GLC Parent Portal
User Guide

1 June, 2015

Contents

GLC Parent Portal – User Guide

June 2015

1. Introduction

Gymnastics Learning Center (GLC) has teamed up with iClassPro to offer a secure web site in which GLC customers (parents) can view available classes and camps, create a user account and record information about family and students, enroll their students online, and manage their account balances with secure online credit-card payments.

The GLC Parent Portal web site is separate from GLC's web site and is hosted by iClassPro using a secure interface which protects confidential data as it is being transmitted between the user's computer and the Parent Portal database.

The GLC Parent Portal can accessed in two ways:

- From the GLC web site's homepage at http://www.gymnasticslearningcenter.com/ (see the buttons below the "GLC Online Store" graphic in the middle section)

- Directly at https://www.iclassprov2.com/icpv2/parentportal/gymnasticslearningcenter/

The GLC web site offers detailed information about classes and camps. The user should follow the menu links in the horizontal orange bar near the top of the page, either for

- **Summer Program Camps and Classes**

- **Fall Recreational Classes**

The links to the GLC Parent Portal are also accessible on the class and camp information pages at http://www.gymnasticslearningcenter.com.

Each section of this document focuses on a specific Parent Portal function.

Typographical conventions used in this document:

<u>**Portal Page**</u>: large, bolded, underlined

[**Login**] button: bracketed, bolded

<u>*Login*</u> link: italic, underlined

Data Field Name: bolded

 "Data Field Value": in quotes

2. Overview

The **GLC Parent Portal** homepage consists of three sections:

- A blue vertical sidebar on the left, showing the class and camp programs offered by GLC

- An introductory text in the middle of the page

- Login and Account Creation buttons at the bottom of the page

> **Note**: At the top right of the page there is a link to Login. The *Login* link calls up the Parent Portal homepage, and the user still needs to scroll to the bottom to enter the username (email address) and password.
>
> Similarly, the first menu item in the blue vertical sidebar on the left, labeled *Login/Enroll*, also calls up the Parent Portal homepage.
>
> These two links are useful when the user is not already logged in and is on a page with class or camp listings.
>
> The [**Create an Account**] button at the top right of the Parent Portal, however, opens the **Account Creation** page (see section 3).

The blue menu in the left vertical sidebar always highlights (in white) the current page. The class or camp listing pages have their text dimmed slightly, but those links are all available.

On the next page is an image of the **GLC Parent Portal**:

3. Create an Account

When the user clicks on the [**Create an Account**] button at the bottom right of the **GLC Parent Portal** homepage (or clicks on the *Create an Account* link at the top right of the page), the **Create New Account** page appears. It contains these information sections:

- Responsible Parties
- Email Addresses
- User Account Password
- Telephone Numbers
- Mailing Address
- "How did you hear about us" question

At the bottom right of the **Create New Account** page is the [**Create Account**] button.

The user must fill in *at least one item* in each information section.

> **Note**: The **Email Address** must be unique within the GLC Parent Portal database since it is used as the Username to login to the portal. If one member of a family creates a GLC Parent Portal user account, then it should be used to maintain all family and student information, including the additional Email Address of another Resonsible Party (like spouse, guardian or care taker).

The user account password must be at least 6 characters long. There are no special character requirements.

Please make a selection in the **How did you hear about us** dropdown listing. If you are an existing GLC customer, please select "Other."

When the user clicks on the [**Create Account**] button, the **Policies** page appears.

> **Note**: At the same time, in the background, an email message is automatically sent to the user, with a confirmation and a summary of information about logging in or resetting the password.

On the GLC Parent Portal **Policies** page, the user must click on two document links (each is highlighted in yellow, and pop-up windows open):

- GLC Release document (one for each student enrolled in a GLC class or camp)

- GLC Billing Authorization document (one for the family)

Both documents must be ***completed, signed and dropped off*** at the GLC office no later than two weeks before a student's first class or camp session.

GLC's Summer Programs require additional documents to be downloaded, signed and returned. Their links can be found in the **Rules, Terms and Conditions** section.

