



# Activity Provider Account Guide



# In this guide...

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Tap the headlines to quickly skip to a section!



How it works

Top Tip

# How it works

You can now upload and publish classes, manage your account and billing details, see and respond to enquiries and redeem gift cards yourself by logging in to your Activity Provider account. It's super easy!

1.

## Log in & Update

Create a password, log in and ensure your personal and billing details are up to date.

2.

## Publish Classes

Upload and publish your classes so that customers can search for you on the Little Starts Gift Cards website.

3.

## Get Enquiries

When a customer is interested in spending their gift card on your classes they will send you an enquiry via our website.

4.

## Respond to Enquiries

Respond to the enquiry to let the customer know if you have space via the portal or by contacting the customer directly.

5.

## Redeem Gift Card

Once the customer has agreed to book, mark the enquiry as 'booked' in the Activity Provider Portal and redeem their gift card. If they don't have enough funds, they can settle the remaining balance with you directly.

6.

## Get Paid

We'll deduct our commission from the amount redeemed with the Little Starts Gift Card and pay you automatically within 14 days of the redemption. Any additional direct spend on your classes by customers we have introduced or helped you retain, without Little Starts Gift Cards, is 100% yours!

## Other Enquiries

Anyone can search and enquire about classes via the Little Starts Gift Card website, even if they don't have a Little Starts Gift Card to spend.

You won't pay commission for any enquiries that come to you from our website without a Little Starts Gift Card to spend!

Updating your billing details in the new portal is really important, or we can't pay you!



Logging In

# How to log in

Top  
Tip

## What device should I use to log in?

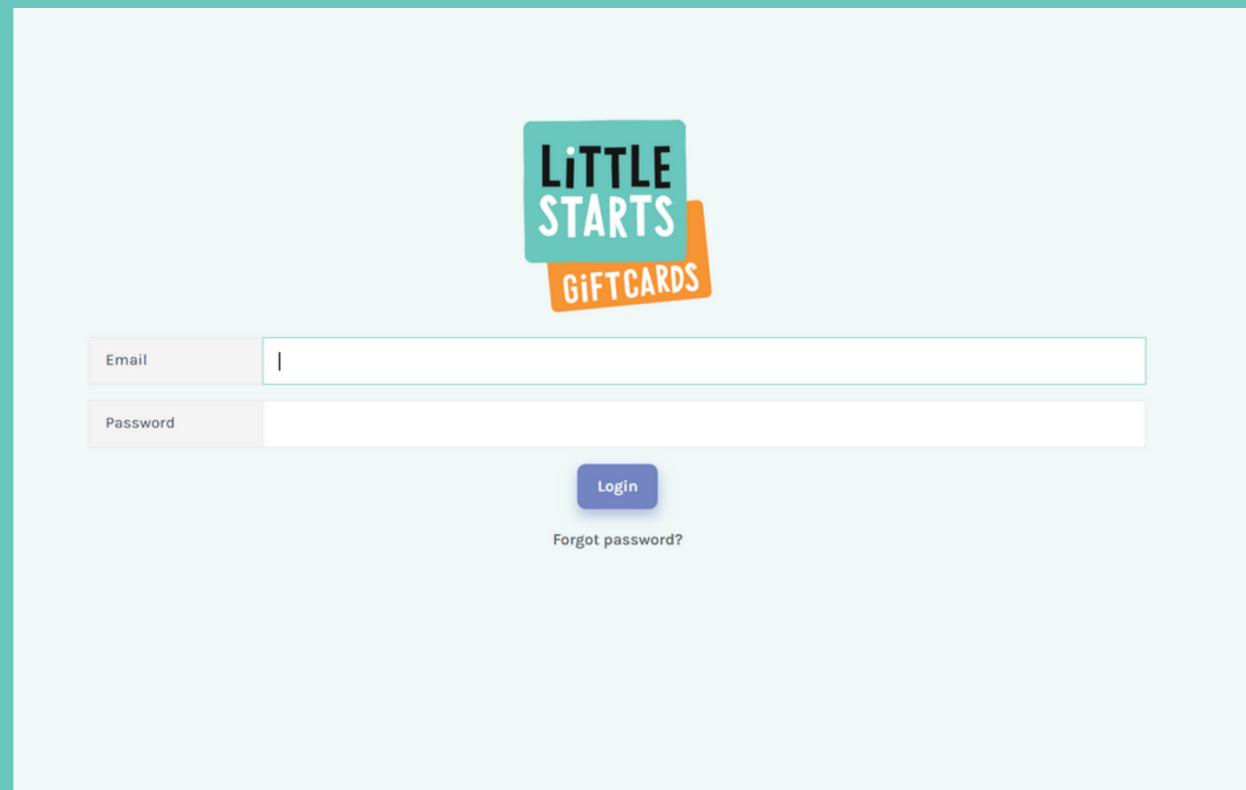
For the best experience, we recommend logging into your Little Starts Gift Cards Activity Provider account on a desktop, laptop or tablet device. Logging in on a mobile phone may make it difficult to upload classes and complete your details.

1. Visit [www.littlestartsgiftcards.com/activity-provider-log-in](http://www.littlestartsgiftcards.com/activity-provider-log-in) and log in using your email address and password.

### Forgotten your password?

Click 'Forgot password' under the 'Login' button. You will then receive an email to reset your password.

If you don't receive an email please first check your junk folder before emailing [hello@littlestartsgiftcards.com](mailto:hello@littlestartsgiftcards.com).

