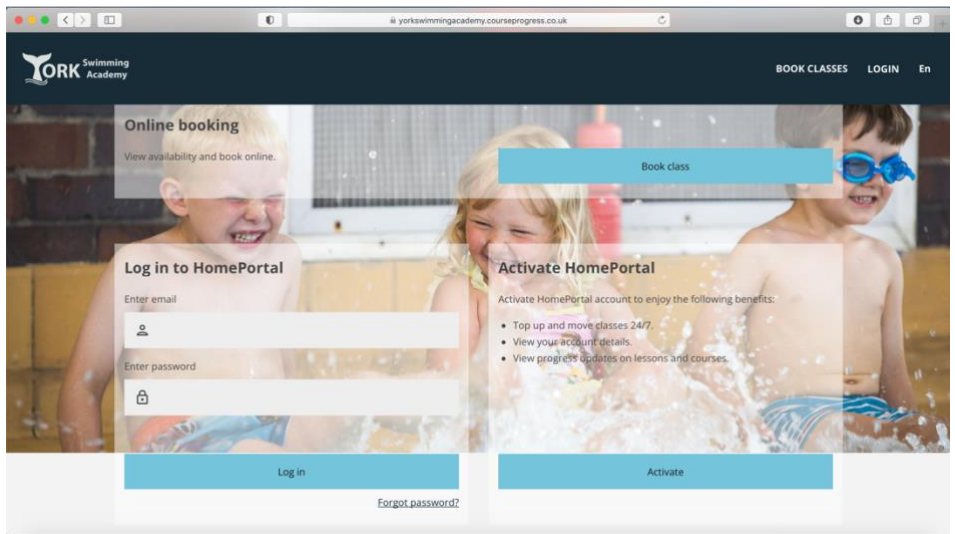


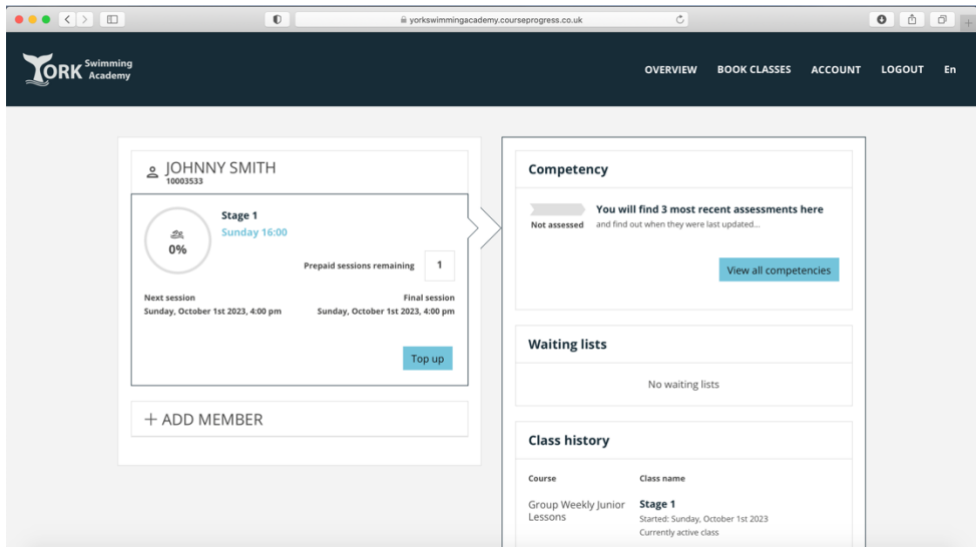
1. Log on to:

<http://yorkswimmingacademy.com/homeportal/>

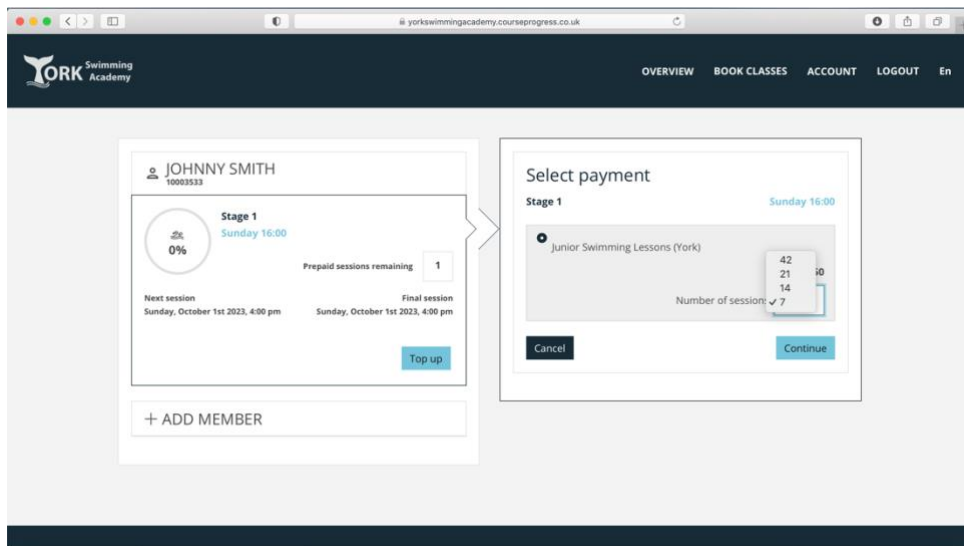
2. Enter your login details and press 'Log in'



- Once you have logged in, you will see a blue box labelled 'top-up' informing you that payment is required. Click on the 'Top-up' button located underneath the final session.



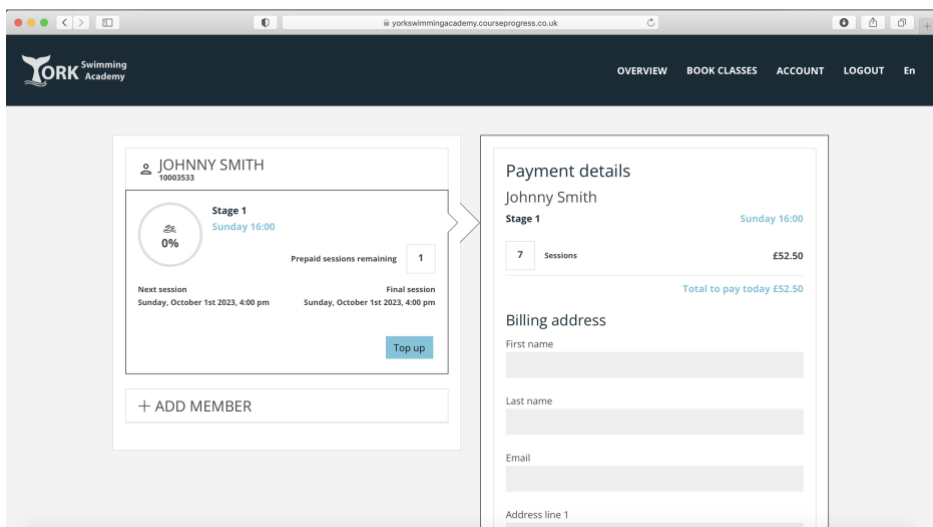
4. You will have the choice of paying for 7, 14, 21 or 42 lessons. Select from the drop down box and click 'Continue':



5. You will now be taken to the billing address page. This could take a minute or two depending on how good your internet connection is.

