

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.

Course No 610 Stage 1 Wednesday 04:00 PM Term 2 February Willow Cassidy

Client Status Result Payment Status
 Re-Enrolment Status No of Terms Previous Course

Student - Request To Change **Student - On Hold**

Date Date

Teacher - Course Comment

Request to change box

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.

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.

The screenshot shows a 'Request To Change' table with the following data:

Done	CDS	Info	Day	Time	Class	Student	Location	Date	Delete
<input checked="" type="checkbox"/>		Monday 4pm	Wednesday	16.00	Stage 1	Rufus Spencer	London	01-Mar-2022	
<input checked="" type="checkbox"/>		Tuesday 2pm	Wednesday	16.00	Stage 1	Lexi Spencer	London	01-Mar-2022	
<input checked="" type="checkbox"/>		Thursday 6pm	Monday	10.00	Stage 1	Willow Cassidy	London	01-Mar-2022	

Callouts and their corresponding elements:

- Go through to the CDS**: Points to the 'CDS' column.
- Day and time of current lessons**: Points to the 'Day' and 'Time' columns.
- The date the request was made**: Points to the 'Date' column.
- Mark the request as done**: Points to the 'Done' column.
- Request information**: Points to the 'Info' column.
- Student name**: Points to the 'Student' column.
- Delete the request completely**: Points to the 'Delete' column.

Other interface elements include: 'Request To Change' title, 'Show 25 entries' dropdown, 'Search' field, 'Showing 1 to 3 of 3 entries', 'Previous', '1', 'Next' pagination, 'Copy', 'Excel', 'PDF', 'Print' buttons, and a 'Delete All' button.