What is parent account activation

The basics

Carried out by the assigned BTM rep only.

When activated, the parent or parents can upload their child details and manage activity bookings. It does not relate to user log in access. A locked account is not the same as an unactivated account.

It is not possible to deactivate an (activated) account.

Why activate their account? This step represents an acknowledgement to the parent(s) that their personal details have been received and are sufficient to unlock all features of the application.

In order to allow either parent make changes to child records of their family or edit bookings, on behalf of their partner then a specific set of steps must be carried out in the correct order.

This page attempts to outline what happens internally and what steps the BTM rep can be expected to follow.

It is possible for the registering parent to change their mind and indicate that they have a partner who wants to be part of the Booking system.

Registering parent

Following the registration email instructions, the registering parent completes their details and selects the option which indicates they have a partner who wants to be linked to this account. Registering parent must also provide the email address of their partner (this is used by the back-end for verification).

Other parent

Following the registration email instructions, the other parent completes their details and selects the option which indicates they have a partner who wants to be linked to this account. Other parent must also provide the email address of their partner (this is used by the back-end for verification).

Registering parent completes their details and selects the option which indicates they DO NOT have a partner who wants to be linked to this account.

Update parent record to indicate they have uploaded the registration form.

Note, this step does not validate the information; the BTM will have to check this by loading the parent's file and seeing if is sufficient. If not, then the parent can use the same link to re-upload the information BTM needs.

Registering parent (with INACTIVE account) logs in and updates their personal details to include information about their partner

Update parent record to indicate they have uploaded the registration form.

Note, this step does not validate the information; the BTM will have to check this by loading the parent's file and seeing if is sufficient. If not, then the parent can use the same link to re-upload the information BTM needs.

Pre-activation stage (with partner)

BTM rep can get a list of parent accounts who are ready to be activated (i.e. they have provided sufficient details).
If the details are incorrect then the parent(s) will have to log in and edit their personal details again.

On the front-end, the BTM rep will enter the username and email address of both partners (or select two parent records from a list) and check the "is partnered" checkbox (or equivalent).

Pre-activation stage (without partner)

BTM rep can get a list of parent accounts who are ready to be activated (i.e. they have provided sufficient details).
If the details are incorrect then the parent will have to log in and edit their personal details again.

On the front-end, the BTM rep will enter the username and email address (or select a parent record from a list) of the sole parent partners and uncheck the "is partnered" checkbox.

(Activate accounts)

(Activate account)

What the booking system does

Checks performed with the username and email addresses provided:

+ Did the registering parent consent to bringing partner to the system by selecting "has a Partner"?
+ Do the BTM rep details for both parents match?
+ Do the partners' email address field make sense?

What the booking system does

Simple. Does the email address and username of the sole parent belong to the same user on file?

All criteria satisfied?   No   →   Explain to the user what the problem is

Yes

All criteria satisfied?   No   →   Explain to the user what the problem is

Yes

Activate both parent accounts and link them together.

This means that both parents can:

+ upload/edit child personal details
+ manage activity bookings

Changes made by one parent will be viewable by their partner. Parents can make changes/updates etc. on behalf of each other.

Registering parent (with ACTIVE account) logs in and updates their personal details to include information about their partner

Activate the sole parent account.

This means that the parent can:

+ upload/edit child personal details
+ manage activity bookings

Note: at present, it is not possible to separate the link between both parent accounts.

The next step following this one does not really activate the registering parent's account again but more specifically updates their record to include partner details.

From a practical view, as shown by the workflow, the BTM rep would have to re-"activate" both accounts.