

TEACHWORKS GUIDE

Online Billing and Scheduling

Christie Johnson Learning Center (CJLC)

This guide is designed to help you navigate Teachworks, the online billing and scheduling software used at CJLC. If you have any questions, please contact us at 707-775-2480 or cjlcinfo@gmail.com.

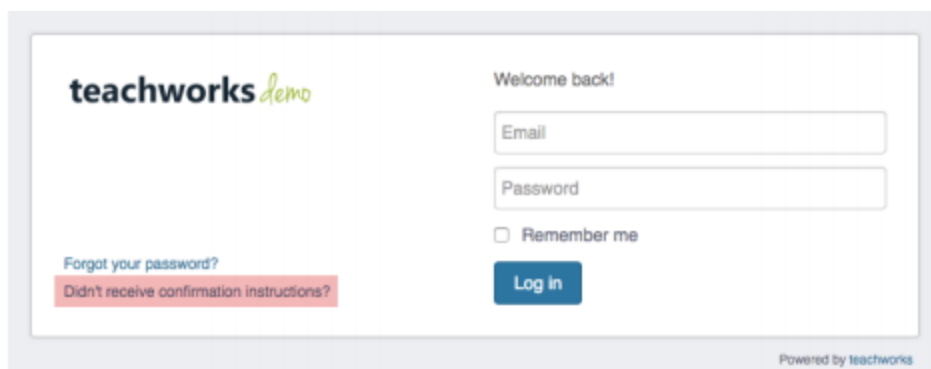
Confirming Your Account

If CJLC has enabled a user account for you, you will receive an account confirmation email. The email will contain a link that you can click to confirm your account at Teachworks and set a password.

CJLC has a unique login page, and a link to the page is included in your email. If you plan to access the account often, you may want to bookmark it for easy access.

Resending Confirmation Email

If the link has expired, you can go to CJLC's login page and click the "Didn't receive confirmation instructions?" link to fire off a new confirmation email.

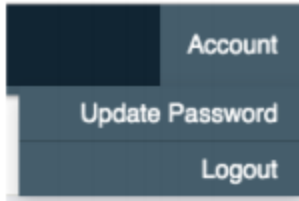


The image shows a screenshot of the Teachworks login interface. On the left, the 'teachworks demo' logo is displayed. Below it, there are two links: 'Forgot your password?' and 'Didn't receive confirmation instructions?'. The 'Didn't receive confirmation instructions?' link is highlighted with a red background. On the right side, there is a 'Welcome back!' message above a login form. The form contains two input fields: 'Email' and 'Password'. Below these fields is a checkbox labeled 'Remember me'. A blue 'Log in' button is positioned below the 'Remember me' checkbox. At the bottom right of the page, it says 'Powered by teachworks'.

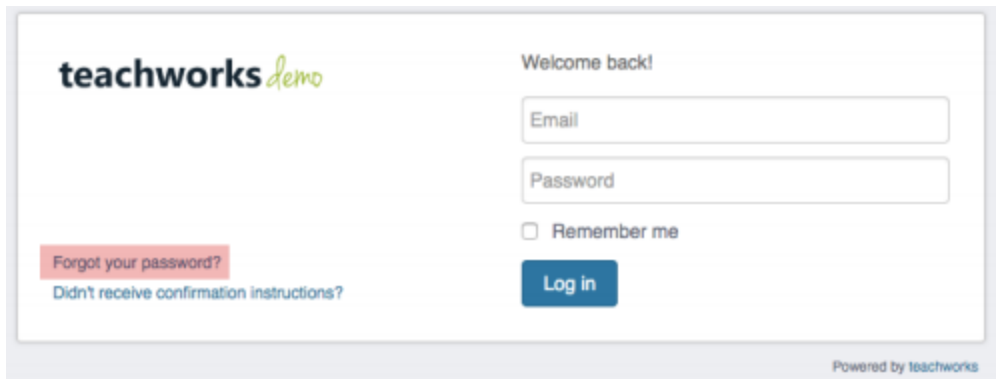
Resetting/Recovering Your Password

You can update your password from your Teachworks account by going to Account

> Update Password (top right).



If you don't remember your password, you can go to CJLC's login page and click the "Forgot your password?" link. Clicking the link will prompt you to enter your email address, and if a matching account is found you will receive an email with further instructions.

A screenshot of the Teachworks login page. The page features the Teachworks logo on the left, which includes the word 'demo' in a green script font. On the right, there is a 'Welcome back!' message above a login form. The form contains two input fields: 'Email' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A blue 'Log in' button is positioned below the form. On the left side of the page, there is a red link that says 'Forgot your password?' and a blue link below it that says 'Didn't receive confirmation instructions?'. At the bottom right of the page, there is a small text that says 'Powered by teachworks'.

