

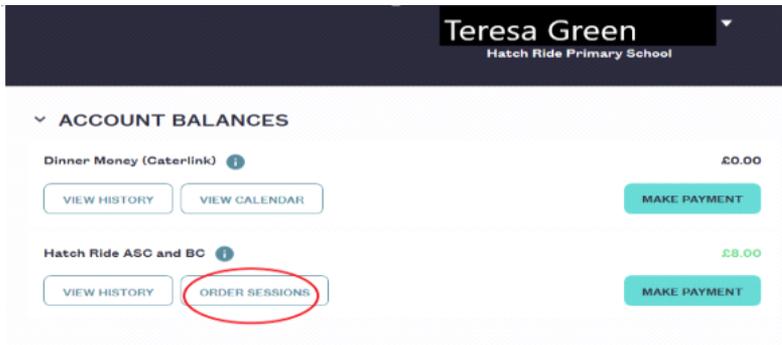
New User Interface - Step by Step Guide

July 2019

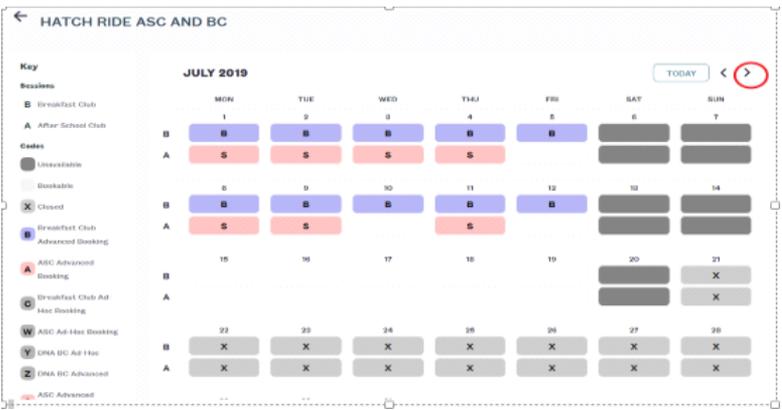
1. When you first login - click "View Products"



2. Click Order Sessions to book the sessions



3. You will notice the calendar looks different- however the process is the same. Click the right arrow to move the calendar to September*



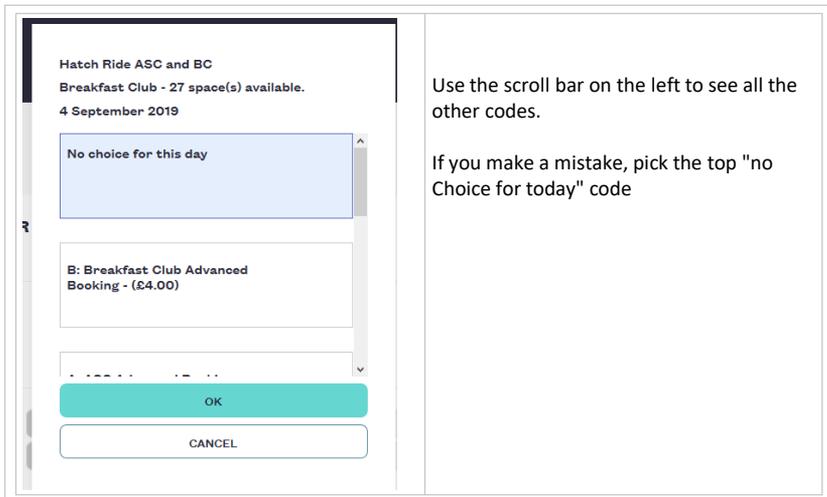
4. The days are now across the top and the sessions at the side
Breakfast "B" and After School "A"

Find the box for the day and session you wish to book and click it.

5. You will be presented with a list of Session Codes.

Please be careful to pick the Breakfast code into the box for Breakfast Sessions and the AfterSchool codes into the box for AfterSchool sessions.*

REMEMBER: if you have more than one child in the AfterSchool session, then please pick a Sibling code to get your discount.



