers with access to your class schedule from any web enabled device. It can be used to show your schedule on your website, provided as a hyperlink to your existing customers to easily request makeups and used as a marketing tool to increase prospective client traffic on your website.

ClassMobile Manager is an in-house tool, designed specifically for tablet use to allow users to access schedule information, student attendance and skill attainment away from your reception desk.

Setting up for ClassMobile

ClassMobile from an online perspective is setup for you upon order of the module. You will be provided with a URL where your database will be published to for each application. This website will be updated for you, so no upgrades are required to be completed by you in the future. You can choose to re-direct this URL to a URL within your domain for marketing purposes. Your web designer/IT support will be able to look after this for you.

To ensure your database can connect to the websites, you will need to ensure that your Links Service (part of the Paylink installer) is always running, as well as maintaining the port information that you provided upon order. For further information about allowing port traffic, please visit http://wiki.linksmodularsolutions.com/Setup-for-LinksPlus.ashx

ClassMobile

Using ClassMobile as a Web Page

To show your class schedule on your website, you will need to have your web designers setup a button or link on your existing website to your provided URL. All you will need to do is give your designers the URL and decide how you will launch this link from your website. Some examples are;

- On a page where you have information about your class options, have a button called "View Class Schedule"
- From your home page have a button called "View Live Class Schedule"
- More definitive calls to action, such as from your policies page about Make-Ups, a button or link called "Request a makeup now"

Promoting Online Make-Up Requests

Many schools that offer make-ups are constantly inundated with phone calls about where spots are available, and customers wanting to book a makeup class. With ClassMobile you can streamline this to ask your customers to make their requests online. A suggestion if you wanted to pursue such a method would be to publish via a newsletter or e-blast, instructions for how to save the URL to their smart phone/tablet and encourage users to use this method for requesting make ups.

Here's a work instruction you could use to help you for iPhones/iPads. We would recommend update with a screen print from your own device, so that the URL is accurate and the home screen icon reflects your branding.

To access our online class schedule for makeup requests please visit http://yourURL (or the URL you have redirected to for marketing purposes)

Click on the forward icon

Choose the option to "Add to Home Screen"
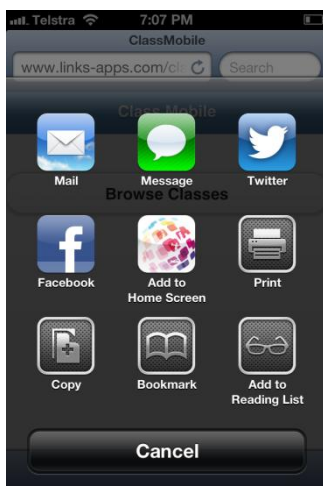
Receiving information

When a customer or prospect requests a booking via ClassMobile an email with the class information will be sent to the nominated email address. If you wish to change this email address at anytime, please email admin@linksmodularsolutions.com

The email will include the class they have made the enquiry about, and what sort of enquiry they have made. Here is an example

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From: demo@linksmodularsolutions.com [demo@linksmodularsolutions.com]
Sent: Saturday, 3 November 2012 4:44 AM
To: Links Demo
Subject: REQUEST MAKEUP FROM CLASS MOBILE

Registration Type : REQUEST MAKEUP
Lesson Day : Wednesday
Lesson Time : 17:45
Lesson Level : Dolphin
Lesson Teacher : TEACHER,STAR
Parent Name : Adam
Email : adam@parent.com
Phone : 999 999 99999
Student Name : Bob

Custom Field: We have our own swim goggles
Ip Address: 108.81.53.172

Managing your Themes

You can manage the look and feel of your ClassMobile page through the Active Carrot portal http://www.activecarrot.net/manager. Your login will be the one you chose when you setup your ClassMobile site. Here you can change the text displayed on your ClassMobile home page as well as the logo and the overall theme. If you do not have access to a web designer to do this for you, please contact admin@linksmodularsolutions.com for further options.

If you have a web designer then the following will assist them to customise the site for you.

Changing the Theme

To change the theme you will need to;

1. Login to the manager portal
2. Select Site Configuration
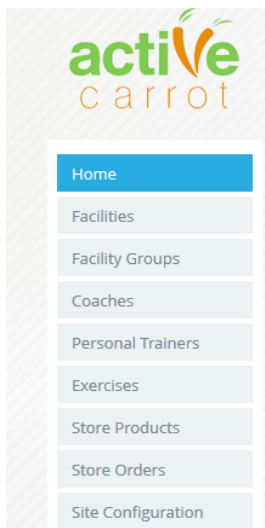
3. Select ClassMobile
4. Here your web designer can add site CSS

Changing the ClassMobile Text

You can alter the text displayed on the home page and what the customer sees when they submit their request in ClassMobile.

1. Login to the manager portal
2. Select Site Configuration
3. Select ClassMobile
4. Here they can alter the home and finished page text
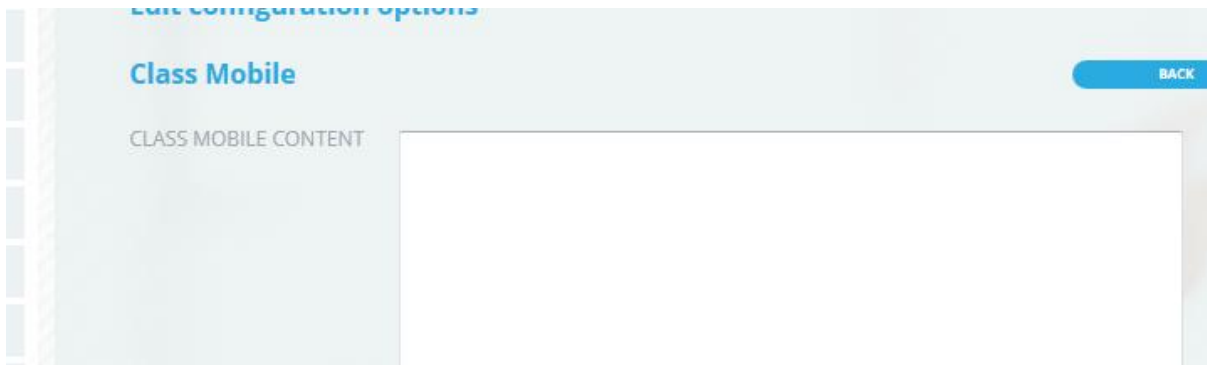
Changing the ClassMobile Options

