



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.

Welcome Lessons Plans & Pricing

Welcome, Josh

Email address
jhaughey17@gmail.com

* Password

* Your email address
jhaughey17@gmail.com

* First name
Josh

Middle name
T

* Last name
Haughey

Phone

Address (street, city, state/province, postal code)

* Birthday

* I accept the [Terms of Service](#)

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.

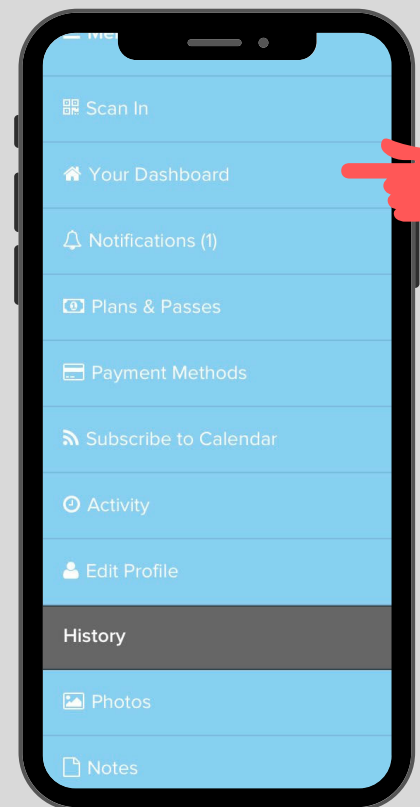
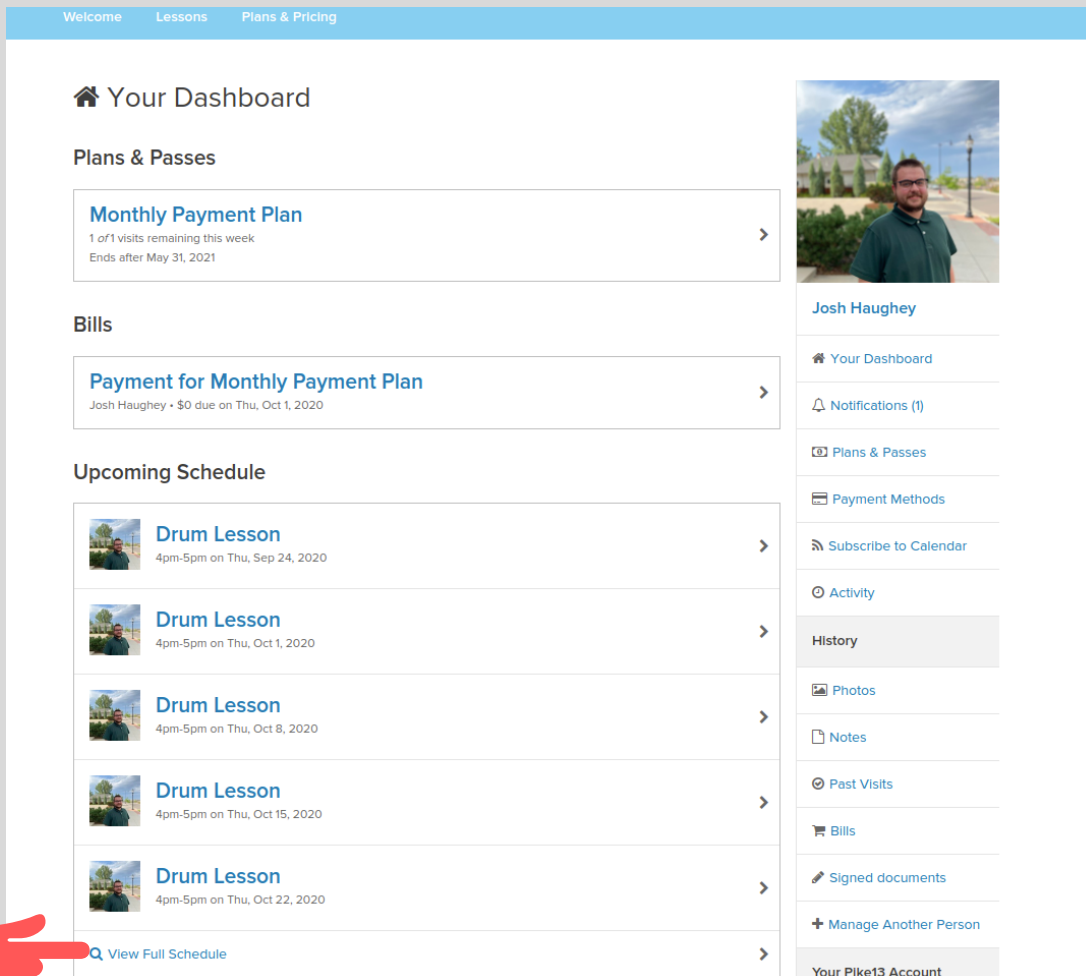
Viewing Your Lesson Schedule

