

Brevard Ballet Academy

STUDIO PORTAL · TRAINING

FOR FAMILIES

Parent Portal Training Guide

Everything you'll do as a parent — accounts, enrollment, signatures, billing, check-in, and more.

portal.brevardballet.com

Brevardballet@gmail.com · (321) 622-4713

1399 Highland Ave, Melbourne, FL 32935

Welcome to the Brevard Ballet parent portal at **portal.brevardballet.com**. This guide walks you through everything you'll do as a parent — from creating your account to enrolling your student, signing policies, paying, checking in at the studio, and more.

Each step has a short **instruction**, the **exact button or label** to look for (shown in **bold**), and an embedded demo screenshot.

Need help? Contact the studio at **Brevardballet@gmail.com** or **321-622-4713**.

How this guide is organized

Follow the sections in order the first time — each one builds on the last:

1. Create or claim your account
2. Awaiting approval
3. Add your student
4. Read & sign your policy documents
5. Enroll in classes
6. Pay your bill
7. Check in at the studio (PIN kiosk)
8. Register for auditions
9. Book a private lesson
10. Buy & use adult punch cards
11. View the calendar
12. Request a make-up class
13. Read instructor feedback and progress reports
14. Volunteer for studio events
15. Review production details and pickup

A **Troubleshooting** section at the end covers the most common “why can’t I...?” moments.

I. Create or claim your account

There are two ways to get in, depending on how the studio set you up.

1a. If the studio emailed you an invite link (most families)

1. Open the invite link from your email. You'll land on a page that says **"Welcome, [your name]"** with the note **"Set a password to finish creating your Brevard Ballet parent portal account. This also confirms your email address."**
2. Your **Email** is already filled in. Type a password in **"Choose a password"** (at least 8 characters), then re-type it in **"Confirm password"**.
3. Click **"Set up my account"**.
4. You'll see **"Welcome! Your account is ready."** and go straight into the portal — invited families are approved right away, so you can skip Section 2.

BREVARD BALLET
Parent Portal

portal.brevardballet.com

Welcome, Demo Parent

Set a password to finish creating your Brevard Ballet parent portal account. This also confirms your email address.

Email
parent.demo@example.com

Choose a password
.....
At least 8 characters

Confirm password
.....

Set up my account

Invite link demo - password remains masked

— Claim account page with the pre-filled email, password fields, and Set up my account button

1b. If you're signing up on your own

1. Go to **portal.brevardballet.com** and choose to create an account (on the sign-in page, use **"Create a new account"** under **"New to Brevard Ballet?"**).
2. On the **"Create account"** page, fill in **"Full name"**, **"Email"**, and **"Password"** (at least 8 characters).
3. Click **"Create account"**. You'll see **"Check your email to confirm your account."**
4. Open the confirmation email, confirm, then return to sign in.

BREVARD BALLET
Parent Portal

portal.brevardballet.com

Create account

Create a new account for the Brevard Ballet portal.

Full name

Demo Parent

Email

parent.demo@example.com

Password

.....

At least 8 characters

Create account

Already have an account?

Sign in

Create account page with Full name, Email, Password, and Create account

1c. Signing in

1. Go to the portal and you'll see **"Welcome back"**.
2. Use the **"Password"** tab: enter your **Email** and **Password**, then click **"Sign in"**. (Prefer no password? Use the **"Magic link"** tab and click **"Email me a magic link"** to get a one-click sign-in link by email.)
3. Forgot your password? Click **"Forgot password?"**, enter your email on the **"Forgot password"** page, and click **"Send reset link"**.

BREVARD BALLET
Studio Portal

Welcome back
Sign in to the studio portal.

[Continue with Google](#)

OR

Password Magic link

Email
you@example.com

Password [Forgot password?](#)

☐ Verify you are human 

Sign in

New to Brevard Ballet?
Parents and dancers — create an account to enroll, view classes, and manage billing.

[Create a new account](#)

The Brevard Ballet studio portal is the online home for our dance

— Welcome back sign-in screen with Password and Magic link tabs

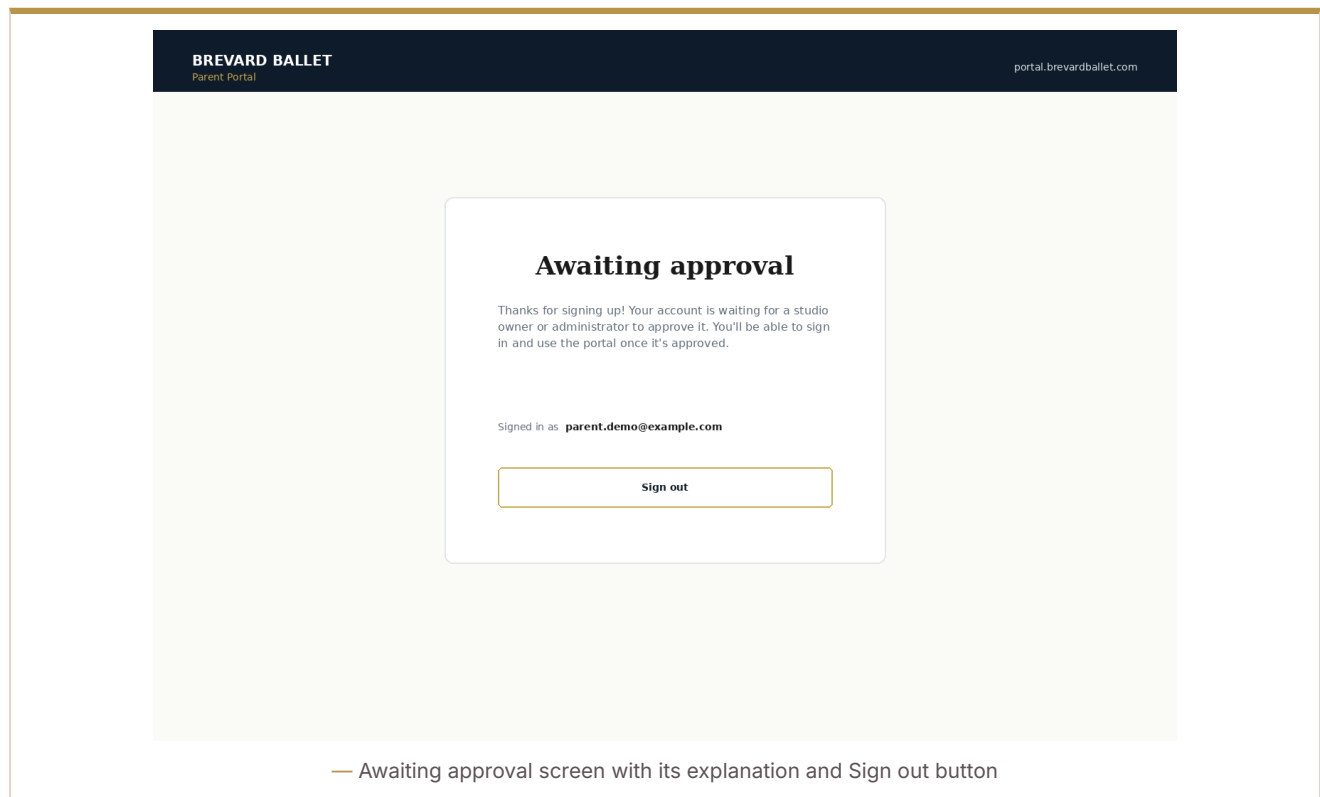
► **Video: Set up your account and sign in**