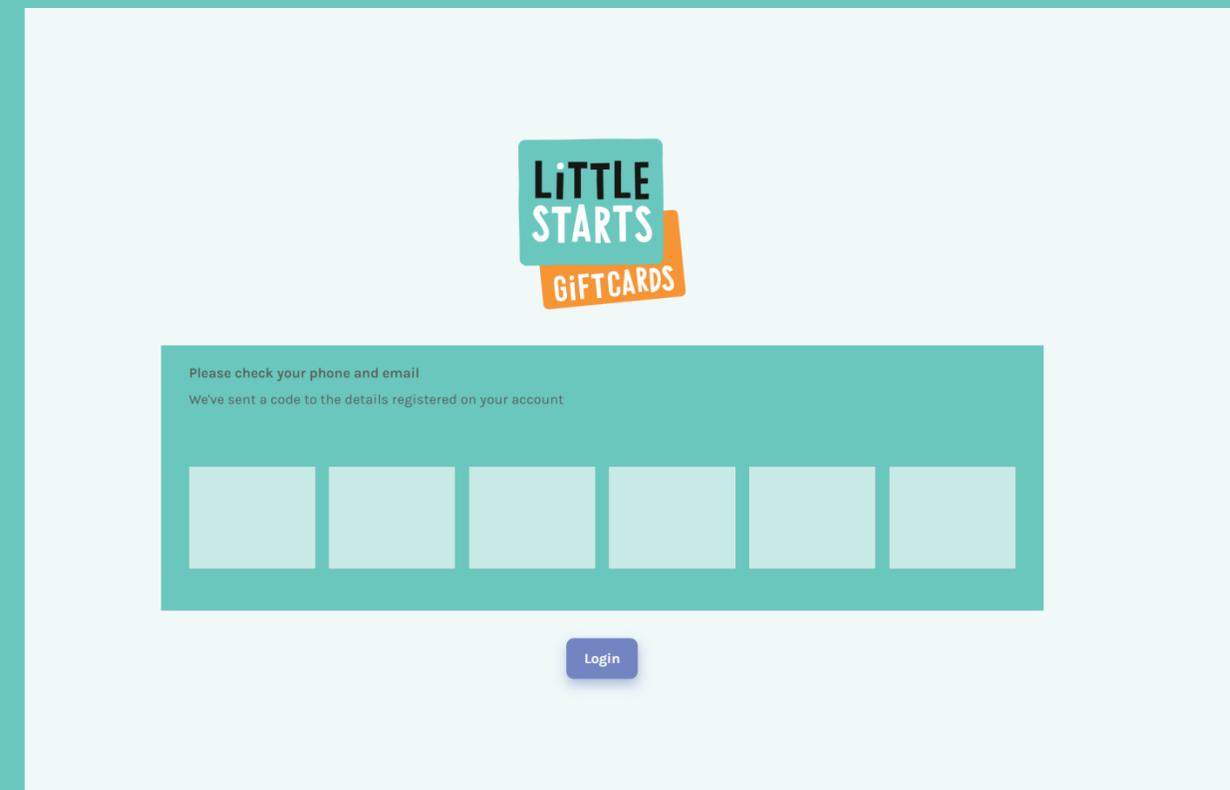


The screenshot shows the login page for Little Starts Gift Cards. At the top center is the logo, which consists of the words "LITTLE STARTS" in white on a teal square background, with "GIFTCARDS" in white on an orange rectangular background below it. Below the logo are two input fields: "Email" and "Password". The "Email" field contains a vertical cursor. Below the input fields is a blue "Login" button. Underneath the button is a link that says "Forgot password?".

2. Once you have entered your details and clicked 'Login' you will receive an email with a 2 Factor Authentication code.

Enter the code in the boxes that show on the log in screen, and click 'Login'.

We use 2 Factor Authentication to make sure your business and banking details are extra safe!

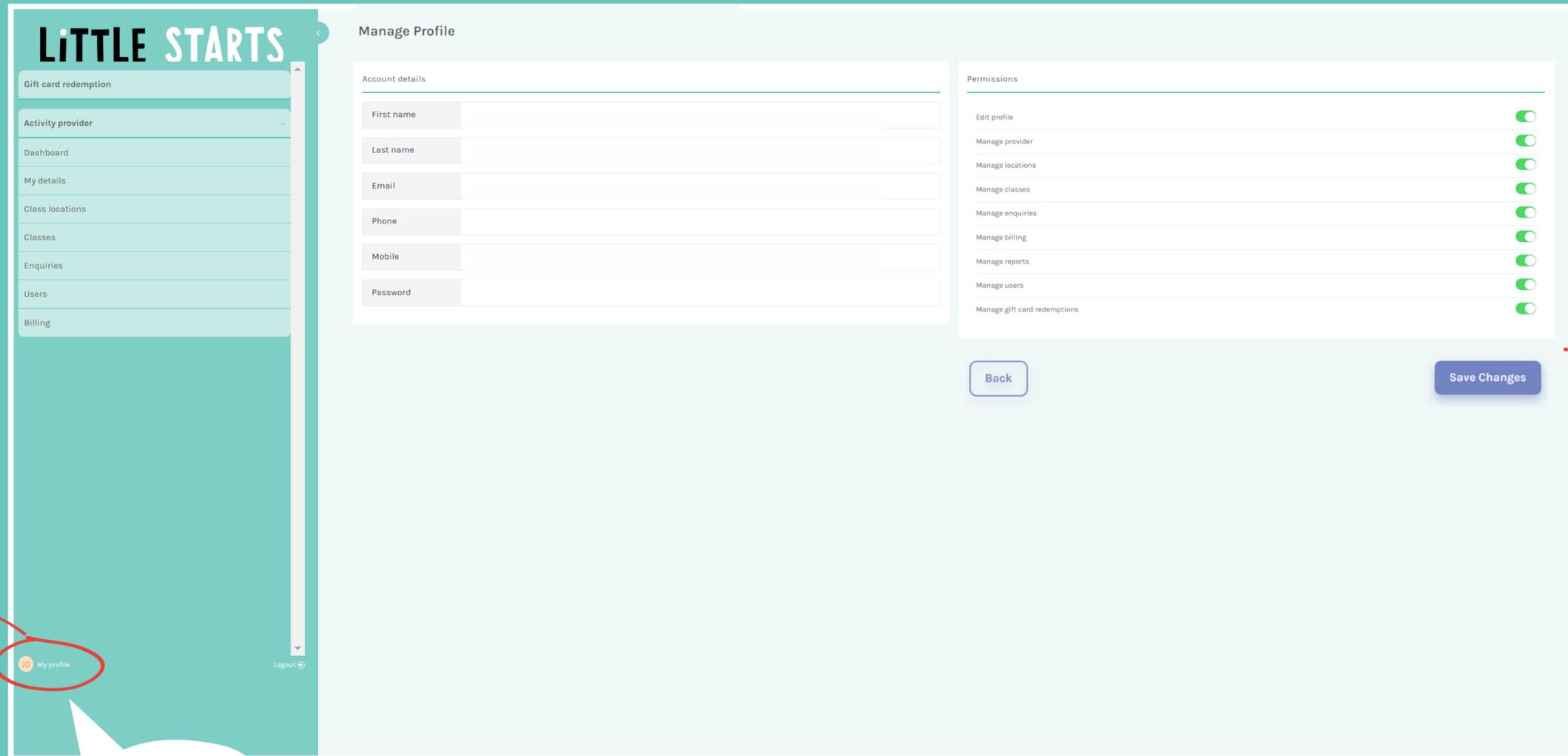


The screenshot shows the 2 Factor Authentication screen. At the top center is the same "LITTLE STARTS GIFTCARDS" logo as in the previous screenshot. Below the logo is a teal box with white text that reads: "Please check your phone and email" followed by "We've sent a code to the details registered on your account". Below this text are six empty teal boxes arranged horizontally, intended for entering the authentication code. At the bottom center of the screen is a blue "Login" button.

