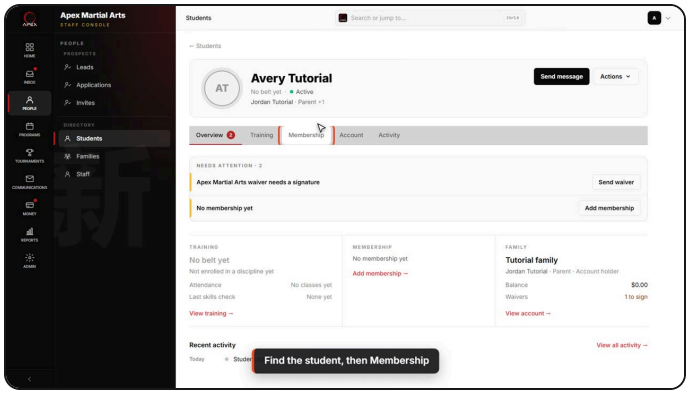
Memberships: start, pause and cancel

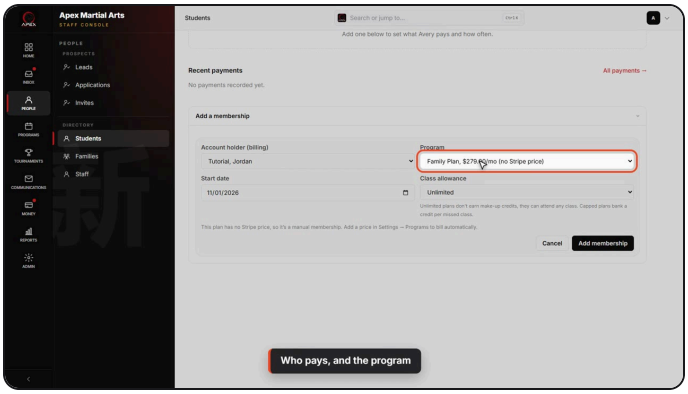
Add a membership, take the first payment at the desk, pause it, move the billing date, and cancel when a family leaves.

26 steps



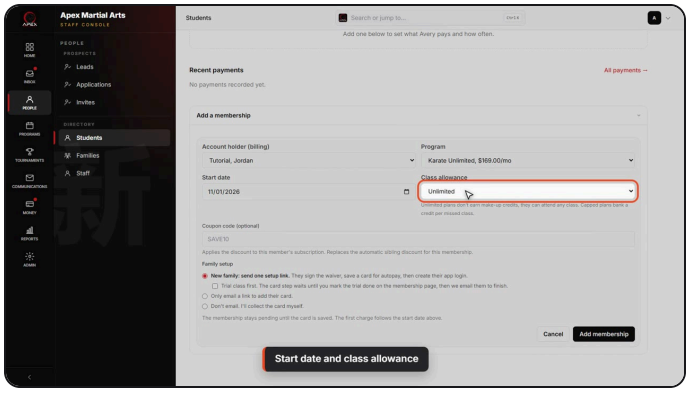
1 Find the student, then Membership

Open the student's profile. Search finds them by name. Then click the Membership tab.



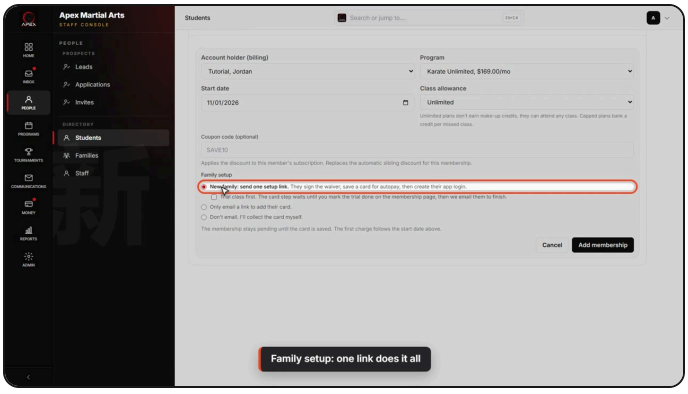
2 Who pays, and the program

With no membership yet, the Add a membership form is already open. Pick the account holder who pays, then the program.



