



## Kathy's Music Parent Resource: How to Reserve a Space in a Makeup Class

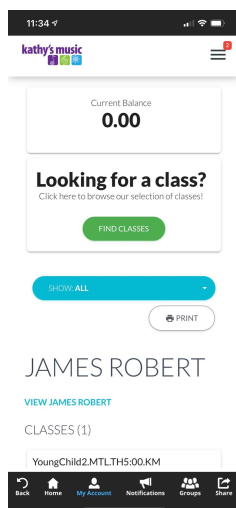
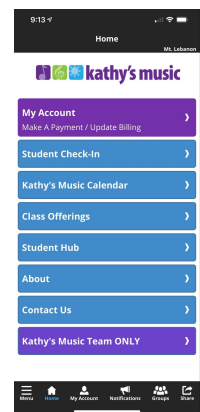
One of the benefits of Kindermusik and Group Lessons with Kathy's Music is our makeup policy: **We offer unlimited Kindermusik & Group Lesson makeup classes as long as you are enrolled in those offerings.**

It's easier than ever to schedule a makeup class using Kathy's Music App. Download from [iTunes](#) or [Google Play](#).

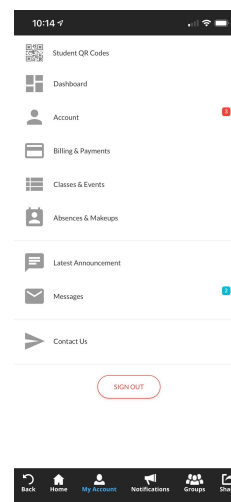
### Follow these directions to get started.

1) Open the Kathy's Music app.

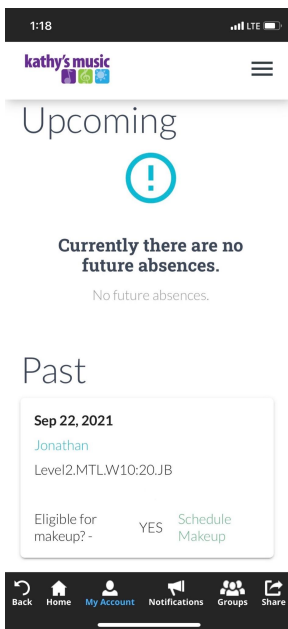
2) Press "My Account" and Login to the Parent Portal. Your userid is your email address. You can reset your password, if needed.



2) Once logged in, press the "3 lines" in the top right hand corner to see the parent portal menu, also known as the 'hamburger menu.'



3) Choose "Absences & Makeups" from this menu.



4) At this point, you can either book a makeup OR tell us you are going to be absent in the future. When you tell us you are going to be out, that allows another student to book a makeup class in your space.

**NOTE: Only classes with openings are available for makeups. The system will not overbook a class.**

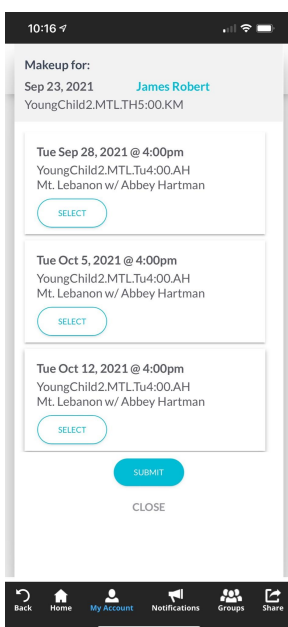
Option 1: To tell us when you will be out in advance, click the Green Button and fill out the form.

Option 2: To book a makeup for a Past absence, click "schedule makeup". View the list of eligible absences and click "select" to choose the class you want to book.

NOTE: A makeup class can only be booked when an absence is recorded as eligible. This is marked when your teacher takes roll each week.

Families can book a makeup class for a specific absence that already occurred. Our example says that the student was out on September 22nd and it lists the name of the class.

6) The app displays options for a makeup class that are at the same level as your current enrollment. You have the ability to choose a different location or a different teacher.

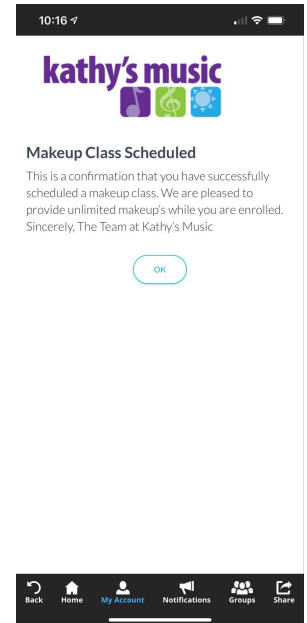


7) Press "select" for the class you want to do a makeup in and it will change to "selected". Then click the SUBMIT button at the bottom.

NOTE: Only classes with availability will be listed. If a class has multiple openings, then it will list each opening as a possible option. The system will not overbook a class.



8) The app will display a confirmation message. Click OK to return to the absence you are working with.



9) Notice how the absence for September 23rd (in our example) now shows the date of the makeup class in the picture below.



10) Click Close to return to the main menu of the parent portal.

The process also sends you a confirmation message in your portal account stating that a makeup class is scheduled. You can refer back to this message if you need to remember the date you booked.

**Important:** If a family needs to cancel their makeup reservation after scheduling via the app, email [info@KathysMusic.com](mailto:info@KathysMusic.com) to cancel. This is the way to retain that makeup class for future use. If you do not attend your makeup class and do not cancel in advance, the makeup will be lost.

**Updated Makeup Policy for Private Lesson Students:** Lesson students will now be given a Missed Lesson Assignment via the Practice Space App when they are not able to attend the lesson in person or online. In addition, lesson students may attend a group musicianship class during the school year and count it as an in-person makeup lesson. There will be 6-8 group musicianship classes during the school year.