At anytime you can change what options you offer your clients, i.e. add or remove a Trial Booking option. You can do this by following the steps below
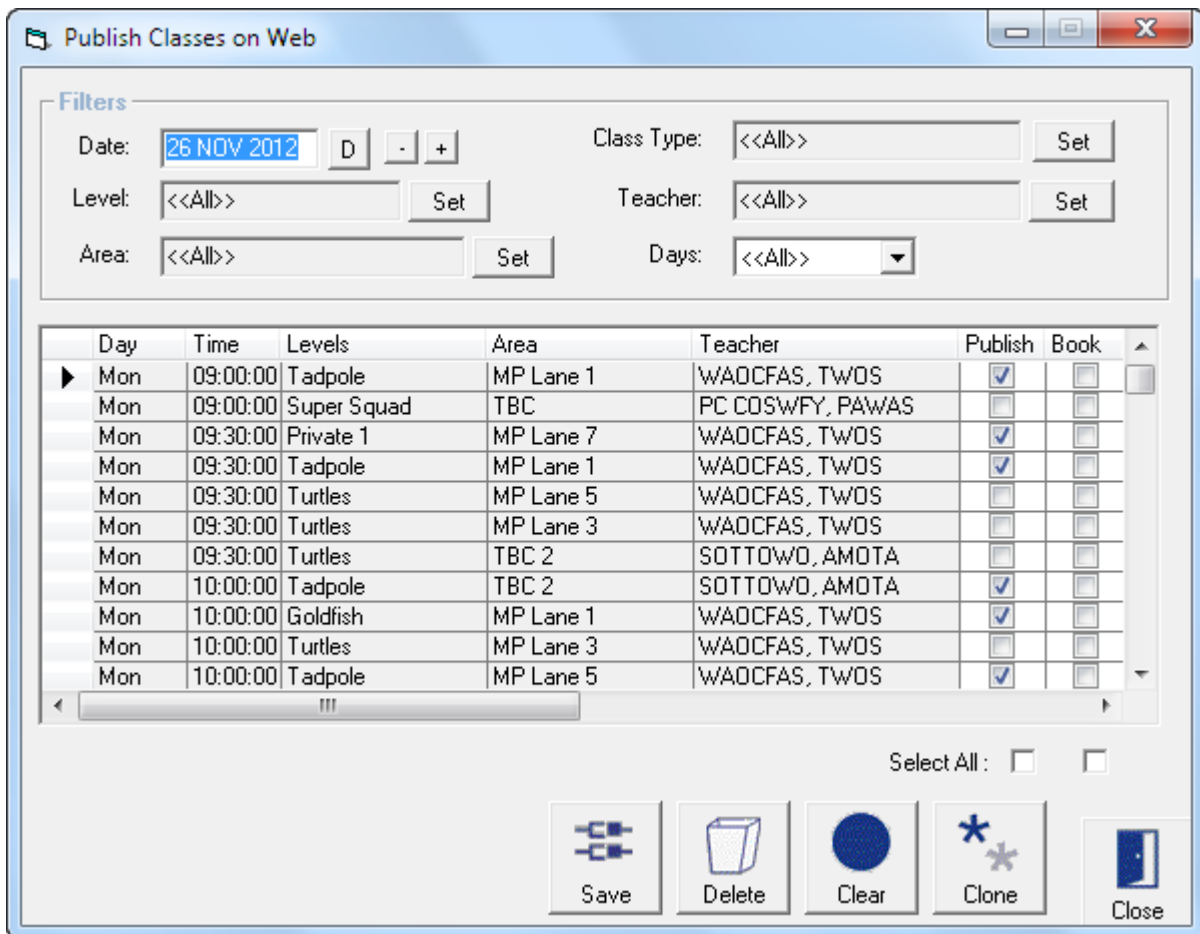
1. Login to the manager portal
2. Select Site Configuration
3. Select ClassMobile
4. Check or Un-Check the options you wish to use
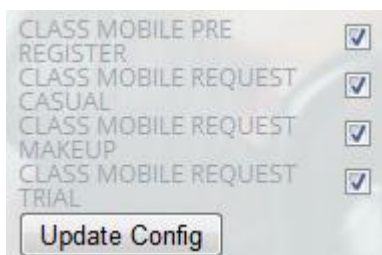
How the Website works

Before classes will display on ClassMobile you will need to publish them in the Admin module of Links. Even if you do not use ClassWeb, you will need to use the publish to ClassWeb screen to make them available for ClassMobile. The same process has been used to ensure that you have consistency between the 2 applications, if you do use both.

This screen can be found in Admin >Classes >Publish Web Classes. Classes will not need to be set to book online for ClassMobile just set as Publish as seen in the below example. If they are set to book as well for ClassWeb they will still show in ClassMobile.

If you wish to learn more about how ClassMobile please read on, and/or take a look at the following video if you prefer http://wiki.linksmodularsolutions.com

The Class Display

Users will see your classes either by level or by day. If they choose a level it will show all classes for that level, or if they select 'Show all classes', they will see a full published schedule of all levels, by day.

By Level

All Classes
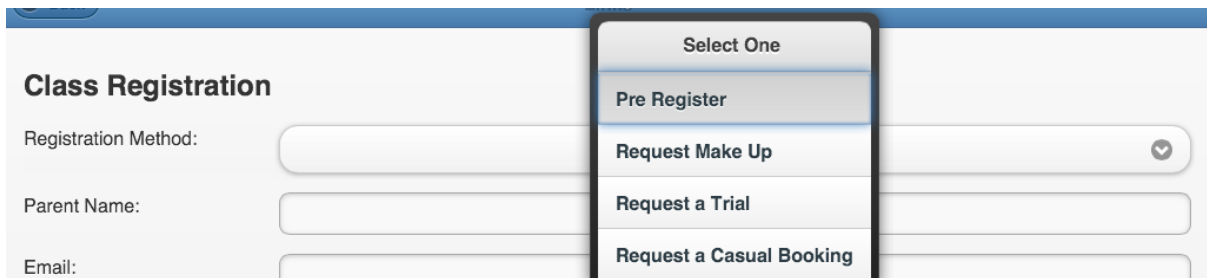
Selecting a Class

Users can select the class they wish to make an enquiry for by selecting the icon