6. Repeat for all the sessions you need to book for that child, then if you have more children, select them at the top of the screen and repeat steps 1-5



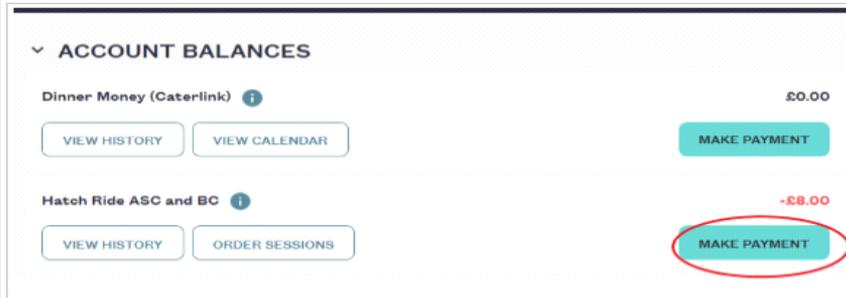
7. When you have finished - return to the View Products Screen.



8. Here you will see in Red the balance you owe.

REMEMBER: This is BY CHILD.*

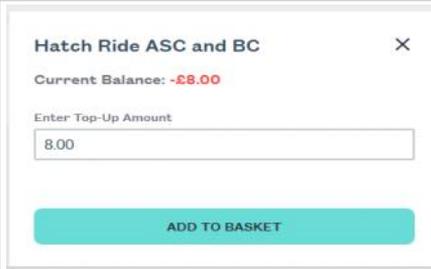
Click the "Make Payment Button"



9. You will then see this screen asking you how much you want to "Top Up" - this simply means how much you want to add to your HatchRide BC/ASC club account.

Click "Add to Basket"

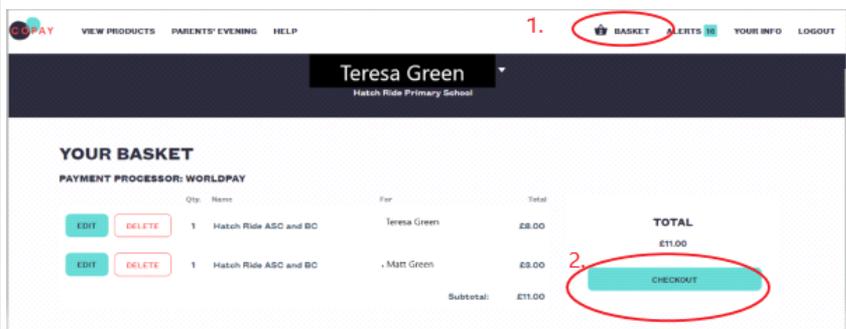
Repeat for any other children you owe money for



10. Click "Basket" at the very top of the screen and you will see your Basket.

This shows what you owe per child.

When you are ready to pay - click the "Checkout" Button



11. Then you will see a verification screen, check your details and click "Process Payment" - this will transfer you to the Worldpay Screen and from here the process is the same.

NOTES: If you want to pay in full by Childcare Vouchers, you can stop at step 7, make a note of what you owe and pay through your childcare voucher provider.
If you pay in part by Childcare Vouchers, then follow the above process for the amount you want to pay by card (Credit or debit) and then the paragraph above for the amount in vouchers.

IMPORTANT: if you send any voucher payment please also email Payments@Hatchrideasc.co.uk to alert us you have paid so we can credit your account when they arrive. We need to know
Date of Payment
Amount Paid
Voucher Company
Your Name
Reference - please use child's name

When you see * in the instructions it denotes something in the system we know could be simpler but is not in our power to improve it, unfortunately.

If you have any questions or comments about the online booking, please email onlinesupport@hatchrideasc.co.uk

If you have any questions or comments about payment, please email Payments@hatchrideasc.co.uk

If you have any questions or comments about the club, or want to know availability for adhoc, please email Club@hatchrideasc.co.uk

If you **talk to the club to book an Ad-Hoc**, and the booking is accepted by the club, then it will be booked into the online system for you resulting in a debit balance for the cost of the sessions - please follow steps 8-11 to pay off your balance. We cant accept payment for adhoc's by any other method any more.

Where possible we advise you make your bookings on a Pc web-browser, Chrome is best. It is possible to book on phones and tablets, but the website is not optimised for those screens yet and you may run into issues seeing things like session codes - they tell us they are working on it.