The GLC Parent Portal **Policies** page consists of three sections:

- Rules, Terms and Conditions
- Waiver
- Billing Authorization

After downloading the linked documents, the user must accept all policies by clicking on the red [**I agree to all policies**] button at the bottom of the page in order to become an active user of the GLC Parent Portal. A user who cannot agree to all policies should stop by the GLC office and enroll the family's students in person.

On the next page is an image of the top half of the GLC Parent Portal's **Policies** page:

Policies

Rules/Policies

Before using our facilities, you must first agree to our policies as stated below. Please review these polices and click "I agree to all policies" to record your electronic signature.

Rules, Terms, & Conditions

SUMMER SIGN-UPS

Camp sign-ups are ongoing throughout the summer, but are filled on a first-come, first-serve basis.

PAYMENT INFORMATION - SUMMER PROGRAMS

A 50% non-refundable deposit, which is applied towards tuition, is necessary to reserve your child's place in class/camp. Balance is due by May 31st. A $20 registration fee for 1st child, each additional child $17.50 fee per student is required for enrollment in GLC's summer programs. Due to the popularity of our program, we regret that we cannot refund or transfer tuition. If balance is unpaid by the due date, spot may be forfeited to next child on wait list. GLC accepts MasterCard, VISA, Discovery and American Express. Thank you.

The user can read through the Rules section using the vertical scroll bar on the right.

> **Note**: Whenever the GLC Parent Portal Policies are updated, they will pop up the next time the user logs in to the Parent Portal. The user must accept the policies in full in order to use or continue to use the GLC Parent Portal.

On the next page is an image of the bottom half of the GLC Parent Portal's **Policies** page:

Waiver

GLC requires a hard copy *signed release* for each child participating in GLC programs.

Please find the release document here (a pop-up window opens).

Please print one release for *each* child, sign it and bring it to the GLC office before that child will be allowed to participate in any class or camp.

Here is the text of the release:

GYMNASTICS LEARNING CENTER, INC.

Parent's Permission, Release and Indemnification

Billing Authorization

I represent and warrant that if I am purchasing something or paying for a service from this facility or from other merchants through this facility that (i) any credit card or bank account draft (ACH Draft) information I supply is true and complete, (ii) charges incurred by me will be honored by my credit card company or financial institution, and (iii) I will pay the charges incurred by me at the posted prices, including any applicable taxes, fees, and penalties.

I hereby authorize (if online payment is made or autopay information is provided) this facility to charge my ACH draft, or credit card account. I understand that a 30 day written notice is required to terminate billing and **I am responsible for payment whether or not my student attends classes until I notify this facility in writing to drop my student from class(es).**

Should I dispute a charge through my financial institution this will constitute a breach of contract possibly resulting in, but not limited to, penalties, additional fees, collection, legal action, and/or termination of any and/or all current

I agree to all policies

The yellow-highlighted link to the **GLC Release document** is visible above.

When the user scrolls down in the Billing Authorization section, the other yellow-highlighted link to the **Billing Authorization document** becomes visible.

Each of the linked documents' contents are also included in the scrollable areas of the Waiver and Billing Authorization sections of the GLC Parent Portal Policies page, in case the user wishes to see the contents before actually clicking on the links.

When the user clicks on the [**I agree to all policies**] button, the **Policies** page refreshes with this notice near the top:

Policies

Rules/Policies

You accepted these policies on: 03/01/2015

The user can now choose all other menu items in the blue vertical sidebar on the left of the screen.

4. The GLC Parent Portal Menu

The GLC Parent Portal Menu allows the user to

- find a class or camp to enroll in
- manage family and student data
- review current and past enrollments
- manage and make secure online payments
- review and accept the current GLC Parent Portal policies.

The top sections of the menu show the various GLC class and camp programs. The menu items may change over time as programs become available or are currently not available for enrollment.

At go-live, the menu shows one item for _Classes_ and seven items for the summer programs' classes and camps.

For detailed information about GLC's class and camp offerings, the user should visit the GLC web site at _http://www.gymnasticslearningcenter.com_ and follow the links in the orange bar near the top for the "Fall Classes" or "Summer" programs.

The highlighted menu item is the one in which the user is currently active. (In the image shown here, the user's Account information is visible in the main section of the portal page.) The non-highlighted menu items are all available for selection.

