

SGAC Member Portal

The Member Portal allows you to:

- View your current booking details
- Check your child’s progress
- Notify your child’s absences and book a makeup
- Update your contact details
- Pay any outstanding fees and change bank details
- Pay for competition fees and competitive holiday programs

This FAQ will provide you with all the information you need to use the SGAC Member Portal. If you have any issues, please speak to one of our friendly Customer Service team or contact us on 9851 5811 or via email: customerservice@sgac.com.au.

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How do I access the portal?

1. Ensure your **email address is up to date** at SGAC Customer Service
2. Visit [Member Portal](#)
3. Log in with the following details:
Username: *your email address on file*
Password: SGAC2766 (generic password, please update your first login)



Welcome to the Sydney Gymnastic & Aquatic Centre Member Portal.

Username

customerservice@sgac.com.au

Password

.....

Forgot Username/Password?

Login

4. Select location: **SGAC** and hit **'continue login'**

What can I view on the Homepage?

Please note this is the Full Site view so if you are on a device you will need to scroll to the bottom and select View Full Site.

Below is an example of the **'Homepage'**

The screenshot shows the SGAC Member Portal homepage. At the top is the SGAC logo and a navigation bar with links for Home, My Profile, Buy Online, Book Online, Classes, and Logout. The user is logged in as Coral Sgac. The main content area is divided into several sections:

- Welcome Coral!**: Shows the user's ID (572062) and location (SGAC) next to a profile picture placeholder and a 'MY PROFILE' button.
- 1 Last Attendance**: A section with the text 'No visit data exists'.
- 2 Manage Upcoming Bookings**: A table listing upcoming bookings:

Day	Date	Time	Class
Sun	May 02	9:30 am	Roxy Sgac Seal
Sun	May 09	9:30 am	Roxy Sgac Seal
- 3 Memberships**: A table listing memberships:

Description	Start	End	Suspension
2021 Fitter for Life Registration	16/04/2021	31/12/2021	None
- 4 Welcome to the SGAC Member Portal**: A graphic featuring two cartoon seals and a sign that says 'Important Information'. Below the graphic is a reminder: 'Reminder: Small SGAC Event on Sunday 2nd May. Please allow extra time for parking. Aquatics and Gymnastics classes running as normal.' and another note: 'Learn to Swim Levels being tested this week: Stingray, Seahorse, Frog, Yabby & Guppy!'.

You can **view** the following:

1. Your last recorded attendance
2. Manage upcoming bookings – i.e. see what programs you or your child are enrolled in
3. View your memberships (e.g. if you have a Casual Lap Swim or other Membership)
4. Stay up to date with the latest news and what's happening in the centre.

Can I update my personal details online?

Select **'My Profile'** on the **'Homepage'** then select **'My Profile'**



Within the **'My Profile'** section you can:

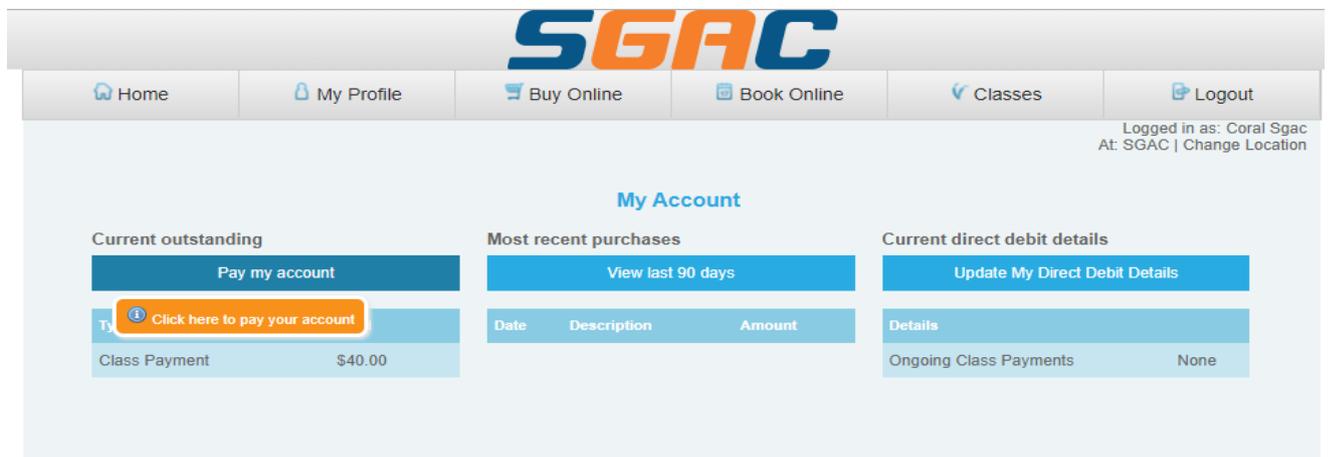
- Update your photo
 - Update your contact details
 - Change your username/ password
- **N.B. Please ensure you click 'save' when making any changes.**