Watch in the online training library — [videos/parent-guide/1.3-sign-in.mp4](#)

2. Awaiting approval

If you signed up on your own (Section 1b), a studio owner or administrator reviews your new account before you can use the portal. *(Families who used an invite link are approved automatically and can skip this section.)*

1. After you sign in, you'll see the **"Awaiting approval"** screen: **"Thanks for signing up! Your account is waiting for a studio owner or administrator to approve it. You'll be able to sign in and use the portal once it's approved."**
2. Until you're approved, this is the only screen you can reach — you can **sign out** and check back later. Once approved, signing in takes you straight to your dashboard.



3. Add your student

Once you're in, add each of your students (dancers) to your family.

1. In the left menu, open **"My Family"**.
2. Click **"Add a student"** (top-right, or in the middle of the page if you have no students yet — the empty state reads **"No students linked yet"**).
3. In the **"Add a student"** dialog, fill in: - **"First name"** and **"Last name"** - **"Date of birth"** - **"Gender"** - **"Your relationship"** (e.g. Mother, Father, Guardian...) - **"School"** - **"Dance experience"** — years of training, styles, prior studios - **"Is this student currently on pointe?"** — check if yes - The medical questions are **required**. As the note says: **"Medical questions are required. If nothing applies, type 'None' so we know you've answered."** Fill in **"Allergies"**, **"Medical notes"**, **"Current medications"**, and **"Diagnosed medical conditions"** (each marked with a *****). - **"Emergency contact"** — name & phone.

Everything above is **required** except **"Dance experience"** and the on-pointe question — the **"Add student"** button stays disabled until the required fields are filled. 4. Click **"Add student"**. You'll see **"Student added to your family."**

Brevard Ballet Academy

My Family
Manage your dancers and family account

Ava "Avie" Mitchell
Ballet 1 - Age 9
Ballet 1 - Tuesday 4:00-4:30

Add a student
Add your child to your family account. You can enroll them in classes right after.

First name: Last name:

Date of birth: mm/dd/yyyy Gender: Select...

Your relationship: Select...

School: Which school does your student attend?

Dance experience: Years of training, styles, prior studios...

☐ Is this student currently on pointe?

Medical questions are required. If nothing applies, type "None" so we know you've answered.

Allergies *

Medical notes *

Current medications *

View & edit details

— Add a student dialog with dancer details and required medical fields

The screenshot shows the Brevard Ballet Parent Portal interface. On the left is a dark sidebar with a menu including Dashboard, My Family (highlighted), Make-up classes, Billing, Payment methods, Communication, Classes, Productions, Competition, Volunteers, and Calendar. The main content area is titled 'My Family' and shows a list of students, with 'Ava Mitchell' partially visible. A modal window titled 'Add a student' is open in the center. It contains a close button (X) and a note: 'Medical questions are required. If nothing applies, type "None" so we know you've answered.' The form fields are: Allergies (with a red asterisk), Medical notes (with a red asterisk), Current medications (with a red asterisk), and Diagnosed medical conditions (with a red asterisk). Each of these four fields has 'None' entered. The Emergency contact field (with a red asterisk) contains 'Jordan Lee - 321-555-0180'. Below the form is a label 'Name & phone'. At the bottom of the modal are two buttons: 'Cancel' and 'Add student'. The background shows a user profile for 'SM Sarah Mitchell Parent' and a 'SOURCE-VERIFIED DEMO' badge.

Brevard Ballet
PARENT PORTAL

Dashboard

My Family

My Family

Make-up classes

Billing

Payment methods

Communication

Classes

Productions

Competition

Volunteers

Calendar

My Family
Students and...

Ava Mitchell
Ballet I - Ja...

Add a student X

Medical questions are required. If nothing applies, type "None" so we know you've answered.

Allergies *

None

Medical notes *

None

Current medications *

None

Diagnosed medical conditions *

None

Emergency contact *

Jordan Lee - 321-555-0180

Name & phone

Cancel Add student

SM Sarah Mitchell
Parent

SOURCE-VERIFIED DEMO

— Lower part of Add a student with diagnosed conditions, emergency contact, and Add student

► **Video: Add your dancer**

Watch in the online training library — videos/parent-guide/3.1-add-student.mp4

Note: To edit an existing student later, contact the studio — the page notes **“To edit an existing student, contact the studio.”**

4. Read & sign your policy documents

Some programs require you to sign studio policies before your student can take part.

1. In the left menu, open **"My documents"**.
2. Under **"Needs your signature"**, find the document and click **"Review & sign"**.
3. Read the whole document. For PDF policies you must **scroll to the very end** — until you do, you'll see **"Scroll to the end of the document to enable signing."** and the signing controls stay locked.
4. Once you've read to the end, check the box: **"I have read this document and agree to be legally bound by it. I consent to sign electronically (ESIGN/UETA)."**
5. Type your name in **"Type your full legal name to sign"**, then click **"Sign document"**.
6. You'll see **"Signed — a copy has been emailed to you."** The document moves to the **"Signed documents"** list, where you can open **"View"** or download your **"Signed copy"** anytime.

The screenshot shows a web application interface for Brevard Ballet Academy. On the left is a dark sidebar menu with options like Dashboard, My Family, My Documents, etc. The main content area displays a document titled 'Studio Policies & Code of Conduct'. The document text includes a welcome message and sections on Attendance & Punctuality, Student Conduct, and Tuition & Enrollment. At the bottom of the document, there is a scroll gate with the text 'Scroll to the end of the document to enable signing.' Below this, there is a form with a label 'Type your full legal name to sign' and a text input field containing 'Jane Doe'. There is also a checkbox labeled 'I have read this document and agree to be legally bound by it. I consent to sign electronically (ESIGN/UETA)'. At the very bottom of the dialog, there are two buttons: 'Cancel' and 'Sign document'.

