Pike13

Client Guide

Completing Your Pike13 Profile

You will receive an email invitation to access and complete your Pike13 profile. Once you have clicked this link, you will be prompted to set a password that you can use to access your account in the future. Our office staff will input the majority of the information for you, but you can update it if you wish.

Once you click "Finish" at the bottom, you will be able to log into your account at anytime to check your schedule, cancel a lesson, and view any relevant information regarding you or your child's lessons.
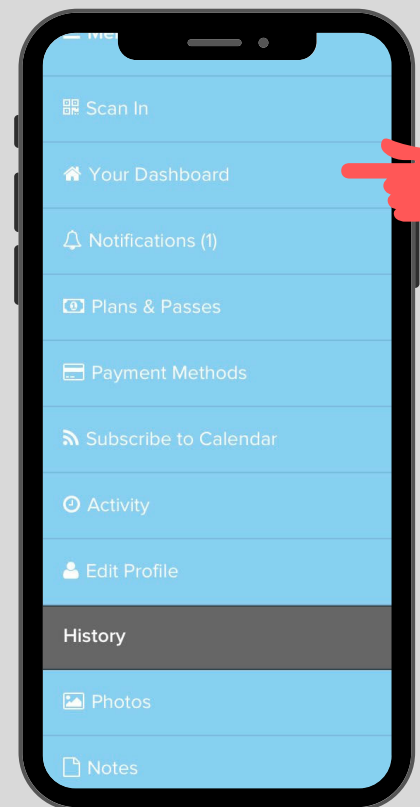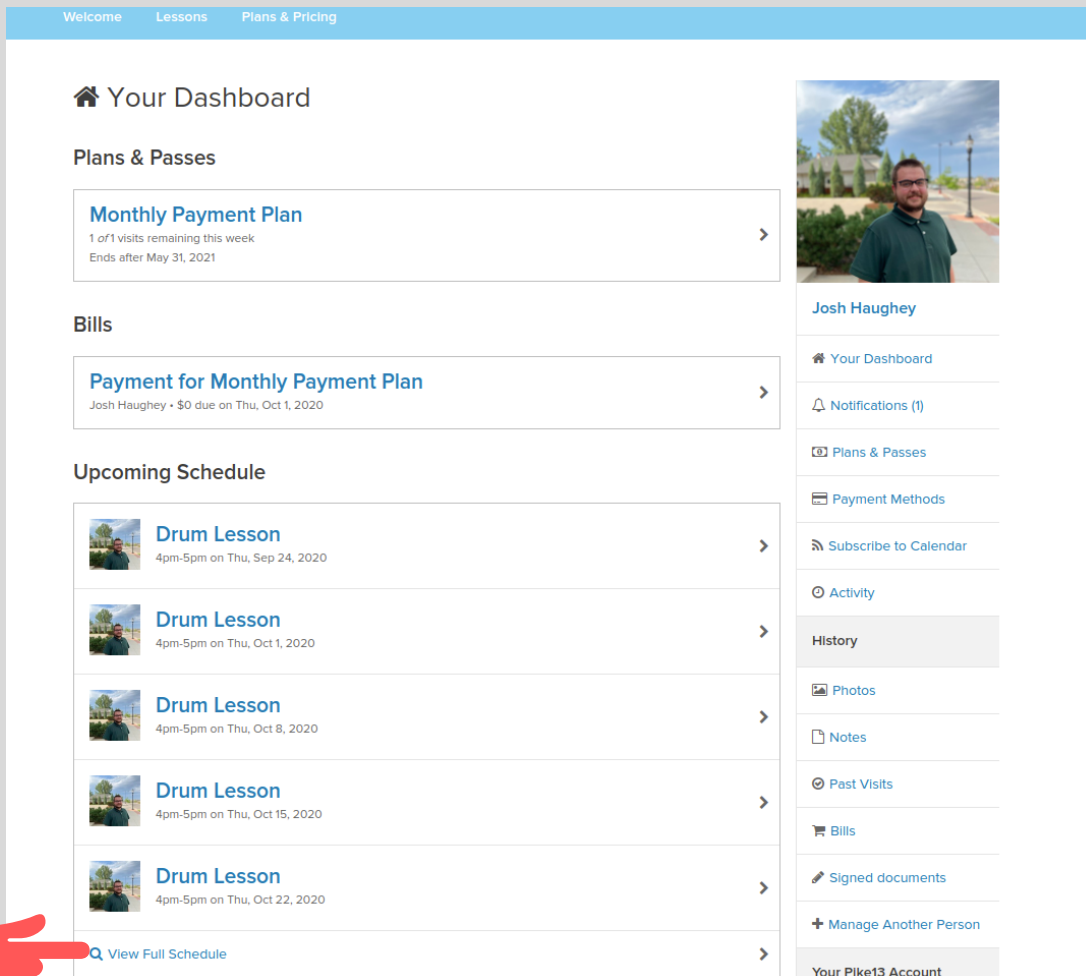
Viewing Your Lesson Schedule

