

A person in athletic wear is stretching on a paved road at sunrise. The sun is low on the horizon, creating a warm orange glow over the scene. The road has white lane markings and a guardrail on the left side. The person is in the foreground, partially visible, with their legs and arms in motion.

A NEW DAWN

RELEASE 1.0

RESTARTING LEARN2

JULY 2020



Restarting Learn2

In preparation for the restart of courses there are considerations to be made with regards to how to configure Learn2 to help you to manage this best. It is expected that class capacity will be reduced in order to comply with Covid-19 guidelines, this document will show you our recommended process to deal with the movement of bookings from current courses to a new timetable with minimum disruption to your customers.

RESTARTING LEARN2: An Overview

Restarting Learn2

Step 1 - Produce new timetable with reduced capacity classes

Step 2 - Plus2 config considerations

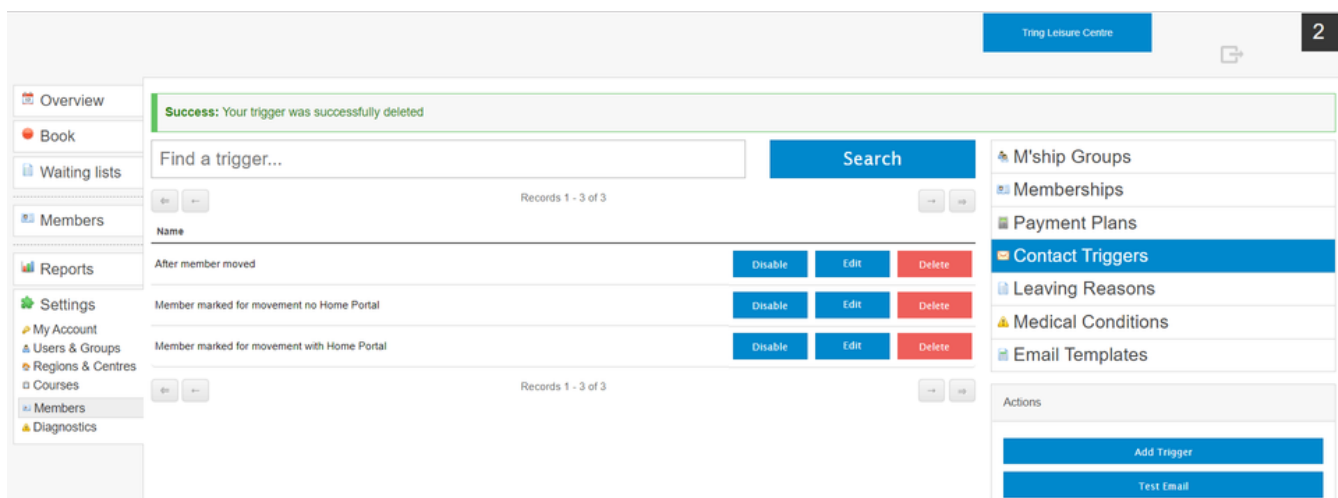
- Direct Debit price – is this changing?
- Session product price – is this changing?

All other Plus2 configuration should remain the same.

Step 3 - Contact Triggers

Go to Settings > Members > Contact Triggers (or New Triggers)

Re-word all applicable contact triggers accordingly so that members are aware of what they should do if there is no space to move to.



- When a member is marked for movement – this will send to all members who are registered on Home Portal
- When a member is marked for movement (no Home Portal) – this will send to all members who have an email address on their record but have not registered for Home Portal
- After a member has been moved on Home Portal – will send after the movement has been completed on Home Portal
- After a member has been moved - will send to members who have been moved manually on Learn2
- Remember if the member is not registered on Home Portal and has no email address on their record you will need to contact them manually.