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



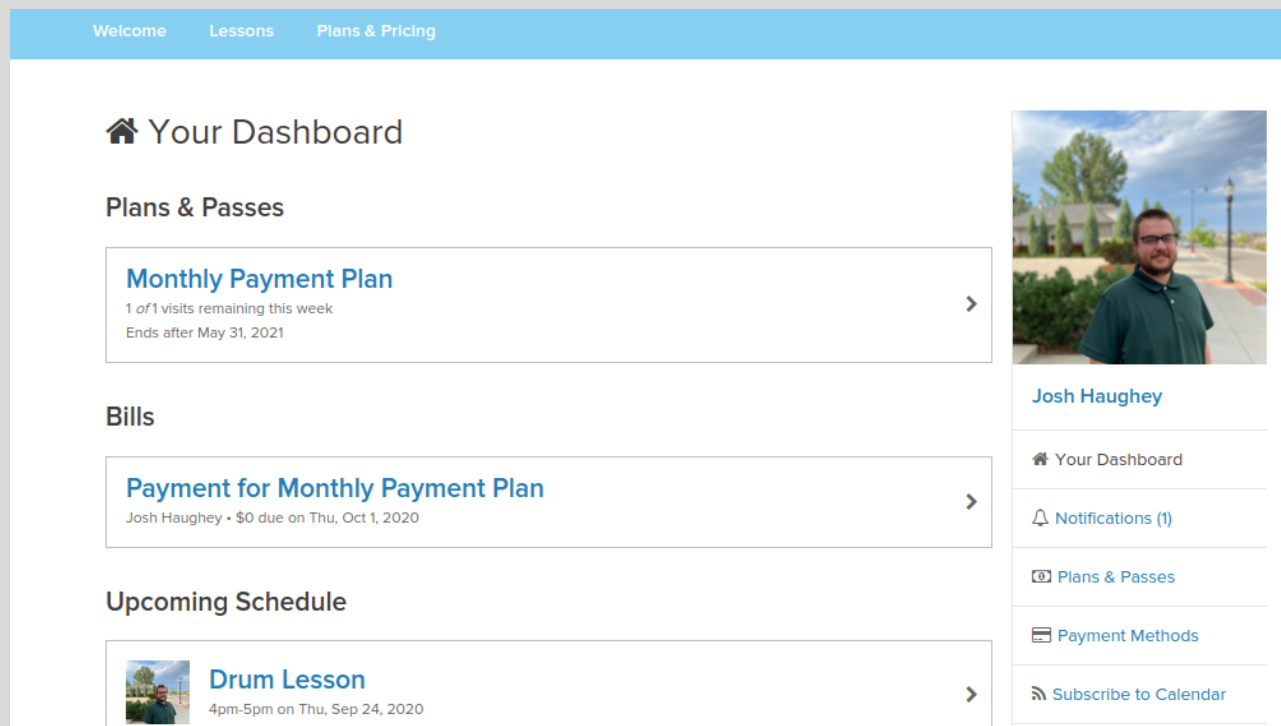
Editing Your Profile & Payment Methods

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

Source
Staff member

Custom Fields

Instrument
Not specified

Home Phone
Not specified

Work Phone
Not specified

Secondary email
