



# Matchpoint



**1) School can be booked by clients in the web or app?**

Yes, using the URL shown On Additional Data > Web Reregistration. You need to Allow Web pre-registration and set the Registration Starting and Ending Date.

**2) Hi, If I change a student from one group of classes to another, and then I delete the previous group of that student because it was empty, the previous schedule of that group of classes it will disappear? I will not be able to see the number of classes that he made on the previous group?**

The bookings will disappear if you have set Automatic Cancellation without members on the Behavior bookings cancellation (In GENERAL).

**3) If we upload a pdf in the registration form. This would not be linked to the web inscription, would it? It would only be to be able to download the pdf document and have it auto-filled or printed to fill it out by hand, right?**

Indeed.

**4) Is it possible to add more than one child to the pre-registration?**

Yes but one by one. First you enroll a child and then you would have to return to the pre-registration form.

**5) In the school creation section, the method of calculation refers to the apportionment of the first fee?**

The method of calculation refers to the amount that all the fees of the school you sign up for will have.

The apportionment option is made only in the first fee.

**6) In the web pre-registration section, what does "validate capacity" refer to?**

The client when registering ONLINE, if there is no place, the system will indicate it

**7) In order for it to be visible on the web, do you receive any notification?**

NO, They do not exist automatically to notify the client when you make it visible on the WEB.

What you do have are automatic notifications of registrations, among other things.

SYSTEM—CONFIG. SYSTEM—COMMUNICATIONS

**8) Our Padel- tennis school goes by levels. Is there a way for the client to see only the schools corresponding to their level? Especially in groups of adults. Thank you.**

NO, it would not be possible. In your case, you would have to create groups for the clients and at the school indicate that only those from that group can sign up at that school.

**9) Is there any way to count the attendance marked by the monitors from the app?**

YES, from the TRAINER mobile application the monitors will be able to call roll, then in the program there are attendance reports.

**10) The lists that appear on the screen cannot be printed directly, without having to do Excel**

In formed classes you have the option to print it as it appears on the screen. Generate a PDF

**11) Hello! The student's attendance record is kept in the booking. So if reprogramming is done, this record is deleted. how to do not lose it?**

It is not lost, you have the inscription. As soon as you reschedule again, that participant will appear on the grid again

**12) How is the position of the additional field determined in the web registration?**

When you create the additional field, in the last field to be filled, before Inserting the field, it asks you for the position in which you want it to be displayed. Within its section in the registration. In other words, it will not be placed before the name and surname, otherwise the order will appear in the additional data section of the registration itself.

**13) If I want to change a school group that is already created on Monday but I have to change it to Wednesday, I have to create it again**

As we already discussed in the seminar, once you have created the registration, I will be able to enter it and change the days of the classes that he will attend, that is, I can unassign him from Monday and sign him up for Wednesday's class.

**14) If the client who signs up for the school is a member, and in the middle of it, he unsubscribes as a member, but continues to register at the school..., would the price change on its own? Or do I have to do something else?**

If we have defined 2 prices, one for subscribers and the other for non-subscribers, the answer is YES

**15) It would be interesting if potential students, when making their pre-registration, could choose availability, apart from the days and the hours.**

You can add additional fields for it.

**16) You could automatically go from the waiting list to enroll. Whether pre-registration has been made at the center or on the web? Or it can only be done manually one at a time.  
Thank you**

The options are the ones you have within the school configuration, in the additional information section. In it you say what to do with online registrations. With what YES, if you can validate them directly.

**17) Is it possible to change the colors of the schools without fixing it to any monitor, that is, to change the colors of the adult school and the children's school? Or I have to create two monitors labeled kids and adults so I can change the colors of the two schools.**

As you already mentioned, you can only customize the color using a tag. That label can go or not to the associated monitor and can tell it to change the color of the reservation or not, leaving in the upper right corner the color of the label being the default color of the reservation

**18) In a web registration, it is possible to put as a mandatory field the account number?**

YES, in SYSTEM—SYSTEM-SCHOOL CONFIGURATION you have sections to show and make mandatory in the registration.

**19) If I have a student who comes in two different groups with different prices, do I have to create two students with different prices?**

YES, you will have to create two registrations.

**20) On the other hand, you comment that the start and end date of school also marks the first and last installment. But if my school is from September 15 to December 15, the last installment really has to be on November 15 and therefore it should not coincide with the start and end of school. I don't know if I have explained myself**

Also in December it will be the last installment to generate. You will have to use the calculation of payments by CLASS so that depending on the days of the month that you are signed up, you will charge one amount or another.

**21) If I have marked AUTOMATIC FEES UPDATE, they will stop charging me when the school ends (if I have programmed the end date)**

This option is only to update the price of the installments to be generated.

**22) If I have created the school with prices, I have students enrolled without invoicing and I change prices, these are not updated in all the student records**

If you modify the price in the configuration it is changed automatically. If not, contact support so they can update the program.

**23) Good morning, a pleasure to be able to learn in this webinar, my question is the following, we have a different model regarding the creation of groups, in the near future we could establish this method, but could we only apply the section of payments for students to pay through a bank account?**

The PAYMENT CONTROL section of the school is a tool to be able to invoice all forms of payment or one in particular such as the BANK and thus you can remit them later.

**24) Why do students become ex-students once the course ends? this prevents you from seeing the actual number of students in that course one year later**

Do not put a termination date.

**25) It lets me put the monitors in GROUPS, but I have different monitors per level in the same group. I will have to open them all as different groups and the same with the prices (because the price is the same)**

Within the group, where we assign the classes (clock icon) we can define 5 classes at the same time with different monitor and different level.

**26) Good morning, 1. Could you clarify the main difference on a practical level between the start/end date for bills and the start/end date for installments? 2. Could you clarify the main difference in web pre-registrations between: pre-registering and leaving as a request? 3. Could you repeat the path to divide a group into subgroups? 4. Can someone who is not registered register via the web? Can a non-registered minor enroll from a registered adult and vice versa? Is it necessary for the adult to be registered as an associated person or can the minor be enrolled directly in the case of a summer/Easter school, for example? Thank you so much!**

The start and end date of the school is the beginning of the same in which the student enrolls in that group and begins to pay.

Fee start / end date will be to indicate to the system when you pass the first fee to the student. We will only put it when the date is different from the start and end of school.

**27) When registering on the web, the client puts his account number because he does not have it in his file, is it recorded in the client file? Thanks for the training. All the best.**

NO, it leaves it in the registration, if you want to leave it in your file you must enter it yourself.

**28) In direct discounts, if the student had an amount (for example, the amount for having three siblings) and a brother withdraws, the amount changes because there are now only two brothers. How is it done?**

The discount is not changed because it is not automatic, it must be the manager who removes the discount manually