When they click next, they will then see the registration screen for that class.
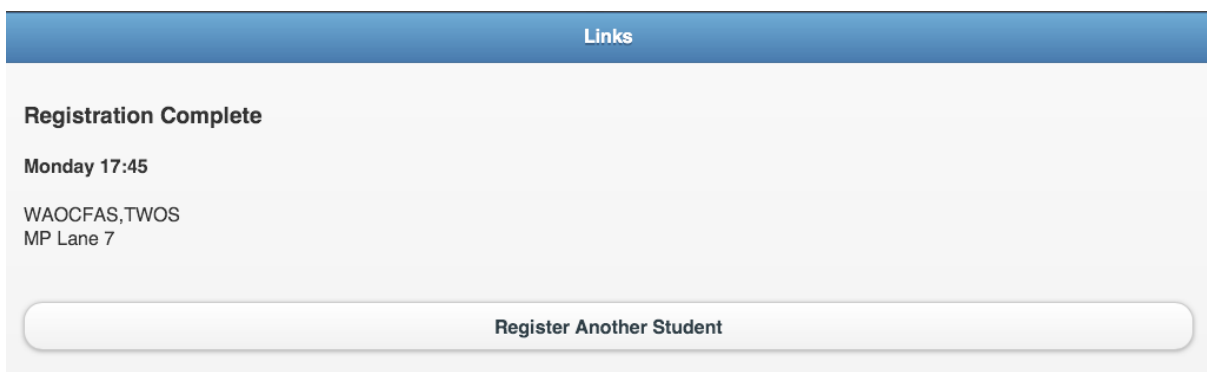
They can then select their registration method. It will only show the methods you setup in your Active Carrot Manager Portal.

Once they submit the information, the details are emailed to your nominated email address.

They can then choose to submit a request for another student or another class if they wish to.

Confirming a Request

How you confirm requests emailed to you is up to you. You can choose to contact the parent by phone or email, or you can ensure that the email confirmations for makeups etc are switched on in Admin> Site> Site Setup and then make the booking request as per their email and they can then receive confirmation of the request success. Remember with any new process it is important to communicate to Customers prior to changing your processes to ensure they understand how you will process requests moving forward.
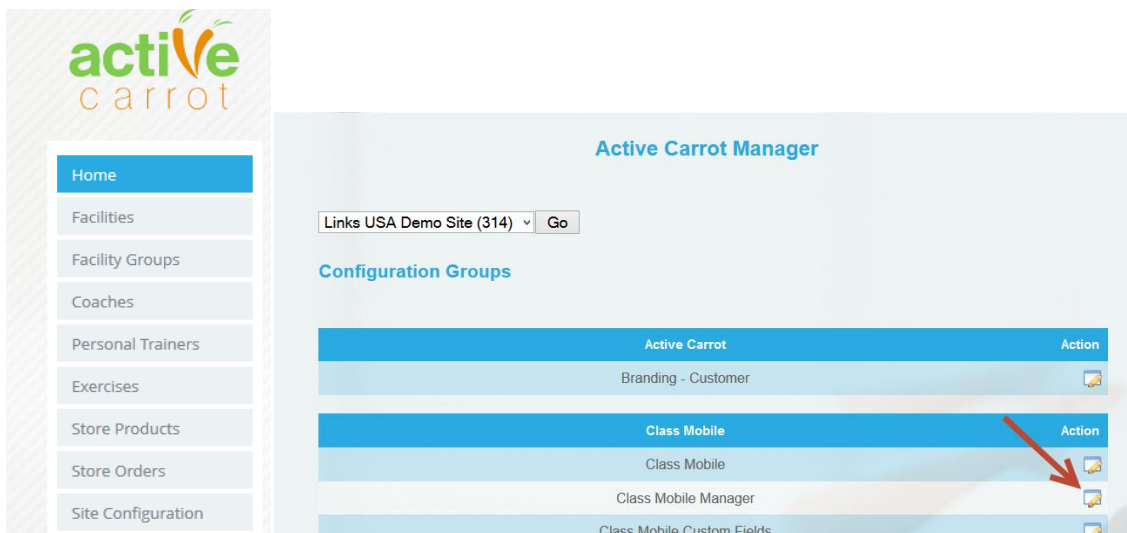
ClassMobile Manager

Application Configuration

ClassMobile Manager has the ability to send a student Progress Report email to the Responsible Person. The Site Configuration allows you to activate this feature and customise the content of the Progress Report email.

Log into the Active Carrot manager portal http://www.activecarrot.net/manager. Your login will be the one you chose when you setup your ClassMobile site.

Select Site Configuration and ClassMobile Manager.
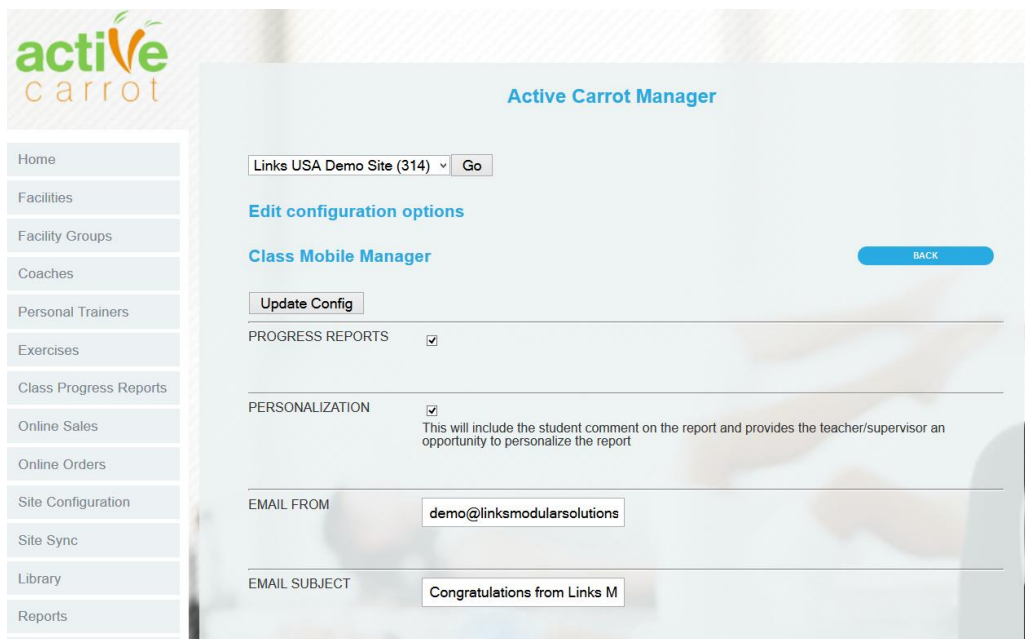
Progress Report Configuration

Progress Reports – Check this box to activate the feature

Personalisation – Check this to include any student comments added to the Progress Report email. This provides the teacher/supervisor an opportunity to personalise the report.