# Your Account

# Your account

You can manage your login details and permissions under 'My profile'. If you need to give other people access to your account, for example to update class listings or respond to customer enquiries, you can do this by clicking on the 'Users' tab.



Once logged in, tap the 'My profile' icon in the bottom left of the green, left hand navigation strip.

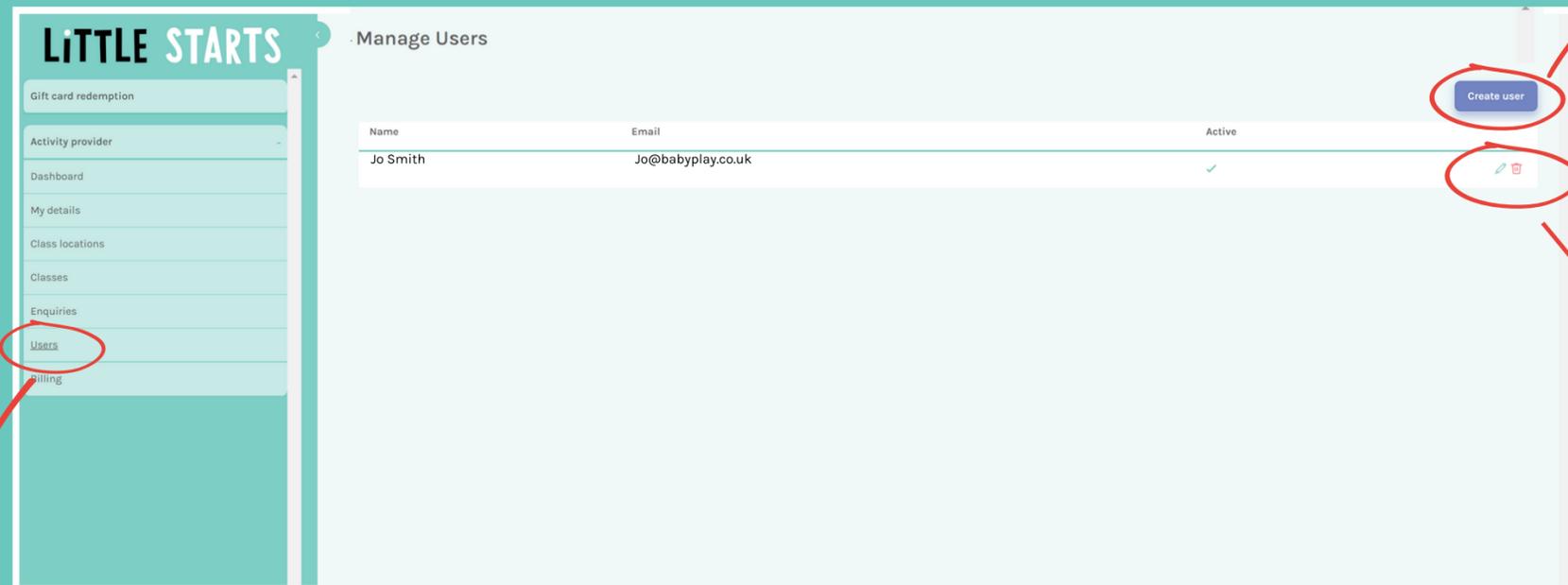


You can then update your account details, permissions and email notifications. Don't forget to click 'save changes'!

# Adding & Managing Users

# Add and manage users

You can add and manage additional users for your account by clicking on the 'Users' tab. You might want to add a business partner, admin support or member of your marketing team as a user so that they can log in to update classes, respond to enquiries and redeem gift cards.

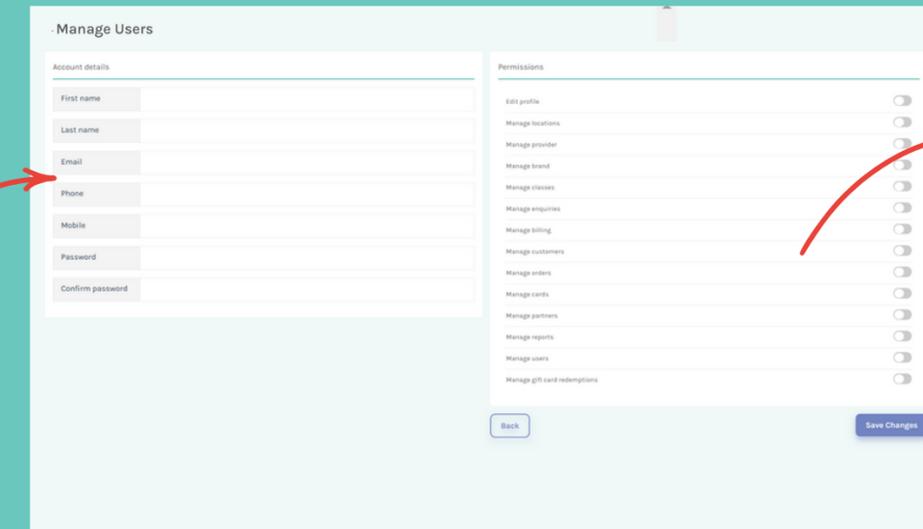


To access this section, click 'Users' in the green, left hand navigation strip.

Once you've added a user, you'll get an email to confirm they have been added. Let them know the password you have set for them so that they can log in.