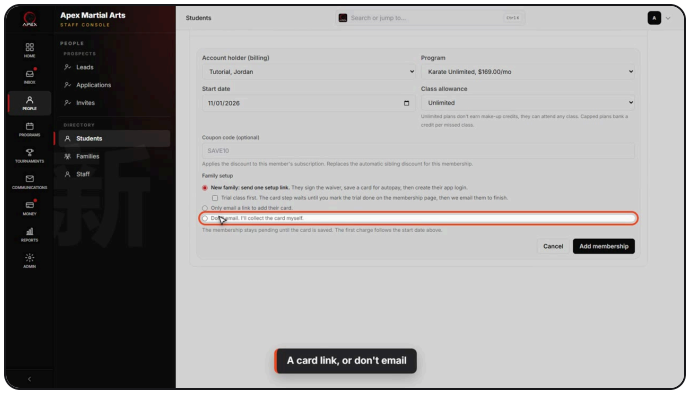
3 Start date and class allowance

The start date is today unless you change it. Class allowance is unlimited, or a set number of classes a week, a month, or on a class card.



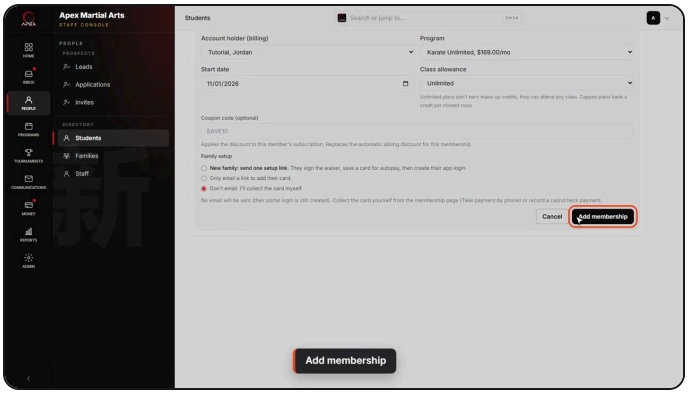
4 Family setup: one link does it all

Family setup is how you get their card. The first choice emails one setup link: the family signs the waiver, saves a card for autopay, and creates their app login.



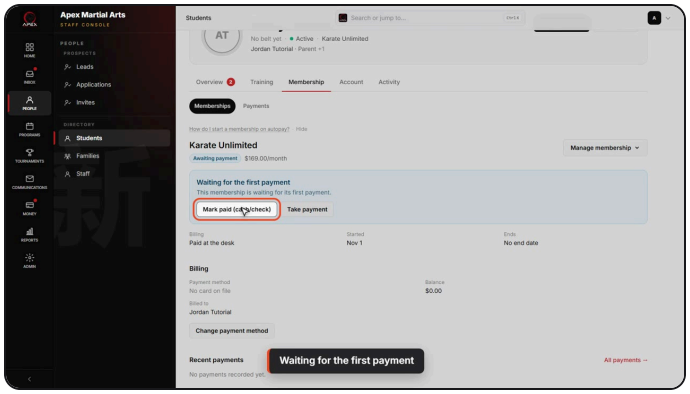
5 A card link, or don't email

Or email only a link to add their card. Or send nothing and collect the card yourself. We'll send nothing.



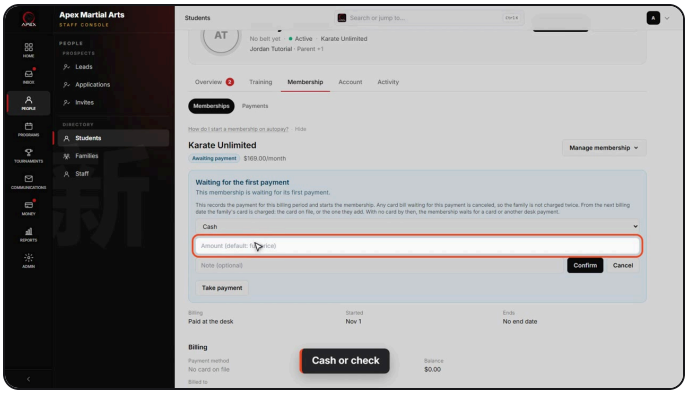
6 Add membership

Click Add membership. Nothing is charged yet: it waits for the family's card or a payment.



