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ClassWeb Overview

ClassWeb enables your customers to view and/or book into your selected classes, via your website. They can also update personal information, including debit information and pay outstanding accounts.

For the installation of the web application you will need to refer to the ClassWeb Installation Manual. Once the web application is installed you will be able to setup your classes for online booking.

ClassWeb reads directly from your database in real time, which means that the classes you view in the visual scheduler can also be available for booking over the web. You do however have control over which classes are available for booking on the web and also those that you just wish to display for viewing only.

Once the web application is installed the setup of your classes for the web is very simple.

Customer Information

In most cases it will be necessary for your customers to have some information about your programs before being able to book online. To do this, you will need to provide information on items such as terms/sessions, levels and teachers. This information will need to be built into your website and is not a part of the ClassWeb application.

For example you would have a page on your website that explains the details of your programs and then from there, your customers would have a link to the bookings page, which would be the ClassWeb application.

Please note you must inform your web designer to create a link/button to the chosen URL for your web bookings.

ClassWeb Settings

Admin > Site Menu > Other Site Parameters or Setup Locations

General Options
Terms & Conditions
Descriptions

Display Options

Till:

Days ahead to search:

Show Teachers

Show Vacancies

Show Average Age

Show ClassId

Default Location

Include Next Period

Include Captcha Control

Display Group Code with HPs

First Emerg Contact Mandatory

Display Second Emerg Contact

Booking Options

Minutes to hold booking:

Bookings closed:

Prospect Program for Web Enquiries:

Addressing

Use All Postcodes for addressing

New Registration

Don't allow new account creation until:

General Options

Display Options

Till	You will need to set the till you wish transactions made over the web to be processed through
Days Ahead to Search	Define how many days in advance customers can search for Class availability using ClassWeb
Show Teachers	If this is not selected the teachers assigned to each class will not be displayed on the web
Show Vacancies	You can select whether you wish the number of spots available in a class to display or not
Show Average Age	You can select whether you wish the average age of students in classes to display or not
Show Class id	Primarily used for testing, however you can display the class id online if you wish
Show Default	This should only be checked in consultation with Links support staff if

Location	you are operating a multi location database
Include Next Period	Select this option if you wish for customers to be charged a pro rata & the next Direct Debit period amounts upfront
Include Captcha Control	Select this option if you wish to include a Captcha control on the website displayed when new customers sign up.
Display Group Code with HPs	If you wish to display both the group code and the level name for your Holiday Program class types then you can select this option here
First Emerg Contact Mandatory	Select this option if you want to restrict customers from making bookings without providing one emergency contact for the students
Display Second Emerg Contact	Select this option if you wish to display two entry boxes for emergency details to be entered

Booking Options

Minutes to Hold Booking	When a customer confirms a booking online, they then need to pay for the booking using a credit card. This option allows you to control how long they have between confirming the booking and making payment.
Bookings closed	Depending on how you allow customers to book for classes online, you can control when a class is closed for bookings. For example, you may want to close off bookings within say 2 hours so that if it is 3pm on the day customers can't book for a 4pm class to start today, they would start next week for that class.
Prospect Program	When a customer registers on the web but does NOT book into any classes they are populated on a web to do list. From the web to do list you can then turn the enquiry into a prospect. This program is the retention program they will be assigned to from the web to do screen.

Addressing Options

Use All Postcodes for Addressing	Uses the Suburbs and Postcode Combinations in the 'Web Suburbs' table instead of defaulting to the 'Suburbs' table
----------------------------------	--



New Registration

Don't allow new account creation until

This gives the user the ability to turn off New Registrations till a set date. Basically this means at re enrollment time your current customers can have first choice of classes before new Families can select a class.

If you do not wish for new Families to not be able to enroll over the web, set this date well into the future, ie: 01/01/2070.

Terms & Conditions

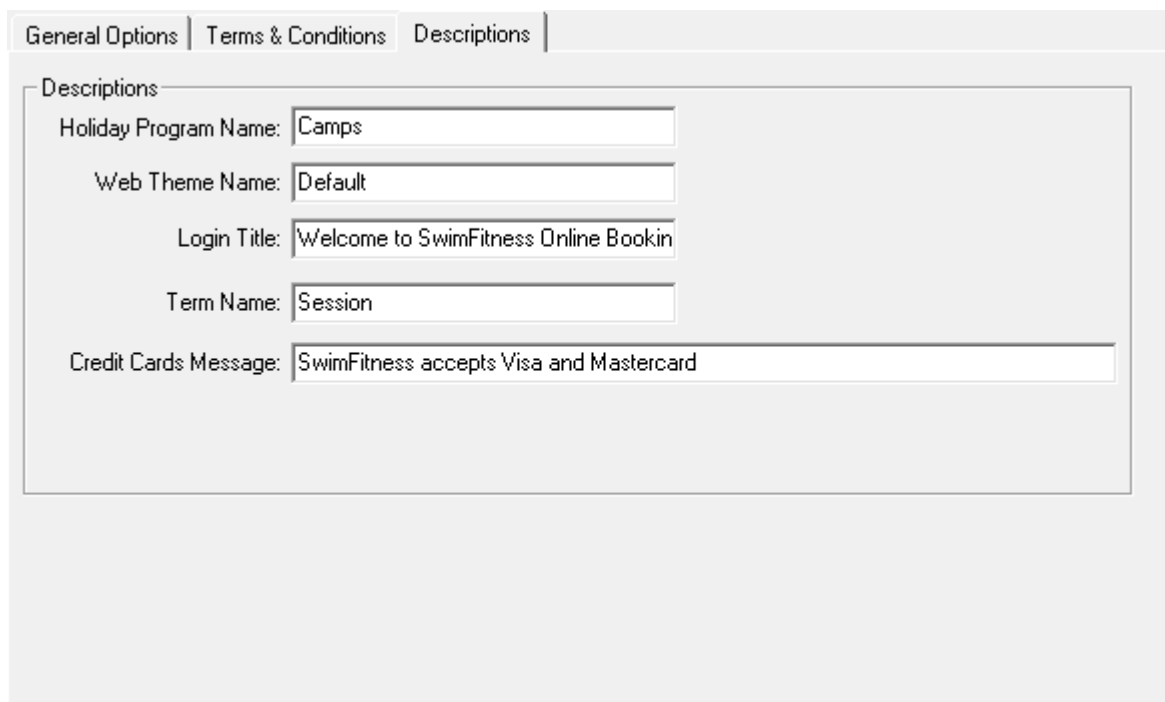
You have the ability to customise your own terms and conditions (waivers) for online bookings. There are 3 types of terms and conditions available for use.