RESTARTING LEARN2: An Overview

Step 4 - Create new bookable areas

Go to Settings > Regions & Centres > Bookable Areas > Add Bookable Area

The screenshot shows the 'Bookable Areas' management page. On the left is a sidebar with navigation links: Overview, Book, Waiting lists, Members, Reports, Settings, My Account, Users & Groups, Regions & Centres, Courses, Members, and Diagnostics. The main area has a search bar labeled 'Find a bookable area...' and a 'Search' button. Below the search bar is a table with two rows: 'Main Pool' and 'Main Pool (Temp)'. Each row has 'Edit' and 'Delete' buttons. To the right of the table is a sidebar with a list of categories: Regions, Centres, Portable Devices, Bookable Areas (highlighted), and Cancel Reasons. Below this list is an 'Add Bookable Area' button.

Consider the naming of the bookable areas so that it is obviously different to your current ones

Step – 5 Create new classes with the reduced capacity

Go to Settings > Courses > Classes > Add Class

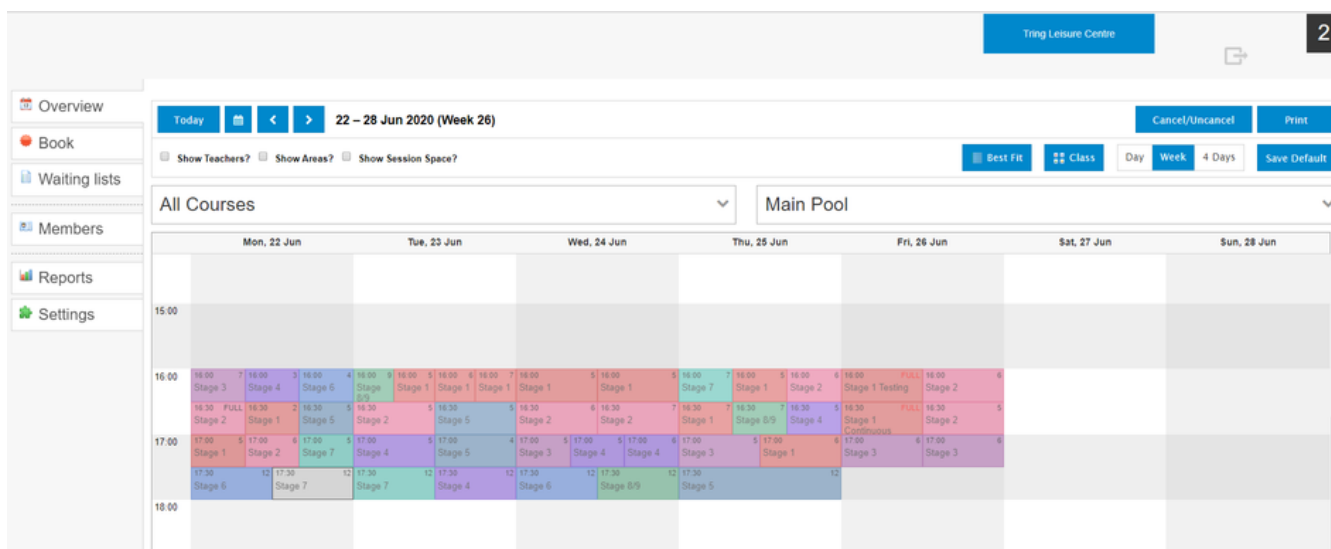
The screenshot shows the 'Classes' management page. On the left is a sidebar with navigation links: Overview, Book, Waiting lists, Members, Reports, Settings, My Account, Users & Groups, Regions & Centres, Courses (highlighted), Members, and Diagnostics. The main area has a search bar labeled 'Find a class...' and a 'Search' button. Below the search bar are two dropdown menus: 'All Centres' and 'All Courses'. Below these is a table with columns: Name, Time, and Course. The table contains 8 rows of data for 'Stage 1' classes. Each row has 'Edit' and 'Delete' buttons. To the right of the table is a sidebar with a list of categories: Course Groups, Grades, Courses, Levels, Level Groups, Classes (highlighted), Fixed Term Date Definitions, Class Name Definitions, Badges, and Course Plans. Below this list is an 'Add Class' button.