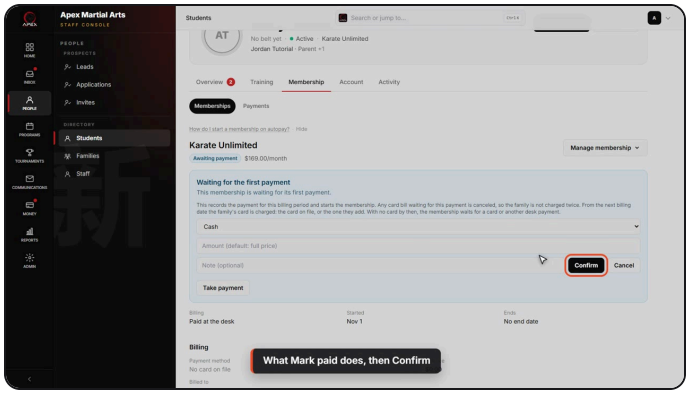
7 Waiting for the first payment

It shows Waiting for the first payment. When their card is saved, the membership starts and billing runs from the start date. Paying at the desk instead? Click Mark paid.



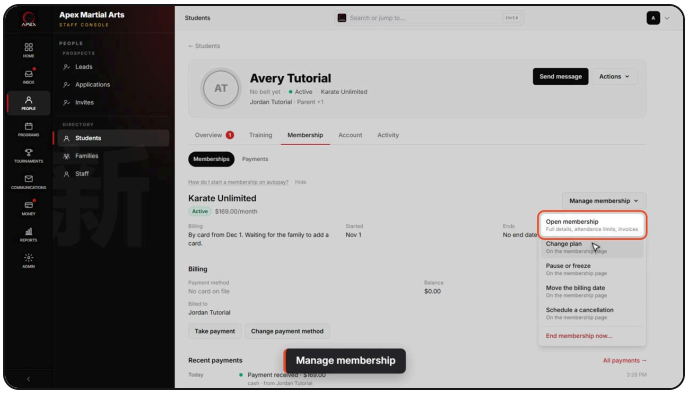
8 Cash or check

Pick cash or check, and leave the amount blank for the full price.



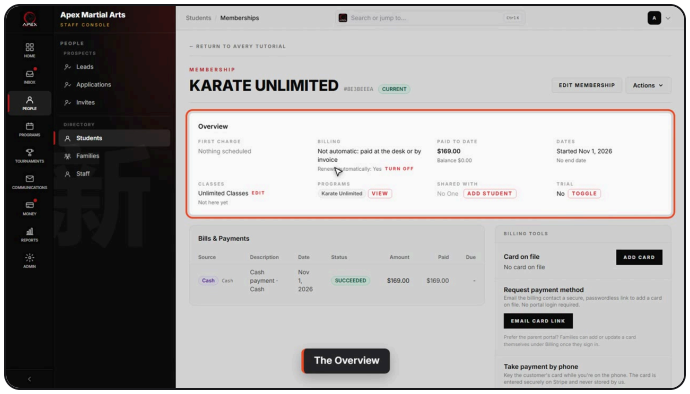
9 What Mark paid does, then Confirm

Mark paid records this month's payment and starts the membership. From the next billing date, the family's card is charged. Click Confirm.



