



ENROLMY

GUIDE

EnrolMy is a booking platform that Bigfoot Adventures use to manage our Duke of Edinburgh events.

Through this avenue, you can register, join an upcoming training or journey, and hire gear from us. You can also complete payment at the time of booking.

If you have any questions that are not answered in this guide or need further support for an event, please email our Bigfoot Duke of Edinburgh Coordinator at doe@bigfootadventures.co.nz

For invoice, credits or refund support, please email our Bigfoot Accounts Manager at accounts@bigfootadventures.co.nz

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IMPORTANT



GUARDIAN/BILL PAYER INFORMATION

- Please ensure when setting up your account with EnrolMy for Bigfoot Adventure activities that the **guardian/bill payer is either a parent or guardian of the student**. Please DO NOT have the student/child enter their details and email address in this section.
- It is important that we are able to send **invoices** and **journey information** to parents/guardians. We need to ensure the correct contact details are listed in this section.
- We have had a lot of students setting up their own EnrolMy accounts, and listing themselves as Parent/Guardian using their school email address. It is extremely time consuming for us to contact all of these students requesting them to change to parents name and email.



REGISTERING WITH ENROLMY

How do I get started?

Parents will need to register at [EnrolMy - Software for Kids' Activities](#).

If you have an existing account, log in here - [EnrolMy | Sign In To EnrolMy](#).

Please ensure you fill out all information required during registration, including our safety form. This will be required for you to book onto our trainings & journeys.

I had problems trying to register, what do I do?

Contact EnrolMy [Help Centre](#) to let them know what problems you are experiencing.

Sometimes it is something simple that they can advise you on, however, if this is out of hours, and the booking is urgent i.e. the following day, please contact our Bigfoot [Duke of Edinburgh Co-ordinator](#) directly, so that they can book you in themselves.

ENROLMENT/SAFETY FORM

I cannot move through the enrolment form. It is not accepting the details and is stuck.

This can happen often as sometimes you may miss information or add it incorrectly, firstly check the following common errors:

1. Home and mobile telephone numbers are in the correct columns. For example, it will not allow a mobile number to be entered into the home field.
2. If you only have one number, and it is requesting both, the provider will need to change the settings on their enrolment form, so please contact them to advise.
3. Ensure that when you enter a school name, you also enter the class and year. It will require these.
4. Ensure all email addresses are valid.

I keep receiving emails stating I have not completed my enrolment/safety form when I have, why is this?

Sometimes you may think they are complete, but it may be missing something small such as the school room number or a telephone number, however, in the case of a bug it is advisable to contact our Bigfoot's [Duke of Edinburgh Co-ordinator](#) so we can check.

In some cases, we will be happy to add in any missing information for you, or you can log in, select Bigfoot Adventures under My Providers from the left menu on your account, then select the Enrolment Safety Form and go through each section to check.

If you have already done this, there may be a technical reason for EnrolMy to investigate. Contact EnrolMy [Help Centre](#).

I do not want to complete all the personal details online for the enrolment form, what do I do?

Please contact our Bigfoot [Duke of Edinburgh Co-ordinator](#) directly. We can print out a hard copy form for you to complete the information that way, but we will require this before the event.

Who can access my personal information, and how securely is it held?

EnrolMy, as the provider of the software, have adapted the enrolment process to be specific around us as the provider being the primary caregiver of the students for the period of their activity/booking. This has been driven mainly by the legal requirements, and the information a provider must hold on the child and parents/caregiver, to be compliant in their business.

The children, and their safety and well-being are paramount to Bigfoot Adventures and our staff. Your information is not shared with any other third party outside of the regulatory and authorised personnel.

Support Links

- Bigfoot [Duke of Edinburgh Co-ordinator](#)
- Bigfoot [Accounts Manager](#)
- EnrolMy [Help Centre](#)

MAKING A BOOKING

I have multiple email addresses and have forgotten my password, I have tried to reset this, but I'm not receiving any emails to any of my email accounts?

Please make sure you check your spam and junk folders, this is especially necessary for Outlook and Hotmail accounts

If you are still having issues contact the [Duke of Edinburgh Co-ordinator](#).

How do I book?