## Create a new user

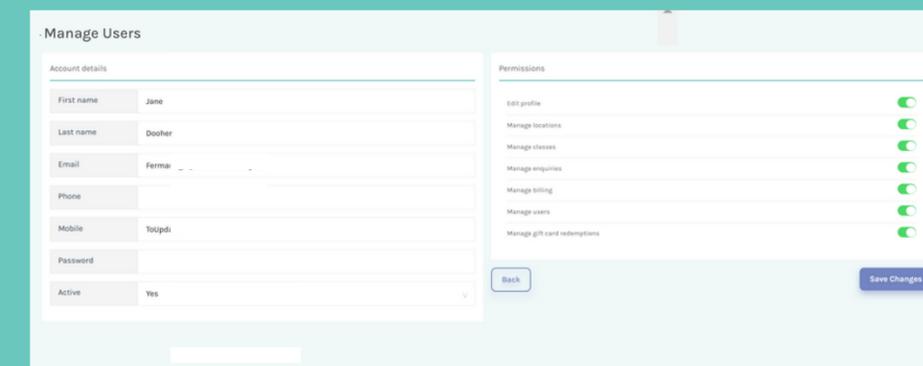
Create a new user for your account by clicking 'Create user' and completing the details. Don't forget to press save!



## Permissions

Select permissions for the user, to give them access only to the areas of your account they need to view and update.

Think carefully about who has access to certain areas, such as billing and enquiries.



## Update an existing user

Update the details for an existing user by clicking the pencil icon next to their name.

Delete an existing user by clicking the trash can.

# Your Business Details

# Your business details

In this section you can add and update your primary contact and business information, including adding additional contacts.

To access this section, tap 'My details' in the green, left hand navigation strip.

You won't be able to update the 'brand' box. Our team will do this automatically before you log in.

Don't worry, customers won't be able to see your phone number, address or job title. This is just for internal use by our team.

The primary email address is the only email address your enquiries will be sent to, unless you add another user with the same permissions.

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**My details**

Class locations

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Enquiries

Users

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Brand

Registered name

Trading name

Contact name

Job title

Status

Primary email

Phone

Mobile

Address

Date signed up

Facebook @LittleStartsGiftCards

Instagram @LittleStartsGiftCards

Save

Additional contacts

Add additional contacts here who we may need to speak to for account, customer or finance queries.

Name	Job title	Email	Phone	Mobile
------	-----------	-------	-------	--------

Add contact

The date and time you agreed to the t's and c's will be pre populated here. To view the latest t's and c's, tap 'Help' in the green left hand navigation strip.

Complete your social handles so that we can promote you!

Add additional contacts here that we may need to speak to for account, customer or finance queries. For example a partner, marketing or finance member of your team.

The background is a solid blue color with scattered colorful confetti in the top-left and bottom-right corners. A white wavy line runs horizontally across the bottom of the page, above a teal-colored footer area.

# Managing Customer Enquiries

# Manage customer enquiries

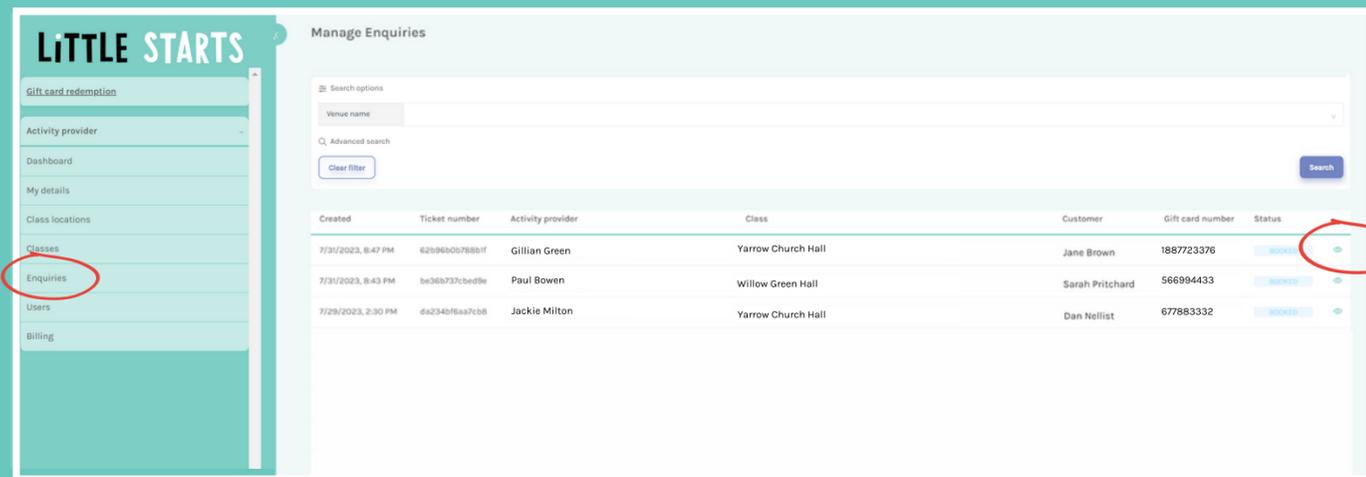
When a customer makes an enquiry you will automatically receive an email to let you know. The enquiry can also be viewed in the Activity Provider Portal.

Top Tip

## Ways to respond...

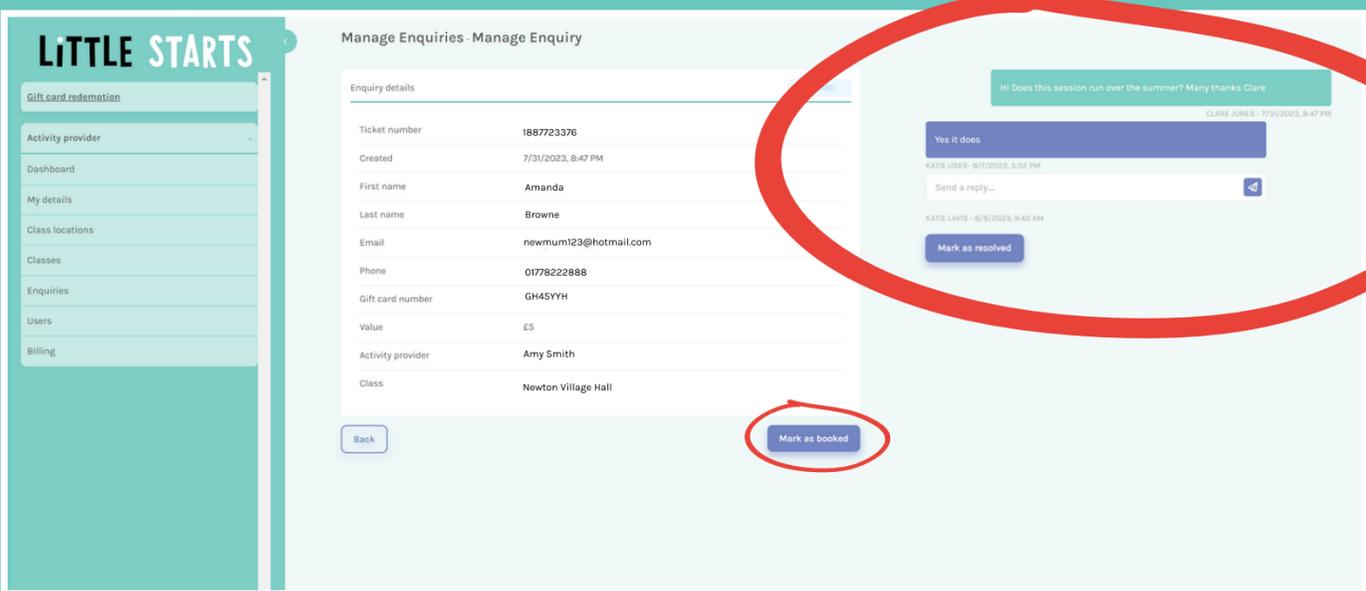
You can respond to a customer enquiry in the Activity Provider Portal, or by phoning, emailing or texting the customer directly using the details provided on their enquiry summary.