- | | |
|-----------------|--|
| Confirm Classes | This option is required to be confirmed when a customer confirms the selection of a class. This would traditionally be the general booking terms and conditions usually found on a booking form. |
| Credit Card | These terms and conditions are required to be confirmed when a customer pays for their booking online. You may need to discuss the required terms and conditions with your credit card processor. |
| Direct Debit | If you are running perpetual direct debit/billing lessons, then customers will need to confirm to these terms and conditions as part of registering their bank account or credit card details. This information would be the details you currently have on your DDR or Direct Debit Authority paper forms. Again you may need to check with your bank and or credit card processor for details/requirements. |

Descriptions

As all businesses are different the descriptions tab allows you to customise the names that your customers will see online.



Holiday program Name	This option allows you to control what holiday programs are called on the web, for example Holiday Intensives, Power Sessions, Summer Camp
Web Theme Name	This is the colour scheme you will assign to the web. See the technical manual for further information
Login Title	This text is displayed on the main screen of the web where customers can register and login
Term Name	A term in Links is not always referred to as a term. For example it could be a block or a session. Here you can rename how it displays online
Credit Cards Message	This can say what credit cards you accept for payments

Email Settings

To use the automated emails from ClassWeb for booking confirmations, you must be using SMTP email in Links. To set this up go to Admin> Site Menu> Site Setup> SMTP. Refer to the Admin Manual for more details or your ISP or IT Professional will be able to provide you with the required details.

General	Auditing/Other	Memberships&VP	Classes	Other Sites
Restorations	SMS	SMTP	Regional	System

Use SMTP Server

SMTP Details

SMTP Server Name:

SMTP Server Port: * default port is 25

Use secure connection (SSL)

SMTP Default Mail From: "the name that comes up in the "from" of the email message - defaults to Links if not set"

SMTP Authentication Details

Authentication Mode:

SMTP User Name:

SMTP Server Password:

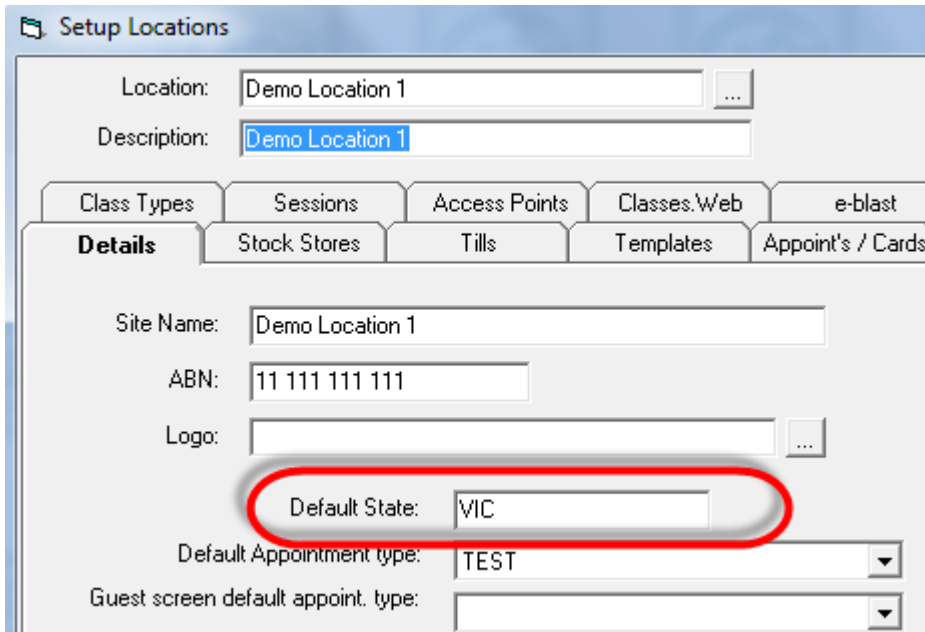
States and Web Suburbs

For your Customers to be able to register online you must set up a states and web postcodes.

States

Admin > Site > Other Site Parameters or Setup locations

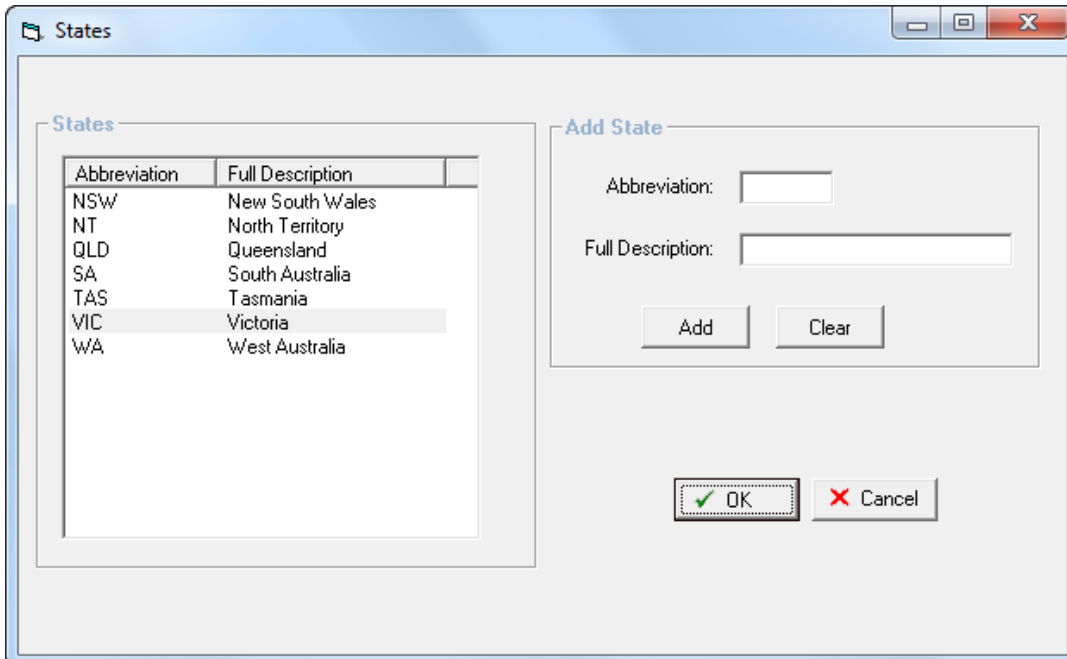
Enter your Default State in this box.