If it is school booking, the Duke of Ed. Coordinator at your school should have sent you out a URL specific for the journey you are wishing to enrol on. After you have registered, you can then click on the supplied URL link and book directly onto the activity.

For public bookings, go to the Bigfoot website, look under [Duke of Ed.](#) and the relevant level, and click 'book now'. This will take you to our EnrolMy minisite where you can choose the appropriate training/journey and book.

When do I pay?

Payment is preferably made at the time of booking, however you have 1 day to pay before we will start following up. This is so you can secure your spot on the journey.

I am unsure of which event is best and need more information, who do I contact?

You can read more about the events by selecting the event from the image and reading the information.

You can also check out the Bigfoot Adventures Duke of Edinburgh section on our website for more detail on our trainings & journeys ([Duke of Edinburgh • Bigfoot Adventures](#)).

For any further details please contact the [Duke of Edinburgh Co-ordinator](#) directly.

I missed the registration deadline for an event that I want my son/daughter to go on, can I still get them on this event?

Email our Bigfoot [Duke of Edinburgh Co-ordinator](#) directly. If there are still spaces on the event, and bookings have not long been closed, they may be able to still include your son/daughter on the event.

Typically, registrations for an event close 2 weeks prior to the event date so we can sort logistics, equipment and our instructors for your training or journey.

If it is within a week of a journey going out, or a day out from trainings, it may be too late to include them on this event. In this case, you will need to book the next available date.

How do I add a second child?

You can add another child during the booking process. Go to the activity you want to book, and during the booking it will ask to add another child as part of the process.

If you have, however, already booked one child in and want to now book another as you missed it or booked some time ago, you just make a new fresh booking for the additional sibling(s). They will automatically add to the family tree in EnrolMy when a booking is made.

I have booked an event, but it does not look like its saved.

For a booking to save, you must register and have entered a valid email address.

Ensure you register and login, then complete all fields requiring information to ensure your booking is complete.

You will receive a booking confirmation when your booking is complete. If you do not receive this, you will know that something went wrong.

Contact EnrolMy [Help Centre](#) if you are sure you have completed all information, but are still having issues.

I am trying to book but the page is not moving on, I just have a spinning wheel on my page.

This could be connection or display issues. Firstly, try logging out and in again and check your internet or Wi-Fi connections.

EnrolMy works best on Google Chrome, so make sure you are using this browser to load the EnrolMy page first.

If you still have issues after going back and trying later, contact EnrolMy [Help Centre](#) with any screenshots you can obtain which will help to resolve the issue promptly.

HIRING GEAR

When can I hire gear?

Gear Hire can be selected at the time of booking before proceeding to payment or anytime leading up to the event.

I forgot to hire gear at the time of payment, and now realise I need some items, can I still add some?

Gear Hire can be added at any time, by either adding it yourself when going into your current bookings section from the home page, or by contacting our Bigfoot Duke of Edinburgh Co-ordinator directly (Please note: if it is within a week of your journey commencing, you may be charged with a \$10 admin fee on top of the gear hire).

I hired some items that I no longer need, how do I cancel my order?

Please email the Duke of Edinburgh Co-ordinator directly, we can either credit your account towards your next journey or refund you (Please note: if within a week of the journey or cancelled after the journey had commenced, you may not be entitled to any refund and may incur a \$10 admin fee).

When will I receive my gear hire items?

All gear hire items will be handed out by your instructor on the first day of your journey at the pick up point. Our instructors will do a gear check with students before heading off and all items will be handed out at that time.

I wanted to hire tramping boots and/or a sleeping bag, but see you don't hire them, where can I get them?

Living Simply (please insert hyperlink on the Living Simply text - [Add a little bit of body text](#)) hire boots and sleeping bags. You can organise gear hire of these items directly with them.

CHANGING A BOOKING

How do I cancel a booking?

Please contact our Bigfoot [Duke of Edinburgh Co-ordinator](#) with your cancellation request. Refer to our terms and conditions around cancellations and no shows.

I have booked my child into an activity, but would like to change the activity for another, how can I do this?

Please contact our Bigfoot [Duke of Edinburgh Co-ordinator](#). They will make the change and work out any payment adjustments should there be any.

I have changed my booking but how do I get my refund?