— Review and sign dialog with scroll gate, agreement checkbox, name field, and Sign document button

► Video: Sign your policies

Watch in the online training library — [videos/parent-guide/4.1-sign-document.mp4](#)

5. Enroll in classes

1. In the left menu, open **"Enroll"**.
2. Read the note at the top: **"Add the classes you want for each dancer to your cart, then review everything and choose how to pay at checkout — nothing is charged until you confirm. Placed dancers enroll right away; a new dancer who hasn't been placed yet is submitted for studio approval first."**
3. Pick a dancer. Under **"Available classes"**, you'll see the classes they're eligible for. Their studio-assigned level appears in a read-only **"Level: [...]"** badge.
4. If a class offers more than one meeting day, choose the day or days you want. Click **"Add"** on the class. You'll see **"Added [class name] for [dancer name]."**
5. Repeat for any other classes or dancers. The **"Your cart"** panel groups the selections by dancer. Remove anything you don't want, then click **"Review & checkout"**.
6. On **"Review your enrollments"**, verify the classes and meeting days, then click **"Continue to payment"**.
7. On **"Choose how to pay"**: - Choose a **"Payment plan"**: **"Semester in full"** or **"Monthly"**. - For **"Semester in full"**, choose a **"Payment method"**: **"Credit card"**, **"Bank transfer (ACH)"**, **"Cash"**, or **"Check"**. The price is the same whichever method you choose. - **"Monthly"** uses your saved card or bank method for autopay on the first of each month. - Click **"Calculate cost"**.
8. Review **"Estimated cost"**. Classes needing approval or a waitlist spot are billed later, so the amount due when you confirm may be lower than the full estimate. Click **"Sign & confirm enrollment"**.
9. If agreements are required, the **"Sign required agreements"** dialog appears. Open and read each agreement to the end, check **"I have read and agree to [...]"**, type your name under **"Type your full name to sign"**, and click **"Sign & continue"**. You'll see **"Thank you — agreements signed."**
10. After confirmation, you'll see **"Enrolled [number] class/classes."** The message adds:
 - **"Some need studio approval before they're confirmed."** for new or unplaced dancers.
 - **"Some are full and were added to the waitlist."** when capacity is full. Any class that could not be processed is listed separately with its error.
11. If payment is due now, the portal sends you to secure checkout or the **"Billing"** page, depending on the payment method. Monthly enrollments use the family's saved autopay method.

Brevard Ballet

Dashboard

My Family

My Family

Enroll

Make-up classes

My documents

Billing

Payment methods

Communication

Classes

Productions

Volunteers

Calendar

SM Sarah Mitchell Parent

Enroll

Add the classes you want for each dancer to your cart, then review everything and choose how to pay at checkout — nothing is charged until you confirm. Placed dancers enroll right away; a new dancer who hasn't been placed yet is submitted for studio approval first.

Ava Mitchell · 9

+ Add a student

Ava's classes

Ballet I

Beginner · Tuesday 4:00-5:00 PM · Studio A

Active

Jazz Funk

Beginner · Wednesday 5:30-6:30 PM · Studio B

Active

Available classes

Level: Ballet 1

Ava is age 9 and placed at Ballet 1. Add classes to your cart; choose how to pay at checkout.

Contemporary Ballet

Open · Ages 7-14

From \$130.00

+ Add

Choose day(s):

Tue 6:00-7:00 PM · Studio B — Black Box

Thu 6:00-7:00 PM · Studio B — Black Box

Auditions

Register Ava for an upcoming audition. Any audition fee is paid at checkout.

The Nutcracker — Casting Auditions

Sep 12, 2026 · King Center for the Performing Arts

Fee \$35.00

Register

Level Placement Audition

Aug 5, 2026 · Studio A — Main Hall

Fee \$25.00

Register

Your cart 1

Review & checkout

Ava Mitchell

Open Level Ballet

Open

✕

— Enroll page with a selected dancer, class and day picker, Add button, and Your cart

► Video: Enroll with the cart

Watch in the online training library — [videos/parent-guide/5.1-enroll.mp4](#)

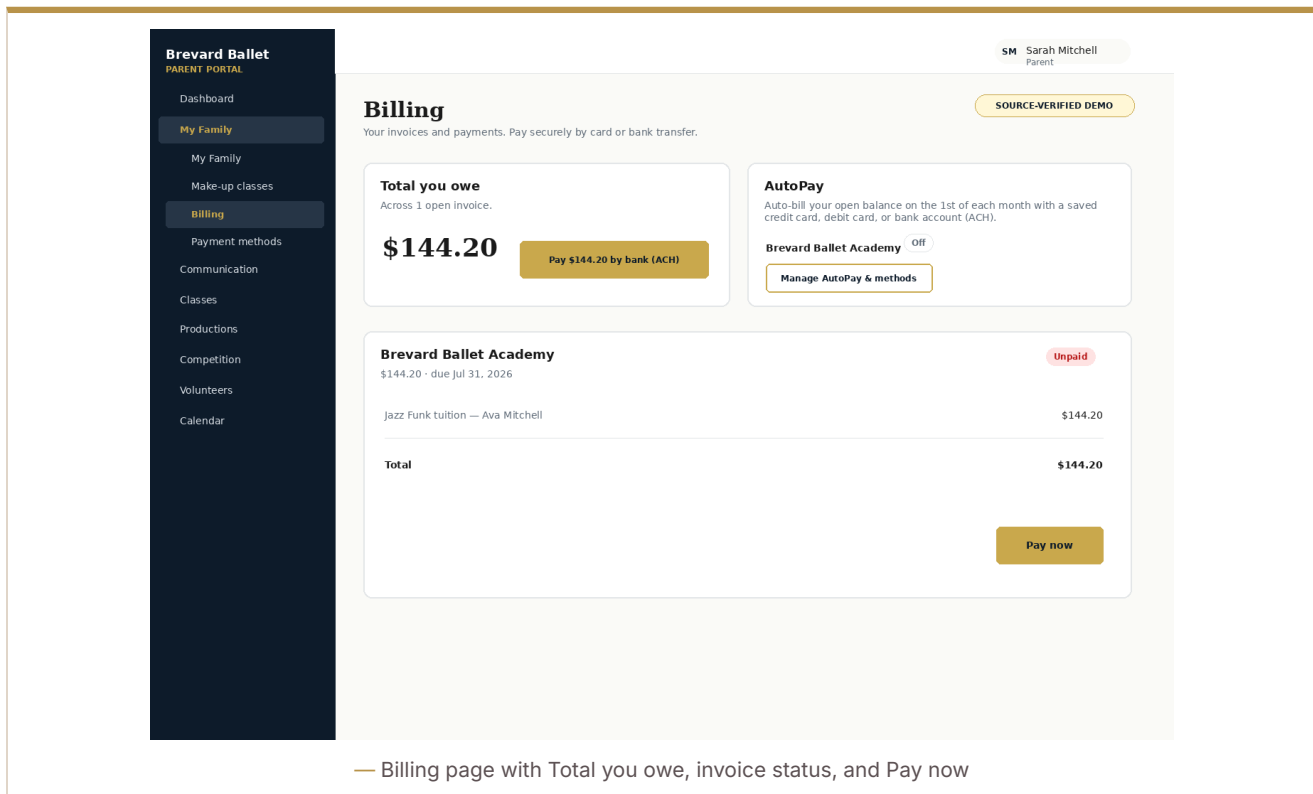
Adult classes: these aren't booked here — **"Adult classes aren't booked here — buy a punch card under Punch cards to attend."** See Section 10.