5. Managing Student Information

The GLC Parent Portal provides two main benefits: enrolling the family's students in classes or camps without needing to visit the GLC office, and paying for registration, tuitions and other charges via secure online payments.

The available classes and camps are always listed in the GLC Parent Portal (regardless of whether the user has logged in). But the students to enroll must be recorded by the Portal user.

When the user clicks on the _Students_ item in the GLC Parent Portal menu, the **Students** page appears. It lists the family's students already in the portal (with an option to edit their details), and it allows the user to add another student to the portal:

Next is the bottom section of the **Students** page:

Add Student

FIRST NAME	LAST NAME	BIRTHDAY	GENDER
		▼	Female ▼

Student Medical Information

HOSPITAL / CLINIC PREFERENCE

INSURANCE CARRIER / COMPANY   POLICY NUMBER

PHYSICIAN FIRST NAME   PHYSICIAN LAST NAME

PHYSICIAN PHONE

ALLERGIES / SPECIAL HEALTH CONCERNS

Save Student

ter/students

Please record all relevant information items. If you create Student data with incomplete information, the GLC office will contact you to ensure that GLC's files are complete and up-to-date.

> **Note**: GLC requires additional information about each student, which is not recorded via the Parent Portal. Please fill out all required data forms so that your students will be allowed to participate in the classes or camps in which they are enrolled.

When the user has filled in a ll required and clicks on the [**Save Student**] button, the **Students** page re-appears with a success message at the top:

Students

Student ▓▓▓ ▓▓▓▓ has been added.

If any information updates (or corrections) are required, the user can click on the [Edit] button under the **Action** column to the right of each student's line item in the student listing.

6. Finding a Class or Camp

The user can search for an available class or camp without having registered or logged in to the GLC Parent Portal.

The information presented here is based on the _Summer – Swim_ classes menu choice. All other class or camp listings work the same way.

At the top is a set of search filter items, the most useful one of which is the **Age** drop-down selection list. Note that the in above image, the second class listed is for students aged 3-5 years. In the image below the user has specified the **Age** filter for 7 years and has clicked on the [**Submit**] button in the Filter section; now all classes whose age range spans "7 years" are displayed in the listing:

Swim Filters:

Search	Month	Sort By
	----- ▼	By Date/Time ▼
Enrollment Period	**Program**	**Age**
Current and Futu ▼	----- ▼	7 years ▼	Submit

Openings
OPEN

Swim - Week 3-8 - Tue 11:00 am - 6+over L2
SWIM DATES: 07/07/2015 - 08/11/2015

DAYS	START TIME	END TIME
Tuesday	11:00am	11:45am

▸ More Details   ▸ Full Schedule

Login

Openings
OPEN

Swim - Week 3-8 - Thu 11:00 am -6-8 - L2
SWIM DATES: 07/09/2015 - 08/13/2015

DAYS	START TIME	END TIME
Thursday	11:00am	11:45am

▸ More Details   ▸ Full Schedule

Login

Alternatively, the **Search** filter item may be useful to filter classes by Swim Level (or day of the week, like "Wed," etc.). In the image below the user has removed the **Age** filter selection and has entered "L1**"** into the **Search** filter item:

Swim Filters:

Search	Month	Sort By
L1	----- ▼	By Date/Time ▼

Enrollment Period	Program	Age	
Current and Futu ▼	----- ▼	----- ▼	Submit

Openings

OPEN

Swim - Week 3-8 - Tue 11:00 am - 3-5 - L1
SWIM DATES: 07/07/2015 - 08/11/2015

DAYS	START TIME	END TIME
Tuesday	11:00am	11:45am

▸ More Details   ▸ Full Schedule

Login

Openings

OPEN

Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1
SWIM DATES: 07/08/2015 - 08/12/2015

DAYS	START TIME	END TIME
Wednesday	11:00am	11:45am

▸ More Details   ▸ Full Schedule

Login

Note: The filter items are "sticky." A specific filter (like "L1" in the **Search** filter above) will be active if the user selects a different program in the portal menu.

The user should always note the filter settings whenever a class or camp listing is presented. Some filter settings will result in no listing at all.

