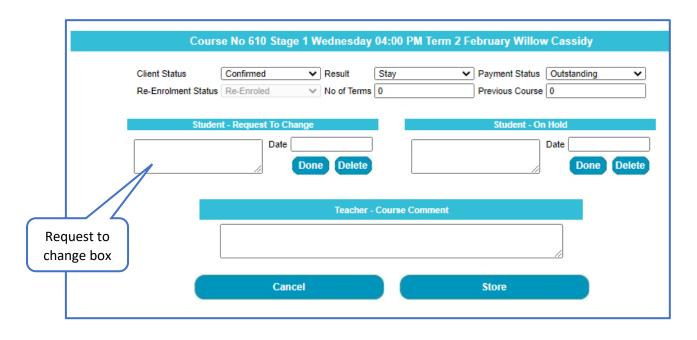


Request to Change

Occasionally, a client may come to you and ask to move the day or time of their or their child's swimming lessons. Naturally, if you can move them into a different class at that point, you would; However, some swim schools have a policy where they only move students at the end of term or there is no space in their desired class yet, and in this instance, you would need to make a note of this request.

Within SwimSoft, we have a particular feature called 'Request to Change', this is a special type of note which records the information regarding the new time and day the client would like to swim on. When re-enrolment comes around, you will be reminded that this client wishes to change class.

To add a Request to Change, go to **Students** on the Main Menu and then **Search** on the secondary menu. Look up the student you wish to add a request for and go to their **CDS**. You will need to press the **Course** button in the left-hand column, and then press the **Edit** button in line with the course highlighted in green.



You will see the page shown below.

Type in the requested day and time, and then press **Store**. The Done button under the Date selection is for when you have completed the request.

If at any point you wish to see a list of all the Requests to Change, you can go back to the Main Menu, press **Students** and then **Request to Change** on the secondary menu.

From the **Request to Change** page, you can access the client's **CDS** to edit and manage the request, see what day and time they are currently swimming at and view the date on which the request was submitted.

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Once you have completed a re-enrolment and have fulfilled the Request to Change SwimSoft Online will complete the Request to Change for you, you do not need to mark this done.