To view your scheduled lessons, you will need to navigate to "Your Dashboard." Your Dashboard is your home base in Pike13 and most tasks can be easily found by navigating to this page.

To get there, click the "Your Stuff" button in the upper right portion of the screen from any page. On mobile, simply tap "Your Stuff" and then tap "Your Dashboard" from the drop-down.

From here, you can see your next five scheduled lessons under the "Upcoming Schedule" header. To view all of your lessons, click "view full schedule.

Navigating To Your Dashboard On Mobile

Welcome   Lessons   Plans & Pricing

🏠 Your Dashboard

Plans & Passes

Monthly Payment Plan
1 *of* 1 visits remaining this week
Ends after May 31, 2021   ›

Bills

Payment for Monthly Payment Plan
Josh Haughey • $0 due on Thu, Oct 1, 2020   ›

Upcoming Schedule

Drum Lesson
4pm-5pm on Thu, Sep 24, 2020   ›

Drum Lesson
4pm-5pm on Thu, Oct 1, 2020   ›

Drum Lesson
4pm-5pm on Thu, Oct 8, 2020   ›

Drum Lesson
4pm-5pm on Thu, Oct 15, 2020   ›

Drum Lesson
4pm-5pm on Thu, Oct 22, 2020   ›

🔍 View Full Schedule   ›

Josh Haughey

🏠 Your Dashboard
🔔 Notifications (1)
💳 Plans & Passes
💳 Payment Methods
📶 Subscribe to Calendar
🕐 Activity
History
🖼 Photos
📄 Notes
⊘ Past Visits
🛒 Bills
✏ Signed documents
✚ Manage Another Person