Please note that this is not currently available- This feature requires a version of the Links Service which will be provided in the next Release Pack.
Visit http://linksmodularsolutions.com/support-centre/ for release information.

Email From – Enter the email address that you wish Progress Reports to be sent from your business from. Eg. info@healthykids.com This email address will display on the email when received by your Customers.

Email Subject – Enter the email Subject for the Progress Reports.
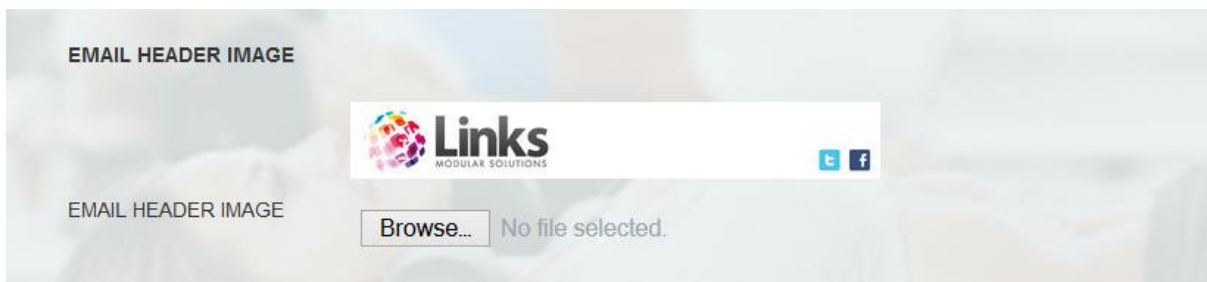
Email Header Image – Insert your image file which will display in the Header of the image insert specs here eg. Ww x yy pixels.
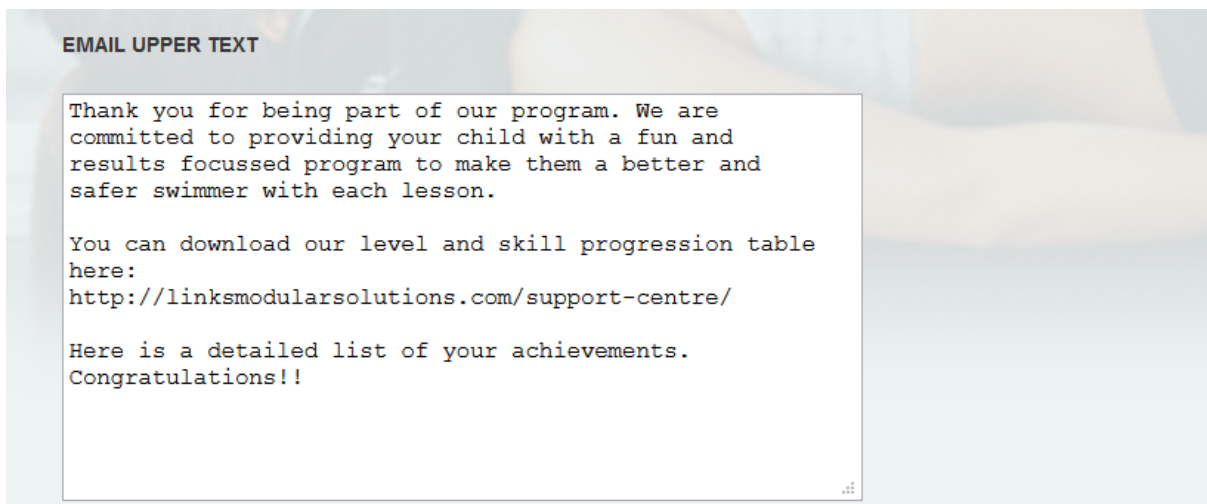
Email Upper Text – This text will appear above the Progress Report skills and levels table.

