

INTRIGUE ONLINE CUSTOMER PORTAL INSTRUCTIONS:

Schedule makeups online, view our complete class schedule, transfer to a different day, update your contact info, and more! Please read these instructions carefully!

Head over to our website: www.intriguegym.com and click **CUSTOMER PORTAL**.

Click My Account > **YES, I'M A CURRENT CUSTOMER** > Forgot Password > Enter the email address you have on file with us. Please stop by the front desk if you aren't sure which email address that is.

- **DO NOT create a new account!** That will duplicate your info in our system & we don't want to risk you getting double-charged!
- Verify your account with the code that gets sent to your email, then set a new password to login.
- Read all policies & accept (the photo waiver can be rejected if you wish).

TO SCHEDULE A MAKEUP AFTER MISSING A CLASS:

Click My Account > Under "Your Students" click Makeups > Click "Request" if you have any available makeup tokens. From there, choose a date to see the available classes that you can request for a make-up! After your request has been submitted, you will be emailed if your request is approved or denied. If you need to cancel a makeup after it has been approved, simply stop by the front desk or give us a call/text. Always include your first & last name, as well as your student's first & last name in all voicemails/texts to the gym!

TO REQUEST TO TRANSFER CLASSES:

Click My Account > Under "Your Students" click Enrollments > Click "Transfer Enrollments" > From there you can see all available days/times for that same class/age level! You will be notified as soon as possible if your request is approved or denied. If you're looking for classes of a different level or age group, see below!

TO VIEW ALL AVAILABLE CLASSES:

If you're wanting to view our complete class schedule, regardless of age/level, check out options for the next level up, etc., click on "Classes" at the very top of the parent portal.

- Simply log out to view all of our classes as a guest! **OR** login and click Classes > Find a Class > Select to skip clicking on a student & click "View All Classes"

TO CHANGE YOUR PAYMENT INFO, CONTACT INFO, ETC.:

Click My Account > Scroll down to the section you'd like to update & make changes there

TO VIEW UPCOMING EVENTS/ANNOUNCEMENTS:

Click "News" at the very top of the Customer Portal. We recommend reading through those often!

TO DROP A CLASS:

Stop by the front desk or leave us a detailed voicemail/text with your first & last name, as well as your child's first & last name. Per our policy, we have a **TWO WEEK (14 DAY)** drop notice requirement! The **15th** of each month is the final drop date for the next month without being charged. All sales are final.

As always, please stop by the front desk or give us a call at (615) 443-7995 with any questions & we'll be happy to help! 😊