If the user hasn't already logged in (as in the scenario above), the user can click on the [**Login**] button next to the desired class or camp. The **GLC Parent Portal** main page appears, allowing the user to login, at which point the portal's **Student Selection** page appears.

If the user has already logged in, then the [**Login**] buttons shown in the above images all show [**ENROLL NOW**]. Clicking on the [**ENROLL NOW**] button immediately brings up the **Student Selection** page:

Swim Selected: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L2

Wednesday 11:00am - 11:45am
Student(s)

☐ ~~Jack Smith~~
☐ ~~Mary Smith~~

[Back]   [Continue Enrollment]

> **Note**: For Fall classes the next available enrollment period (or monthly session) is displayed, like "August 17 – September 12." Students remain enrolled from period to period. If an enrollment is made after the start of the current period, then a pro-rated Tuition is calculated for the current period.

The next section of this document describes the steps in enrollment and payment.

7. Enrolling in a Class or Camp

The GLC Parent Portal uses the "shopping cart" metaphor for enrolling students in classes or camps. The user

- finds a class or camp to enroll in (shown above)
- selects students to enroll in the selected class or camp
- adds the class/camp-student combination into the enrollment cart
- if desired, finds additional classes or camps to enroll in and add to the enrollment cart.

Once all desired enrollments have been added to the enrollment cart, the user then proceeds to the "checkout" to pay the appropriate Registration Fee and Tuition deposit via a secure credit card payment.

If the user hasn't already logged in (as in the scenario above), the user can click on the [**Login**] button next to the desired class or camp. The **GLC Parent Portal** main page appears, allowing the user to login, at which point the portal's **Student Selection** page (below) appears.

If the user has already logged in, then the [**Login**] buttons shown in the above images all show [**ENROLL NOW**]. Clicking on the [**ENROLL NOW**] button immediately brings up the Student Selection page:

Swim Selected: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L2

Wednesday 11:00am - 11:45am
Student(s)

☐ ~~John Smith~~
☐ ~~Mary Smith~~

[Back]   [Continue Enrollment]

The user should click on the checkbox next to the student(s) to be enrolled and then click on the [**Continue Enrollment**] button. The **Registration Fee and Tuition** page appears:

Swim:
Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1

Student(s):

~~████████~~ $83.00

Start Date:
07/08/2015

End Date:
08/12/2015

Total Tuition: $83.00
Amount Due: $41.50

[Back]   [Add To Cart]

Additional discounts and promotions may apply.

In this example, the student has already been enrolled in another class; therefore, the Registration Fee does not appear here.

> **Note**: For all GLC Summer classes and camps, a deposit of 50% of the class Tuition is due immediately; the remaining 50% balance is due by May 31 to secure the student's spot in the enrolled class or camp.

> **Note**: For Fall classes the next available enrollment period (or monthly session) is displayed, like "August 17 – September 12." Students remain enrolled from period to period. If an enrollment is made after the start of the current period, then a pro-rated Tuition is calculated for the current period.

The user must click on the [**Add To Cart**] button in order to proceed. If the user now clicks on the [**Back**] button or on any other GLC Parent Portal menu item, the enrollment process is abandoned, and the current class/camp-student selection will not be in the portal's enrollment "cart" for checkout and payment.

> **Note**: It is safe to add a class/camp to the portal's enrollment cart. The user has a later opportunity to remove unwanted classes/camps from the current enrollment cart.

When the user clicks on the [**Add To Cart**] button, the **enrollment cart contents** are displayed:

Tip: You can add more enrollments by using the menu to the left!

Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1

Start Date: 07/08/2015 | End Date:08/12/2015

Deposit $41.50

remove

07/08/2015 • 11:00AM — 11:45AM
07/15/2015 • 11:00AM — 11:45AM
07/22/2015 • 11:00AM — 11:45AM
07/29/2015 • 11:00AM — 11:45AM
08/05/2015 • 11:00AM — 11:45AM
08/12/2015 • 11:00AM — 11:45AM

Total   **$41.50**

[Clear Cart]   [Continue]

The user can remove individual classes/camps from the cart, or the user can click on the [**Clear Cart**] button to remove all items from the cart.

As the tip at the top of the enrollment cart page points out, the user can add more classes or camps to enroll in by clicking on the GLC Parent Portal menu items.