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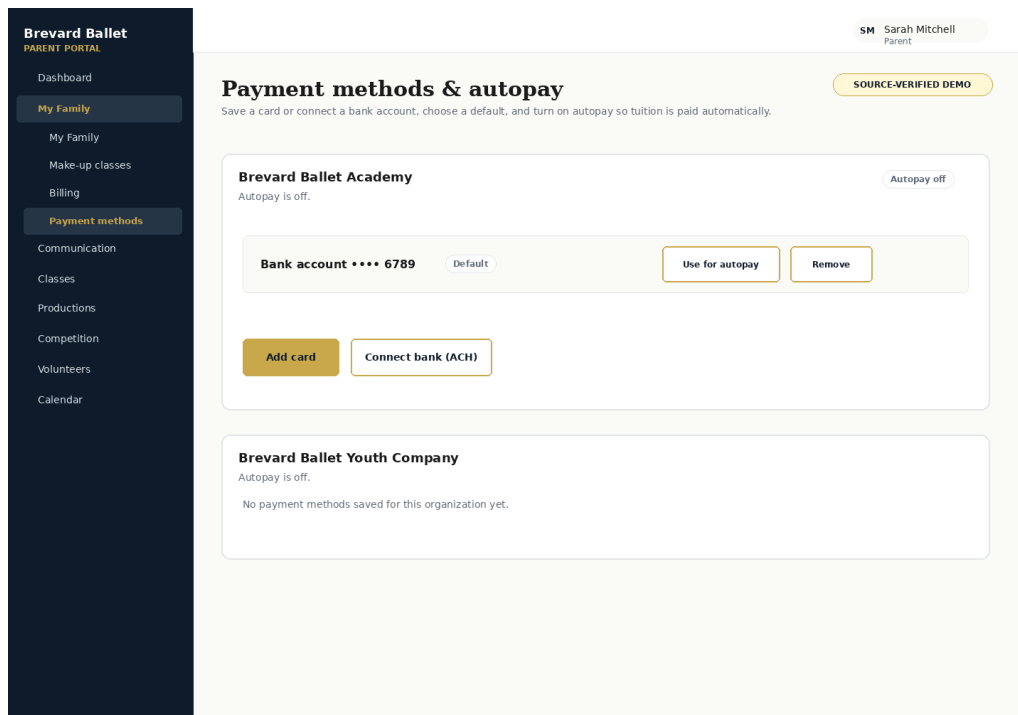
6. Pay your bill

1. In the left menu, open **"Billing"**.
2. The **"Total you owe"** card at the top shows your combined open balance. Click the pay button — it reads **"Pay [amount] by [card / bank (ACH)]"** — to pay everything at once, or scroll to a single invoice.
3. On an individual invoice, click **"Pay now"** (or **"Pay past-due balance"** if it's overdue) to open secure Stripe checkout. Enter your card or bank details there.
4. After paying you'll return to **"Thank you! Your payment was received. It may take a moment to show as paid below."** Invoice statuses read **"Unpaid"**, **"Paid"**, **"Past due"**, or **"Void"**.



Autopay & saved payment methods

- On the Billing page, the **"AutoPay"** card shows whether autopay is **On** or **Off** for each studio. Click **"Manage AutoPay & methods"** to open **"Payment methods & autopay"**.
- There, click **"Add card"** or **"Connect bank (ACH)"** to save a method, use **"Make default"** to pick your default, and **"Use for autopay"** / **"Turn off autopay"** to control automatic monthly billing.



— Payment methods and autopay page with Add card and Connect bank ACH

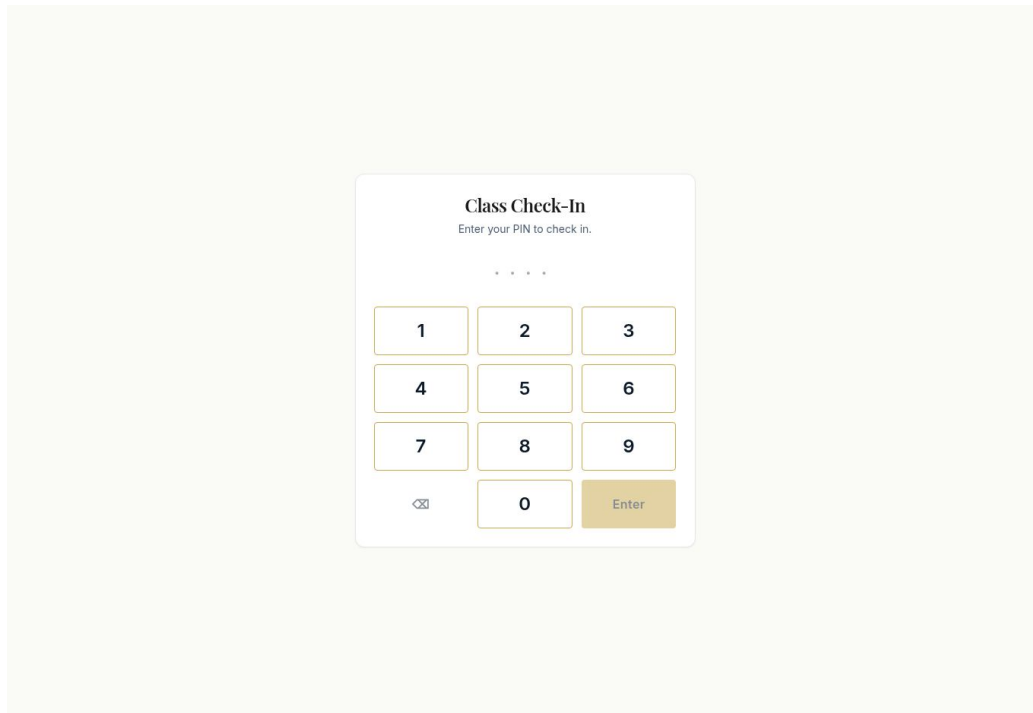
► Video: Billing, saved methods, and AutoPay

Watch in the online training library — [videos/parent-guide/6.1-billing-autopay.mp4](#)

7. Check in at the studio (PIN kiosk)

At the studio, students check themselves in on the front-desk iPad.