EMAIL LOWER TEXT
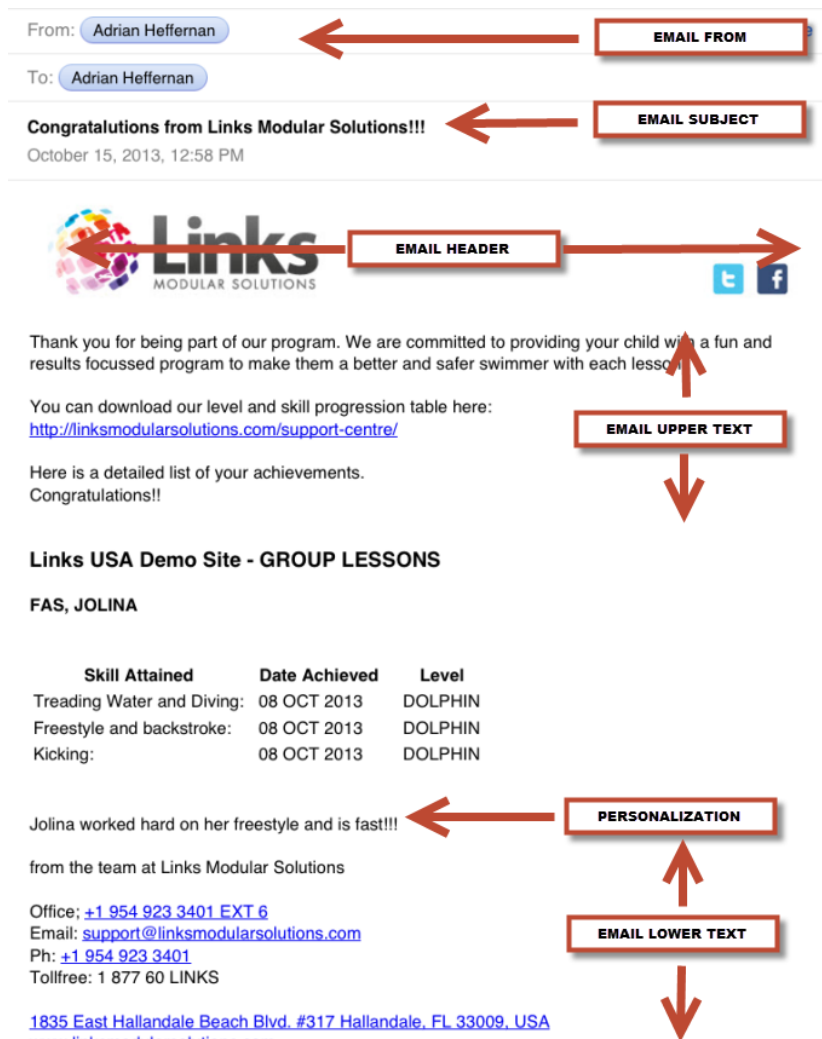
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www.linksmodularsolutions.com
```

Email Lower Text - This text will appear below the Progress Report skills and levels table.

Example of Progress Report Email:

HTML Skill Emails

An email can be sent in HTML for Individual skills that students attain.

The HTML information can be entered here and the Macros for this email are provided.

Setting up your Tablet

The below process is for an iPad or iPad mini but this application can be used from any tablet device that has internet access.

Access Information

To access ClassMobile Manager from your tablet device go to the URL provided with your order confirmation.

To save this as a home screen icon on your iPad see below
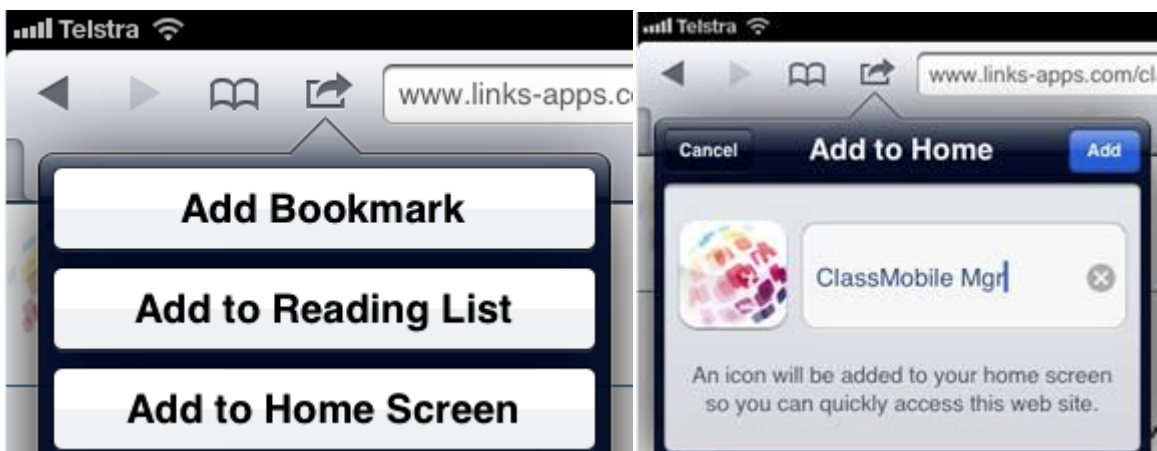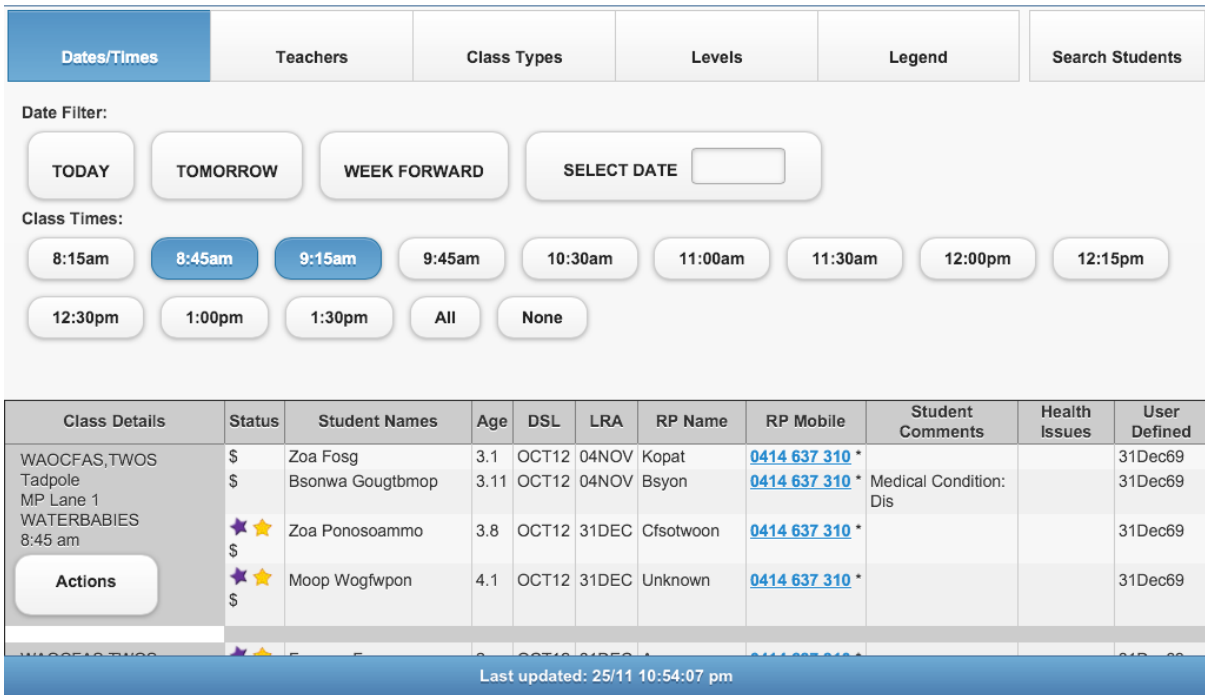
This will allow your team members to access the application with ease by pressing the icon from the home screen when they start use of the application. They will then need to login to the application using the email and password provided in your order confirmation.
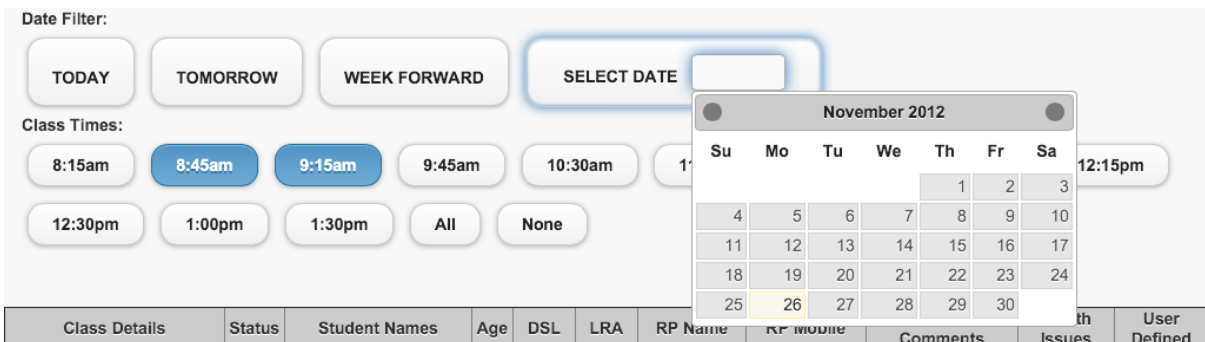
Using ClassMobile Manager

Filter – Day and Time

Once you are logged in, ClassMobile Manager will default to show the next upcoming class. You can change this by using the day and time filters. You can multi select times by pressing the button once. To deselect a time, simply press it once again.

You can easily switch to tomorrow, next week or select a calendar date.

Filter – Teachers

By default all teachers are selected. You can select NONE to clear the filters and then select the teachers you wish to view. Only the teachers who have classes on that day and time that you have selected will be provided for filtering by.

Dates/Times	Teachers	Class Types	Levels	Legend	Search Students

Teacher Filter

WAOCFAS,TWOS	Select All	Select None

Class Details	Status	Student Names	Age	DSL	LRA	RP Name	RP Mobile	Student Comments	Health Issues	User Defined
WAOCFAS,TWOS Tadpole MP Lane 1 WATERBABIES 8:45 am	$	Zoa Fosg	3.1	OCT12	04NOV	Kopat	0414 637 310 *			31Dec69
	$	Bsonwa Gougtbmop	3.11	OCT12	04NOV	Bsyon	0414 637 310 *	Medical Condition: Dis		31Dec69
	★★ $	Zoa Ponosoammo	3.8	OCT12	31DEC	Cfsotwoon	0414 637 310 *			31Dec69
Actions	★★ $	Moop Wogfwpon	4.1	OCT12	31DEC	Unknown	0414 637 310 *			31Dec69