Your Pike13 Account

🔲 Scan In
🏠 Your Dashboard
🔔 Notifications (1)
💳 Plans & Passes
💳 Payment Methods
📶 Subscribe to Calendar
🕐 Activity
👤 Edit Profile
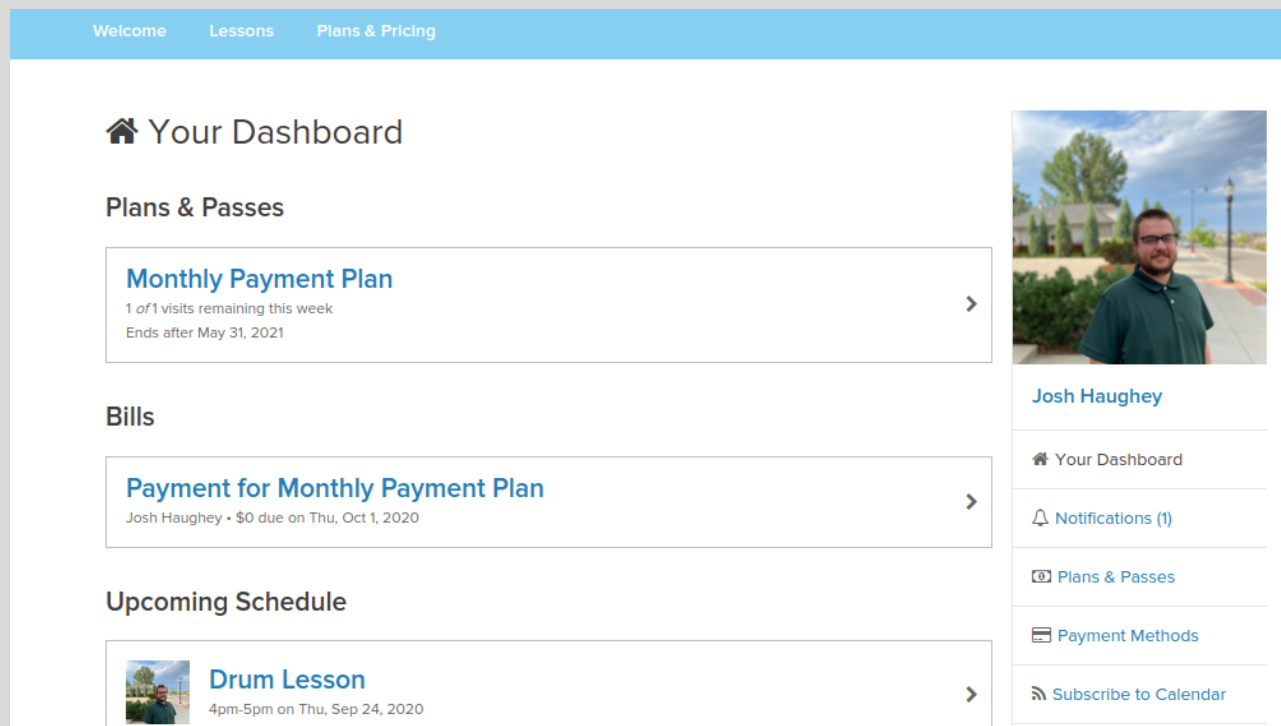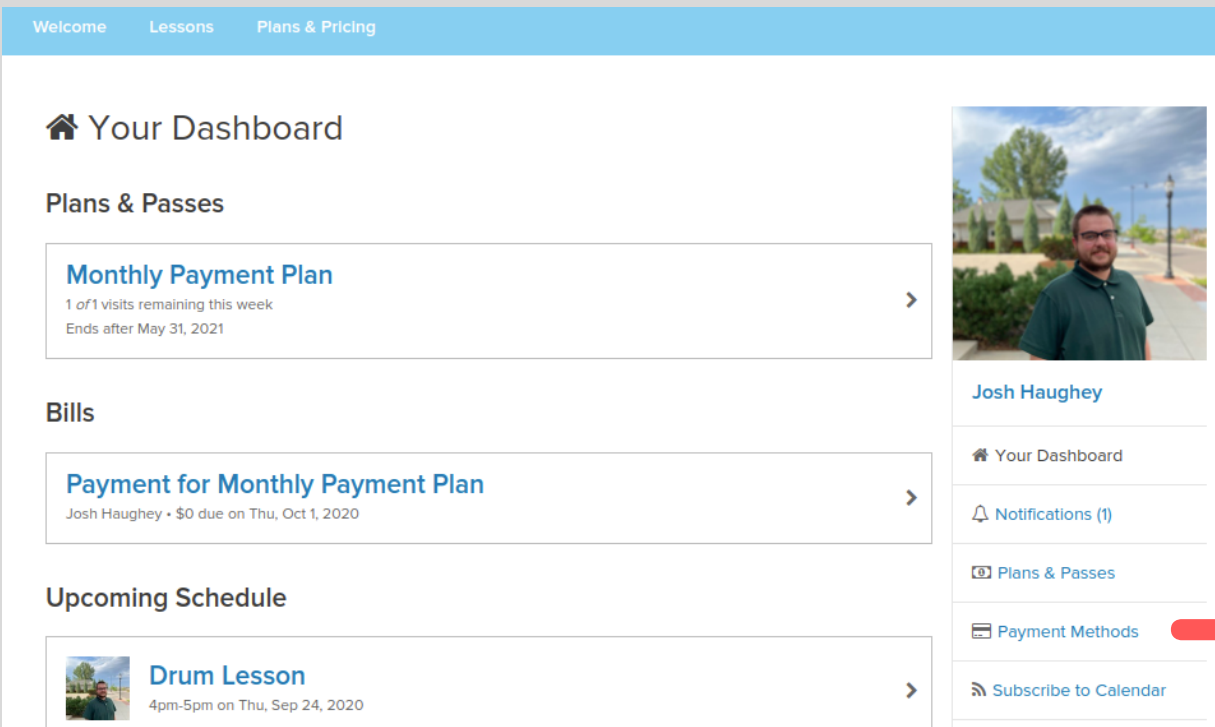History
🖼 Photos
📄 Notes