If the user now clicks on the [**Continue**] button, the checkout process starts, and the **Billing Information** page appears. It lists all classes and camps in the enrollment cart, and it asks the user to specify the form of payment to apply.

> **Note**: The user is discouraged from clicking on the [**Back to Checkout**] button; the portal asks the user to fill in all required fields before it goes back. This is a system limitation that the user can avoid by not clicking on [**Back to Checkout**].

As the tip at the top of the image below points out, the user can still add more classes or camps to the enrollment cart. (Once the user has then specified the form of payment and proceeds to the **Payment Preview** page, the portal assumes that all desired class or camps for the current enrollment process have been selected.)

Billing Information

Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1   Deposit $41.50

07/08/2015 · 11:00AM – 11:45AM
07/15/2015 · 11:00AM – 11:45AM
07/22/2015 · 11:00AM – 11:45AM
07/29/2015 · 11:00AM – 11:45AM
08/05/2015 · 11:00AM – 11:45AM
08/12/2015 · 11:00AM – 11:45AM

Total   **$41.50**

FORM OF PAYMENT

Select...   ▼

Back to Checkout   Preview Payment

In order to proceed, the user must make a selection from the **Form of Payment** drop-down list:

FORM OF PAYMENT

Select...   ▼
Select...
Autopay
Credit Card

For the GLC Summer program enrollments, we suggest to select the "Credit Cart" choice. For Fall class enrollments, we suggest to select the "Autopay" choice to make monthly payments easier.

> **Note**: The user can save a credit card to be "on file" for subsequent use, either for payments via the Parent Portal, for scheduled periodic Autopayments, or for autopayment of late fees.

Selecting "Credit Card" opens a set of required data fields to complete the enrollment and make the initial payment:

FORM OF PAYMENT

Credit Card ▼

Accepted Credit Cards
VISA
MasterCard
Discover
American Express

FIRST NAME

LAST NAME

CARD NUMBER

CARD EXP. MONTH   **YEAR**

01 ▼   2015 ▼

CARD CVV

STREET 1

STREET 2

CITY   **STATE**

Massachusetts ▼

POSTAL CODE

Back to Checkout   Preview Payment

After the user fills in all the required fields and clicks on [**Preview Payment**], the <u>Verify Information</u> page appears:

Tip: You can add more enrollments by using the menu to the left!

Verify Information

Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1

Deposit $41.50

07/08/2015 · 11:00AM – 11:45AM
07/15/2015 · 11:00AM – 11:45AM
07/22/2015 · 11:00AM – 11:45AM
07/29/2015 · 11:00AM – 11:45AM
08/05/2015 · 11:00AM – 11:45AM
08/12/2015 · 11:00AM – 11:45AM

Total	$41.50

Payment Details:

Payment Type:	Credit Card
Card Number	**** **** ****
Name:	
Address:	
	Shrewsbury, MA, 01545
Amount:	$41.50

Back   Process Payment

Unless the user now clicks on the [**Process Payment**] button, there will be no payment processed for the current enrollment cart.

> **Note**: The user is discouraged from clicking on the [**Back**] button; the web browser asks the user to confirm the "submitted data" before it goes back to the portal's **<u>Billing Information</u>** page. While this is an awkward step, it does bring the user safely back to the **<u>Billing Information</u>** page, where the **Form of Payment** needs to be re-selected.

When the user clicks on the [**Process Payment**] button, the <u>**Completed Successfully**</u> page appears.

Note: When the user clicks on the [**Process Payment**] button, a set of *email messages* is automatically sent to the user to a) confirm the enrollment(s) and b) to provide a transaction summary.

The **Enrollment confirmation** message shows the Tuition and Registration Fee as the "Charge Detail." For early enrollment in Summer Program camps or classes, it points out that the "Outstanding Charges" should be paid by May 31.

The **Transaction summary** message lists the Tuition and Registration Fee as the "Charge Details," the Payment Detail of the credit card used, and the remaining balance as the "Outstanding Charges."

