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## Website Customer Instructions

When first using the website for online registration, it is important to communicate to your community how to create an account and password. But first, it has to be determined how you want your community to do this. There are two ways to do this: **Desktop Account Creation** and **Online Account Creation**.

### Desktop Account Creation

From the main menu, go to **Customers > Customers >** click **Add** button, and enter all required fields. The **Web Account** becomes enabled upon the first **Save** of the customer record.

The screenshot shows the 'Customers' form with the following details:

- Head of Household:** Last Name: Wilkowski, First: [blank], Birthdate: 8/26/1970, Age: 43, Gender: Female
- Family Information:** Emergency Contacts, Activity History, [blank]
- Company Name:** [blank]
- Address:** 325 Moravian, [blank]
- Zip/City/State:** 48035, Clinton Township, MI
- Municipality:** Clinton Township, Resident:
- e-mail:** swilawski@reprosoftware.com (marked with a red circle '1')
- Primary Phone:** (586) 586-5865
- Secondary Phone:** [blank]
- Other Phone:** [blank]
- Family Notes:** [blank]
- Customer Alert:** [blank]
- Options:** Financial Assistance, Taxable, Exclude E-Mails, Exclude Mailings, Do Not Accept Checks, Allow Open Balances, Inactive
- Family Member Information:** Table with columns: First Name, Last Name, Age, Gender, Expected Graduation, Grade, Last Physical, Notes, Email, Primary Phone, Staff. The table contains three rows: Dana, Katie, and Sandra. The 'Notes' column for the first row is marked with a red circle '2' and a large red 'X'.

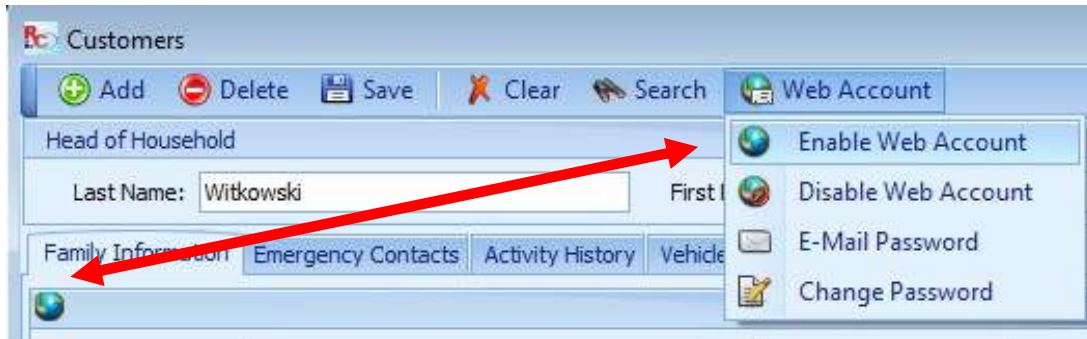
1. The family email address is the **ONLY** user login for online registration all family members
2. **NOT** individual family member email addresses.

## Web Account

Click Web Account to display menu options.

### Enable Web Account

The **Globe** icon will be in the **Enable Web Account** mode.



### Disable Web Account

When a customer record becomes 'inactive' it will automatically '**Disable Web Account**', or user can do this manually.

### Email Password

User may click '**E-Mail Password**' and ReCPro will send them a generic password for first time users to their family email address. User may also use this feature if the customer has registered online before but forgot their password.

