

Customer Portal SIMPLIFIED

Welcome to SDG! We are so excited to grow with you and your family. SDG uses an online (accessible via website or through our App) customer portal to communicate your child's progress, upcoming events, account information, and more! Use the all you need to know guide below to access your membership features!

I. Sign in to your account.

- Visit <u>www.sdgymnastics.com</u> or launch the San Diego Gymnastics App
- Select your location unter the Customer Portal Tab
- Sign in to your account with email and password
 - Forgot your password or email? Click the "Forgot Password" link to have a verification code emailed to them to reset it.

2. Accept new terms and conditions.

- (If applicable) Accept new terms and agreements policies.
- Check the box to agree to each new policy and procedure.

3. Main Menu

Welcome Information" screen will appear. Once this screen is dismissed, you will be presented with several options:

E Boo	oking My Account News F	ProShop More V X Welc How may we	ome! e assist you?	Sunshine Valley Bind + Valer, TX 75/01 993-555 1234 + Varit Website
	Booking	My Account	News	ProShop
	Find and Erroll in Classes, Activities and Parties	Pay and Manage your account	Sep 2nt: Test Announcement	Browse and purchase products from our online store
	Create Account	E Log in	0	Find the Right Class

- BOOKING find and register for Classes, Events (Camps) and, Parties.
- MY ACCOUNT manage account/contact information/saved payment details, add/update student information, and make payments.
- NEWS view News/Announcements.
- PROSHOP (if enabled) browse and purchase products from your online store.

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- CREATE ACCOUNT clicking this option will launch the "Account Creation" screen.
- LOGIN clicking this option will launch the Login screen.
- WELCOME INFO (optional) clicking this option will launch/relaunch the "Welcome Information" screen.
- FIND THE RIGHT CLASS- This option will prompt you to find the best class for your child!

4. Update Payment Information.

After successfully logging in, if there are any outstanding charges, a notification will be displayed. There are two options regarding payment of outstanding charges:

- Click on the notification to be taken to the PAYMENTS screen and make a payment with credit card/eCheck.
- Go to MY ACCOUNT>PAYMENTS if you wish to apply existing credit to the outstanding charge!

When logged in, the MENU and MORE options will display additional options for:

- Family Policies
- Student Policies

5. Book a party, enroll in camp, KNO or modify your class!

Thank you for choosing San Diego Gymnastics! Need further assistance?

CALL: Point Loma- (619)255-4277 Grossmont Center- (619)567-0656 Otay Ranch- (619)482-6722 La Costa: (619)452-0094 EMAIL: info@sdgymnastics.com

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