1. On the kiosk, you'll see **"Class Check-In"** and **"Enter your PIN to check in."**
2. Tap your student's 4–8 digit PIN on the keypad, then press **"Enter"**. *(The studio sets each student's PIN.)*
3. The next screen says **"Hi [name] — tap your class."** Tap the class.
4. Done! You'll see **"You're checked in!"** and **"Marked present. Have a great class!"** Tap **"Done"**.



— Class Check-In kiosk with PIN keypad and Enter button

► Video: Check in at the studio

Watch in the online training library — videos/parent-guide/71-kiosk-checkin.mp4

Note: The kiosk is check-in only — there's no check-out step. If the iPad shows **"Check-In Unavailable"**, ask studio staff to set it up.

8. Register for auditions

1. In the left menu, open **"Auditions"**.
2. Under **"Open auditions"**, each audition shows its title and either a fee (**"Fee \$[amount]"**) or **"Free"**. Registering siblings together earns the sibling discount.
3. Check the box next to each student you want to register.
4. Click **"Register & pay"** (if there's a fee) or **"Register"** (if it's free). For a paid audition you'll go to secure checkout. You'll see **"Registered."**

— Auditions page with an open audition, fee, dancer checkboxes, and Register and pay

► Video: Register for an audition

Watch in the online training library — [videos/parent-guide/8.1-auditions.mp4](#)

Shared signup links: For some performance auditions the studio may send a direct signup link (a web address like `.../auditions/...`). Open it, sign in if asked, then select your student and register the same way.

9. Book a private lesson

1. In the left menu, open **"Private lessons"**.
2. In the **"Book a lesson"** card, choose your **"Instructor"**, **"Student"**, **"Studio"**, and **"Length"** (30, 60, or 90 minutes — lessons are \$90/hour).
3. Under **"Choose a day"**, pick a day, then **tap a gold start time** in the slot picker. (Switch between **"Calendar view"** and **"List view"** if you like.)
4. Click **"Book & pay \$[amount]"** to confirm and pay.
5. Your lessons appear in the **"Lessons"** list with a status of **requested**, **confirmed**, or **completed**. You can **"Cancel"** a lesson you no longer need.

The screenshot shows the Brevard Ballet Parent Portal interface. On the left is a dark sidebar menu with options: Dashboard, My Family, Communication, Clases (highlighted), Private lessons (highlighted), Punch cards, Productions, Competition, Volunteers, and Calendar. The main content area is titled 'Private lessons' with a subtitle 'Book a 30-, 60-, or 90-minute private lesson. Lessons are \$90/hour.' and a 'SOURCE-VERIFIED DEMO' button. Below this is a 'Book a lesson' card. Inside the card, there are four dropdown menus: Instructor (Ms. Elena Petrova), Student (Ava Mitchell), Studio (Studio A — Main), and Length (60 minutes). Below these is a 'Choose a day' section with a 'Calendar view' button and a 'List view' button. The calendar shows four days: Tue Jul 28, Thu Jul 30, Tue Aug 4, and Thu Aug 6. Below the calendar is an 'Available start times' section with three buttons: 2:00 PM, 3:00 PM, and 4:30 PM. At the bottom of the card, a yellow bar displays the selected lesson: 'Tuesday, July 28 · 2:00-3:00 PM · Ava Mitchell' and a 'Book & pay \$90.00' button.

— Book a lesson card with instructor, dancer, studio, length, time slots, and Book and pay

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SM Sarah Mitchell
Parent

SOURCE-VERIFIED DEMO

Private lessons

Book a 30-, 60-, or 90-minute private lesson. Lessons are \$90/hour.

Lessons

Track each private lesson after booking.

Mia Nguyen

Requested · Tue, Jul 21 · 3:00-3:30 PM

requested

Cancel

Ava Mitchell

Confirmed · Tue, Jul 28 · 2:00-3:00 PM

confirmed

Cancel

Kai Nguyen

Completed · Thu, Jul 16 · 2:00-3:00 PM

completed

— Private lesson list with requested, confirmed, and completed statuses

► **Video: Book a private lesson**

Watch in the online training library — [videos/parent-guide/9.1-book-lesson.mp4](#)

If no times appear: the message **“This instructor hasn’t published any availability yet. Try another instructor.”** means that teacher hasn’t opened times — pick a different instructor or day.

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10. Buy & use adult punch cards

Adult drop-in classes use pre-paid punch cards instead of enrollment.

1. In the left menu, open **"Punch cards"**.
2. In **"Buy a punch card"**, choose the student (adult dancer) and a card, then click **"Buy card"** to pay. Cards activate immediately and are valid for a set number of months.
3. Your cards show under **"Cards"** with a remaining balance like **"3 of 10 left"** and an expiry date.
4. Under **"Adult dancers"**, let the studio know which classes you're coming to: click **"I'm coming"** on an upcoming session (it switches to **"Cancel"** if your plans change). You may also get a reminder email — **"Are you coming to class?"** — with a **"Sign up for a class"** button.