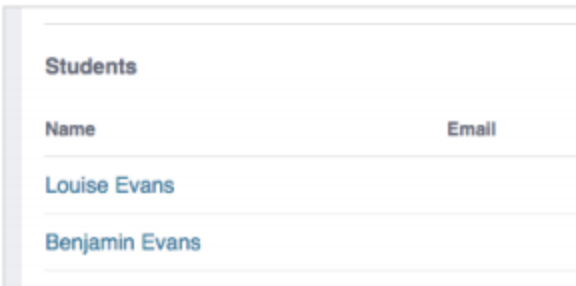
Updating Your Profile

Once you've logged into your account, you can go to the "Profile" tab and click the "Edit" link to update your details.

Make sure to use an email address you check often and add cjlcinfo@gmail.com and via@notifications.teachworks.com to your safe senders list to make sure you get all your communications.

To update your child's details, you can follow the steps below:

1. Go to "Profile"
2. Scroll to the "Students" section
3. Click on your child's name



Students	
Name	Email
Louise Evans	
Benjamin Evans	

4. Click the "Edit" link
5. Update the profile as needed
6. Submit the form to save your settings

You can also check or uncheck lesson reminders. Some families like the reminders, while others do not. When we set up your account, we default to reminders on.

Accessing Your Billing Details

Transactions

You can access your invoices, payments, and credits by going to Billing > Transactions.

For more detail, click the name of a record to see the full invoice, payment, credit note or refund.

Date	Record	Type
08/01/2019	INV-27918	Invoice
07/13/2019	INV-27896	Invoice

Billing Info

Please bring in or mail your check by the 7th of the month.

You can also set up an online bill pay through your bank or make a credit card payment online. Log on to <https://www.cjlctutoring.com/payments> and follow instructions to set up a one time or recurring payment.

Please use the student's last name as the account number.

If you'd like, you can set up a wallet transaction with Christie. This is a one-time, double-blind setup that will put your credit card on file for automatic payments.

If you have received an invoice for a rescheduled session(s), please allow 10 business days for us to allocate the credit or previous payment. We manually allocate the credits to each invoice. You can always see your current balance in the top right corner of your account page.

As of Oct 1, 2022, CJLC is adding a 4% credit card surcharge to help defray merchant services costs. You can avoid this charge by paying by

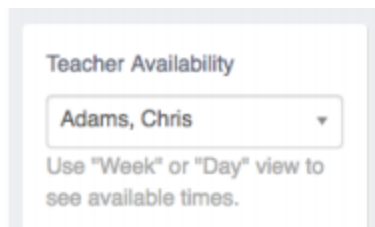
check, using your bank's online bill pay, or making an ACH payment.

If you are paying by check or online bill pay, subtract the surcharge (visible on the invoice) from your total. CJLC will remove the surcharge when we receive your payment. If you have any questions, please contact us at 707-775-2480 or cjlcinfo@gmail.com

Checking Teacher Availability and Joining a Session

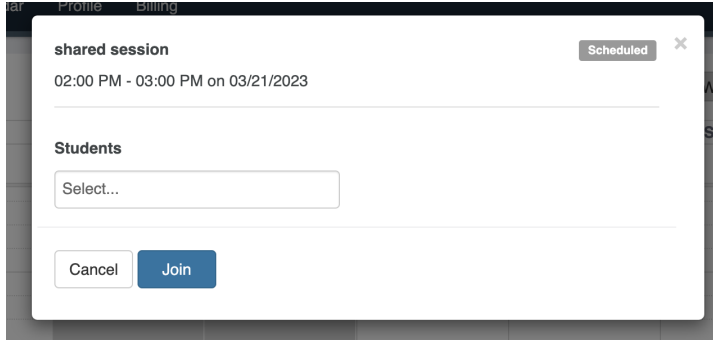
Go to Calendar. <https://cjlc.teachworks.com/calendar>

In the sidebar at bottom right, choose the relevant teacher under "Teacher Availability"



Click **Submit**.

The calendar will show all of that teacher's sessions. When you find one labeled as **Open**, click on the session. When a popup window opens, click **Join** at the bottom of the window to enroll. In the new window that opens, select the student's name and click **Join**.



Cancelling a Session

We prebill the month so that we can have everyone on a month to month basis, rather than a contract or deposit.

If you have a dentist appointment, sports game, or other conflict, contact us before 6pm the day before the lesson. This way you have a credit you can use to reschedule the session or use against the next month's payment. Unfortunately, after the 6pm deadline, you must forfeit the session.

Questions

If you have trouble navigating Teachworks or have any questions, please call us at 707-775-2480 or email cjlcinfo@gmail.com.

Thank you,

Christie & the CJLC Team