Note: The **Enrollment confirmation** message for Summer Program camps and classes includes these links to online documents that need to be downloaded, printed, filled out, signed and dropped off at the GLC office *no later than 2 weeks* before the start of a student's camp or class:

http://www.cmasites.com/glc/policies/GLC_HealthRecord.pdf: a student's physical

http://www.cmasites.com/glc/policies/GLC_Summer_Emergency.pdf:
authorization to take action in an emergency (for camps and classes, except for Kinderkids)

http://www.cmasites.com/glc/policies/GLC_Summer_Kinderkids.pdf:
authorization to take action in an emergency (for Kinderkids only)

http://www.cmasites.com/glc/policies/GLC_Summer_Medication.pdf:
authorization to administer medication

The **Completed Successfully** page looks just like the **Verify Information** page, except the button at the bottom is labeled [**Print**], and not [**Process Payment**]:

Tip: You can add more enrollments by using the menu to the left!

Completed Successfully!

Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1   Deposit $41.50

07/08/2015 · 11:00AM – 11:45AM
07/15/2015 · 11:00AM – 11:45AM
07/22/2015 · 11:00AM – 11:45AM
07/29/2015 · 11:00AM – 11:45AM
08/05/2015 · 11:00AM – 11:45AM
08/12/2015 · 11:00AM – 11:45AM

Total	$41.50

Payment Charge Details:

Payment Type:	Credit Card
Card Number	**** **** **** ▒▒▒▒
Name:	▒▒▒▒▒▒
Address:	▒▒▒▒▒▒▒▒
Date:	03/02/2015
Amount Charged:	$41.50

Please Print this confirmation page for your records.

[Print]

At this point the user can click on the [**Print**] button to send the current display to a printer.

Or the user can click on any GLC Parent Portal menu item.

Or the user can click on the *Logout* link at the top right of the page.

8. Payments

Payments
Make a Payment
View Transaction History
Manage Payment Options
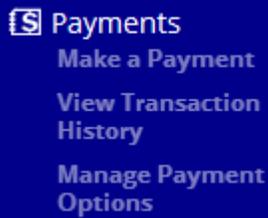
When the user clicks on the *Payments* item in the GLC Parent Portal menu, the **Account Tuition Summary** page appears. It contains three sections:

- Summary
- Card on File (for online payments or autopayments)
- Recent Transactions

The Recent Transactions section shows both CHARGE and PAYMENT line items:

Recent Transactions

| View Full History | Make a Payment | Generate Statement |

Date	Information	Amount
03/02/2015	CHARGE: Online Tuition :: ▮▮▮▮▮▮▮ y :: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1	$83.00
03/02/2015	PAYMENT: Payment from Parent Portal	$41.50

It does *not* show any outstanding charges or remaining balance to be paid. To see this information, the user should click on the [**View Full History**] button, or click on the *View Transaction History* item in the GLC Parent Portal menu (see above).

History

Transaction History

Charges

| Charges | Payments | Refunds |

	Date	Due Date	Information	Balance
	03/02/2015	03/02/2015	CHARGE: Online Tuition :: ▮▮▮▮▮▮ j :: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1	$41.50

The **Balance** column on the far right represents the remaining balance to be paid for the enrollment charge indicated.

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> **Note**: The Due Date on charges incurred in the GLC Parent Portal always represent the original charge date. For Summer enrollments the actual Due Date for the remaining balance is May 31 in order to secure the student's spot in the class or camp.

The user can click on the [**"down-arrow"**] button to the left of the **Date** column in order to see the transactions associated with that Charge line item:

The detailed line item **Amounts** add up to the remaining **Balance** in the summary line item.

For GLC's Summer classes and camps, the remaining Balance must be paid by May 31 in order to secure the student's place in the class or camp.

The GLC Parent Portal offers the user to make payments on remaining balances or other charges using the *Make a Payment* item in the GLC Parent Portal menu (see above). It brings up the **Make a Tuition Payment** page, which lists all applicable charge line items, which the user can select or de-select as appropriate:

Make a Tuition Payment

Check the boxes next to the charge(s) you would like to pay.

Pay?	Due Date	Charge Title	Amount Due	Payment Amount
☑	03/02/2015	Online Tuition :: ▓▓▓▓▓▓ :: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1	$41.50	41.50

TOTAL PAYMENT AMOUNT

41.50

FORM OF PAYMENT

Select...   ▼

For each line item the user keeps checked (as in the example above), the portal will add that amount to the **TOTAL PAYMENT AMOUNT** box.