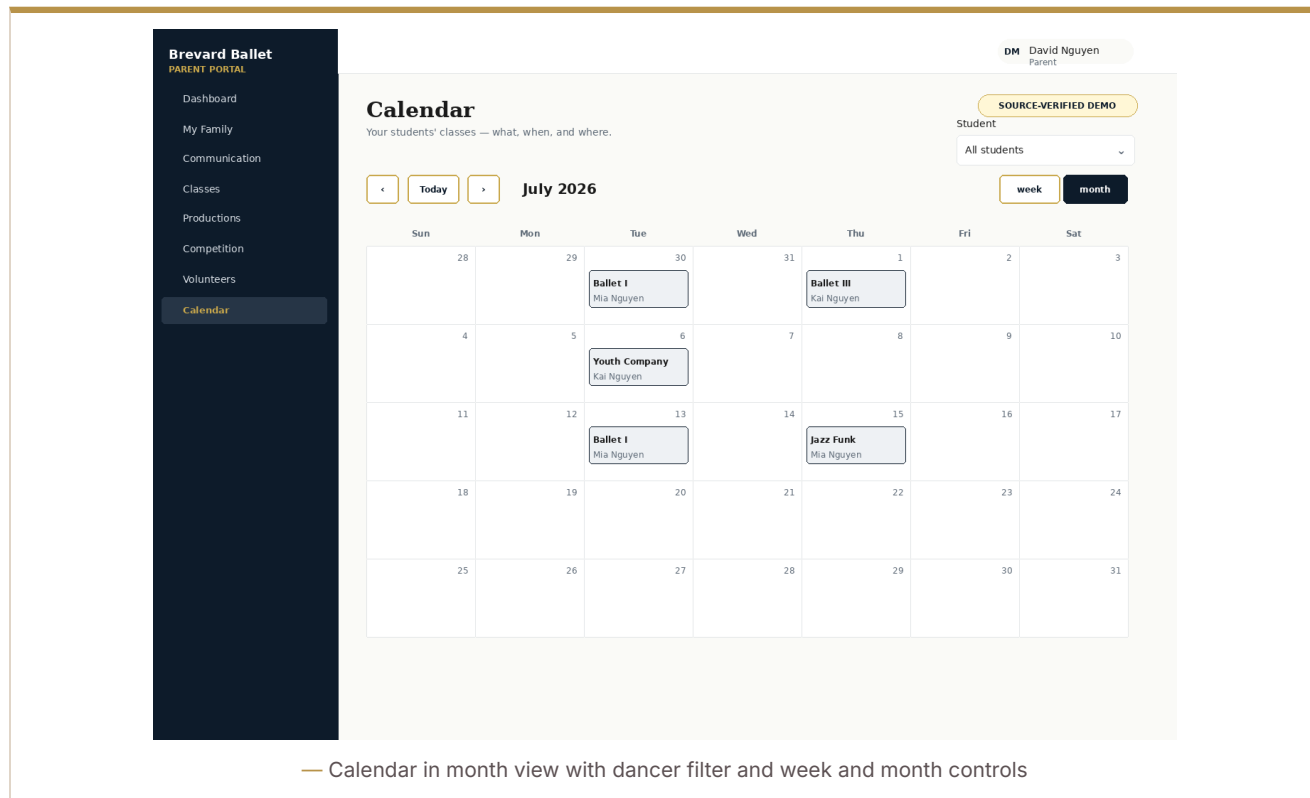
— Punch cards page with card purchase, remaining balance, and class RSVP

► Video: Buy and use adult punch cards

Watch in the online training library — videos/parent-guide/10.1-punch-cards.mp4

II. View the calendar

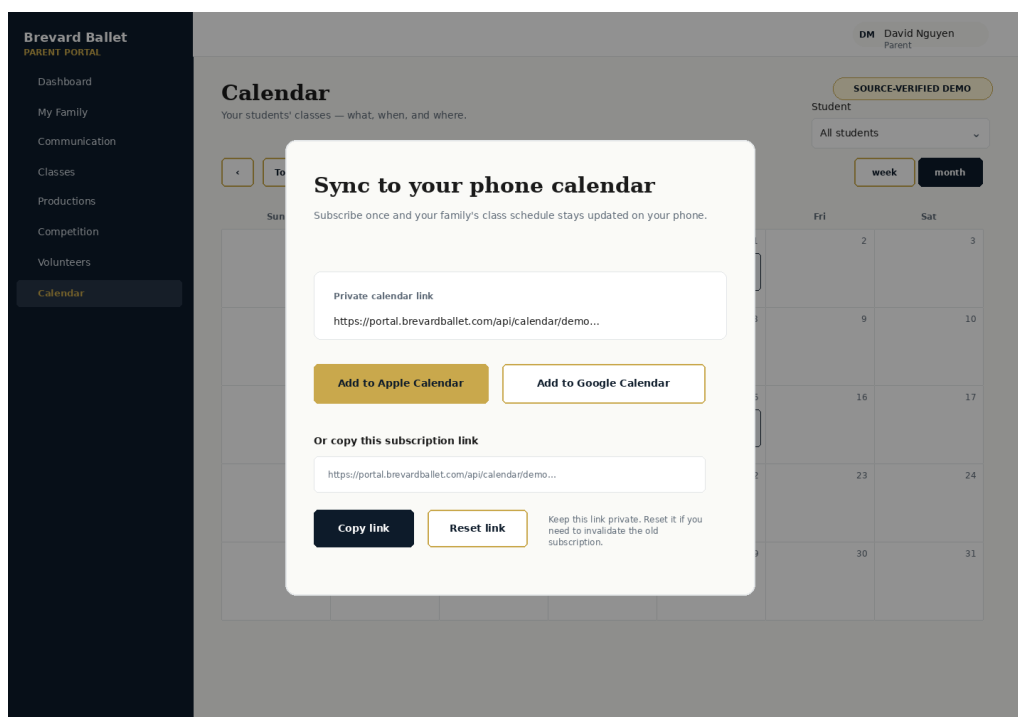
1. In the left menu, open **"Calendar"**.
2. The **"Calendar"** page shows **"Your students' classes — what, when, and where."**
3. If you have more than one student, use the **"Student"** filter (**"All students"** or a specific name). Move around with **"Today"** and the prev/next arrows, and switch between the **week** and **month** views.



Sync the calendar to your phone

1. Under **"Sync to your phone calendar"**, click **"Get my calendar link"**.
2. Choose **"Add to Apple Calendar"** or **"Add to Google Calendar"**. For Outlook or manual setup, use **"Or copy this subscription link"**.
3. Keep the link private: anyone with it can see your dancers' schedule. Use **"Reset link"** if it is ever over-shared; the old link stops working.

A calendar subscription stays updated when the studio adds or cancels a class.



— Add to Apple or Google Calendar subscription panel

► **Video: View and sync the calendar**

Watch in the online training library — [videos/parent-guide/11.1-calendar-sync.mp4](#)

12. Request a make-up class

1. Open **"Make-up classes"** from the parent menu.
2. Under **"Missed classes"**, find the eligible absence and click **"Request make-up"**.
3. Under **"Choose a make-up session (same class, different day)"**, open **"Select a session..."** and choose an available occurrence.
4. Click **"Submit request"**. The row shows **"Requested"** and the request moves to **"Your make-up requests"**.
5. Track the status: **"Pending review"**, **"Approved"**, **"Denied"**, or **"Cancelled"**. A requested make-up is not confirmed until the studio approves it.

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PARENT PORTAL

Dashboard
My Family
My Family
Make-up classes
Billing
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SM Sarah Mitchell
Parent

Make-up classes

Request an eligible future session after a missed class.

SOURCE-VERIFIED DEMO

Your make-up requests

Requests stay pending until the studio reviews them.