We advise responding to the customer in the Activity Provider Portal, to make things easier by keeping all of the communications relating to your Little Starts Gift Cards enquiries in one place!



1. Click 'Enquiries' in the green left hand navigation panel to see a list of all of the enquiries customers have sent you via the Little Starts Gift Cards website.

Click the little eye icon next to each enquiry to see the customer's details, read and respond to the enquiry.



2. Once you have clicked the eye icon, you'll be able to see the customer's details and gift card number- you'll need these to redeem their gift card once they have confirmed they want to book your class.

You'll also find their message and can send them a reply via the portal.

Any further messages they send in response to the initial email chain will be shown here too.

Once you have responded, mark the enquiry as 'resolved' to avoid getting email chasers.

Once the customer has confirmed they want to book your class, mark the enquiry as 'booked'.

# Redeeming a Customer's Gift Card

# Redeem a customer's gift card

To get paid, you must redeem the gift cards of customers who spent their Little Starts Gift Cards with you, via your account.

To access this section, tap 'Gift card redemption' in the green, left hand navigation strip.

Redeem a gift card by entering the requested information. You'll find it on the customer's initial enquiry if they enquired via our website, or you can ask them for these details if they came to you directly.

Once you have clicked 'redeem', you and the customer will both receive an email detailing the redemption.

Use the search filters to view all historical redemptions

## When should I redeem?

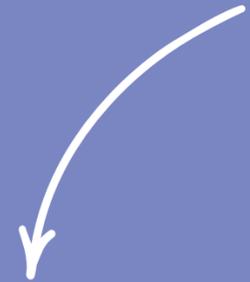
Top Tip

We advise that you redeem a customer's gift card when they confirm they wish to book a class with you, before they attend the class.

This is so that you can check they have enough funds on the card to cover the cost of the class.

Please note that if you don't redeem the gift card before the customer attends your class and subsequently find that their gift card has expired or they don't have sufficient funds to cover the cost of the booking we will not be able to pay you, so it is really important to redeem gift cards in advance.

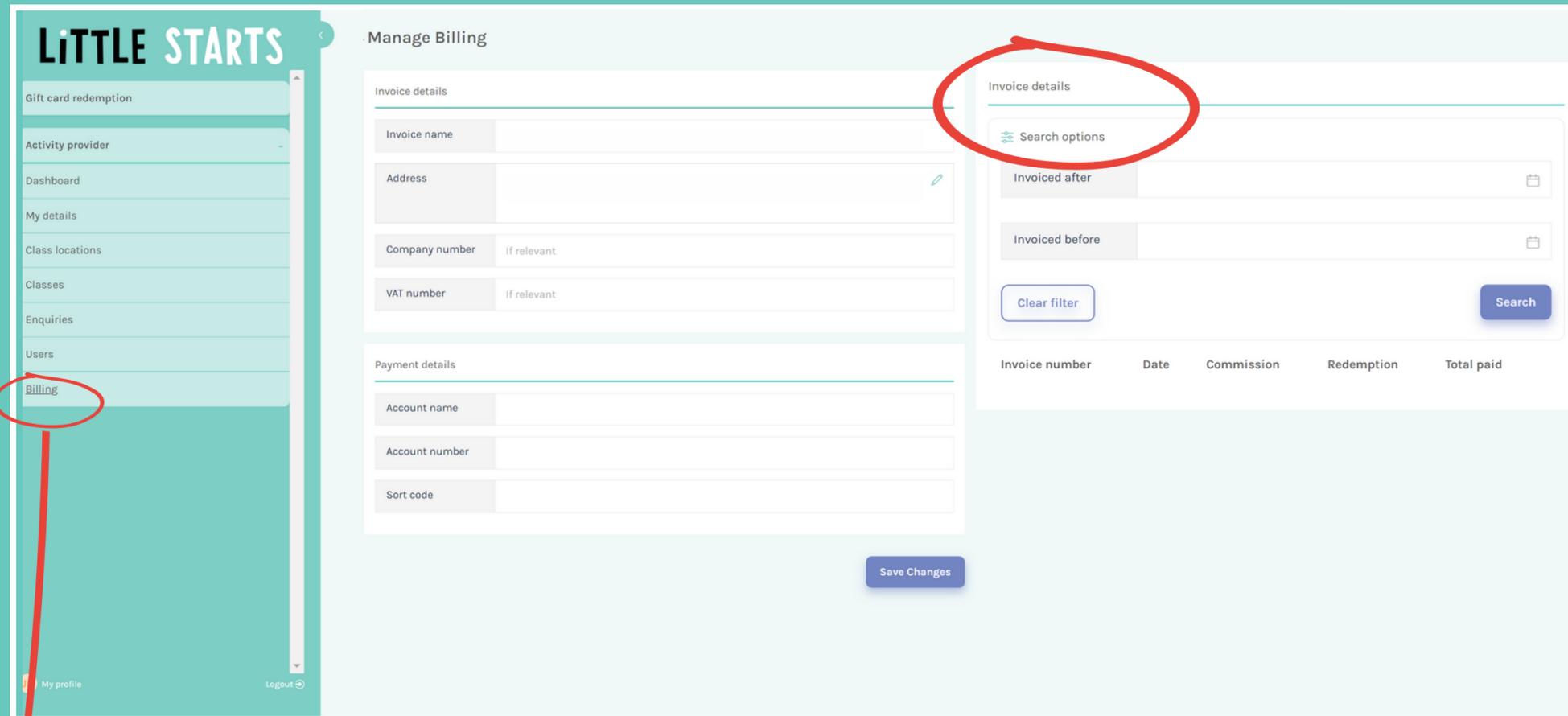
This section covers  
getting paid!



