



# **Client Guide**

# Completing Your Pike13 Profile

When you confirm your lesson enrollment for the school year, 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.

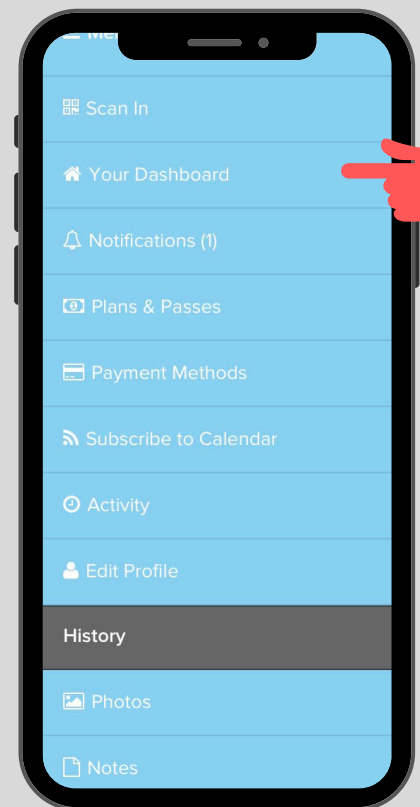
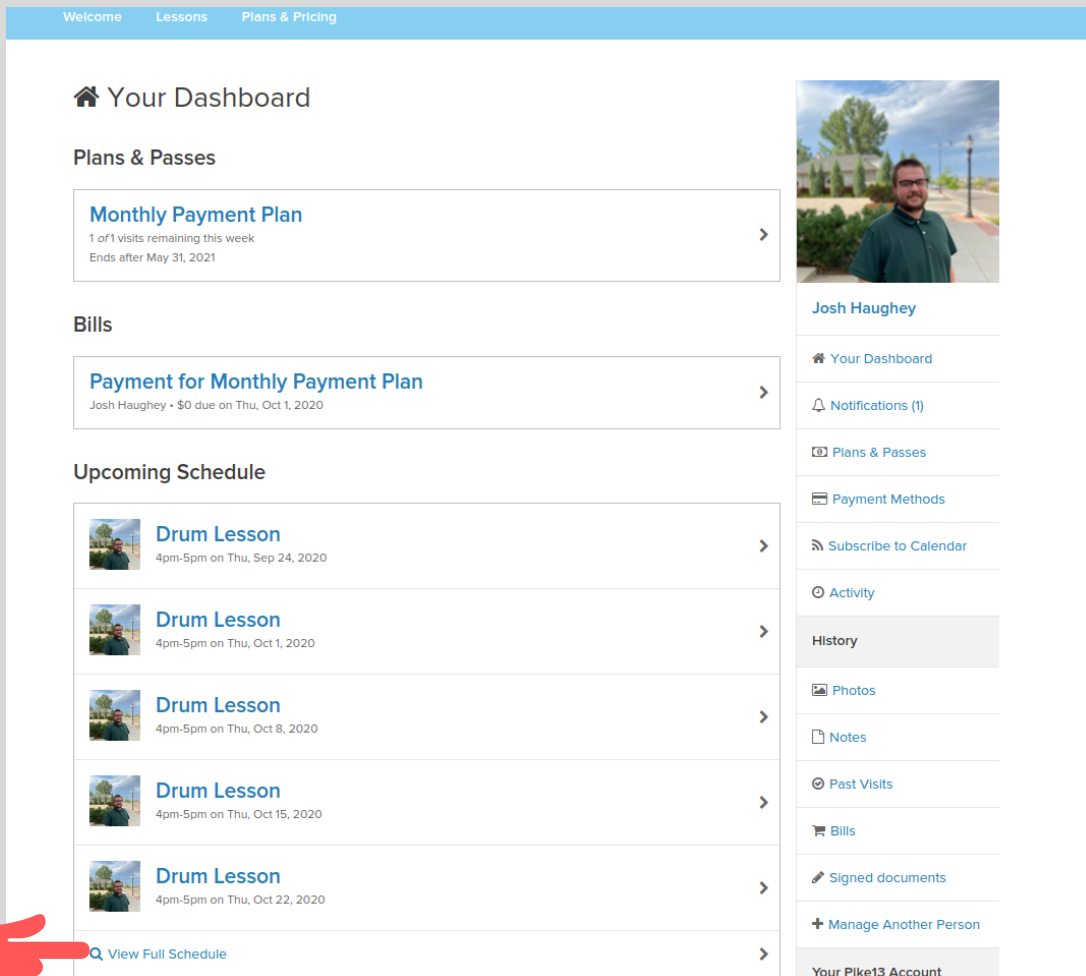
# Viewing Your Lesson Schedule