Can I contact SGAC directly from the Member Portal?

Within the **'My Profile'** menu, click on **'My Messages'** you can send emails directly to SGAC Customer Service to assist with your queries. SGAC will endeavour to reply within 24 hours.

Can I pay outstanding fees and update my payment details?

- Under the **'My Profile'** menu, click **'My Account'** – This allows you to pay any outstanding fees, view any recent purchases and update your direct debit details as well as outline any current ongoing direct debits you have active.



What does 'Refer A Friend' mean?

- Click **'Refer A friend'** – allows you to email a friend about our facility and link them with our contact details

What am I able to purchase online?

From the **'Home'** screen, select the **'Buy Online'** drop down menu

Within this section:



- a) **'Memberships'**- allows you to purchase a Lap Swim or Fitter for Life membership

Memberships available for purchase					
Product Group	Membership	Description	Duration	Price	Purchase
AQUATICS	Aquatics Lap Swim Membership	This membership provides you with access to our 25m lap pool which is set at 28 degrees. You will have unlimited access to Lap Swimming sessions which will need to be booked in online to secure your lane. No minimum term, 2-week cancellation period.	2 weeks	\$25.00	Buy
FITTER FOR LIFE	Fitter for Life Membership	This membership provides you with access to unlimited Synergy Swim & Gentle Gym classes per week. Classes must be booked online to secure your spot. The join fee of \$25 covers the annual Gymnastics NSW registration which includes insurance cover in the event of an injury during Gentle Gym. The annual registration becomes payable in January of each year. All participants must complete a Pre-Exercise Screening Tool before commencing.	2 weeks	\$50.00	Buy

- a) **'Visit Passes'**- allows you to purchase visit passes for group fitness sessions

Visit passes available for purchase				
Product Group	Duration	Description	Price	Purchase
	1 month	Fitter for Life 4 Visit Pass	\$35.00	Buy
AQUATICS	3 month	Lap Swim 10 Visit Pass	\$60.00	Buy
	3 month	Fitter for Life 8 Visit Pass	\$70.00	Buy

- b) **'Online Store'** – allows you to pay for Competition Fees, Competitive Holiday Clinics

How can I see my current bookings?

To see Student Class bookings, go to the **'Classes'** drop-down menu and then select **'Student Bookings'** – this allows you to view all the details of your current class bookings in our system

Current Student Bookings								No items in Cart
Student	Teacher	First Class	Day	Time	Last Class ¹	Level	Amount Due	
Roxy	Daniel L	Jan 13 2021	Wednesday	05:30 pm		REC Gym Fun	\$0.00	Manage
Roxy	Karl D	Mar 7 2021	Sunday	09:30 am		Seal	\$0.00	Manage

To see Session bookings (group fitness), go to the **'My Profile'** drop-down menu and select **'My Bookings'** – this will show all bookings. Note: this also has a quick link to book sessions.

How do I notify an Absence and book a Makeup?