The screenshot shows the 'Setup Locations' window with the following fields and values:

- Location: Demo Location 1
- Description: Demo Location 1
- Class Types: Details (selected), Stock Stores, Tills, Templates, Appoint's / Cards
- Site Name: Demo Location 1
- ABN: 11 111 111 111
- Logo: (empty)
- Default State: VIC** (highlighted with a red oval)
- Default Appointment type: TEST
- Guest screen default appoint. type: (empty)

You can add other States for customers to select from in Admin> Classes> States.



The screenshot shows the 'States' window with the following components:

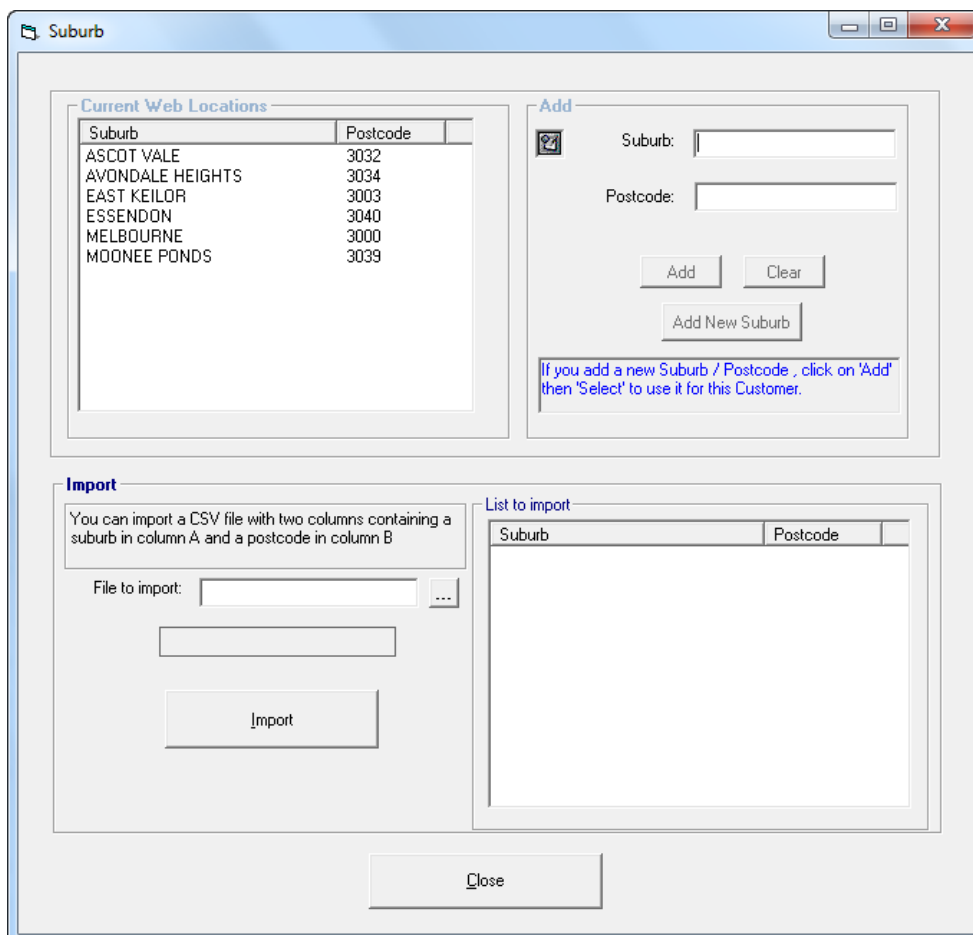
- States Table:**

Abbreviation	Full Description
NSW	New South Wales
NT	North Territory
QLD	Queensland
SA	South Australia
TAS	Tasmania
VIC	Victoria
WA	West Australia
- Add State Form:**
 - Abbreviation: (empty)
 - Full Description: (empty)
 - Buttons: Add, Clear
- Buttons:** OK, Cancel

Web Suburbs

Admin> Site> Web Suburbs

Enter or import a list of Suburbs and Postcodes. Your customers will not be able to book into Classes if this is not done.



The screenshot shows a web application window titled "Suburb". It is divided into several sections:

- Current Web Locations:** A table listing existing suburbs and their postcodes.

Suburb	Postcode
ASCOT VALE	3032
AVONDALE HEIGHTS	3034
EAST KEILOR	3003
ESSENDON	3040
MELBOURNE	3000
MOONEE PONDS	3039
- Add:** A form for adding a new suburb. It includes a checkbox, a "Suburb:" text input field, a "Postcode:" text input field, and three buttons: "Add", "Clear", and "Add New Suburb".
- Import:** A section for importing data from a CSV file. It contains a text box for "File to import:" with a browse button (...), an "Import" button, and a "List to import" table.