# Payment Details & Invoices

# Manage payment details and view invoices

It's really important you keep your invoice and payment details up to date, or we can't pay you!



To access this section, tap 'Billing' in the green, left hand navigation strip.

When a customer pays for your classes with a Little Starts Gift Card, we deduct our commission before paying the balance of the gift card spend over to you automatically within 14 days of redemption.

## Invoice/ Payment Statement

When we pay you the balance, we will email you an invoice/payment statement. This will show the total redemptions made in that period, our commission and the amount paid to you.

## Remittance

If a customer mentions you at checkout, we'll pay commission to you at 10% of the gift card value up to a maximum of £ 5 per gift card. When we do this, you'll get an email remittance statement to say how much we've paid you.

Find out more about referral commission in FAQs when you tap 'Help' in the green left hand navigation panel.

## Accessing Invoices/ Payment Statements

You can view and download past invoice/payment statements and remittances in your Activity Provider account under 'Billing' and 'Invoice details'

## Looking for a breakdown of redemptions?

You can find this under the 'Gift card redemptions' tab.

# Uploading Classes

# How it works

It's really easy to upload your classes so that customers can see them on the Little Starts Gift Cards website. There are two simple steps you need to follow...

1.

## Add Locations

First, upload all of your class locations into your Activity Provider account in bulk via our csv template, or one at a time.



2.

## Add Classes

Add your classes, in bulk via our csv template or one at a time. The locations you have uploaded will pull through for you to choose from when you upload each class!

# How to add locations

In the 'Class locations' section, you can view and edit all of your class locations.

## Keeping Up to Date

Be sure to log in regularly to check your locations are up to date and the details are correct.

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### Manage Class locations

Below are the locations we have listed for your classes. You can add more locations one at a time by clicking 'Create location'. Or to add multiple locations, click 'Download locations', complete the spreadsheet, then click 'Upload locations' and select your file

NB: Don't delete locations from the downloaded spreadsheet unless you are no longer running classes there, otherwise, when you reupload, the location will be deleted and the associated classes will not be visible on the Little Starts website.

To edit a location, just click on the pencil next to the listing.

Download locations Upload locations Create location

Venue name	Address	Classes	
Westend Community Centre	53 Rossorry Church Rd, Enniskillen , BT747FA	1	 
Old Gate Hall	Drumoghill Bridge , Florencecourt, BT921ED	1	 
Kesh Community Centre	Mantlin Rd, Enniskillen , BT931TU	1	 
Derrygonnelly Community Centre	49 Creamery Road, Fermanagh, BT936FZ	1	 

To access this section, tap 'Class locations' in the green, left hand navigation strip.

## Updating existing locations?

If your classes were live on the old Little Starts Gift Cards website, then you'll already have some locations set up.

To edit or delete existing locations click the little pencil or trash can icon next to the location.

## Adding new locations?

To add new locations one at a time, click 'Create location'

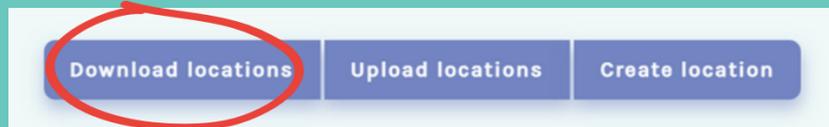
If you want to make lots of changes to your locations, or add lots for the first time, it might be easier to do this in bulk using our Excel locations template. Find out more about how to do this on the following pages.

# Bulk upload locations

If you have lots of changes to make or lots of new locations to add, use the Excel locations template...it's really easy!

## Follow three simple steps...

1. To add multiple locations, click 'Download locations'.



2. Complete the template with the locations of your classes. If you already have locations uploaded and are still running classes at them you'll see them prepopulated when you download the template.

Don't delete them from your export file or when you re-upload the file they will be deleted. Instead, add your new locations to the bottom of the file.

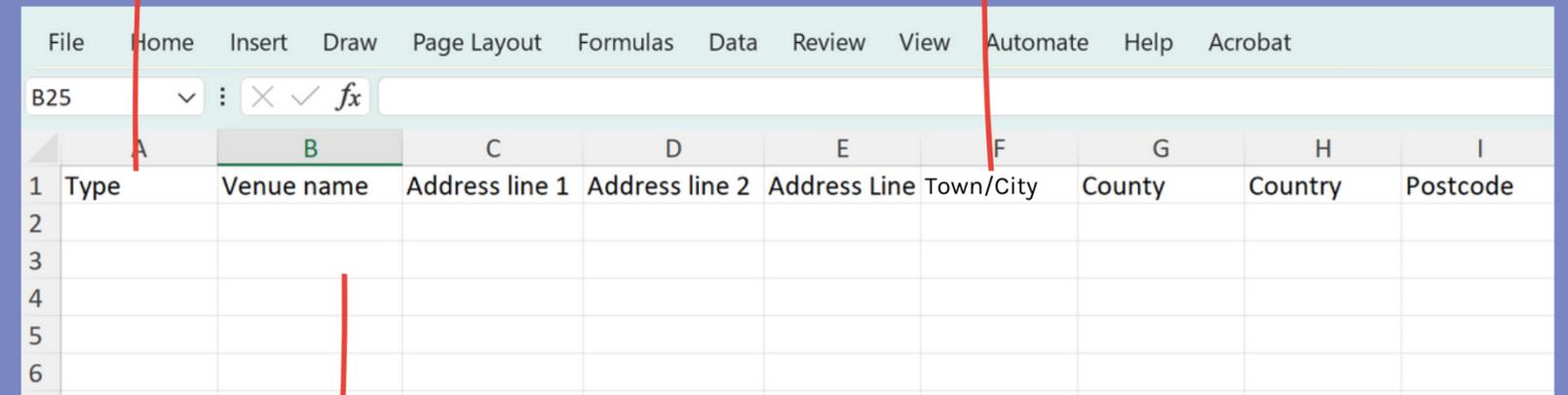
3. Once you have added all of your locations to the template, save the file on your computer, go back to your Activity Provider account and upload via the 'Upload locations' button.