Not specified

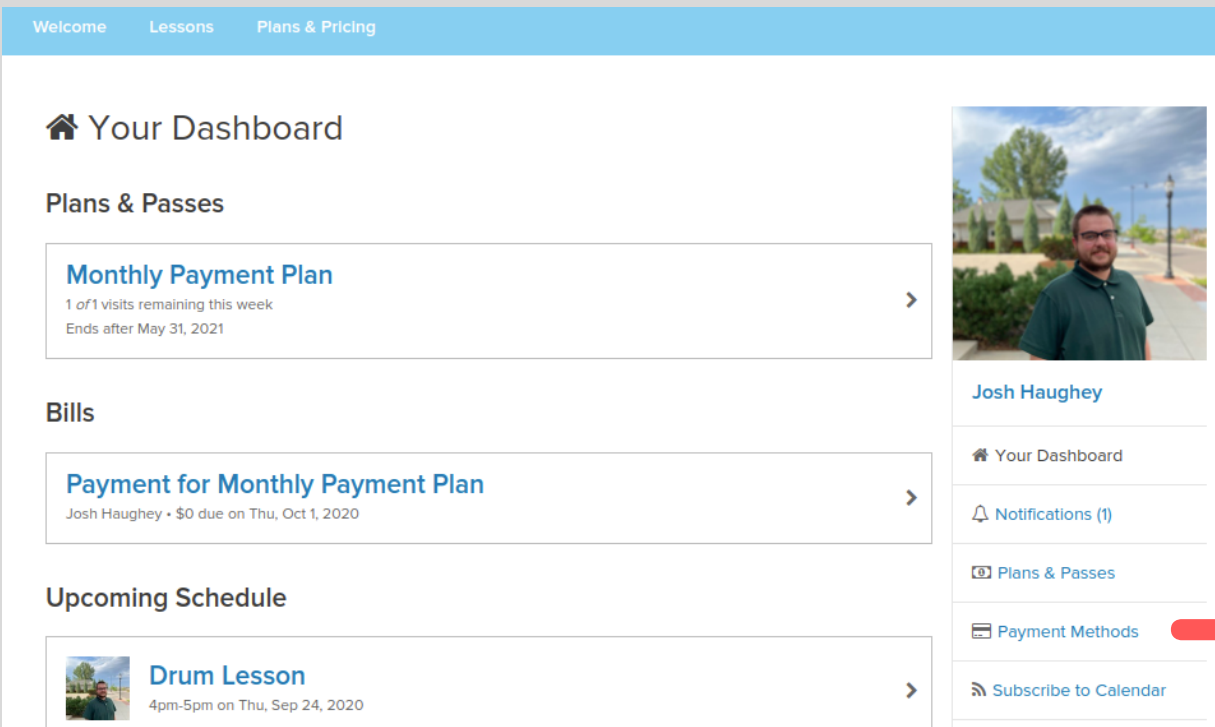
Josh Haughey

- 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

Edit Profile

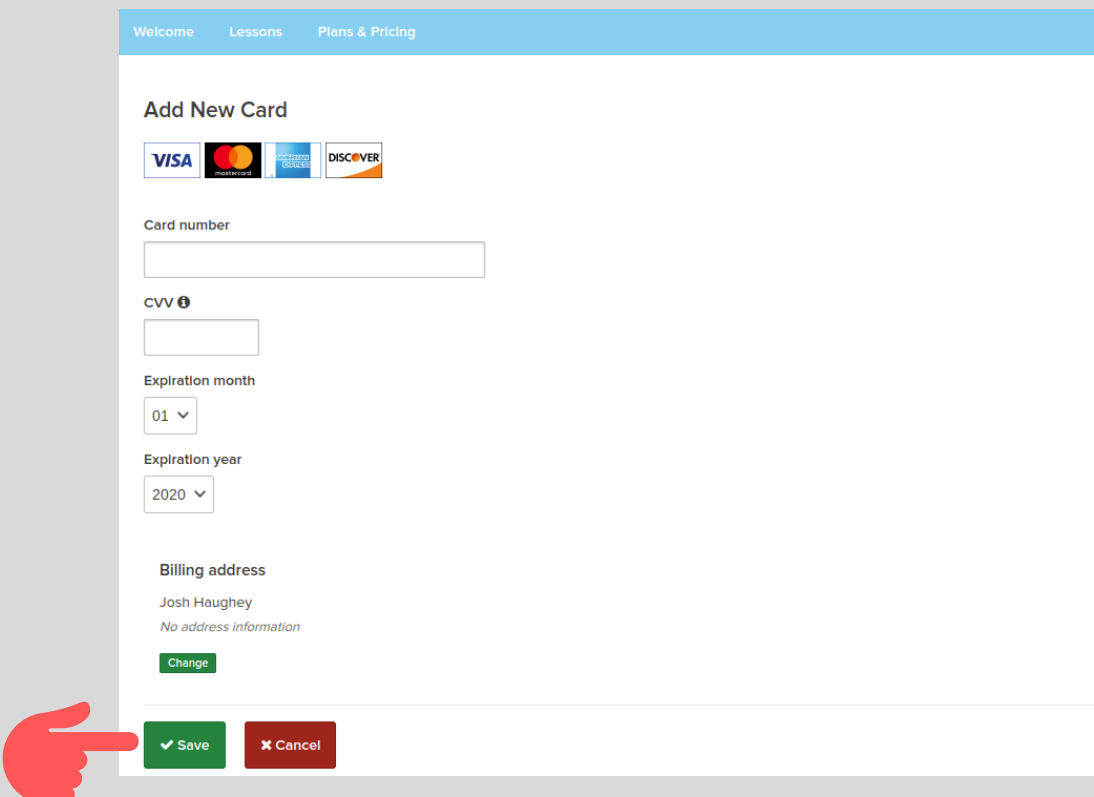
From there, you can edit any of the fields to update or add any new information that will be relevant for our office staff and teachers.