Suburb	Postcode

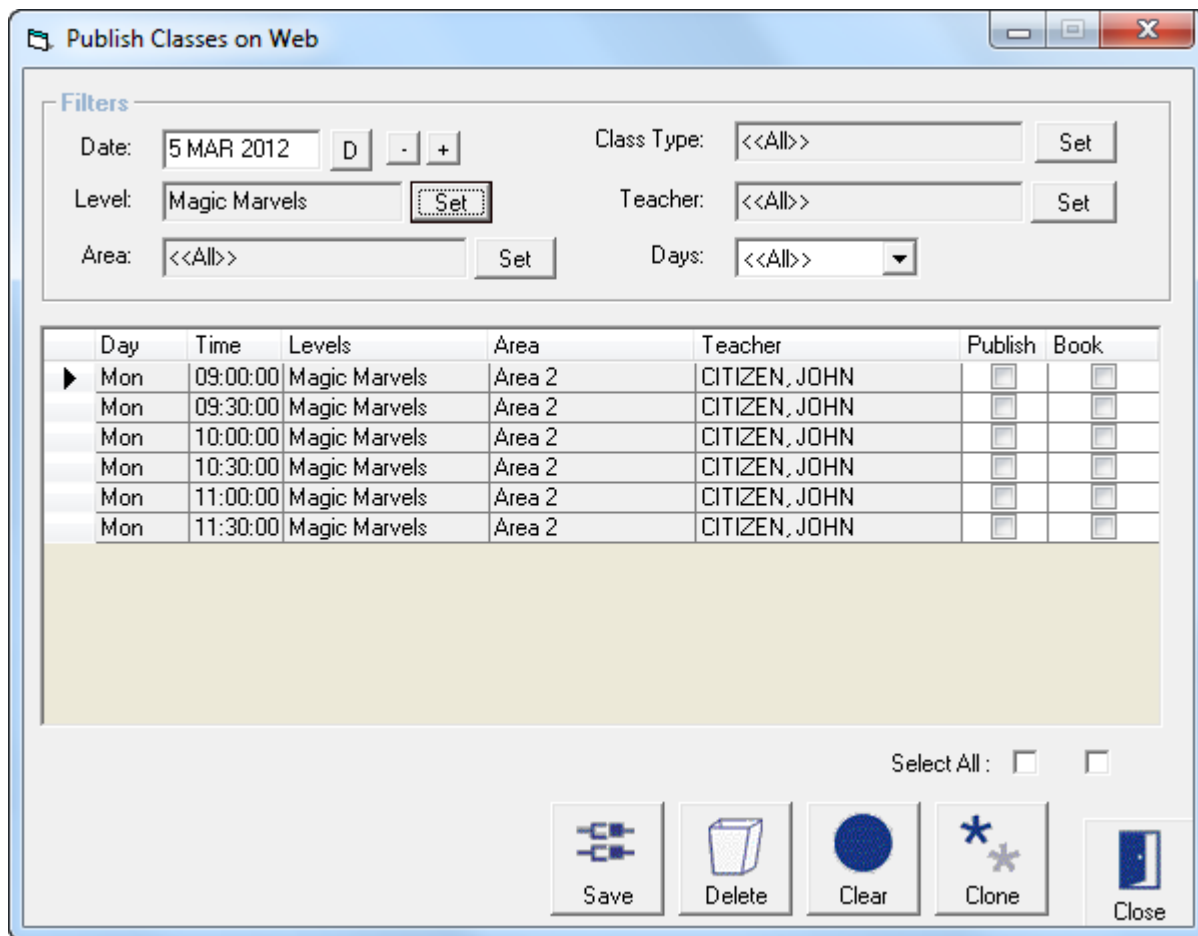
At the bottom of the window is a "Close" button. A blue note at the bottom of the "Add" section reads: "If you add a new Suburb / Postcode, click on 'Add' then 'Select' to use it for this Customer."

Publish Web Classes

Admin > Classes > Publish Web Classes

Once you have your web settings completed, you will now need to decide which classes are available for viewing and booking online. You have three options for classes;

- Not available at all online
- Available only to view online
- Available to book online



You can filter the classes displayed using the standard filter options. Once you have filtered the classes to your required selection then you can choose the select all if appropriate.

Publish The class will be available to view online including current vacancies if you wish, but customers will not be able to book into the class

Book This option must be selected if you wish for customers to be able to book into this class online

Once this is completed and the web application is installed you are setup for customers to book online.

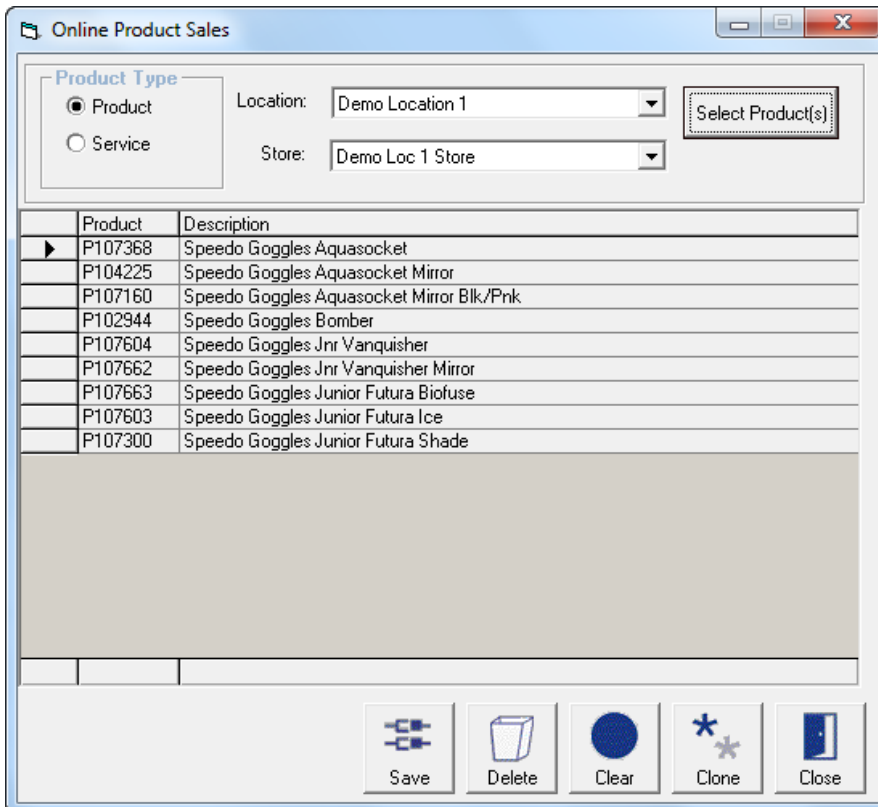
Adding Products & Services Online

Admin > Classes > Online Product Sales

ClassWeb allows you to offer additional services and products for sale online. This can be used to add items such as start up packs, swim packs, retail purchases for pickup at first lesson etc. This is a great way to increase your sales, and streamline arrival at the student's first lesson.

In this screen you can choose to add which services and products you wish to allow for online sale. You can also select whether a checkbox displays or whether you allow for multiple quantities of sale.

1. Select the type
2. Select Location if applicable and store
3. Click on select products
4. You can then use CTRL & Left mouse click to select multiple items
5. You can add to this screen over and over and then press Save to finalise



Product	Description
P107368	Speedo Goggles Aquasocket
P104225	Speedo Goggles Aquasocket Mirror
P107160	Speedo Goggles Aquasocket Mirror Blk/Pnk
P102944	Speedo Goggles Bomber
P107604	Speedo Goggles Jnr Vanquisher
P107662	Speedo Goggles Jnr Vanquisher Mirror
P107663	Speedo Goggles Junior Futura Biofuse
P107603	Speedo Goggles Junior Futura Ice
P107300	Speedo Goggles Junior Futura Shade

