

Testing your Pike13 Website

Once you have completed setting up your site, we recommend testing your process with a test client. Creating a test client will allow you to walk through your workflow as a client. By setting up an account, enrolling in classes and selecting plans and passes, you will be able to ensure that your site works as expected and be able to assist your clients.

Creating a test client

1. Open Pike13 Website URL in Incognito Mode
2. Click Sign up in the upper right-hand corner
3. Enter in an email address. Clients must have unique email addresses. You can either enter a email address that is different from your staff email address in Pike13 or you can use your staff email address by adding the + symbol followed by TEST before the @ symbol
 1. Example: Johnsmith+TEST@gym.com
4. Click Next
5. Create a password for your test clients. Passwords do not need to be unique in Pike13. You can use the same one you use to login to your Pike13 site.
6. Add in First Name, Last name and the other fields required.
7. Complete any custom fields have been added.
8. Accept Pike13's Terms of Service
9. Add a dependent especially if you have a Parent/Guardian Waiver. Please make sure the birthdate entered will set their age as under 18 to trigger this waiver.
10. Click Sign up

Testing your process

Signing Waivers (PRO)

If you have created an adult waiver or a parent/guardian waiver in Pike13, you will be prompted to sign these waivers after you clicked the Sign-up button. Clients will not be able to enroll or purchase plans or passes without signing the designated waivers.

Sign each waiver that appears. As you review the waivers, check for proper formatting and confirm clients will be able to click the Sign box to add their signature to the waiver. Click Finish once you are done.

Complimentary Pass

If you have created a complimentary pass, the pass should appear on the client's dashboard. Complimentary passes are automatically added to all new client accounts.

Enroll in Class, Course and Schedule an appointment

As you enroll in each service, you should check your setup to see

1. Were you able to see the services you have set up to allow clients to enroll in online?
2. Do the services appear with the great dates and times?
3. Is the Single Visit price correct?
4. Did you have to make a purchase before enrolling?

Cancel a class, appointment or course

1. Go to Upcoming Schedule and cancel an enrollment

2. Verify the lesson cancelled online after your cancellation policy are marked as a late cancel.
3. Verify the lesson cancelled online before your cancellation policy the client is removed from the roster completely

Select a Pass and Plan

1. Are the appropriate passes and/or plans appearing to purchase a service online?
2. If the Pass and Plan contains Terms and Conditions are you require to check or sign before purchasing? Are the Terms and Conditions formatted correctly?
3. If applicable, apply a coupon code to verify the discount is correct
4. Cancel the Pass and Plan before paying. As long as you have a merchant processing account is set up and added to Pike13, you do not need to test to make a test payment.