## How to complete the template

Choose from 'Online' or 'In Person'

It's really important you add a town or city, so that customers can find you when they search.

A screenshot of an Excel spreadsheet template. The spreadsheet has columns labeled A through I and rows 1 through 6. The headers are: A: Type, B: Venue name, C: Address line 1, D: Address line 2, E: Address Line, F: Town/City, G: County, H: Country, I: Postcode. A red arrow points from the text 'Choose from 'Online' or 'In Person'' to cell A1. Another red arrow points from the text 'It's really important you add a town or city...' to cell F1. A third red arrow points from the text 'If you have chosen online...' to cell B1.

	A	B	C	D	E	F	G	H	I
1	Type	Venue name	Address line 1	Address line 2	Address Line	Town/City	County	Country	Postcode
2									
3									
4									
5									
6									

If you have chosen online as the 'Type' state which platform here (eg. Zoom, Teams or Facebook live) under 'Venue name'. There is no need to complete the address columns where you have chosen an online platform.

# Add locations individually

When you click 'Create location' to upload classes individually, you'll see the screen below.

Under 'Type' choose from 'Online' or 'In person'. If you select 'Online' don't forget to choose a platform, like Zoom or Teams.

**LITTLE STARTS**

Rugbytots Fylde Coast - Manage Class locations

Upload each of your class locations separately and press save.

Location details

Type

Venue name

Address Line 1

Address Line 2

Address Line 3

City

County

Postcode

Country

Additional details e.g. Free parking or Wheelchair access

Cancel

Save

Don't forget to click 'Save'!

The 'Postcode lookup' will automatically populate your location address once you enter your postcode, or you can enter the full location address manually.

# How to add classes

## Keeping Up to Date

Be sure to log in regularly to check your classes are up to date and the details are correct.

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### Manage Classes

Search options

Location Location v Day Only days relevant to you... v Clear filter Search

Export Upload file Create class

Class name	Location	Days	Price	Enquiries	Active	
Little Mess	Westend Community Centre	Monday, Saturday	Per Class : £10.00	-	✓	 
Little Mess	Derrygonnelly Community Centre	Saturday	Per Class : £10.00	-	✓	 
Little Mess	Kesh Community Centre	Saturday	Per Class : £10.00	-	✓	 
Little Mess	Old Gate Hall	Saturday	Per Class : £10.00	-	✓	 

To access this section, tap 'Classes' in the green, left hand navigation strip.

## Updating existing classes?

If your classes were live on the old Little Starts Gift Cards website they have been automatically uploaded to the new website.

You'll still need to go in and check the details are correct though, plus add any new classes and delete any that are no longer running.

To edit or delete existing classes click the little pencil or trash can icon next to the class

## Adding new classes?

To add new classes one at a time, click 'Create class'

If you want to make lots of changes to your classes, or add lots for the first time, it might be easier to do this in bulk using our Excel classes template. Find out more about how to do this on the following pages.

# Add classes individually

When you click 'Create class' to upload classes individually, you'll see the screen below.

Top Tip

## Same class, different days & times?

You can list all the days and times for the same class name in the same location with the same age range at once, via the screen below.

If you want to add a class in another location or with a different name/age range press 'Save and new' and do the repeat process for that class/location/price combination.

Under 'Venue name' you can select the class location from the locations you have already uploaded.



Click the little + icon to add additional times to the same day

Make sure the times you enter are in 24 hour format. For example 14:00 not 2pm

Check the 'active' toggle is green, otherwise your classes will not be published to our website.

Don't forget to save!

Select from the dropdown to tell customers how the class is priced. Per class, week, month or term.

Add additional pricing details here, like sibling discounts

This is the category you will be listed under when customers filter by category on our website. You can choose up to three that best reflect the class

# Adding a one off class?

To add a class that only occurs once on a specific day and time that is not recurring, click 'Create class' and follow the steps on the previous page. Make sure that you only add one date and time.

When the date of the class has passed, your listing will expire and you'll get an email to let you know.

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- Gift card redemption
- Activity provider
- Dashboard
- My details
- Class locations** (highlighted with a red circle)
- Classes
- Enquiries
- Users
- Billing

### Manage Classes

Upload each of your classes and press save

#### Class Details

Venue name: Select location

Class name: [Text input]

Class description: Tell customers what they can expect at this class

Who the class is for?: [Text input]

Age/stage from: [Text input]

Age/stage to: [Text input]

Category types: Select categories (one or more)

Additional details: e.g. Bring wellies or Swimming nappy needed

Class frequency: Select frequency

Term time only:

#### Price

TYPE: Please Select

VALUE: £ Value

Additional details: [Text input]

#### Monday

START: [Text input] END: [Text input]

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Active:

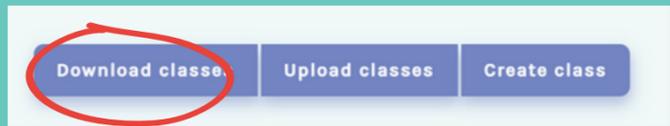
Back Save and new Save and exit

# Bulk upload classes

If you have lots of changes to make or lots of new classes to add, use the Excel class template to bulk upload classes.

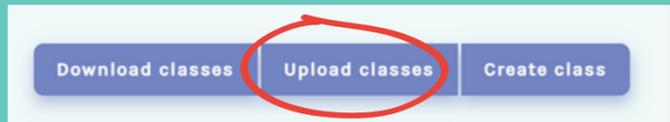
## Follow three simple steps...

1. To add multiple classes quickly, click 'Download classes'.



2. Complete the spreadsheet with your classes, using the tips below and save as a CSV.

3. Then click 'Upload file' and select your Excel document to re-upload your classes. Don't delete any of your classes that are already loaded in the spreadsheet if you are still running them, otherwise they will be deleted when you re-upload the file.



## How to complete the template

Psst! Don't forget to delete row 2, its just an example!