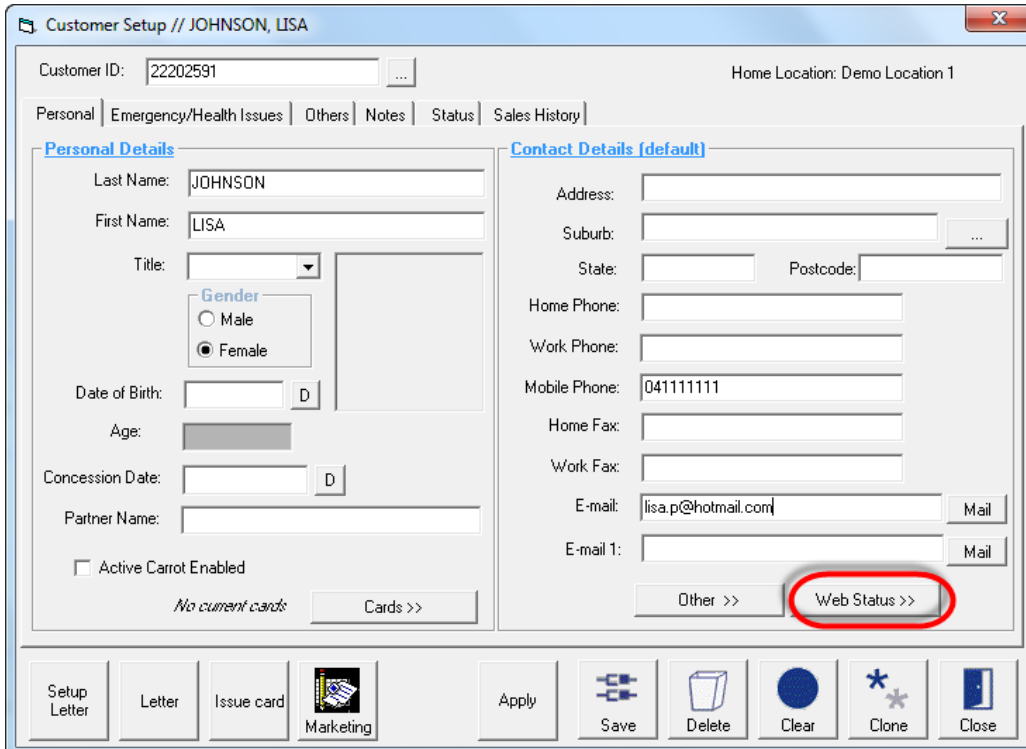
Customer Registration

POS> Customer> Customer

You are able to individually register a customer for ClassWeb which will send them a Username and Password.

Ensure that you have selected 'Can Email' in Admin> Setup PC> Can Email.

1. From the Customer Screen, select Web Status. Ensure the customer has a Email address listed.



Customer Setup // JOHNSON, LISA

Customer ID: 22202591 Home Location: Demo Location 1

Personal | Emergency/Health Issues | Others | Notes | Status | Sales History

Personal Details

Last Name: JOHNSON
 First Name: LISA
 Title: [Dropdown]
 Gender:
 Male
 Female
 Date of Birth: [Date Picker] D
 Age: [Text Box]
 Concession Date: [Date Picker] D
 Partner Name: [Text Box]
 Active Carrot Enabled
No current cards Cards >>

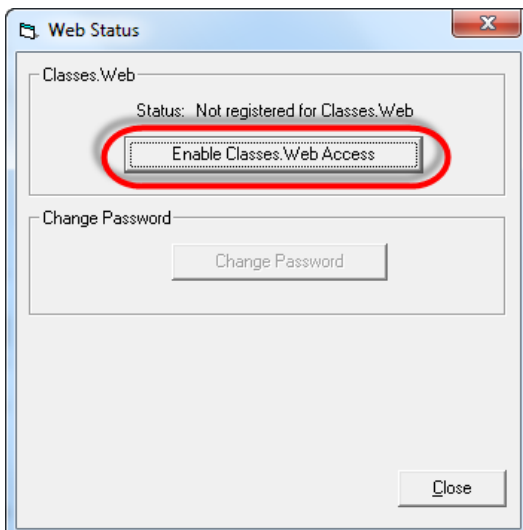
Contact Details (default)

Address: [Text Box]
 Suburb: [Text Box] ...
 State: [Text Box] Postcode: [Text Box]
 Home Phone: [Text Box]
 Work Phone: [Text Box]
 Mobile Phone: 041111111
 Home Fax: [Text Box]
 Work Fax: [Text Box]
 E-mail: lisa.p@hotmail.com Mail
 E-mail 1: [Text Box] Mail