WAOCFAS,TWOS Tadpole MP Lane 2 WATERBABIES 8:45 am	★★ $	Fonmay Fomm	2	OCT12	31DEC	Awon	0414 637 310 *			31Dec69
	★★ $	Cfosmowwa Pcgonomg	2.1	OCT12	31DEC	Ongsaw	0414 637 310 *			31Dec69
Actions	★★ $	Zoc Poskat	2.1	OCT12	31DEC	Oon	0414 637 310 *			31Dec69

Last updated: 25/11 10:54:07 pm

Filter – Class Types

Like teachers, you can select certain class types; this is useful if you run multiple programs within your business

Dates/Times	Teachers	Class Types	Levels	Legend	Search Students

Class Types Filter

WATERBABIES	LEARN TO SWIM	SPECIAL NEEDS	PRIVATE	Select All	Select None

Class Details	Status	Student Names	Age	DSL	LRA	RP Name	RP Mobile	Student Comments	Health Issues	User Defined
WAOCFAS,TWOS Tadpole MP Lane 1 WATERBABIES 8:45 am	$	Zoa Fosg	3.1	OCT12	04NOV	Kopat	0414 637 310 *			31Dec69
	$	Bsonwa Gougtbmop	3.11	OCT12	04NOV	Bsyon	0414 637 310 *	Medical Condition: Dis		31Dec69
	★★ $	Zoa Ponosoammo	3.8	OCT12	31DEC	Cfsotwoon	0414 637 310 *			31Dec69
Actions	★★ $	Moop Wogfwpon	4.1	OCT12	31DEC	Unknown	0414 637 310 *			31Dec69
WAOCFAS,TWOS Tadpole MP Lane 2 WATERBABIES 8:45 am	★★ $	Fonmay Fomm	2	OCT12	31DEC	Awon	0414 637 310 *			31Dec69
	★★ $	Cfosmowwa Pcgonomg	2.1	OCT12	31DEC	Ongsaw	0414 637 310 *			31Dec69
Actions	★★ $	Zoc Poskat	2.1	OCT12	31DEC	Oon	0414 637 310 *			31Dec69

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Filter – Levels

A useful feature when you are assessing students. You can filter by one or multiple levels by selecting each button required. Click once to select and once again to deselect. You also have the option to Select All or Select None if you want to start over and select one or just a few levels.

The Legend

The legend is displayed next to each student's name to help you identify students and communicate with their parents. The legend can help you identify up sell opportunities like converting casual and trial bookings, as well as working on your retention by effectively communicating with new parents and parents of those students who have recently re-enrolled or moved classes.

When you go to the Legend tab, not only will it explain what each symbol means, but it will also, when pressed, give you a list of students that meet the criteria for that Legend symbol.

| Legend filter: | ★ First time in this class | ⭐ First time ever | ⓘ On hold | ⏩ Make up |
| | ⬛ Last Lesson | ❓ Trial | 😊 Casual | ↔ Replacement teacher |