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



# Cancelling A Lesson

Cancelling a lesson in Pike13 is as simple as a few clicks! Start by navigating to your dashboard, scroll down to "Upcoming Schedule" and click on the lesson you want to cancel. If it is not one of the next five lessons, click the "View Full Schedule" button, navigate to the lesson you want to cancel and click it.

Once you have clicked the lesson, you will be brought to the page pictured below. To move ahead and cancel the lesson, click the red "Cancel Visit" button and then OK to confirm. When you click OK your teacher and our office staff will be notified, so that's all you need to do!

Welcome Lessons Plans & Pricing

✓ Scheduled for Drum Lesson on Sep 24 at 4:00pm


[Josh Haughey](#) → [Schedule](#)

## Drum Lesson • Thu, Sep 24 at 4:00PM







Your Music School is proud to offer drum lessons to people of all ages and skill levels in Wellesley, Weston, Needham, and Newton. Our instructors pride themselves in customizing lessons to each student, providing well-rounded instruction for students of any age and skill level.

We are passionate about creating a fun and engaging experience for each student, while providing them with a firm foundation to move forward. Our instructors are fantastic people and great musicians, and many of them perform professionally on drum set in addition to teaching. Their top-notch credentials and experience allow our teachers to customize lessons while covering areas including technique, fundamentals and expression.

Cancel for free up to 24 hours prior to your lesson. If a lesson is canceled less than 24 hours prior to the lesson time, it is considered a late cancelation and is billed as if the student had attended the lesson.

 [Cancel Visit](#)