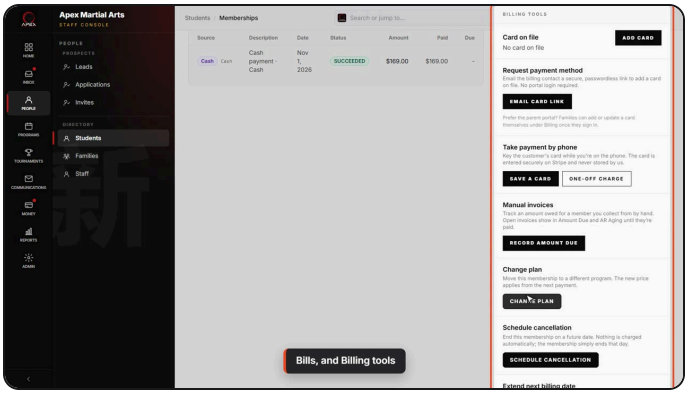
10 Manage membership

Everything else is under Manage membership: pausing, moving the billing date, scheduling a cancellation, or ending it now. Click Open membership.



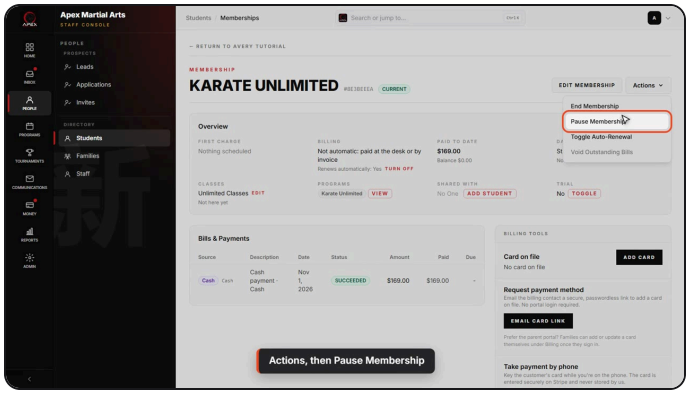
11 The Overview

The membership page opens on an Overview: the next charge, how it's billed, what's been paid and any balance, the dates, the classes and the programs.



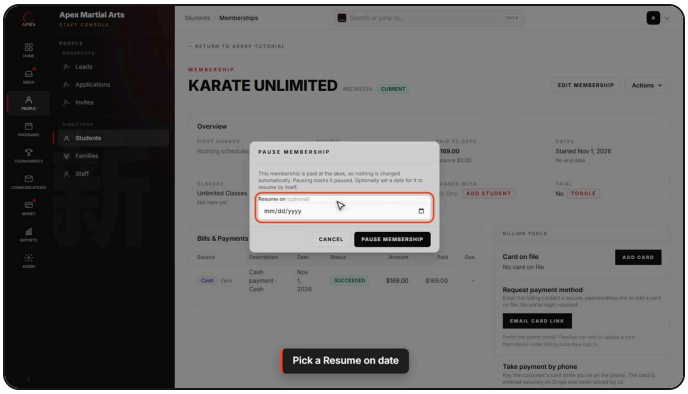
12 Bills, and Billing tools

Bills and Payments lists every bill and payment. Billing tools has a row for each change: the card, a card link, a payment by phone, the plan, a cancellation, the billing date, and a freeze.



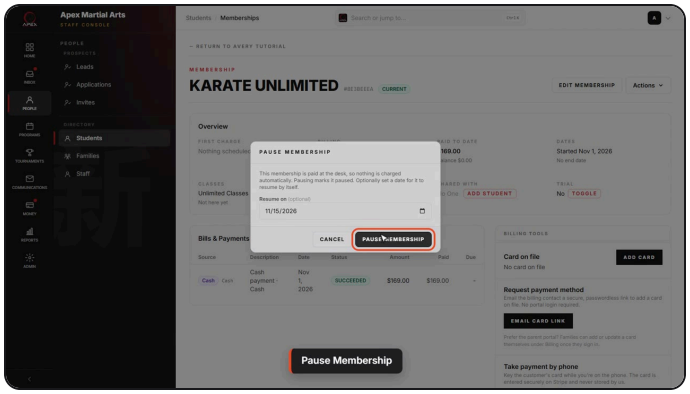
13 Actions, then Pause Membership

To pause it, click Actions at the top of the page, then Pause Membership.