Editing Your Profile & Payment Methods

If your email address, phone number, or any personal info changes, you can let us know by updating your profile using the "Edit Profile" button in Pike 13.

To edit your Pike 13 profile , click the "Your Stuff" menu in the top right of the screen.

This will bring you to the "Your Dashboard" page which is pictured below.

To edit your profile, click your name on the Your Dashboard screen, scroll to the bottom and click the green "Edit Profile" button.

☎ Phone
Not specified

🎁 Birthday
Jun 2, 1992 • 28 years old

👤 Guardian name
Not specified

✉ Guardian email address
Not specified

🏠 Address (street, city, state/province, postal code)
Not specified

ℹ Source
Staff member

Custom Fields

Instrument
Not specified

Home Phone
Not specified

Work Phone
Not specified

Secondary email
Not specified

[✏ Edit Profile]

Josh Haughey

🏠 Your Dashboard

🔔 Notifications (1)

📷 Plans & Passes

💳 Payment Methods

🔊 Subscribe to Calendar

🕐 Activity

History

🖼 Photos

📄 Notes

🏅 Past Visits

🛒 Bills

✏ Signed documents

➕ Manage Another Person

Your Pike13 Account

👤 Your Account

⏻ Sign Out
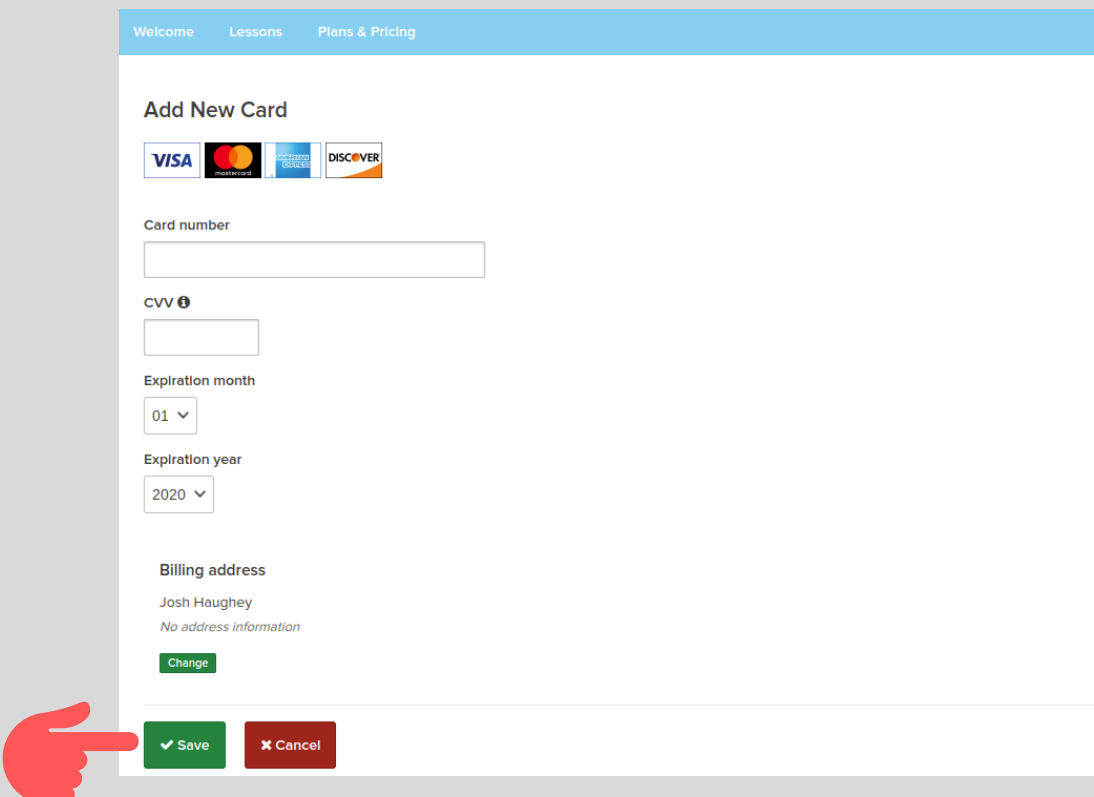
From there, you can edit any of the fields to update or add any new information that will be relevant for our office staff and teachers.