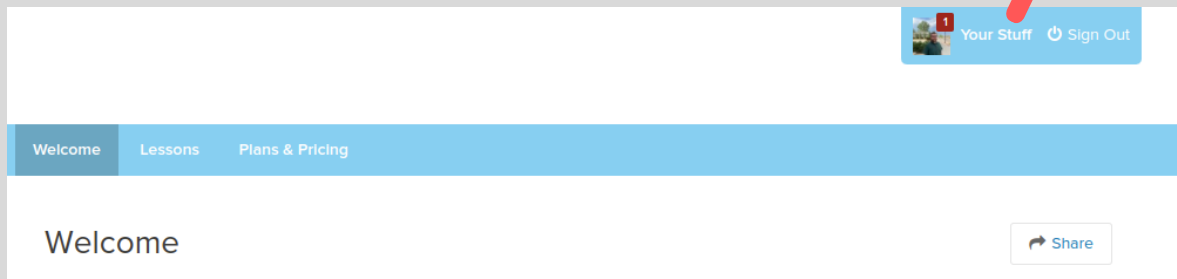
Welcome Lessons Plans & Pricing

 781-534-3259  Email  Our website  Twitter  Facebook  Instagram

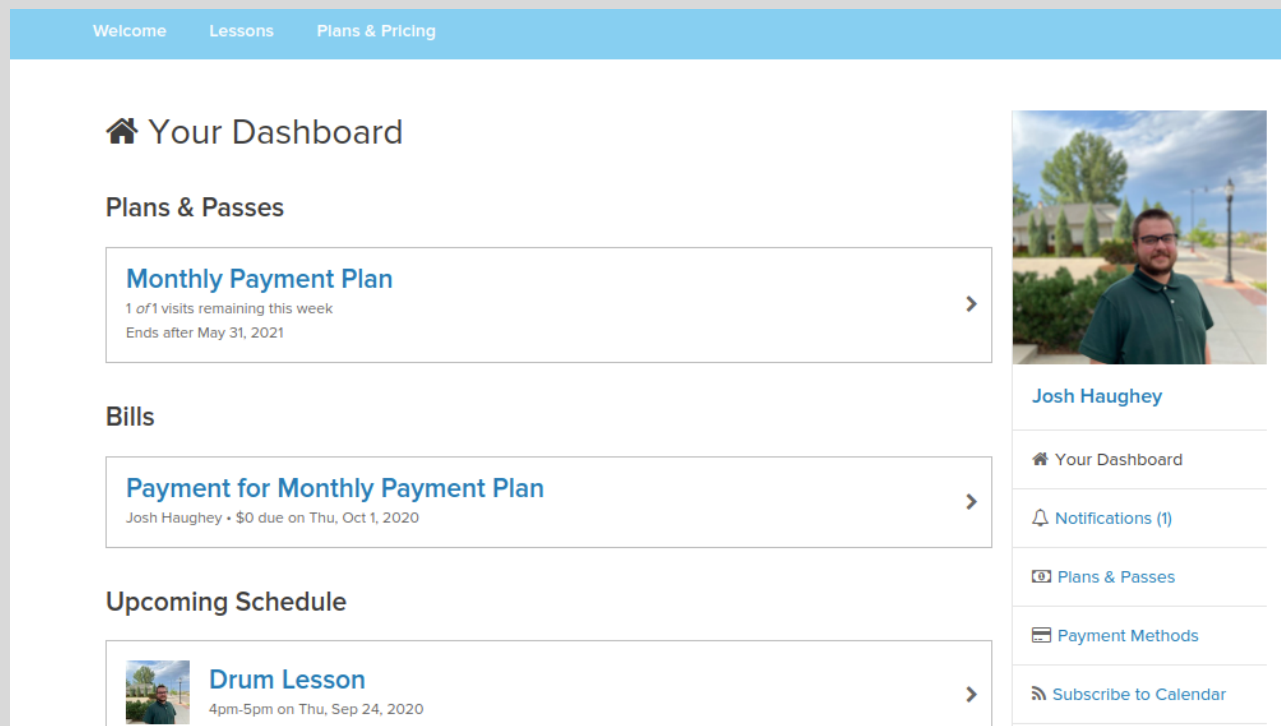
# Editing Your Profile & Payment Methods