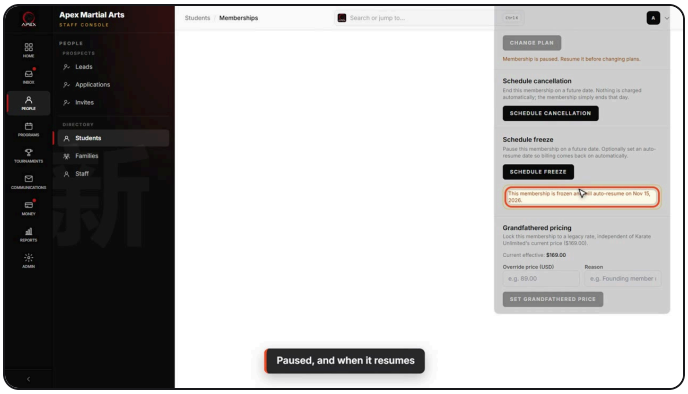
14 Pick a Resume on date

Paid at the desk, so nothing is charged anyway; pausing marks it paused. Pick a Resume on date and it resumes by itself that day, or leave it blank and resume it yourself.



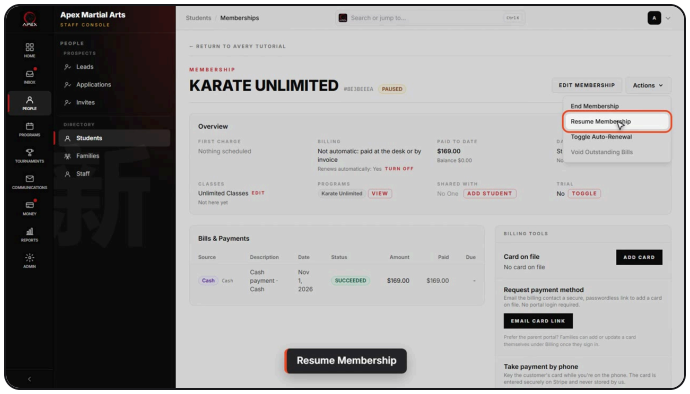
15 Pause Membership

Click Pause Membership.



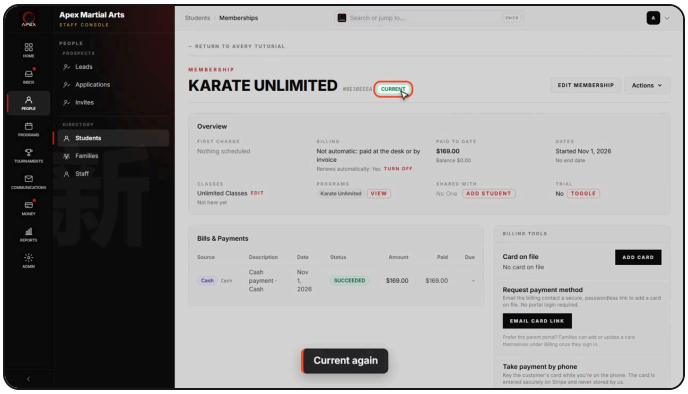
16 Paused, and when it resumes

It now shows Paused at the top. Further down, the page says the date it resumes by itself.



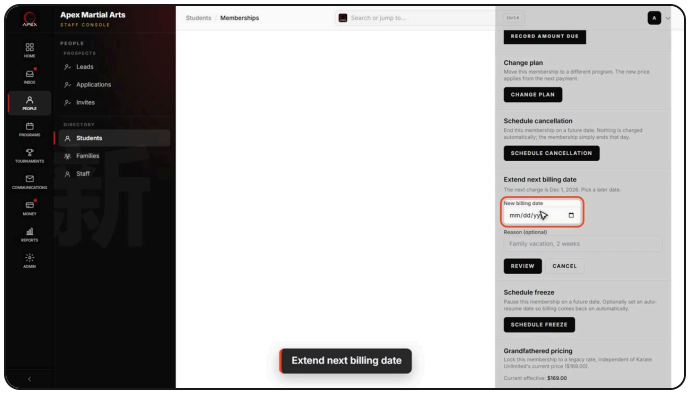
17 Resume Membership

To bring them back early, click Actions, then Resume Membership.



