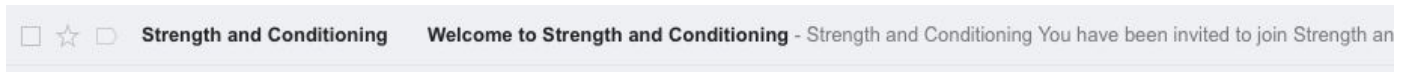


## New Staff Members - Computer

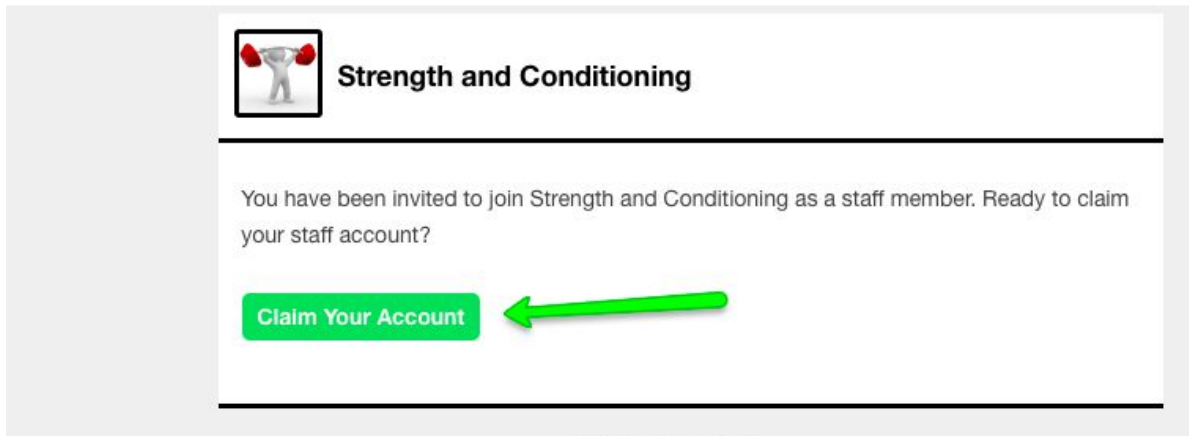
### Claiming Your Account

Check your inbox for an email from your business:



Click into it and select the button from within the email to Claim Your Account:

oning <do-not-reply@pike13.com>



You will be taken to a page where you will create your password and enter any additional information the business requires from you:

## Welcome, Candice

Email address  
1momma+candice@gmail.com

\* Password

\* First name  
Candice

\* Last name  
Smith

\* Emergency Contact Name

\* Emergency Contact Number

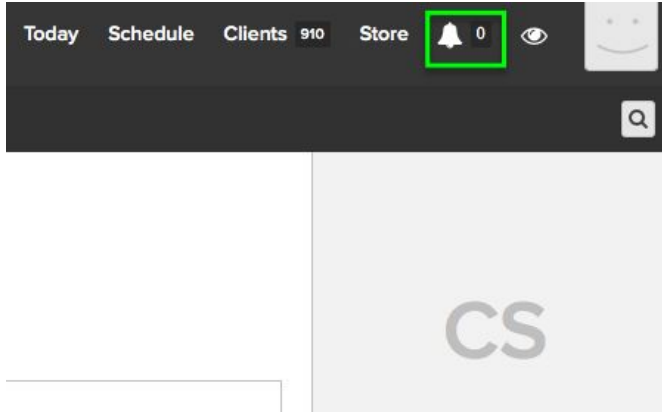
\* I accept the [Terms of Service](#)

These are the Pike13 terms of service.

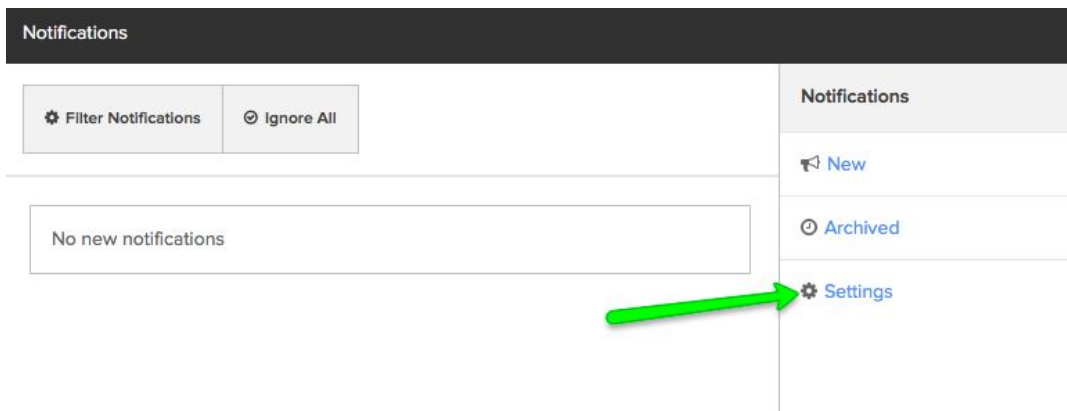
✓ Finish

### Set Your Notifications

Once you are logged in, you are taken to your client profile. Select the bell icon in the upper right hand corner to set up your notifications:



Select Settings:



If you have a phone number in your profile, you can set up text message notifications:

## Set up your Pike13 email and text notifications

Terrific! You've set up your notification preferences.

To see your notifications again, click the Notifications button (the bell, alongside the tally of your unread notifications) at the top of any Pike13 page. On a mobile device, tap the menu button, and then tap **Notifications**.

OK

## Settings

When don't you want to be disturbed?

✓ Text notifications won't be sent from 10 PM to 7 AM

Edit

You will likely have staff and client roles in the organization. Start with your staff member notification settings:

**i** You're both a staff member and a client at Strength and Conditioning. Choose the set of notifications that you want to manage.