You can leave the ages blank if your class is just for grown ups.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	Class Name	Category Type 1	Category Type 2	Category Type 3	Location Venue Name	Who the class is for	Age/stage From	Age/stage To	Price value	Price type	Class Frequency	Term time only	Date (if one off)	Day Of Week	Start Time	End Time	Class Description	Additional Details
2	A new class	Select Category	Select Category (optional)	Select Category (optional)	Select Location	Who is this class for?	Select age	Select age	8	Per class	Weekly	Is the class run during term time?		Monday	09:00	10:00	This is a cool class to introduce kids to the world	Wellies required
3																		
4																		
5																		
6																		
7																		

Click and select a category from the dropdown that best represents your class, you can choose up to three.

The locations you previously set up will appear in a dropdown here for you to choose from.

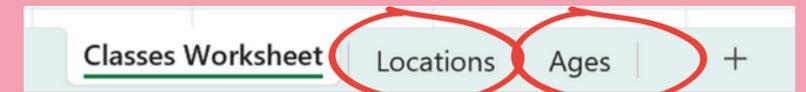
How is your class charged?

Explain to customers what they can expect at your class here.

Add extra details like 'Wellies required' or 'Bring a swimming float'

## Worksheet Tabs

Do not make any amends or additions to the 'Locations' or 'Ages' tabs at the bottom of the excel template. These tabs are for our development team only!



IMPORTANT

Logging Out

# Logging out

Once you have finished updating or checking your account, don't forget to log out!

Logging out helps to keep your account secure by preventing unauthorised users from accessing it.

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**Manage Gift card redemption**

Card redemption details

Redeem a gift card by entering the information below. You can find this on the customer's initial enquiry or by asking them if they have come to you directly.

Gift card number

Amount to redeem £

Customer details

Class

First name

Last name

Email

Redeem

Historical card redemptions

Search options

Redeemed after

Clear filter

Gift card number	Value
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To Log out, click the little 'Log out' button at the bottom of the green navigation strip

Logout →

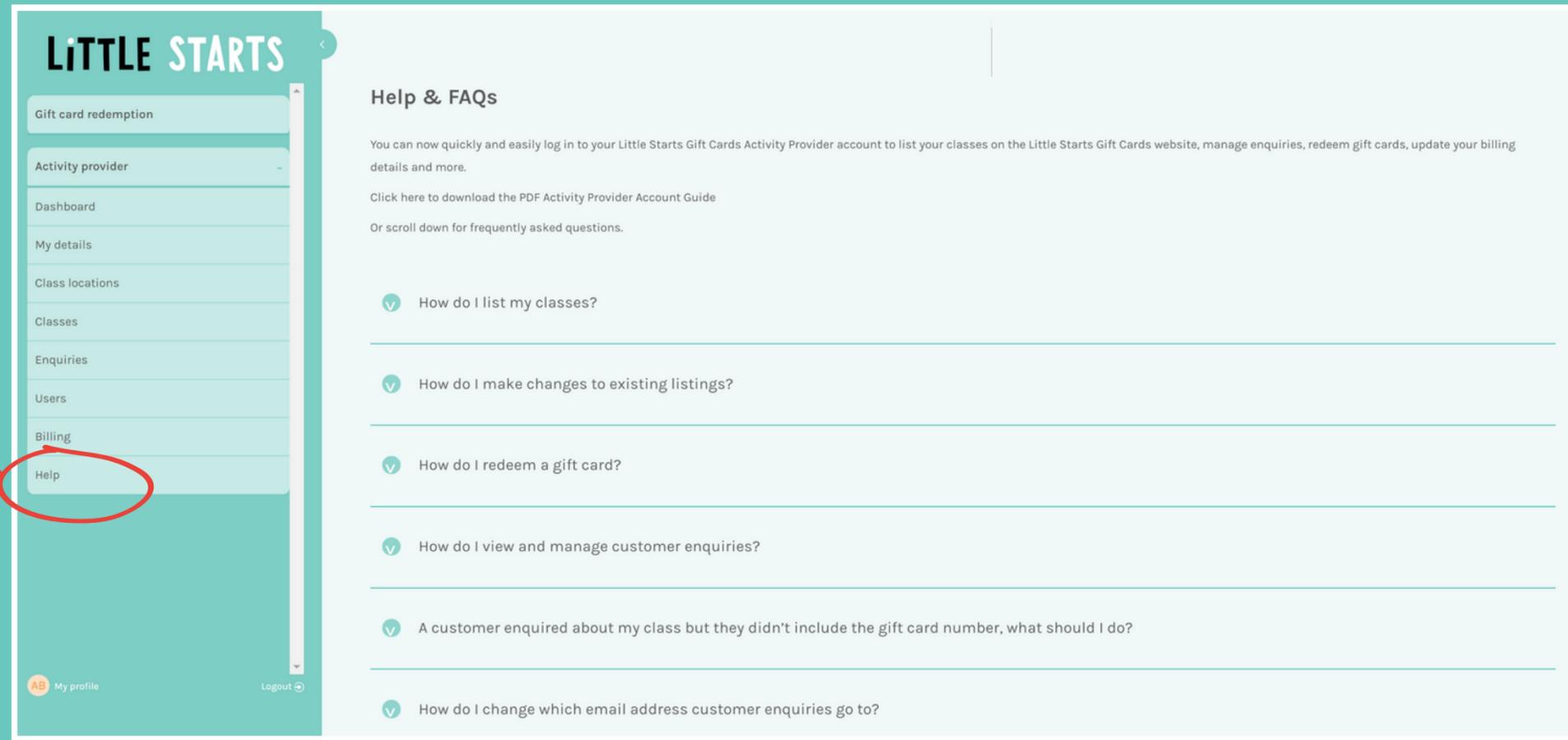
# Getting More Help

# Visit the Help Centre

Visit the Help Centre in the Activity Provider portal to view Frequently Asked Questions.

You can also download the latest Little Starts Gift Cards Terms and Conditions from the Help Centre too.

To access this section, tap 'Help Centre' in the green, left hand navigation strip.



# Getting more help

## Contact Us

If you're finding things tricky, pop us an email at [hello@littlestartsgiftcards.com](mailto:hello@littlestartsgiftcards.com). We'll be in touch as soon as possible to help, usually within one business day.

## Feedback

Our amazing system is still new, and we're continually improving things as we go! If you find a glitch, something doesn't look quite right or have a great idea for improvement we'd love to hear from you. Email [hello@littlestartsgiftcards.com](mailto:hello@littlestartsgiftcards.com)