Other >> **Web Status >>**

Setup Letter Letter Issue card Marketing Apply Save Delete Clear Clone Close

2. The following screen will appear, select Enable ClassWeb Access



Web Status

Classes.Web

Status: Not registered for Classes.Web

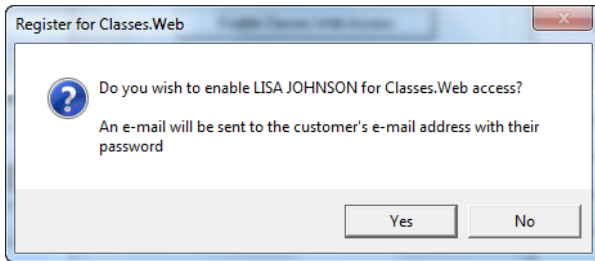
Enable Classes.Web Access

Change Password

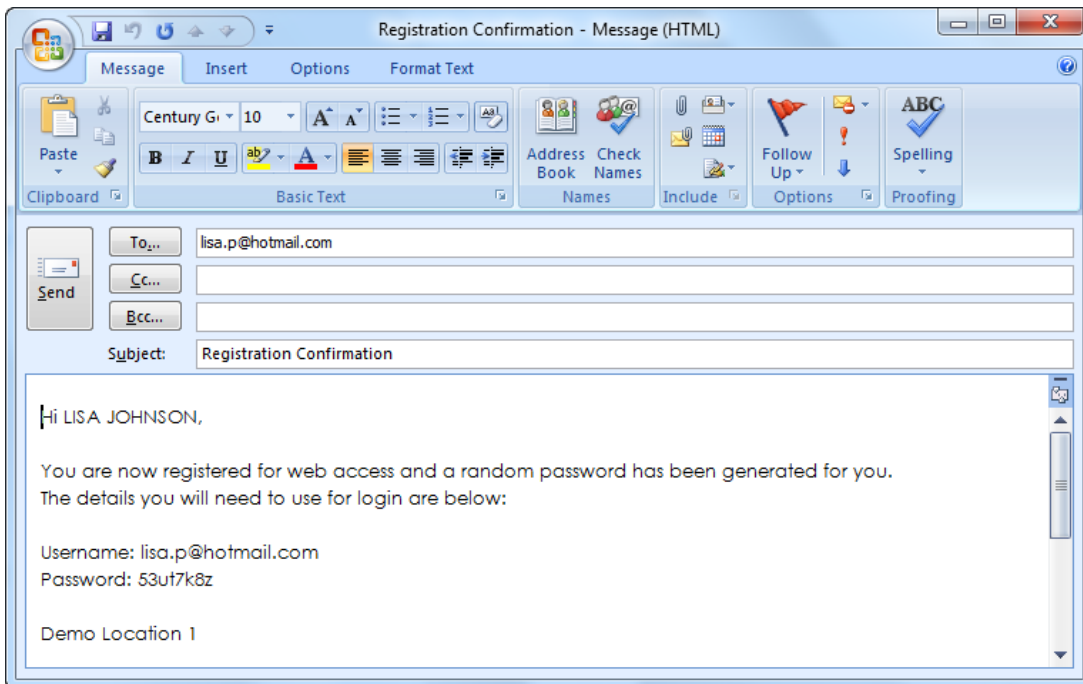
Change Password

Close

3. A screen will appear asking if you want to enable ClassWeb access, select Yes.



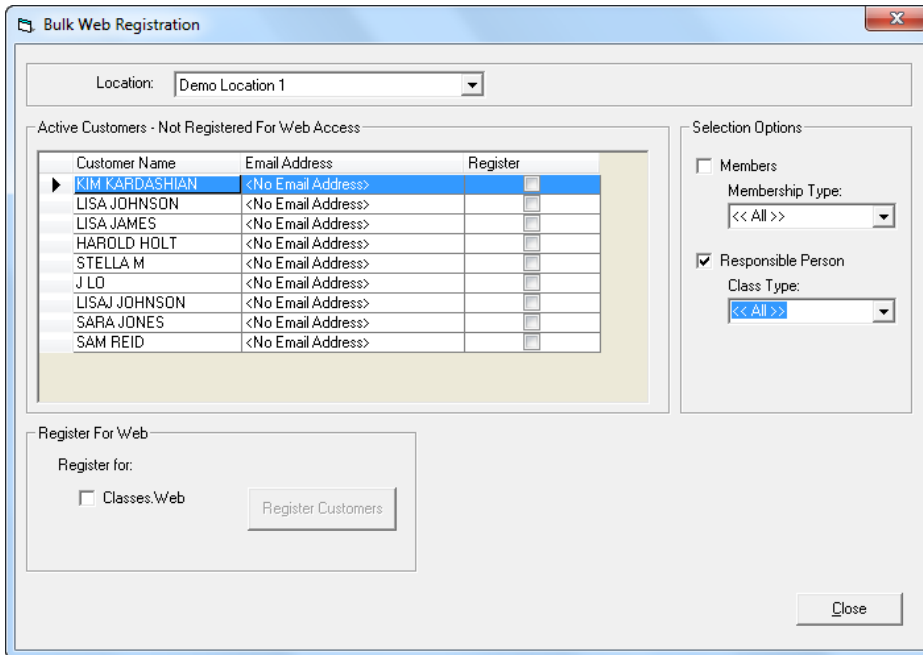
4. Send the Customer the email with their log in details



Bulk Web Registration

Admin> Classes> Bulk Web Registration

If you have been using Links before installing ClassWeb you will have a number of current customers within your existing database that you may want to register for online bookings. To avoid customers creating a duplicate account online, you can email them their login and password. This can be completed in bulk from the Bulk Web Registration screen found in Admin> Classes>Bulk Web Registration.



Customer Name	Email Address	Register
KIM KARDASHIAN	<No Email Address>	<input type="checkbox"/>
LISA JOHNSON	<No Email Address>	<input type="checkbox"/>
LISA JAMES	<No Email Address>	<input type="checkbox"/>
HAROLD HOLT	<No Email Address>	<input type="checkbox"/>
STELLA M	<No Email Address>	<input type="checkbox"/>
J LO	<No Email Address>	<input type="checkbox"/>
LISAJ JOHNSON	<No Email Address>	<input type="checkbox"/>
SARA JONES	<No Email Address>	<input type="checkbox"/>
SAM REID	<No Email Address>	<input type="checkbox"/>

Location If running a multi location database, select the site location to register customers

Members Not applicable for ClassWeb

Membership Type Not applicable for ClassWeb

Responsible Person Select this option to register Responsible Persons for Web Access

Class Type Use the to select the Class Types to select Responsible Persons

Register for ClassWeb Ensure this is ticked once you have selected the customers you wish to send the registration details to

Once you have chosen your selected customers click on the button and an email including the customers email address and auto generated password will be sent to the selected customers.

Web to Do

Classes> Classes > Web to Do

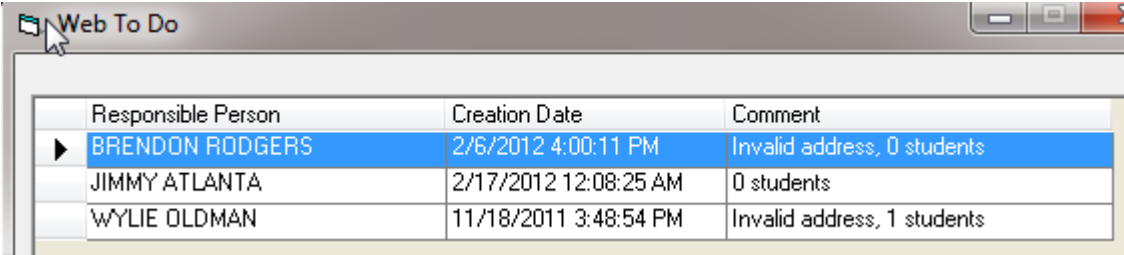
If a customer registers online and does not complete a booking then their details will be populated on the web to do screen.

This screen allows you to complete the following:

1. Turn the enquiry into a prospect and place them on your selected prospect program
2. View the family details of the web enquiry
3. Fix an address, i.e. add the Suburb and Postcode combination entered to your database or correct an incorrectly entered suburb and postcode combination
4. Delete the enquiry from your list

Once a customer is turned into a prospect, deleted or the students within their family are booked they will be removed from the web to do screen.

Right click on the Customer names to action the options available.



Responsible Person	Creation Date	Comment
BRENDON RODGERS	2/6/2012 4:00:11 PM	Invalid address, 0 students
JIMMY ATLANTA	2/17/2012 12:08:25 AM	0 students
WYLIE OLDMAN	11/18/2011 3:48:54 PM	Invalid address, 1 students

Online Charges

Pro Rata

When a customer books online into a class that is a part of a perpetual class type, ClassWeb will charge the pro rata for the remaining part of the debit period in the same fashion that a booking in the Classes Module would.