Manage staff member notifications ▾

You can receive notifications that are specific to services you instruct/teach. There are three sections. The first is Billing:

## Billing

A client updates a purchase you requested

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

Edit

The next section is all about Attendance for your classes and appointments:

## Attendance

<p><b>A spot is available for a class with clients on the waitlist</b></p> <p><input checked="" type="checkbox"/> Ignore notifications</p>	<input type="button" value="Edit"/>
<p><b>A client visit is unpaid</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Show on Pike13</li> <li><input checked="" type="checkbox"/> Don't send a text</li> <li><input checked="" type="checkbox"/> Send an email</li> </ul>	<input type="button" value="Edit"/>
<p><b>A client is missing a waiver</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Show on Pike13</li> <li><input checked="" type="checkbox"/> Don't send a text</li> <li><input checked="" type="checkbox"/> Send an email</li> </ul>	<input type="button" value="Edit"/>
<p><b>Attendance for a class or appointment has not been confirmed</b></p> <p><input checked="" type="checkbox"/> Ignore notifications</p>	<input type="button" value="Edit"/>

The third section is about Scheduling. If you have a plan that covers unlimited text messaging, you may want to set this one up for text alerts:

## Scheduling

<p><b>Someone booked or canceled an appointment with you</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Show on Pike13</li> <li><input checked="" type="checkbox"/> Don't send a text</li> <li><input checked="" type="checkbox"/> Send an email</li> </ul>	<input type="button" value="Edit"/>
---	-------------------------------------

Making edits is easy. Select Edit next to the section you want to make changes to and click on the box to select or deselect that notification type. Please note, web notifications will be turned on if text or email is selected:

← Notification Settings
🔍


Receive notifications when...	Web	Text	Email
Someone booked or canceled an appointment with you	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


✓ Save

✗ Cancel

Next edit your Client Notifications:


**i** You're both a staff member and a client at Strength and Conditioning. Choose the set of notifications that you want to manage.




Manage client notifications 

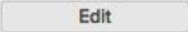





Similar to your staff notifications, you have different sections of client alerts. The first is billing:


## Billing




**Payment is due in three days, unless your membership is paid automatically** 

-  Show on Pike13
-  Don't send a text
-  Send an email

**A payment fails for you** 

-  Show on Pike13
-  Don't send a text
-  Send an email




**Your credit card is about to expire** 

-  Show on Pike13
-  Don't send a text
-  Send an email




Scheduling Alerts:

## Scheduling

**You're scheduled for a class, course, or appointment**

-  Show on Pike13
-  Don't send a text
-  Send an email

**You're removed from a class, course, or appointment**

-  Show on Pike13
-  Don't send a text
-  Send an email

**A class, course, or appointment that you're scheduled for has changed**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**A reminder 24 hours before your appointment or class**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**You're added to a waitlist**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**You've been removed from a waitlist**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

Profile Notifications:

**Your profile**

**A staff member posts a note in a class, course, or appointment for you**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**A staff member sends you a note**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**Someone adds a photo of you**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**Your preferred plan was not used for a visit**

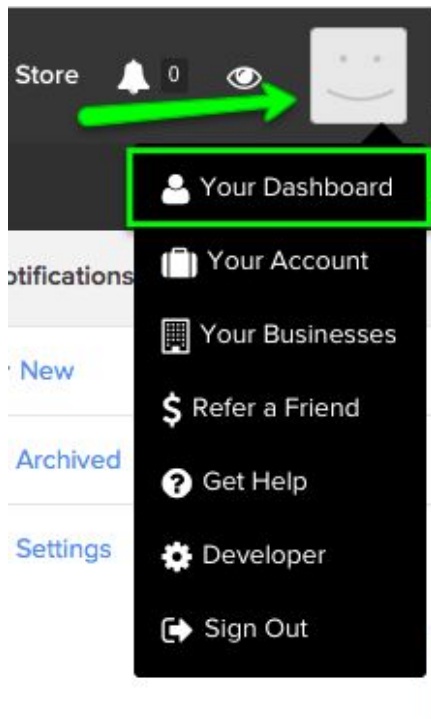
- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

**Your plan or pass is about to end**

- ✓ Show on Pike13
- ✗ Don't send a text
- ✓ Send an email

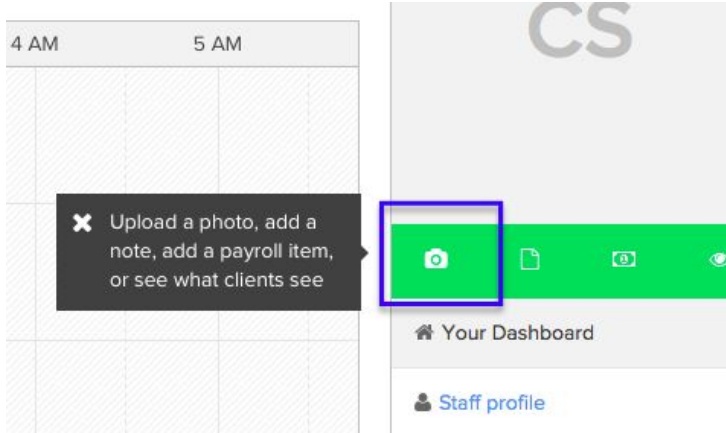
Add a Profile Picture

From this page, select the gray box in the upper right hand corner and select Your Dashboard:



Select the Camera icon:





### New Profile Photo

no file selected

A 100x100 pixel image is required, but we recommend at least a 400x400 pixel image for best results.

Crop as necessary, then upload:

Don't notify affected client

Notify affected client