To update your payment information, navigate to your dashboard and then click Payment Methods.

You will be brought to the Payment Methods screen where you can update or add a new payment method. When you are done click save to complete the update.

Other Things You Can Do On Your Account Page

Josh Haughey

- 🏠 Your Dashboard
- 🔔 Notifications (1)
- 🔘 Plans & Passes
- ▭ Payment Methods
- 📶 Subscribe to Calendar
- 🕐 Activity

History

- 🖼 Photos
- 🗋 Notes
- ⊘ Past Visits
- 🛒 Bills
- ✏ Signed documents
- ➕ Manage Another Person

Your Pike13 Account

Add a photo to personalize your account!

Stay up to date on any schedule changes, payments, expiring credit cards, etc. by checking your notifications
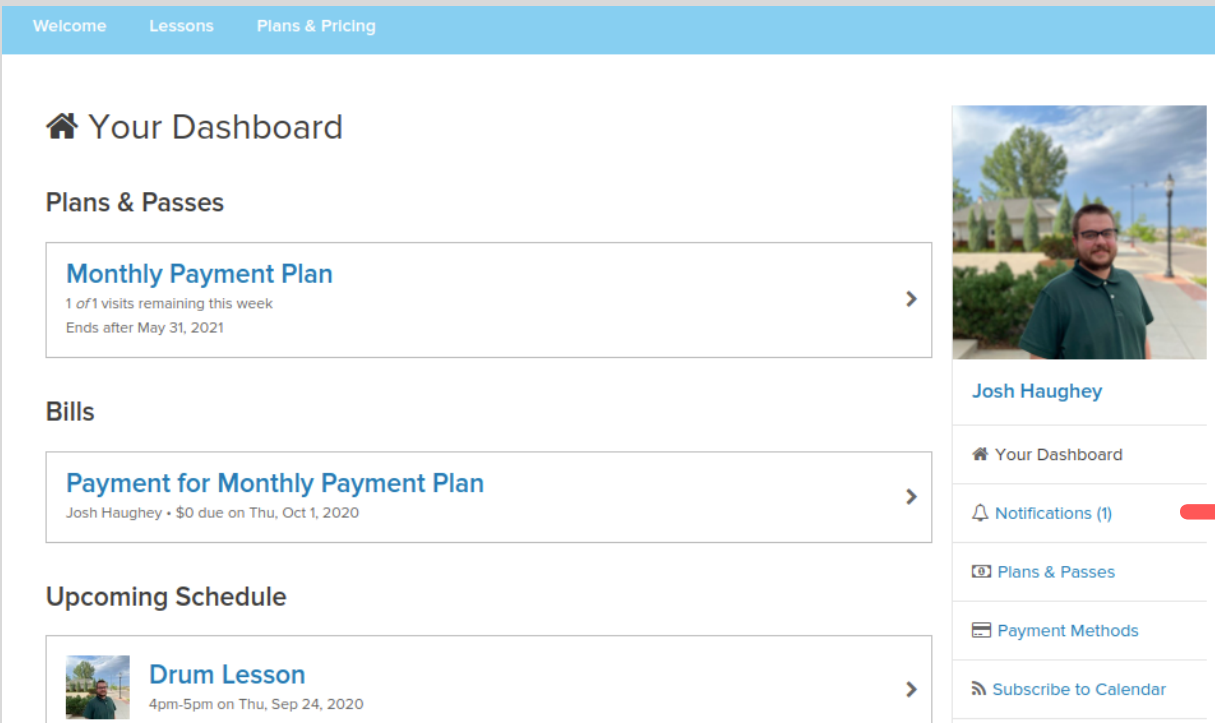
View notes from the office or your teacher here