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



The screenshot shows a user dashboard with a blue header containing 'Welcome', 'Lessons', and 'Plans & Pricing'. The main content area is titled 'Your Dashboard' and includes sections for 'Plans & Passes', 'Bills', and 'Upcoming Schedule'. A sidebar on the right contains a profile picture of Josh Haughey and a menu with options: 'Your Dashboard', 'Notifications (1)', 'Plans & Passes', 'Payment Methods', and 'Subscribe to Calendar'. A red hand icon points to the 'Payment Methods' option.

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.



The screenshot shows the 'Add New Card' form. It features logos for VISA, Mastercard, American Express, and DISCOVER. The form includes input fields for 'Card number', 'CVV', 'Expiration month' (set to 01), and 'Expiration year' (set to 2020). Below these is the 'Billing address' section, which shows 'Josh Haughey' and 'No address information' with a 'Change' button. At the bottom, there are 'Save' and 'Cancel' buttons. A red hand icon points to the 'Save' button.

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



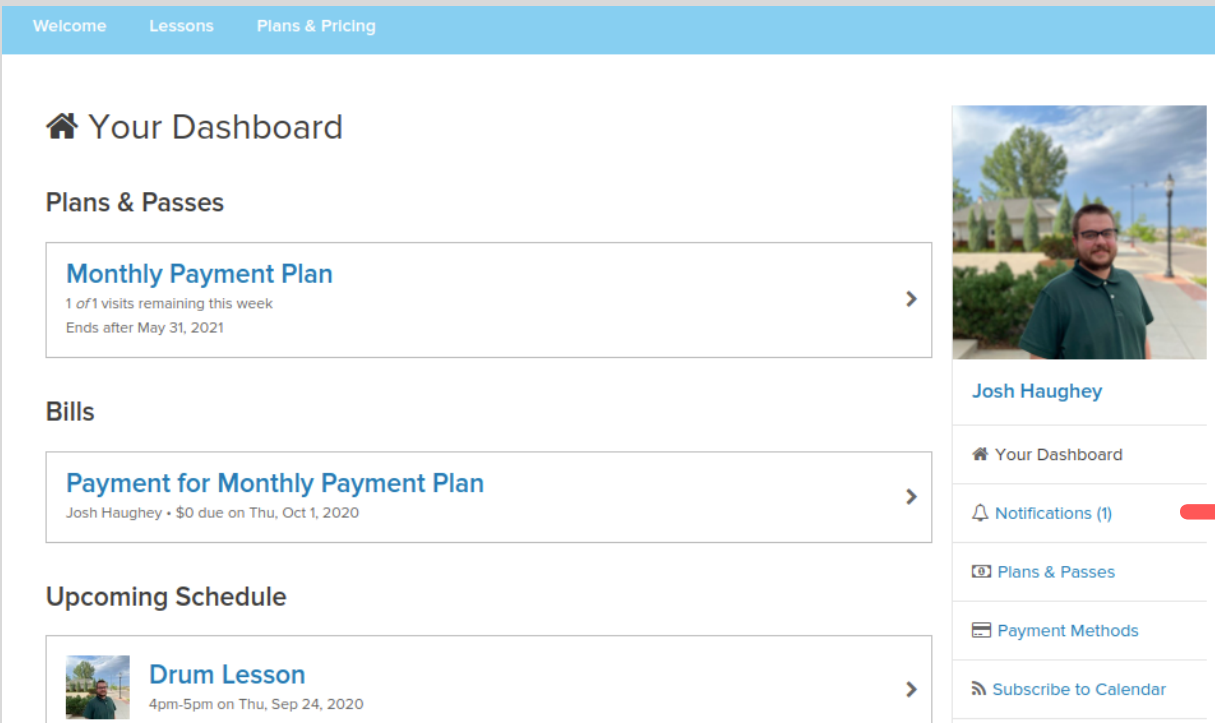
View notes from the office or your teacher here