Ava Mitchell - Ballet I
Requested for Tue, Jul 21 at 4:30 PM

Pending review Cancel

Missed classes

Choose a missed class, then select one eligible session.

Ava Mitchell

Ballet I - missed Thu, Jul 16 Eligible

Request make-up

Choose a make-up session (same class, different day)

Session
Tue, Jul 28 - 4:30 PM - Studio A

Submit request

— Make-up class request with eligible absence and Select a session

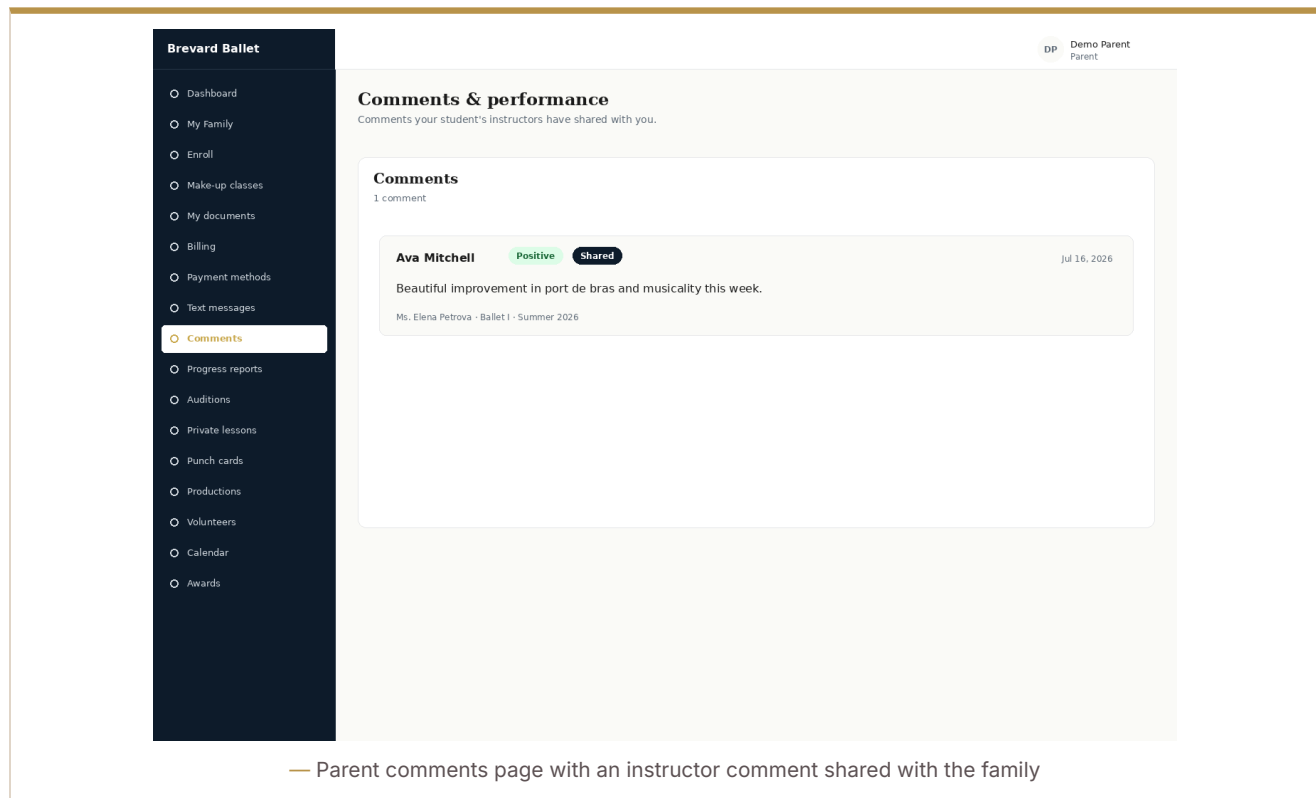
► Video: Request a make-up class

Watch in the online training library — [videos/parent-guide/12.1-makeup-request.mp4](#)