Please contact our Bigfoot [Accounts Manager](#) who will either refund you or issue a credit note depending on what you agree to.

PAYMENTS AND INVOICING

I need to discuss my outstanding balance and payments, who do I speak to?

We hold all your account information and manage our own activities and business. Please discuss this directly with our Bigfoot [Accounts Manager](#).

I have not received an invoice for my child's upcoming Training or Journey, what do I do?

Contact Bigfoot's [Accounts Manager](#) directly, as we do our own invoicing and activity management.

I was on a waiting list, now my place has been confirmed, when, and how do I pay?

When your place is confirmed, Bigfoot's Duke of Ed. Coordinator will notify you and send you an invoice for payment shortly after.

Can I book my child in for an event, but pay at a later date?

We request payment to be made at time of booking and have allowed 1 day from time of booking for this to happen. Bookings are not secured until payment is made in full.

Overdue invoices may incur a 1.5 % late penalty fee for every week the Invoice remains unpaid. Please contact our Bigfoot [Accounts Manager](#) if you wish to discuss payment options.

I have tried to pay an invoice, but it is saying I am not authorised to do so?

This happens when you are trying to pay and access an invoice that is held on another account, your partners, for example. Each account has a primary contact and bill payer and one email address associated. You cannot access emails under your own account if you are not the primary or bill payer and registered email on record. You will either need your partner's account details to login and access, or they will have to access this and pay themselves.

Alternatively, if you know the invoice number and amount due, you can pay by internet banking in to the following account: **03-1322-0177567-000**

Please use the following details: Reference - Invoice Number Particulars - Student's Name

Can I pay by Bank Transfer instead of Credit Card?

Payment Options are clearly outlined at the bottom of your invoice.

Can I pay by Amex?

The following credit card options are accepted:

Mastercard credit/debit card

Visa credit/debit card

American Express credit card

JCB credit/debit card

There is an error notice when trying to pay, who do I speak to?

Firstly, please ensure you double check the card number in case you have entered numbers incorrectly. Also ensure it has not expired and you do not have any blocks or restrictions on your card. Otherwise, contact EnrolMy [Help Centre](#) with any credit card issues so they can establish the reasons why, and resolve if all other avenues have been checked.

MANAGING YOUR ACCOUNT

I forgot my password and/or email.

If you forget your password, please click on the reset password link. If you are not receiving this by email, it may be in your junk folder or you may have set up two accounts previously and are using another email address. Try all valid email addresses.

How can I change my personal details?

When you are logged into EnrolMy, the menu to the left of the screen allows you to change some of your personal information. You will see you can change your email address and password, however, all other information is changed via the Enrolment Form.

To find the Enrolment Form, select My Providers, under My Bookings, select Bigfoot Adventures as the provider, then the Enrolment Form. You can work through each section to make your changes. Once completed, save your changes and this information automatically updates with the providers database.

I think I may have created a duplicate account and profiles for my children in error, who can I talk to?

In the first instance, contact our Bigfoot [Duke of Edinburgh Co-ordinator](#). Simply archiving them or making notes on one account to determine the active one may be sufficient. For any further issues contact EnrolMy [Help Centre](#), or we can contact them on your behalf for them to resolve the issue.

Can I have one account for both parents?

Not exactly. Each account has a primary contact and bill payer with a second parent, and one email address associated. You can either have two accounts each with one of you as a primary contact, and second parent on each account, with two different emails, or you can have one account as above, but grant the second parent access to be able to book and pay for your children. Should you wish to do this option, you can grant and revoke permissions under the MY FAMILY section on the menu when logged into your account.

How do I cancel my account and remove all my information?

Please contact EnrolMy [Help Centre](#) or our Bigfoot [Duke of Edinburgh Co-ordinator](#) to advise of your wishes. EnrolMy will verify with us and confirm details and process by email to you, and then process the removal of your account and data from all databases associated.

Can the second parent/guardian receive EnrolMy emails too?

At the moment this is not possible, however, we recommend that you forward relevant EnrolMy emails to the second parent/guardian, when necessary, from your email inbox. Also, if the primary contact grants the second parent/guardian access via the My Family tab, then your second parent/guardian will be able to login to their EnrolMy account and manage bookings this way.