***(It is recommended to top up via a tablet or PC with a stable internet connection. Topping up with your mobile phone using 4/5G can sometimes be troublesome).***

When inputting this information, you must input the address that matches where your card is registered to (this can be different to where you currently live). If not, the payment may fail and this can put a temporary block on your account



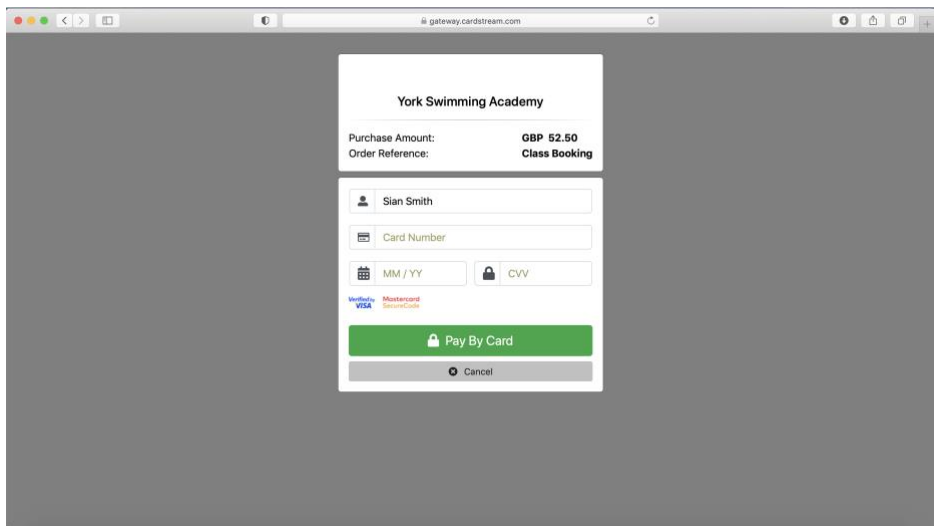
The screenshot shows a web browser window displaying the YORK Swimming Academy course progress and payment page. The browser address bar shows the URL: yorkswimmingacademy.courseprogress.co.uk. The page header includes the YORK Swimming Academy logo and navigation links: OVERVIEW, BOOK CLASSES, ACCOUNT, LOGOUT, and En.

The main content area is divided into two panels:

- Left Panel (Member Profile):**
  - Member name: JOHNNY SMITH (ID: 10003533)
  - Progress indicator: A circular progress bar showing 0% completion.
  - Stage 1: Sunday 16:00
  - Prepaid sessions remaining: 1
  - Next session: Sunday, October 1st 2023, 4:00 pm
  - Final session: Sunday, October 1st 2023, 4:00 pm
  - Buttons: "Top up" and "+ ADD MEMBER"
- Right Panel (Payment details):**
  - Section: Payment details
  - Member name: Johnny Smith
  - Stage 1: Sunday 16:00
  - 7 Sessions: £52.50
  - Total to pay today: £52.50
  - Section: Billing address
  - Fields: First name, Last name, Email, Address line 1

6. Once the page loads, enter your card details in the relevant boxes and click 'Pay by card'. Please ensure that you enter the details carefully as any incorrect details (e.g. incorrect card number or expiry date) can invalidate your payment and put a temporary block on your account.

***(Once you have clicked 'Pay By Card' wait until the confirmation page appears. Do not repeatedly click 'Pay Now' as this will cause the system to crash. Remember, it is recommended to top up with a stable internet connection).***



The screenshot shows a web browser window with the URL `gateway.cardstream.com`. The main content area is a white payment form titled "York Swimming Academy".

At the top of the form, it displays:

- Purchase Amount: **GBP 52.50**
- Order Reference: **Class Booking**

Below this, there are several input fields:

- A name field containing "Sian Smith".
- A "Card Number" field.
- Two fields for the expiry date: "MM / YY" and "CVV".

At the bottom of the form, there are two buttons:

- A green button with a lock icon and the text "Pay By Card".
- A grey button with a lock icon and the text "Cancel".

Logos for Visa and Mastercard are visible on the left side of the form.

7. Once top up is complete, you will see the payment confirmation page and your new lesson balance will be shown in your Home Portal Overview page.

If you have any issues completing the top up process, please contact [info@yorkswimmingacademy.com](mailto:info@yorkswimmingacademy.com) at your earliest convenience, so that we can make alternative arrangements for you to make payment and secure your child's place in your preferred class (day/time).