13. Read instructor feedback and progress reports

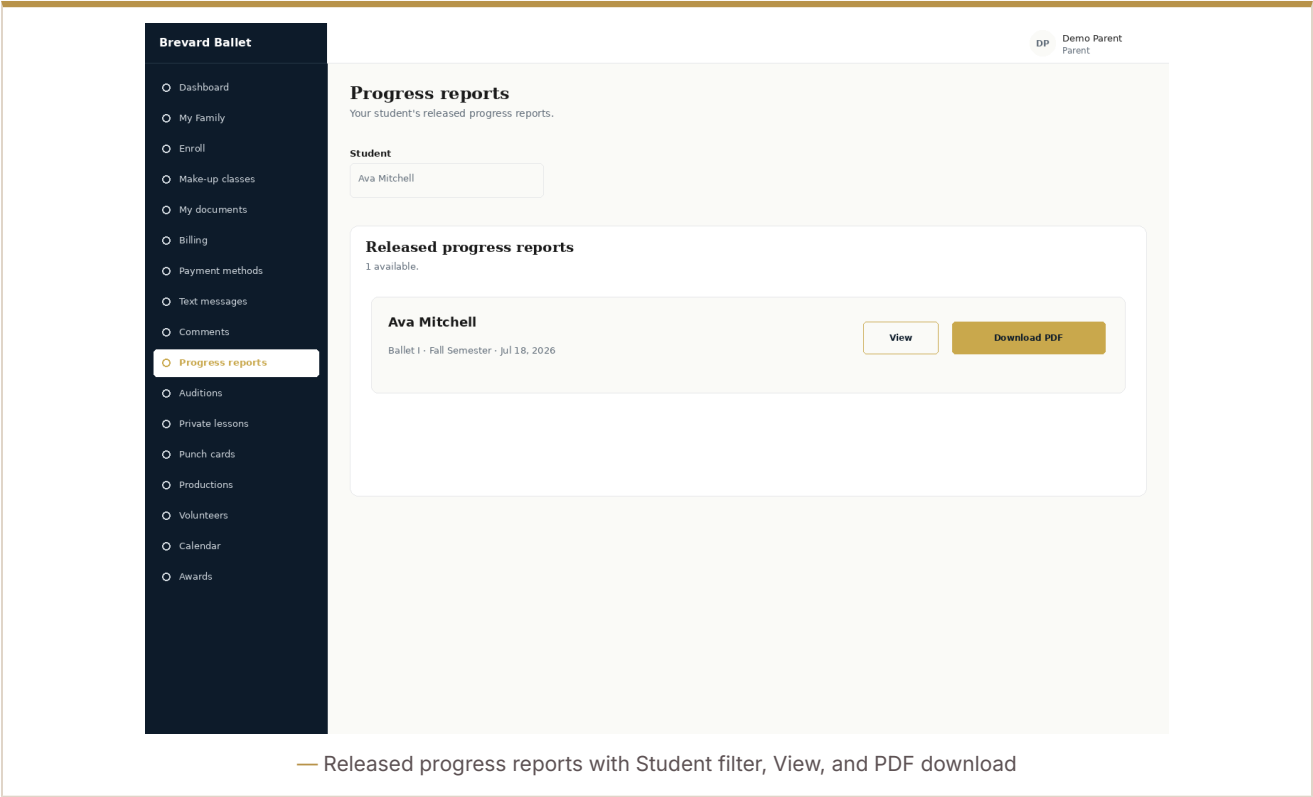
Shared comments

1. Open **"Comments"** from the parent menu.
2. The **"Comments & performance"** page contains only comments an instructor has chosen to share with your family.
3. When filters appear, use **"Student"**, **"Type"**, **"Category"**, or **"Semester"** to narrow the list.
4. Each item shows the category, comment, instructor, class or semester when available, and date. Parent access is read-only.



Released progress reports

1. Open **"Progress reports"**.
2. If you have multiple dancers, use the **"Student"** filter.
3. Under **"Released progress reports"**, click **"View"** to read a report in the portal or **"Download PDF"** to save a copy.
4. Draft and submitted reports are not shown to families; the report appears only after the studio releases it.



14. Volunteer for studio events

1. Open **"Volunteers"**. The page lists current **"Opportunities"** by production or event.
2. Review the role, date, time, and number of open spots.
3. Click **"Sign up"** on an open role. A full opportunity is labeled **"Full"** and cannot accept another signup.
4. After signing up, use the calendar link from the confirmation if helpful. Click **"Cancel signup"** if your plans change.
5. Some backstage roles require a current clear background check. Follow the status message on the page or contact the studio to begin or renew one.

The screenshot displays the 'Volunteers' page for Brevard Ballet. On the left is a dark sidebar with a menu including Dashboard, My Family, Enroll, Make-up classes, My documents, Billing, Payment methods, Text messages, Comments, Progress reports, Auditions, Private lessons, Punch cards, Productions, **Volunteers** (highlighted), Calendar, and Awards. The main content area is titled 'Volunteers' and includes a sub-header 'The Nutcracker' with the note 'Open slots fill on a first-come basis.' Below this, two roles are listed: 'Nutcracker Lobby / Front of House' (Dec 12 - 5:00-8:30 PM) with a '3 open' status and a 'Sign up' button, and 'Backstage Crew' (Dec 12 - 4:00-9:00 PM) with a 'Full' status and a 'Full' button. A user profile 'DP Demo Parent' is visible in the top right corner.

— Volunteer opportunities with open spots, Sign up, and Full states

15. Review productions and performance-day pickup

1. Open **"Productions"** to see your dancers' roles and rehearsal schedule.
2. Review the production, role or understudy status, rehearsal date and time, and location. Resolve any highlighted **"Conflict"** with the studio.
3. Under **"Performance-day pickup"**, review the call and estimated pickup times.
4. If you are pickup-authorized, click **"Pickup QR"** for that dancer and show. The dialog opens as **"Pickup pass — [dancer name]"**.
5. Keep the QR on your phone and show it to studio staff at pickup. Use **"Regenerate code"** only when you need a replacement; a regenerated code supersedes the previous one.

The screenshot displays the 'Brevard Ballet' parent portal. On the left is a dark sidebar with a menu: Dashboard, My Family, Enroll, Make-up classes, My documents, Billing, Payment methods, Text messages, Comments, Progress reports, Auditions, Private lessons, Punch cards, **Productions** (highlighted), Volunteers, Calendar, and Awards. The main content area is titled 'Productions' with the subtitle 'Your students' roles and rehearsal schedule.' It features a card for 'Ava Mitchell' with the role 'Snowflake — The Nutcracker'. Below this, a 'Full-cast run-through' is listed for 'Dec 5, 2026 - 1:00-4:00 PM - Studio A'. The 'Performance-day pickup' section includes instructions to 'Generate a QR for each show. Show it to staff at pickup — they scan it to confirm you're collecting Ava.' and a card for 'The Nutcracker' for 'Dec 12, 2026 - Call 5:30 PM - Pickup ~9:15 PM' with a yellow 'Pickup QR' button. A legend at the bottom indicates that the yellow line represents 'Production role, rehearsal, performance time, and Pickup QR action'.

Troubleshooting

"Awaiting approval" and I can't get in. Your self-signed-up account is waiting for a studio owner/administrator to approve it. You can sign out and check back; you'll reach your dashboard once approved. If it's been a while, contact the studio.

"No students linked yet" / I can't add a student. - If you see **"Your account is awaiting studio approval — you'll be able to add students once it's approved."**, wait for approval (above). - If you see **"No family account is linked to your login yet. Please contact the studio."** or **"We don't have any students linked to your account..."**, contact the studio so they can link your family. - If you see **"A family account already exists for your email. Please use the invite link the studio emailed you, or contact the studio."**, use your invite link instead of self sign-up.

My invite / claim link says it isn't valid. The message **"This link isn't valid"** (or **"This invite link isn't valid"**) means the link was already used or has expired. Ask the studio to send a new one, or sign in if you already have an account.

"Those passwords don't match." On the claim/set-up screen, re-type the same password in both **"Choose a password"** and **"Confirm password"**.

I can't sign a document — the button is locked. You must read the whole document first. For PDFs, **scroll to the very end** until the **"Scroll to the end of the document to enable signing."** hint clears; then check the agreement box, type your name, and click **"Sign document"**.

I'm blocked from enrolling / registering / booking because of a balance. If you see **"Your account has a past-due balance of \$[amount] (overdue more than 60 days). Please pay it on the Billing page before you can [enroll/...]"**, open **"Billing"** and pay the past-due invoice to lift the hold. (If the balance is on a co-guardian's account, contact the studio or the other guardian.)

I paid but it still shows unpaid. Payments can take a moment to post — **"It may take a moment to show as paid below."** Refresh after a minute; contact the studio if it doesn't update.

I can't find an adult class under Enroll. Adult classes aren't enrolled — **"Adult classes aren't booked here — buy a punch card under Punch cards to attend."** See Section 10.

The check-in iPad says "Check-In Unavailable". The device isn't set up for kiosk check-in yet — ask studio staff, or check in at the front desk.

I forgot my password. On the sign-in screen, click **"Forgot password?"**, enter your email, and click **"Send reset link"**.

Still stuck? Contact the studio at Brevardballet@gmail.com / 321-622-4713.