If you wish to include the next period also then you must select this option in the ClassWeb setup screen (Other Site Parameters or Setup Locations). This would be the same amount charged if you had selected the 'include next period' option in the create student booking screen.

Joining fee: \$	<input type="text" value="10.00"/>	Fee each DD: \$	<input type="text" value="27.90"/>
+ Pro rata: \$	<input type="text" value="55.80"/>	<input type="text" value="?"/>	<input checked="" type="checkbox"/> Include next period
- Discount: \$	<input type="text" value="5.58"/>	Next Period 01 Jun 2005	

Term Fees

Terms fees are charged online in the same fashion that they are in the Classes Module.

Joining Fees

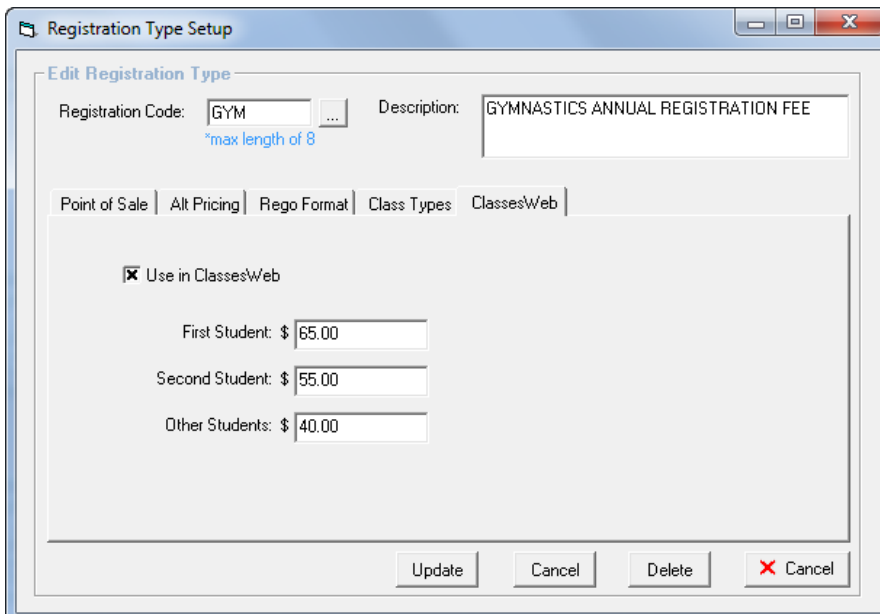
All joining fees are charged as mandatory online.

Registration fees

Registration fees can also be collected over the web.

Note: For a registration fee to display on the web, it must be a MANDATORY fee.

You can also separately control the prices charged on the web, including multiple student discounts. This is setup in Admin > Classes > Registration Types > ClassWeb tab



Registration Type Setup

Edit Registration Type

Registration Code: Description:

Point of Sale | **Alt Pricing** | Rego Format | Class Types | ClassesWeb

Use in ClassesWeb

First Student: \$

Second Student: \$

Other Students: \$



Here are two examples of ways you could use this screen

Use in ClassesWeb

First Student: \$

Second Student: \$

Other Students: \$

Example 1

Reg Fee is discounted per student

1st Student \$65.00

2nd Student \$20.00

Additional students \$40.00

Use in ClassesWeb

First Student: \$

Second Student: \$

Other Students: \$

Example 2

Max fee for family

1st Student \$25

Family total \$50

Financial Information

All transactions made online will be with a customer's credit card, through LinksPay. As per any other credit card transactions made through these providers, the amounts payable to your business are made via transfer into your nominated bank account.

Till Rec Report

Transactions from ClassWeb are made with a payment type of EFT transfer (electronic). In most cases you will specify a separate till for online bookings to make it easier to identify online transactions, however you will also see the monies collected in your till reconciliation report under Electronic.

Till Reconciliation Report Point of Sale as at 6/10/2009 12:45 PM for 6 OCT 2009

Till ID	Cash,\$	Cheques,\$	C/Cards,\$	EFTPOS,\$	Direct Debit,\$	GST,\$	Total,\$
TILL1	47.90	0.00	0.00	0.00	0.00	0.91	47.90
	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	47.90	0.00	0.00	0.00	0.00	0.91	47.90

Till ID	Vouchers,\$	Credit Notes,\$	Layby,\$	Accounts,\$	Electronic,\$
TILL1	0.00	0.00	0.00	0.00	150.00
	0.00	0.00	0.00	0.00	0.00
TOTAL	0.00	0.00	0.00	0.00	150.00

End of report.

Sales Category by Tender

The income allocation of transactions made online will show in their usual category in the Sales Category report. To identify payments by income area, separated by POS (Links) and ClassWeb (online), it would be best to use the Sales Category by Tender report.

Sales Category By Tender Report (Category Breakdown)

Category: SALES
From 6 OCT 2009 to 6 OCT 2009

Sub Category	Total \$	GST \$	Cash \$	Chq \$	CC \$	EFT \$	Vch / Credit \$	Acc \$	Layby \$	EFT Tran \$	Family Credit \$	DD \$
AQUATIC EDUCATION	209.31	0.91	46.99	0.00	0.00	0.00	0.00	0.00	0.00	150.00	12.32	0.00

Customer Information

As bookings taken over the web are made directly into your database, the bookings will be available for viewing/reporting in the same fashion that any bookings made in the Classes module are. There are some subtle differences however that will help you identify that they bookings were made over the web.

Family Screen

The details in the fees and payments charges screens of the family screen will show that it was a web payment.

Fees			Total \$:
Date	Reason	Amount, \$	58.50
4 AUG 2011	Class booking fee	58.50	
			Total Pending \$:
			0.00

Payments			Total \$:
Date	Reason	Amount, \$	58.50
4 AUG 2011	Web booking	58.50	
			<input type="button" value="Print Receipt"/>

In the comments box on the details tab of the family screen, it will show that the customer was created over the web

- * To view the student's details double click the corresponding record
- ** To select the student(s) to print Letter tick the corresponding check box.

Comments:

Family Setup - RP Ph: 123 123 1234

Responsible Person: 3724 MICKA MANIAK

Family Details | Debit Details | Accounts/Bookings | HP/Squads | Account History | Make Ups | Registrations

Family Accounts						
Date	Type	Description	Debit, \$	Credit, \$	Balance, \$	Status
20/07/20...	Bookings	BABY Monday 9:30a (Gym Tots)	56.25	0.00	0.00	
20/07/2011	Payment	trans no. 5872 for BABY Monday 9:30a (Gym Tots)		56.25	56.25	

Family Account Details \ RP : MICKA MANIAK (3724) \ Family ID: 1543				
Date	Student	Detail	Comment	Amount, \$
20/07/2011	MANIAK, BABY	Monday 9:30a (Gym Tots)	Web booking	31.25
20/07/2011	MANIAK, BABY	Monday 9:30a (Gym Tots)	Web booking	25.00

Customer Screen

The terms and conditions that customers agree to online are available for viewing within the customer screen. The customer details will retain the terms and conditions that this individual customer agreed to even if they are changed in the future.