View past bills
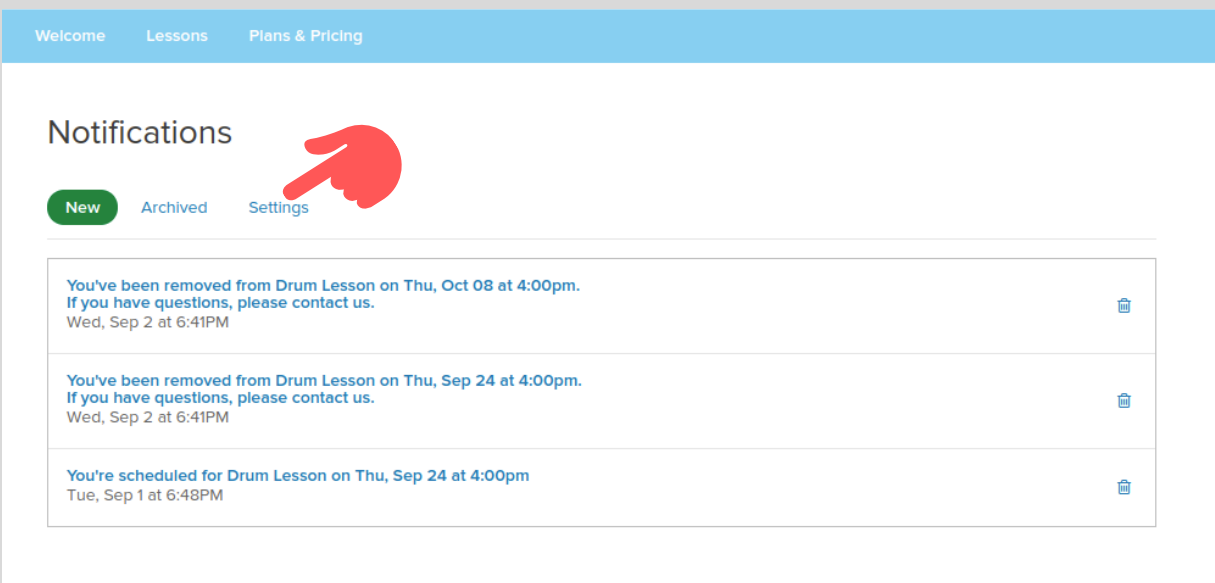
Setting up text reminders

If you'd like to receive a 24 hour reminder about your lesson, get notifications for billing, or scheduling via text message, you can easily set that up in Pike13's notification settings. Navigate to your dashboard and click "Notifications."

Now that you are looking at the notifications screen, click settings towards the top of the page.

On the notification settings page, you can adjust your settings however you desire. You can turn specialized email notifications on and off, and can do the same for text message alerts. Just click the edit button next to each category to change your preferences, and then check the boxes that correspond to the notifications you'd like to recieve.

For instance, to turn on appointment reminders via text (which we highly recommend), scroll down to scheduling and click edit to the right of the row titled "A reminder before your appointment or class." Then tick the "text" box and click "save" to enable text alerts!