In order to make the payment, the user must select the **Form of Payment**. (We recommend choosing the "Credit Card" option for summer programs, but the user can save a credit card on file (see below) for ease of re-use.)

When the user then clicks on the [**Submit Payment**] button, the **Make a Tuition Payment** page re-appears, but with a confirmation notice at the top, and it again lists all remaining charges to which another payment might be applied. In the current example, there was only one open charge, and no other charge needs to be paid:

Make a Tuition Payment

Thank you, your payment has been applied successfully.

Check the boxes next to the charge(s) you would like to pay.

Pay?	Due Date	Charge Title	Amount Due	Payment Amount
		None Found		

TOTAL PAYMENT AMOUNT

0.00

> **Note**: When there is more than one charge yet to be paid, the re-appearance of the **Make a Tuition Payment** page can be confusing to the user who is unsure *what* was just paid. After all, the "successful payment" is not shown; only the unpaid items are visible.

> **Note**: When Outstanding Charges for a family, the GLC Parent Portal automatically directs the user to the **Make a Tuition Payment** page upon logging in.
>
> For Summer Program camps and classes, there is no requirement to pay the amounts due until May 31. Of course, the user is encouraged to pay as early as possible. After May 31, the user must pay the full amount from the enrollment to ensure the student's place in the camp or class.

The user is encouraged to revisit the *View Transaction History* item in the GLC Parent Portal menu to confirm the current balance status:

Note that the **Balance** column now shows $0.00 (it was $41.50 earlier). Expanding the line item reveals the two payment transactions from the Parent Portal:

Charges

Date	Due Date	Information	Balance
▼ 03/02/2015	03/02/2015	CHARGE: Online Tuition :: ▮▮▮▮▮▮ :: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1	$0.00

Type	Line Item Title	Amount
CHARGE	▮▮▮▮▮▮ :: Swim - Week 3-8 - Wed 11:00 am - 3-5 - L1	$83.00
PAYMENT	Payment from Parent Portal	-$41.50
PAYMENT	Payment from Parent Portal	-$41.50

The sum of the detailed item **Amounts** again add up to the **Balance** in the summary item.

GLC Parent Portal – User Guide

June 2015

9. Manage Payment Options

A GLC Parent Portal user can save a credit card to be on file with GLC in order to simplify future enrollments and payments, to allow scheduled periodic autopayments, or to allow late fee charges to be paid automatically.

When the user clicks on the _Manage Payment Options_ item in the GLC Parent Portal menu, the **Payment Information** page appears:

The user selects the "Credit Card" item from the **Form of Payment** drop-down listing:
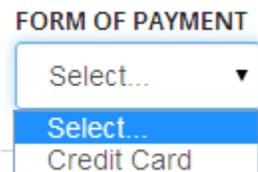
A set of required data fields appears:

Update Payment Information on File

FORM OF PAYMENT

| Credit Card ▾ |

FIRST NAME

| |

LAST NAME

| |

Accepted Credit Cards
VISA
MasterCard
Discover
American Express

CARD NUMBER

| |

CARD EXP. MONTH   **YEAR**

| 01 ▾ | | 2015 ▾ |

CARD CVV

| |

STREET 1

| |

STREET 2

| |

CITY

| |

STATE

| Massachusetts ▾ |

POSTAL CODE

| |

[Submit Payment Information]

After the user fills in the required fields and clicks on the [**Submit Payment Information**] button, the **Payment Information** page re-appears with the top section filled in:

Payment Information

Saved Payment Information on File

Payment Information:	
Method	Credit Card Not Present
Issuer	Visa
Last Four	▬▬

For future payments via the GLC Parent Portal, the user needs only to select "Autopay" from the **Form of Payment** drop-down list. In this sense "Autopay" simply means "credit card on file."

> **Note**: In the image above, the Method is "Credit Card Not Present." This will always be the case for GLC Parent Portal payments. It means that the customer's credit card is not physically put through a credit card machine in order to process the payment. It means that the credit card information (including the card's CVV code) have been duly recorded and validated for use online.