Personal | Emergency/Health Issues | **Others** | Notes | Status | Sales History

Customer Created

Date: 20 JUL 2011 02:53:15 PM

Home Site: SAD

Home Location: ...

Correspondence

All Correspondence

Links Emails

Links SMS

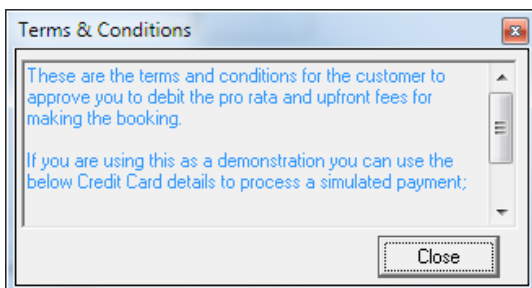
Creation Method

Created using Classes.Web

Terms and Conditions

Source	Type	Date
Classes\Web	Confirm Classes	20/07/2011 2:54:35 PM
Classes\Web	Credit Card	20/07/2011 2:56:47 PM
Classes\Web	Direct Debit	20/07/2011 2:58:09 PM
Classes\Web	Confirm Classes	20/07/2011 3:03:32 PM

You can double click to view the actual T&C's they agreed to



Reporting

Refer to financial information for more detail on transaction made online.

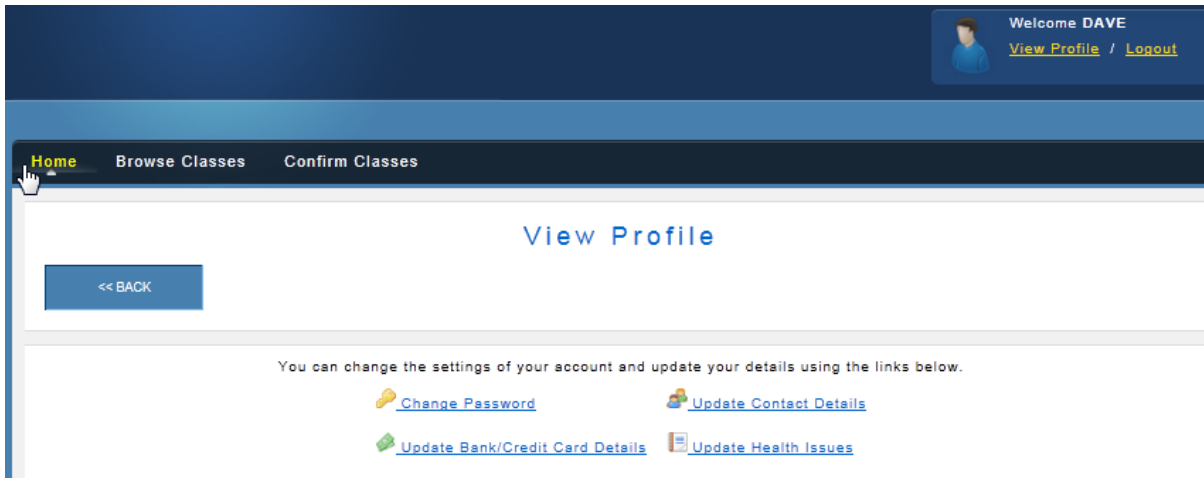
For bookings made online, these bookings are identified for reporting purposes. You can view the bookings made online, and stats related to these bookings in the Period Summary report. It will show you the number of new and previous bookings made online. The detailed view of the period summary report will also show you each student that was enrolled online.

	LTS	TOTALS
New Student Bookings taken	10	10
Previous Student Bookings taken	35	35
New Student Web Bookings taken	4	4
Previous Student Web Bookings taken	7	7

Portal View

From the home page a Customer can:

- View/update profile information
- Add or update student information
- See current bookings
- Pay outstanding balances (note currently this does not include any outstanding registration fees). When customers make a new booking they are Required to also pay for any outstanding booking fees.



Welcome DAVE
[View Profile](#) / [Logout](#)

Home Browse Classes Confirm Classes

View Profile

<< BACK

You can change the settings of your account and update your details using the links below.

[Change Password](#)
[Update Contact Details](#)
[Update Bank/Credit Card Details](#)
[Update Health Issues](#)



Welcome DAVE
[View Profile](#) [Logout](#)

Home Browse Classes Confirm Classes

Please register all your students before continuing.
 To add a student, press the Register New Student button.
 If all of your students are already showing then you can simply click Browse Classes.

BROWSE CLASSES >>

WELCOME DAVE BRASS
 1234 ALLOW GROVE
 HOLLYWOOD, FL 33019

Students attached to account

1. [FRANK BRASS](#)

REGISTER NEW STUDENT

Student	Day	Time	Level	Teacher	Balance
FRANK BRASS	Friday 31 Aug 2012	09:30 AM	NEMO	LILLY AL	\$50.00

PAY ACCOUNT

Trouble Shooting

Further information regarding ClassWeb will be available in the Links Online Support Wiki.

Q: My classes are not displaying online?

A: The classes may not be published for online bookings or may have 0 vacancies.

Q: The next start date for a class online, is not until next week?

A: The time parameter in ClassWeb settings does not allow booking until the following week, as the next class is within the booking closed period (Number of Hours).

Q: How do I know which students booked over the web and those that my staff booked?

A: The period summary report (Reporting> Classes >Statistic) will show a breakdown of these bookings if you choose the detailed view option.

Q: My customers get a web page error, when they try to book online?

A: Even though your website is up and running, if you have a redirection in place for the ClassWeb application this part of your website may be down, you will need to contact your IT support.

Q: How do I know who logged in online but didn't make a booking?

A: Your Web to Do List (Classes> Classes> Web to Do) will be populated with customers who register online but do not proceed and complete a booking online.

Q: What if a customer forgets their password and can't access ClassWeb?

A: You are able to reset it for them through the Customer Screen. Select Web Status which will take you to 'Change Password'. Enter and confirm the new password for the Customer. An email will pop up after this for you to send to the Customer.

Further information is available online through the Online Support Wiki

<http://wiki.linksmodularsolutions.com/>