Class Details	Status	Student Names	Age	DSL	LRA	RP Name	RP Mobile	Student Comments	Health Issues	User Defined
WAOCFAS,TWOS Tadpole MP Lane 1 WATERBABIES 8:45 am **Actions**	$	Zoa Fosg	3.1	OCT12	04NOV	Kopat	**0414 637 310** *			31Dec69
	$	Bsonwa Gougtbmop	3.11	OCT12	04NOV	Bsyon	**0414 637 310** *	Medical Condition: Dis		31Dec69
	★⭐ $	Zoa Ponosoammo	3.8	OCT12	31DEC	Cfsotwoon	**0414 637 310** *			31Dec69
	★⭐ $	Moop Wogfwpon	4.1	OCT12	31DEC	Unknown	**0414 637 310** *			31Dec69
WAOCFAS,TWOS Tadpole MP Lane 2	★⭐ $	Fonmay Fomm	2	OCT12	31DEC	Awon	**0414 637 310** *			31Dec69
	★⭐	Cfosmowwa Pcaonoma	2.1	OCT12	31DEC	Onqsaw	**0414 637 310** *			31Dec69

Last updated: 25/11 10:54:07 pm

Searching Students

To make it easier to find students for attendance and skill attainment, you can search by three letters of a student's first name or last name. The search tool will automatically search any part of the student name. The search will begin as soon as you type three letters.

| Dates/Times | Teachers | Class Types | Levels | Legend | Search Students |

Search Students:
(At least 3 characters)   🔍

Understanding the displayed information

There is a lot of information displayed along with the list of classes. Most is self explanatory, but for the acronyms used here is an explanation.

|	Refer to the legend, as well as the $ sign means money is owing
Status	
	Double click the $ to see how much money is owed
DSL:	The **D**ate the student **S**tarted the current **L**evel they are in
LRA:	The **L**ast **R**ecorded **A**ttendance date that Links holds for this student in any class
*:	When * is shown on the actions button this means there are class comments to view
	When * is shown next to the mobile/cell number, there is a home phone number also

ClassMobile Manager Actions

Now that you understand how to view and filter the classes, it's all about what you can do from this application. The actions!

Accessing the Actions

Click this button to view the available actions
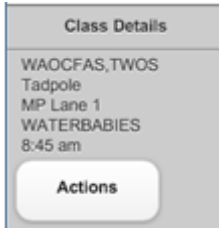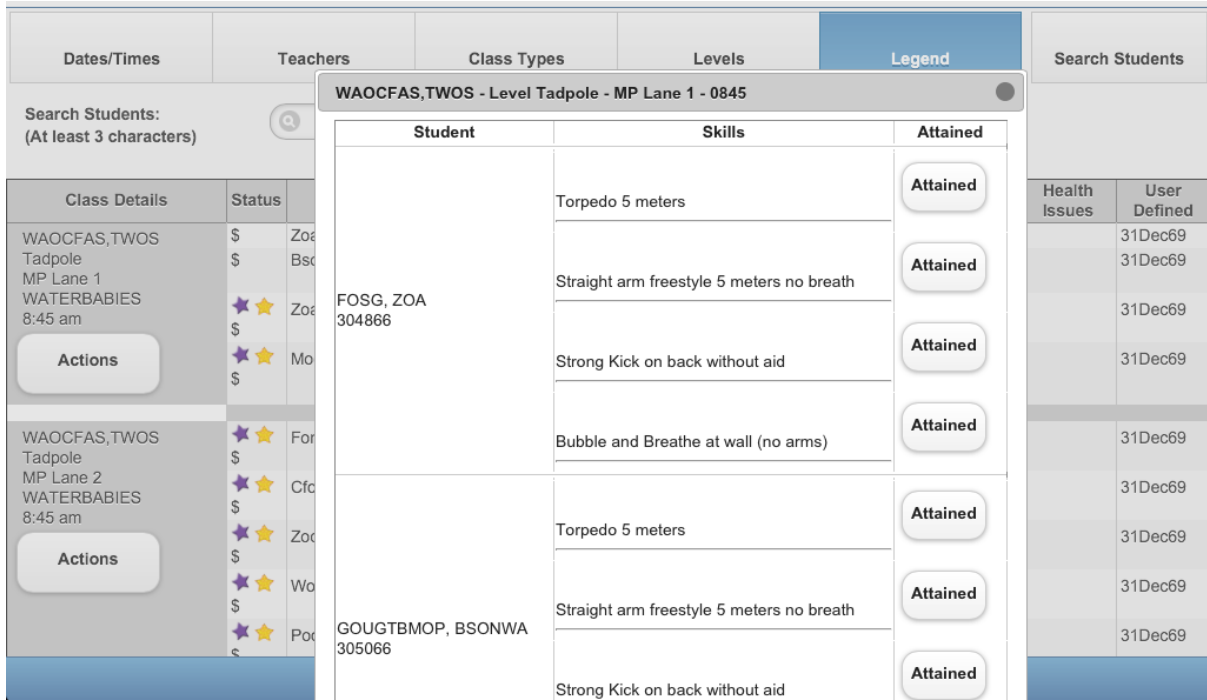

This will display the following:

Class Comments

This will read the comments you have previously saved in the class comments section of the setup classes screen in Links, allowing you to view communications from front desk with ease. You can also type in new comments, which will automatically save back to the Links database.