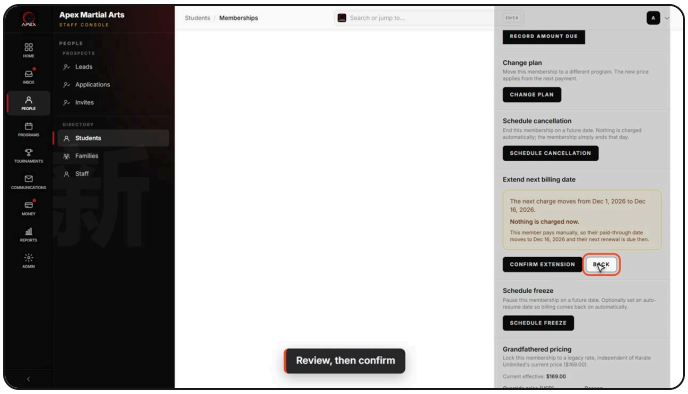
18 Current again

It shows as Current again, and billing carries on as before.



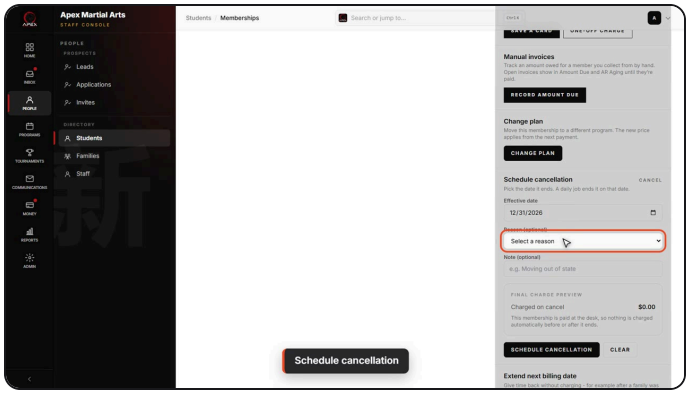
19 Extend next billing date

After a family has been away, Extend next billing date moves their next charge later, at no cost. Click Extend and pick the new date.



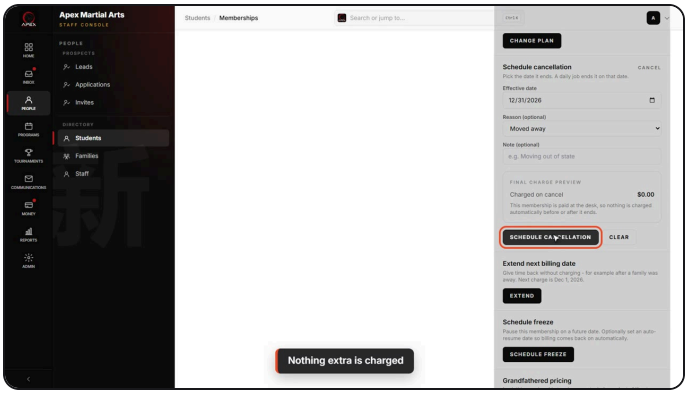
20 Review, then confirm

Click Review. It shows the old and new dates, and that nothing is charged now. Confirm extension saves it. We will go back without saving.



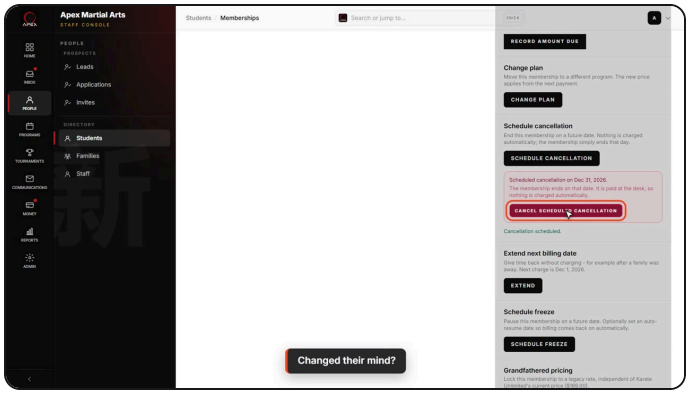
21 Schedule cancellation

When a family gives notice, click Schedule cancellation. Pick the date it ends, and a reason if you like.