From the Student Bookings screen (see above) you click on **'Manage'**. Choose the relevant class that they will be absent from and click **'Mark Absent'**. **You will need to click OK in the 'Are you sure' message box to confirm the absence.**

Student Lessons					Back
Student	Day	Time	Level	Action	
ROXY SGAC	Wednesday 19 May 2021	05:30 pm	REC Gym Fun	Mark Absent	
ROXY SGAC	Wednesday 26 May 2021	05:30 pm	REC Gym Fun	Mark Absent	

Recreational Gymnastics or Learn to Swim classes - if you have provided the relevant notification period the system will automatically allocate you a makeup lesson.

To book the makeup, click on the Book Makeup button.

Student Lessons					Back
Student	Day	Time	Level	Action	
ROXY SGAC	Sunday 30 May 2021	09:30 am	Seal	Makeup Booked	
ROXY SGAC	Sunday 6 Jun 2021	09:30 am	Seal	Book Makeup	
ROXY SGAC	Sunday 13 Jun 2021	09:30 am	Seal	Book Makeup	
ROXY SGAC	Sunday 20 Jun 2021	09:30 am	Seal	Mark Absent	

This will then bring up any classes available in the next 7 days for you to book into. Select the one you would like to book and proceed through the booking process. The class will be added to your cart and you proceed to checkout.

From your cart you will see the classes selected as per below. You will need to accept the Terms and Conditions by ticking 'I Agree' and then Confirm to complete the booking.

Continue Shopping or Checkout below

Makeup Fees							
Student	Day	Times	Level	Lesson Date	Vacancies	Fee/Pro Rata	
ROXY SGAC	Tuesday	5:00 pm - 5:30 pm	Seal	Jun 15 2021	4	\$0.00	⊖

Class Fees	
Registration Fees :	\$0.00
Class Fees/Pro Rata :	\$0.00
Makeup Fees :	\$0.00
Total Billed Today :	\$0.00

All online Make-Up lesson bookings are subject to the following:

- These bookings are subject to SGAC Member Terms and Conditions
- Make-up lessons that are unattended will be forfeited, cannot be rescheduled, or credited to your account.
- Make-up lessons do not replace your normal class or reduce your direct debit fee.

We look forward to seeing you at SGAC!

I Agree

Back
Confirm

If you receive the error message below, this indicates there are no available makeups for the level selected at this time.

Available Makeup Classes

All of your make up lessons for this period have been used. Please contact the facility for additional information.

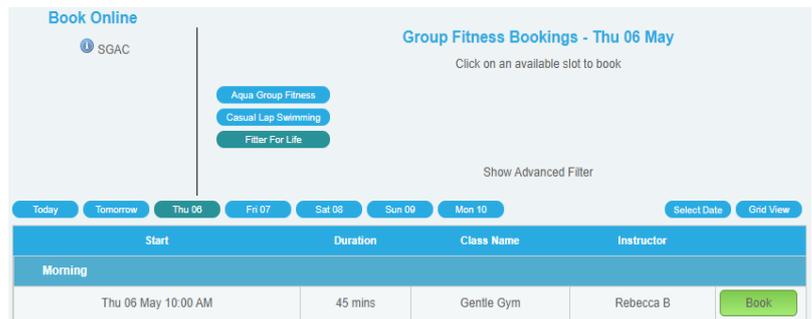
Can I view my child's progress online?

1. From the '**Classes**' drop-down menu select '**Class Progress**'— allows you to view your child's progress within our Learn to Swim and Recreational Gymnastics classes
2. After each assessment period, the progression of children will be updated

Can I make bookings/move bookings online?

Bookings for Lap Swimming and Group Fitness **Sessions** can be made online.

1. Select **'Book Online'** drop down menu then select the session type you want to purchase. Note: If you are a device, you can select online bookings from the landing page.
2. Select the **date** and **session** time you want and follow the prompts to book and pay.



New Gymnastics and Learn to Swim class bookings cannot be completed online at this stage. We are working on this functionality to be available in 2022.

If I update my details online, how long will it take to show in the system?

All information updated online will be updated on the system in real time.

What do I do if my log in doesn't work?

Contact our Customer Service team on 9851 5811 or via email: customerservice@sgac.com.au