### Change Password

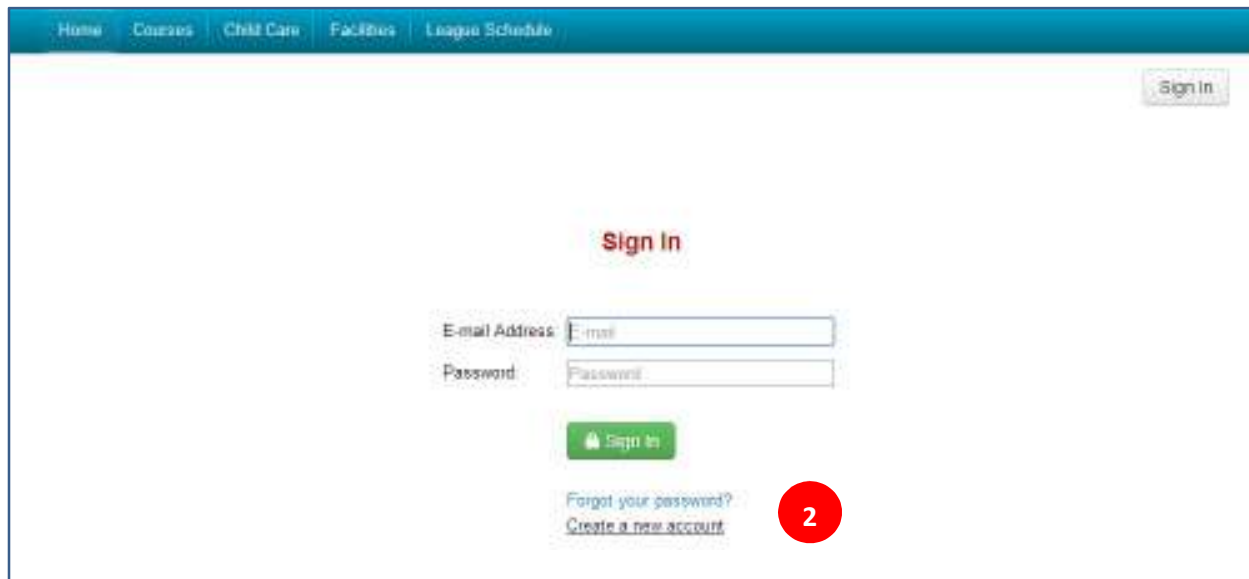
User may enter the customer's password for them by clicking '**Change Password**'. User may enter password, confirm it by retyping it and then save the customer record.

## Online Account Creation

From the website, click **Sign In** button.