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

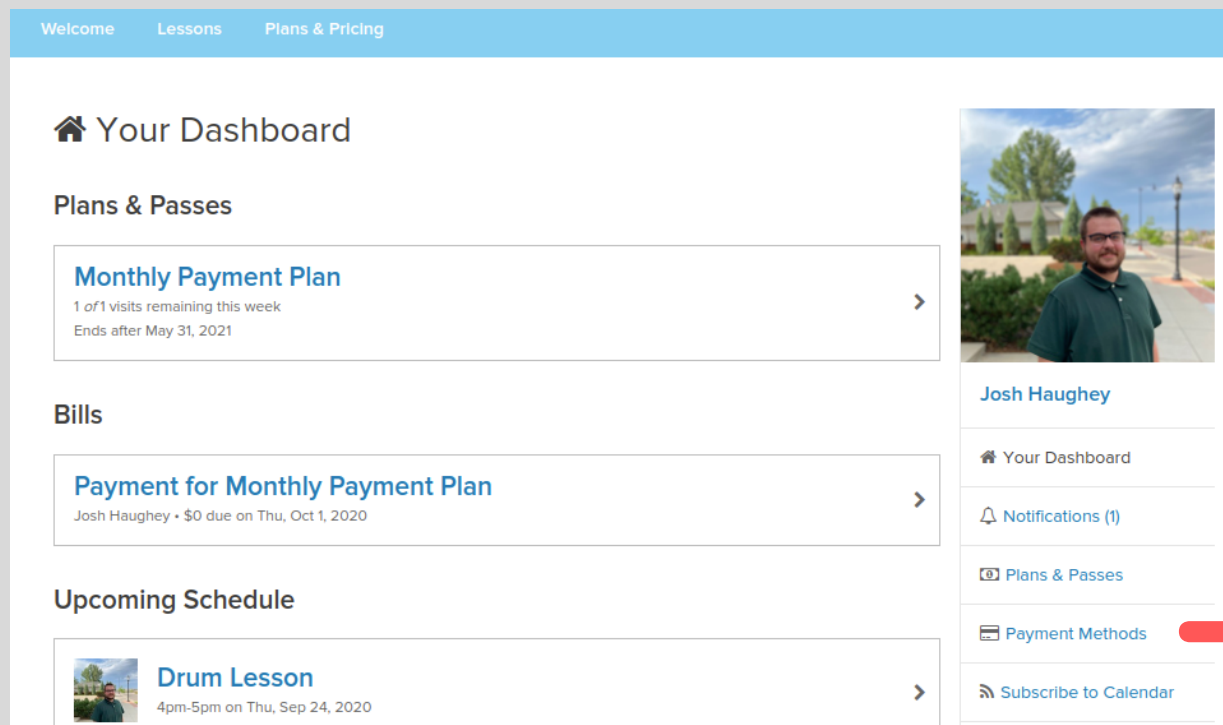
**Josh Haughey**

- 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**

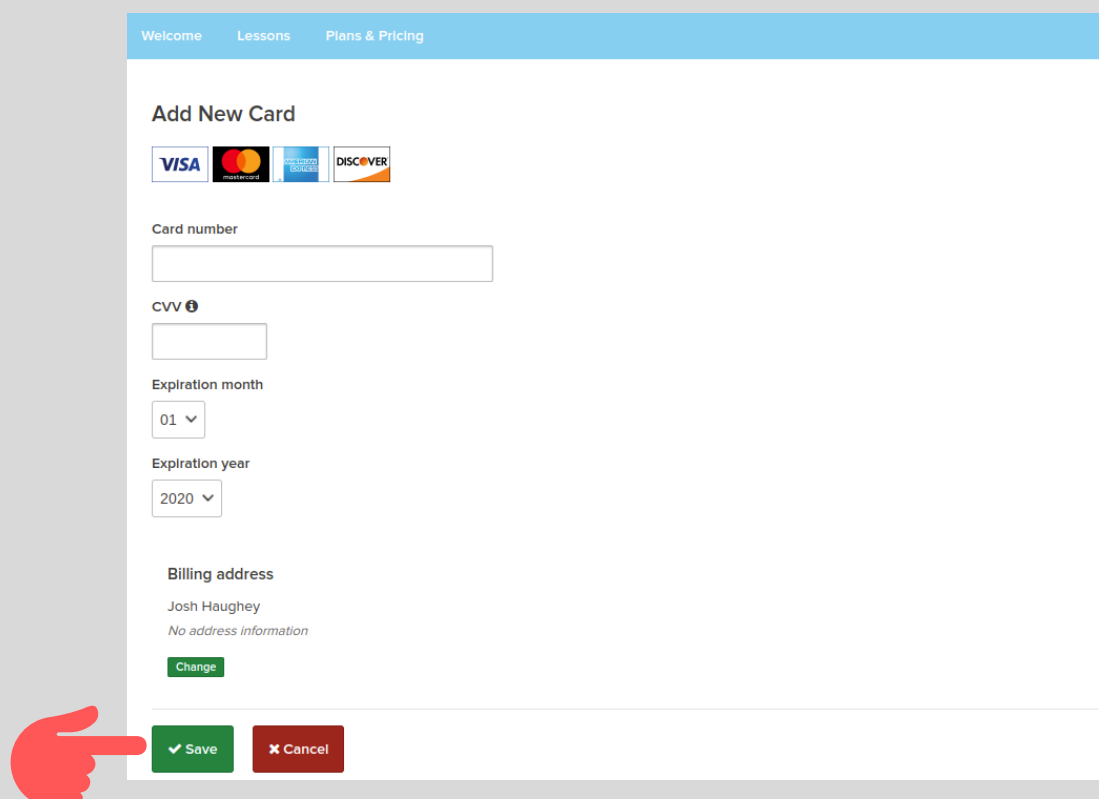
From there, you can edit any of the fields to update or add any new information that will be relevant for our office staff and teachers.

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  
**(This is where you can find your zoom link if you are taking online lessons!)**

