

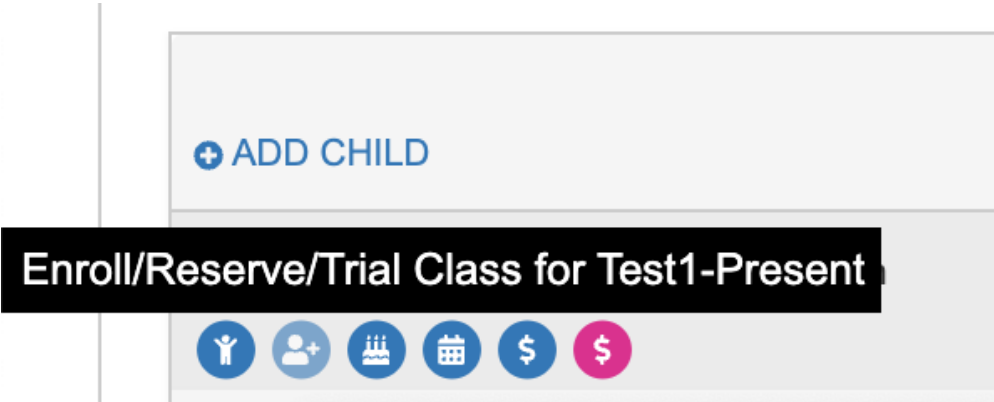
How to Schedule a Free Trial

Change Log

Version	Date	Details
1	Jun 10, 2024	Initial document.
2	Sep 13, 2024	Updated reason code to “---Internal Use---” when canceling trial

Free trials must be scheduled by a My Gym employee as it is not possible for a customer to schedule a trial on the website without paying the \$19. This is the process to follow for party leads. Below are the steps to follow:

1. In MGM, on the family page, select the “Enroll/Reserve/Trial Class” option under the child. It is the second icon.



2. Choose the class and start date and select “Trial”.

Enroll Test1-Present Gruszka Age: 5y 10m

Class -6 MO +6 MO

First Class

3. Select "Cash".

CREDIT CARD **CASH** CHECK CANCEL

4. Choose your name next to "Enrolled By" and set "Trial Class Tuition" to \$0.00. Confirm the total amount is \$0.00 and select "Submit".

ENROLLED BY Gruszka, Mike ▼

TRIAL CLASS TUITION FEE + \$0.00 ▲ ▼

MY GYM SOCKS + \$0.00 ▲ ▼ Include Socks

MY GYM SOCKS TAX + \$0.00

PROMO CODE apply

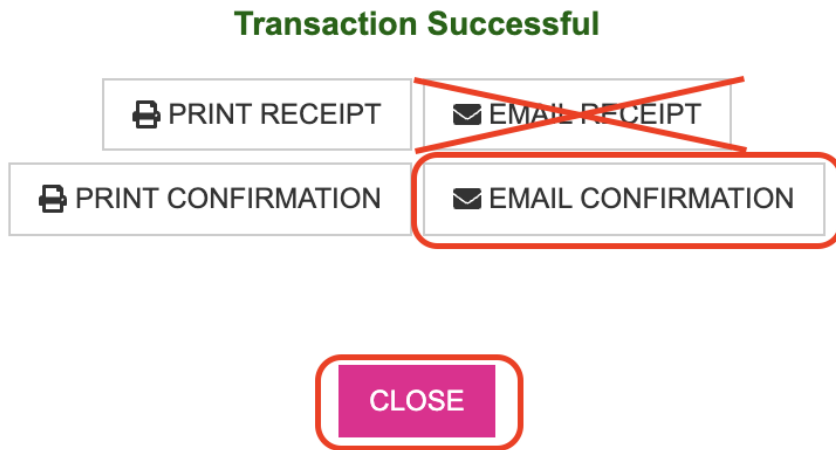
TOTAL = \$0.00

I agree to pay the above amount to MY GYM. I understand that all payments made to MY GYM are nonrefundable and nontransferable under any circumstances.

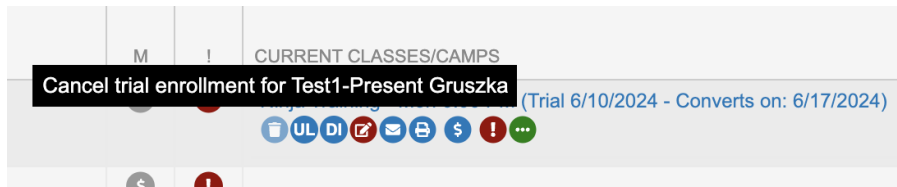
[Clear](#)

SUBMIT CANCEL

5. Do not print or email a receipt. Just select "Close".

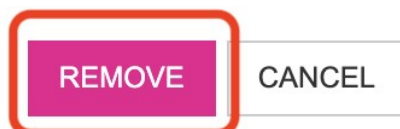
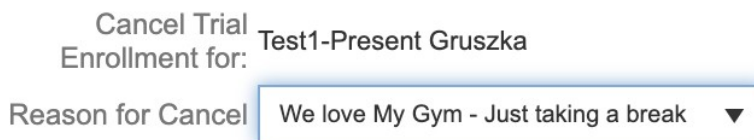


6. Set the end date for the trial by "canceling" it. It is the first icon (trash can) under the class next to the child.



7. Choose "---Internal Use---" for the cancel reason and select "Remove".

CHANGE MADE ON 9/13/2024 to use "---Internal Use---". Do not use the reason code in the picture.



8. If the account is not already active, click on the "Send Claim" option for their Online Account.

/classsignup

? Online Account **SEND CLAIM**

? Interested In Classes Parties

9. Respond to the parent (edit as appropriate).

Depending on if the parent was communicating over text or email, send a confirmation response that their trial has been scheduled. Please note that by selecting the "Email Confirmation" option above they will also receive an automated email that includes details, such as, signing their waiver and going barefoot/wearing My Gym Gripper socks.