Consider the naming of the class so that they are obviously different to the current ones

Step 6 - Old classes

Go to Overview > Select the original Bookable area (to avoid cancelling new classes)
> Cancel/Uncancel Button and select each day you want to cancel.

RESTARTING LEARN2: An Overview

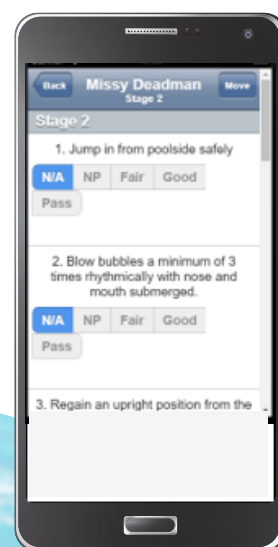
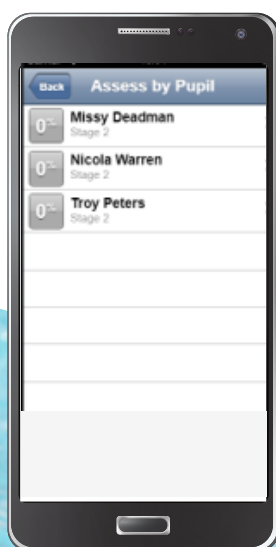
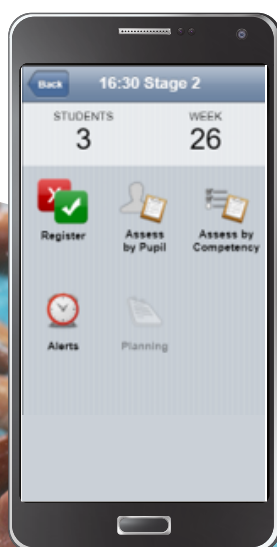


Cancel all classes within the original bookable areas to a specific date and diarise when to cancel again if necessary (classes can easily be uncanceled using the same process if they do re-start earlier than expected).

IMPORTANT - Reduce class size to zero – this will mean no-one can book on to the old class, but members will remain booked until moved

Step 7 – Movements

- Use handheld device to mark members for movement, this will need to be done each day until all bookers are complete.
- Go to Class > Assess by Pupil > Select Pupil and then click Move



RESTARTING LEARN2: An Overview

When you are sure all members have been marked for movement go to Movements Tab in Learn2 and click on the red box to alert parents via Home Portal or email to the requirement to move.

Go to Members > Movements

The screenshot displays the 'Members > Movements' section of the Learn2 software. The interface includes a sidebar with navigation options (Overview, Book, Waiting lists, Members, Reports, Settings), a search bar, and a table of member records. The table has columns for ID, First Name, Last Name, and Classes. Three members are listed: Amy Weston (ID 2000807), Daniel Watson (ID 4000182), and Anya Absalon (ID 4003526). Each member's record shows their current class and a green box with a red 'X' indicating a required movement. The right sidebar shows a list of tabs (All, Payments, Movements, Leavers, Plan Problems, Balances) and options for restricting the view to the current centre, saving the search, and hiding pending members.

ID	First Name	Last Name	Classes
2000807	Amy	Weston	Stage 6 Monday 16:00 Ting Leisure Centre Continuous Swim Lessons Stage 6 → Stage 7
4000182	Daniel	Watson	Stage 5 Tuesday 16:30 Ting Leisure Centre Continuous Swim Lessons Stage 5 → Stage 6
4003526	Anya	Absalon	Stage 7 Monday 17:00 Ting Leisure Centre Continuous Swim Lessons Stage 7 → Stage 8

After a period of time there is likely to be a mix of members who have moved to the new classes, some who have not moved at all and some who want to move but have nowhere to move to. An internal process to manage these scenarios is recommended.



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