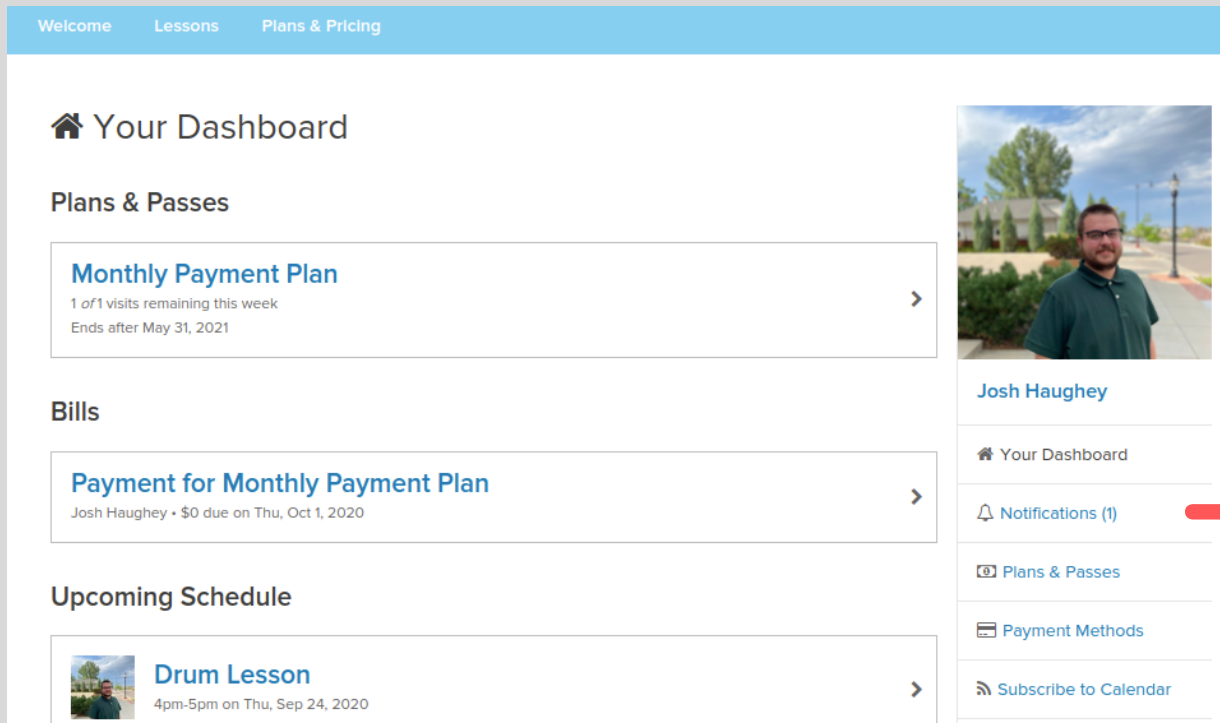


View past bills

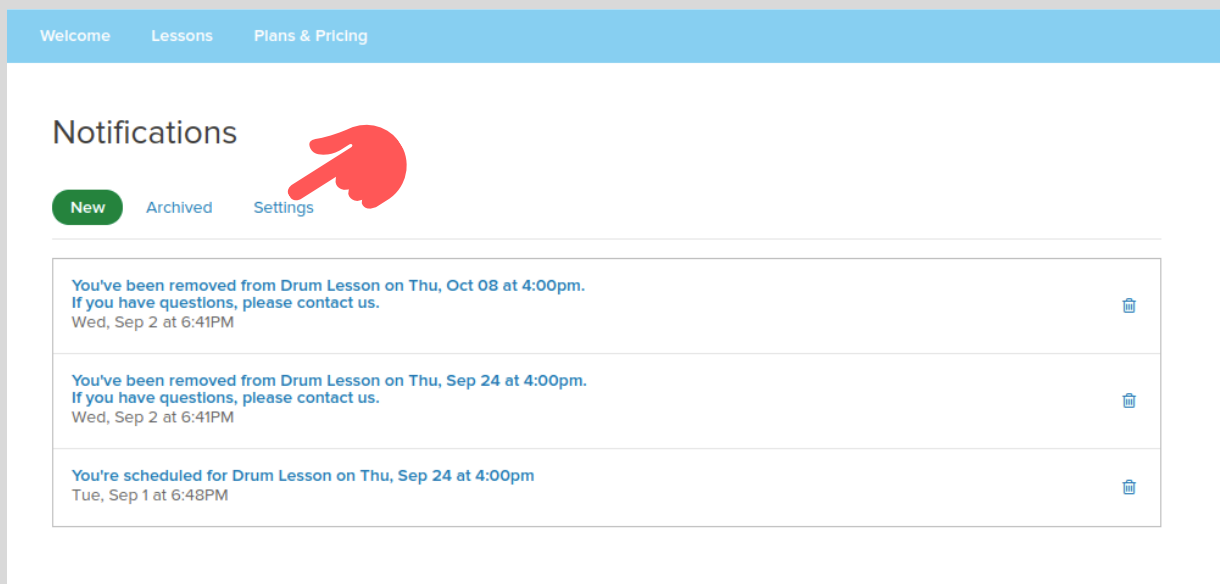


# Setting up text reminders

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 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!