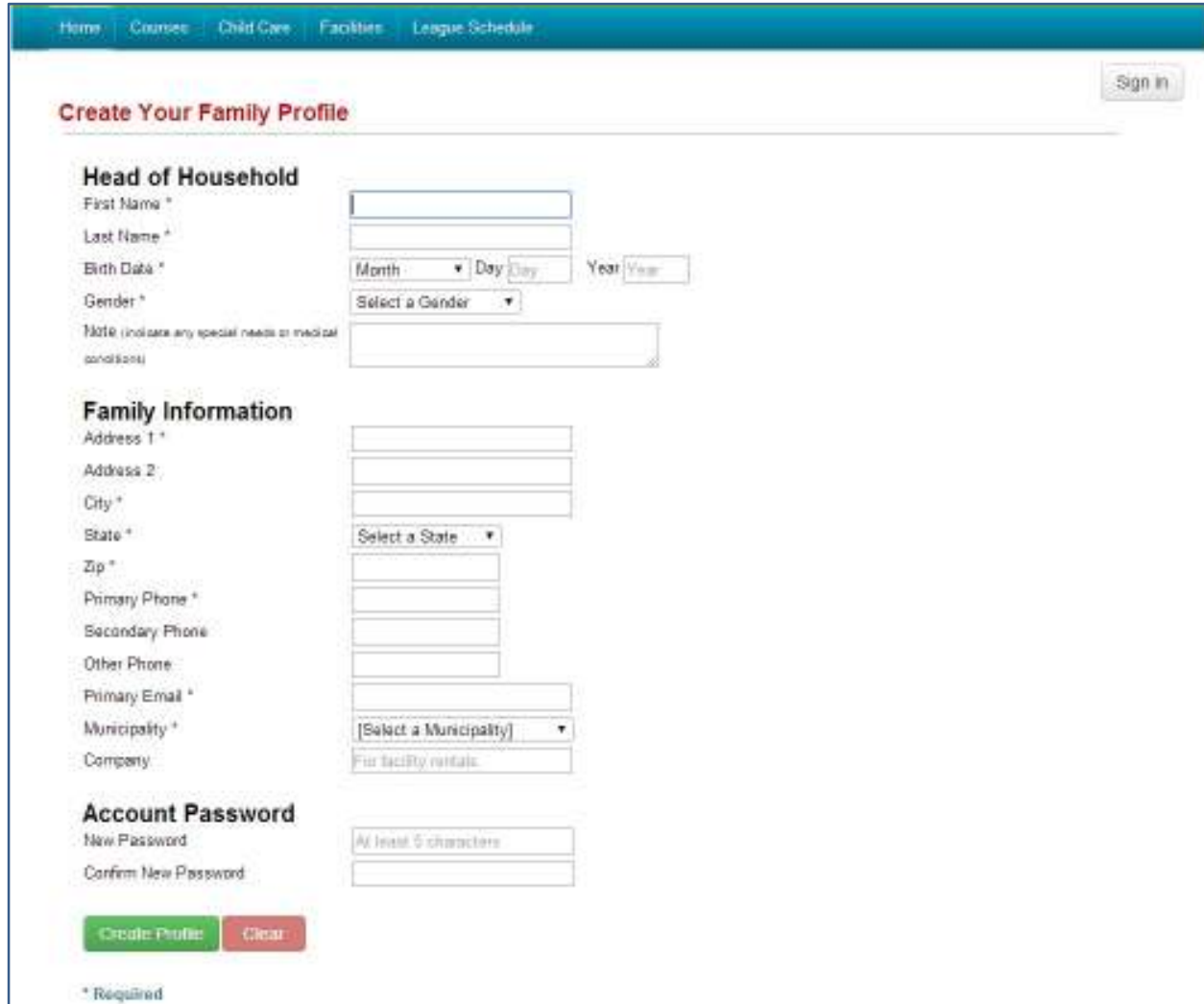


1. Click **'Sign In'** button
2. Click **'Create a New Account'** link



## Create Your Family Profile

Enter required fields indicated by an asterisk (\*) – First Name, Last Name, Birthdate, Gender, Address 1, City, State, Zip code, Primary phone number, Primary email address, Municipality, New Password and Confirm New Password.



Home Courses Child Care Facilities League Schedule

Sign In

### Create Your Family Profile

#### Head of Household

First Name \*  
Last Name \*  
Birth Date \*  
Gender \*  
Note (indicate any special needs or medical conditions)

Month Day Year  
Select a Gender

#### Family Information

Address 1 \*  
Address 2  
City \*  
State \*  
Zip \*  
Primary Phone \*  
Secondary Phone  
Other Phone  
Primary Email \*  
Municipality \*  
Company

Select a State  
[Select a Municipality]  
For facility rentals

#### Account Password

New Password  
Confirm New Password

At least 5 characters

Create Profile Clear

\* Required

Click **Create Profile** button

If your customer attempts to create an online account, RePro will validate for duplicates based on the combination of the phone number and last name. It checks each phone number against all three phone numbers (primary, secondary, and other) in the database. It also validates for duplicates based on the combination of last name, address1, and zip code. RePro will indicate the duplicate, so the customer only need login.

If it is truly a new account, it will take the customer to the **Family Profile** page for the customer to enter additional family members and emergency contact information.

**Note:** If the **Edit** feature in Web Admin has been turned off, then the customer would not be allowed to do this.

The screenshot displays the 'Witkowski Family Profile' page. At the top, there is a navigation bar with links for Home, Courses, Child Care, Facilities, and League Schedule. On the right, there are links for Sign Out, My Account, and My Cart [0]. Below the navigation is a horizontal menu with tabs for Profile, History, Balances, Payment History, Wait Lists, Waivers, Rentals, Leagues, and Password. The main content area is divided into three sections: Family Members, Family Information, and Emergency Contact.

**Family Members**

[Add Member](#)

- Sandra Witkowski** (Age: 43) [Edit](#)
- Ciara Witkowski** (Age: 11) [Edit](#)
- Katie Witkowski** (Age: 9) [Edit](#)

**Family Information**

[Edit](#)

Company: \_\_\_\_\_

Address: 325 Moravian  
Clinton Township, MI 48035

Primary Phone: (586) 586-5865

Secondary Phone: \_\_\_\_\_

Other Phone: \_\_\_\_\_

Primary Email: switkowski@recprosoftware.com

Municipality: Clinton Township

**Emergency Contact**

[Add Emergency Contact](#)

Name	Relationship	Primary Phone		
Tom Witkowski	brother	(586) 202-0202	<a href="#">Edit</a>	<a href="#">Delete</a>
Amy Witkowski	sister	(586) 101-0101	<a href="#">Edit</a>	<a href="#">Delete</a>

Customers have access to various tabs tracking their History, Balances, Payment History, Wait Lists, Waivers, Rentals, Leagues and Password.

## Forgot Your Password?

If the customer is already in the database from prior activity registration whether it was done through the desktop version of ReCPro, or online, the customer can retrieve their password online by clicking **'Forgot Your Password'** link to retrieve the password.

Home Courses Child Care Facilities League Schedule

Sign In

**Sign In**

E-mail Address:

Password:

Sign In

[Forgot your password?](#) **1**

[Create a new account](#)

1. Click **'Forgot Your Password'** link.
2. ReCPro will prompt the customer to enter email address. This has to be the same family email address in the customer record. This email address is also their login ID for online registration.
3. Click **Retrieve** button.

Home Courses Child Care Facilities League Schedule

Sign In

**Retrieve Your Password**

Please enter the e-mail address we should have on file for your family and click **RETRIEVE**. Your password will then be emailed to that specified e-mail address

Family E-mail Address (on file):  **2**

**3**