Recording Skills

One of the biggest time savers that ClassMobile Manager can offer you, is the ability to record skills right from the class, rather than recording on paper and then having to return to the front desk or office to update the Links database. When a student attains a skill, it's as easy as pressing the Attained button!
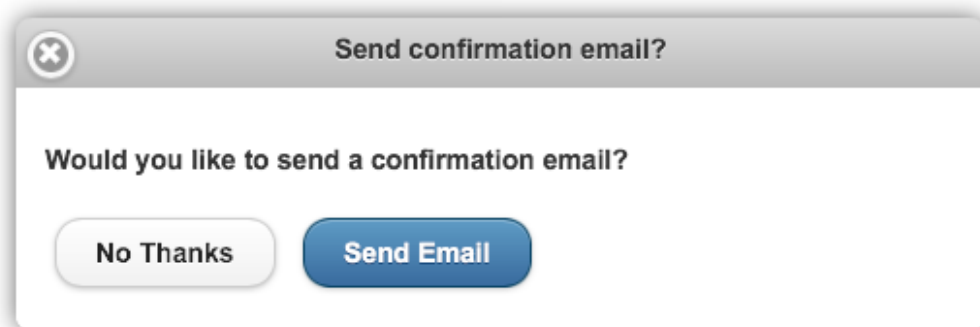

Sending Skill Emails

You can choose to send an email to the Responsible Person as skills are attained.

Sending Progress Reports

The PROGRESS REPORT button can be selected for each class.

 Select the students you wish to send PROGRESS REPORTS to and the date range of the report.
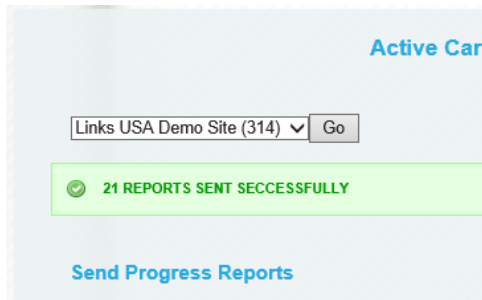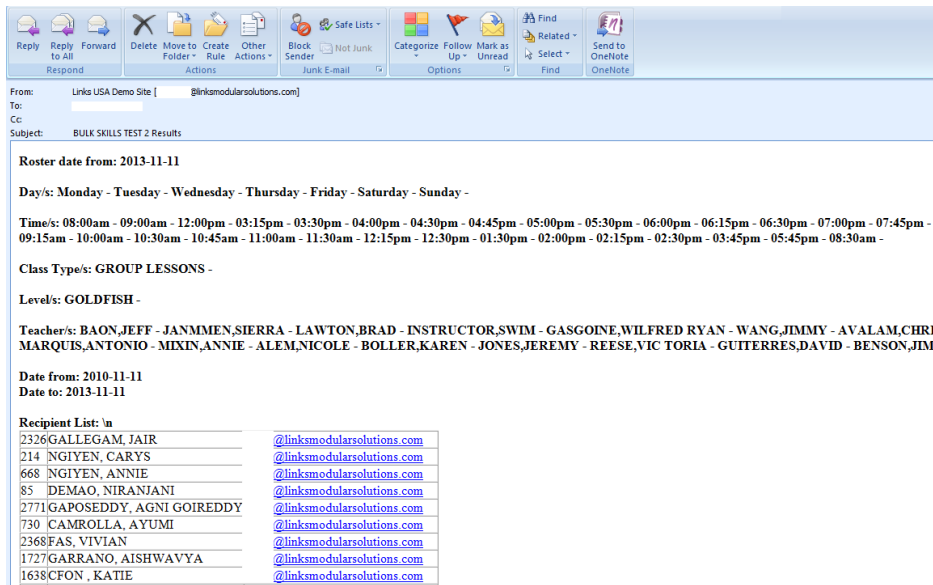
Bulk Progress Reports

Progress Reports can be sent in bulk from the Manager Portal. Select Class Progress Reports and filter your distribution list by Time/Class Type/Level/Teacher/Days.
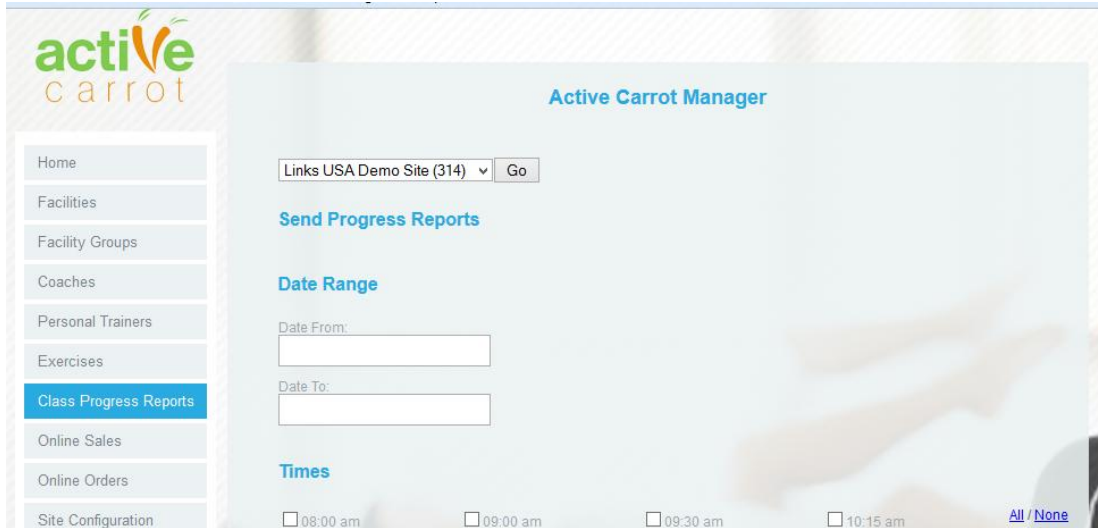
You will receive notification of how many emails were sent.

A summary report will be sent to the EMAIL FROM account detailing recipients.

Recording Attendance

If you don't have check-in at front desk, or your traffic flow management means that customers can get through without checking in, then the attendance feature will be of benefit to you. You can simply select 'Attend' to record an attendance for a student or if a parent communicates to you that they won't be there for a future class you can change your date/times filter and record a cancellation for this date. (Now you know what the week ahead quick button is for!)

Once students are marked attended they display GREEN, and cancelled in RED
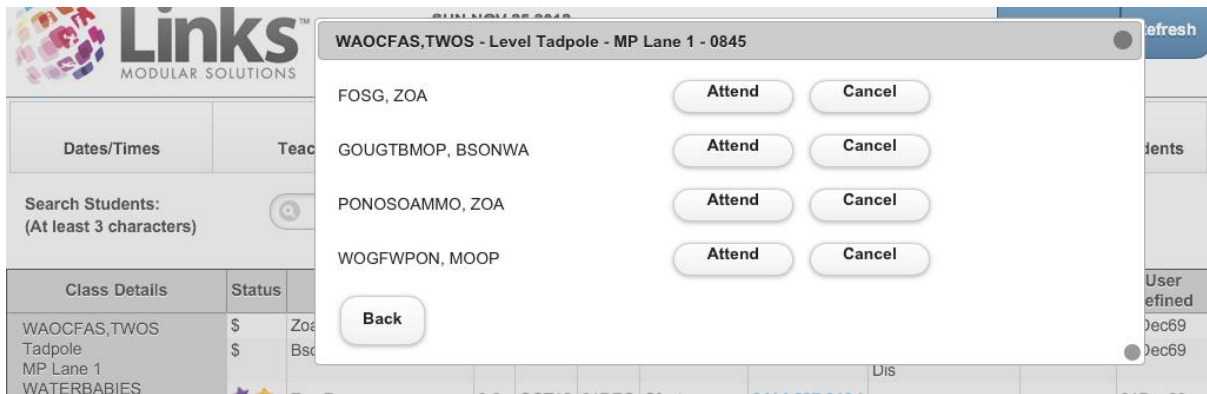
Summary

The ClassMobile applications can save you considerable time in managing your business with Links. The application will be upgraded automatically for you as new versions become available so there is no need for you to do anything. Upgrades will require minimal downtime, and you will be advised of such maintenance periods with at least 30 days notice in all usual circumstances. If an urgent upgrade is required, all effort will be made to complete it out of your operating hours although this cannot be guaranteed.

We hope you enjoy the use of ClassMobile, the start of the Links Mobile solutions!