View past bills

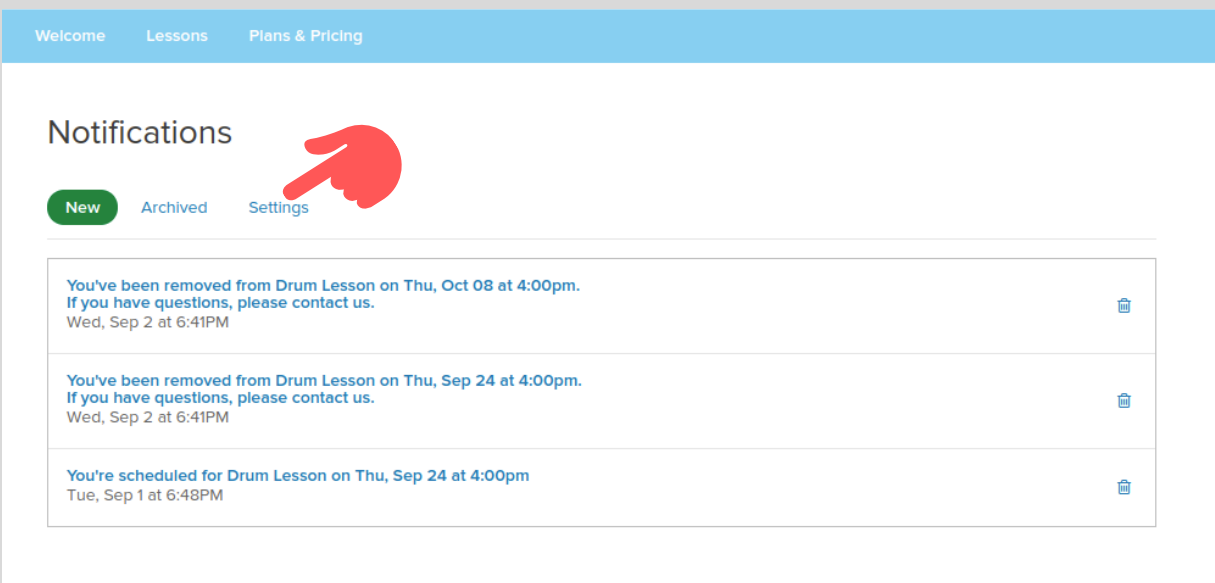
Setting up text reminders

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."



The screenshot shows the user dashboard with a blue navigation bar at the top containing 'Welcome', 'Lessons', and 'Plans & Pricing'. The main content area is titled 'Your Dashboard' and includes sections for 'Plans & Passes', 'Bills', and 'Upcoming Schedule'. A sidebar on the right contains a profile picture of Josh Haughey and a list of navigation links: 'Your Dashboard', 'Notifications (1)', 'Plans & Passes', 'Payment Methods', and 'Subscribe to Calendar'. A red arrow points to the 'Notifications (1)' link.

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



The screenshot shows the 'Notifications' screen with a blue navigation bar at the top containing 'Welcome', 'Lessons', and 'Plans & Pricing'. The main content area is titled 'Notifications' and includes tabs for 'New', 'Archived', and 'Settings'. A red arrow points to the 'Settings' tab. Below the tabs is a list of three notifications, each with a trash icon on the right.

Notification Text	Date and Time	Action
You've been removed from Drum Lesson on Thu, Oct 08 at 4:00pm. If you have questions, please contact us.	Wed, Sep 2 at 6:41PM	Trash
You've been removed from Drum Lesson on Thu, Sep 24 at 4:00pm. If you have questions, please contact us.	Wed, Sep 2 at 6:41PM	Trash
You're scheduled for Drum Lesson on Thu, Sep 24 at 4:00pm	Tue, Sep 1 at 6:48PM	Trash

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 receive.

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!