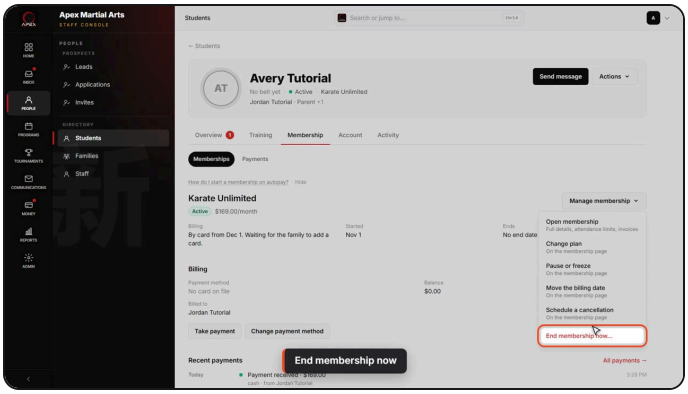
22 Nothing extra is charged

The preview shows nothing extra is charged. They keep what they have paid for, and it ends on that date. Click Schedule cancellation.



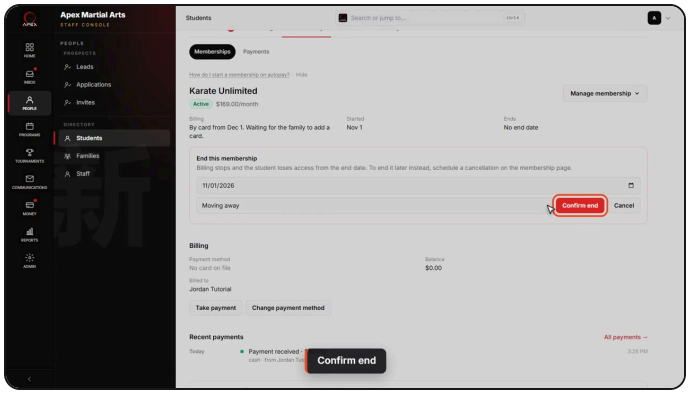
23 Changed their mind?

The date shows here. If they change their mind, click Cancel scheduled cancellation.



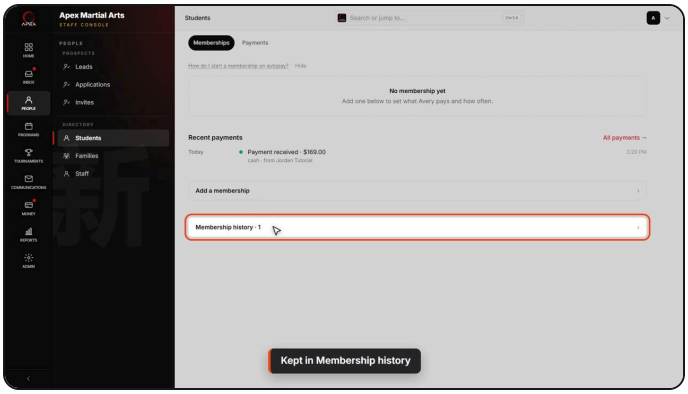
24 End membership now

To end a membership today, go back to the student. On the Membership tab, open Manage membership and click End membership now.



25 Confirm end

The end date is today. Add a reason, then click Confirm end. Billing stops, and nothing already paid is refunded.



26 Kept in Membership history

The membership moves to Membership history, with its start and end dates. Its payments stay on the student's record.

What happens next

1. **Next: Take a payment or give a refund**
   Charge a card, write down a cash or check payment, and give money back in full or in part. Watch it at quickkicks.app/learn/schools/payments-and-refunds

Watch the video

Point your phone's camera at the code, or go to quickkicks.app/learn/schools/memberships

Stuck?

In QuickKicks, open **Admin**, then **Support** (or **Help**, in the simpler menu), and send us a message. Or email **hello@quickkicks.app**.

Shown with a demo school. Your screens show your own school, and may look a little different.