GELSS MEMBER SUSPENSION PORTAL

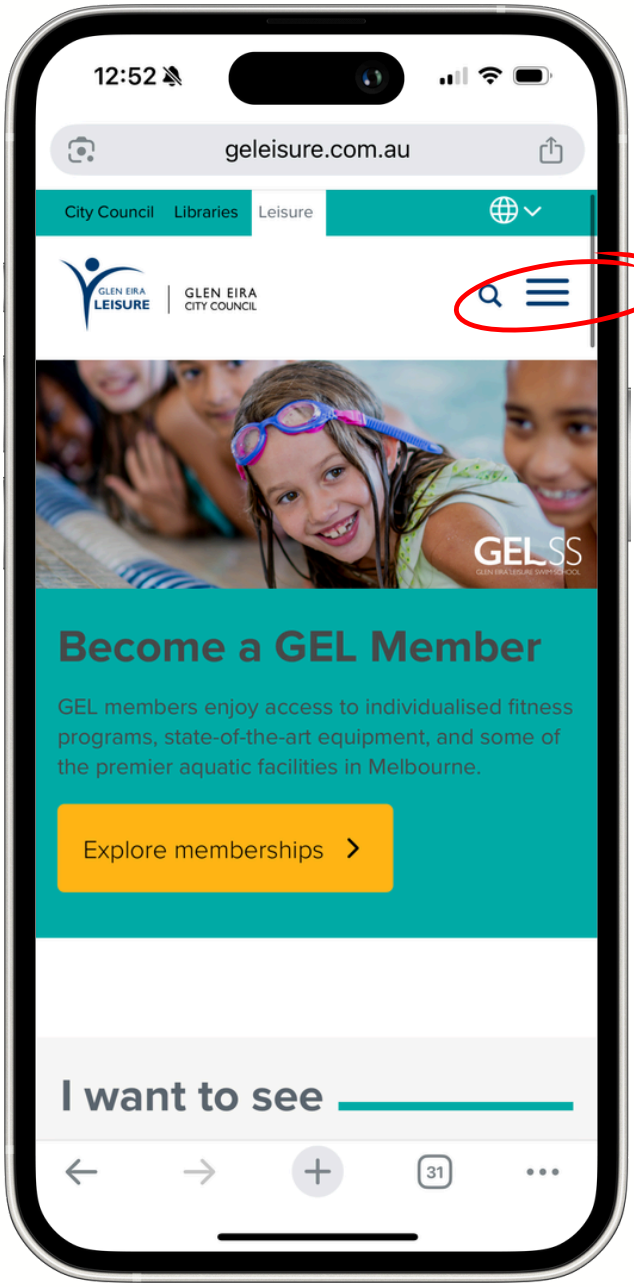
NAVIGATE TO OUR MEMBER PORTAL

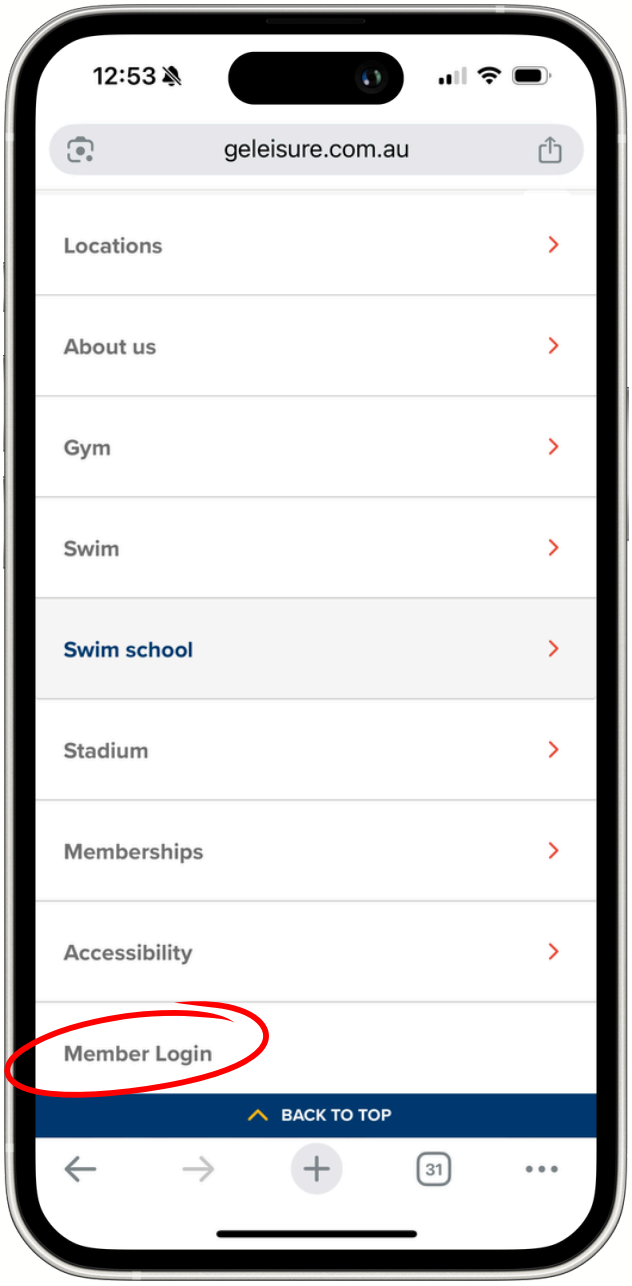
1

This can be done from our website, https://www.geleisure.com.au/ and navigating to the menu in the top right corner (the three horizontal lines)

2

Scroll and click on "Member Login"



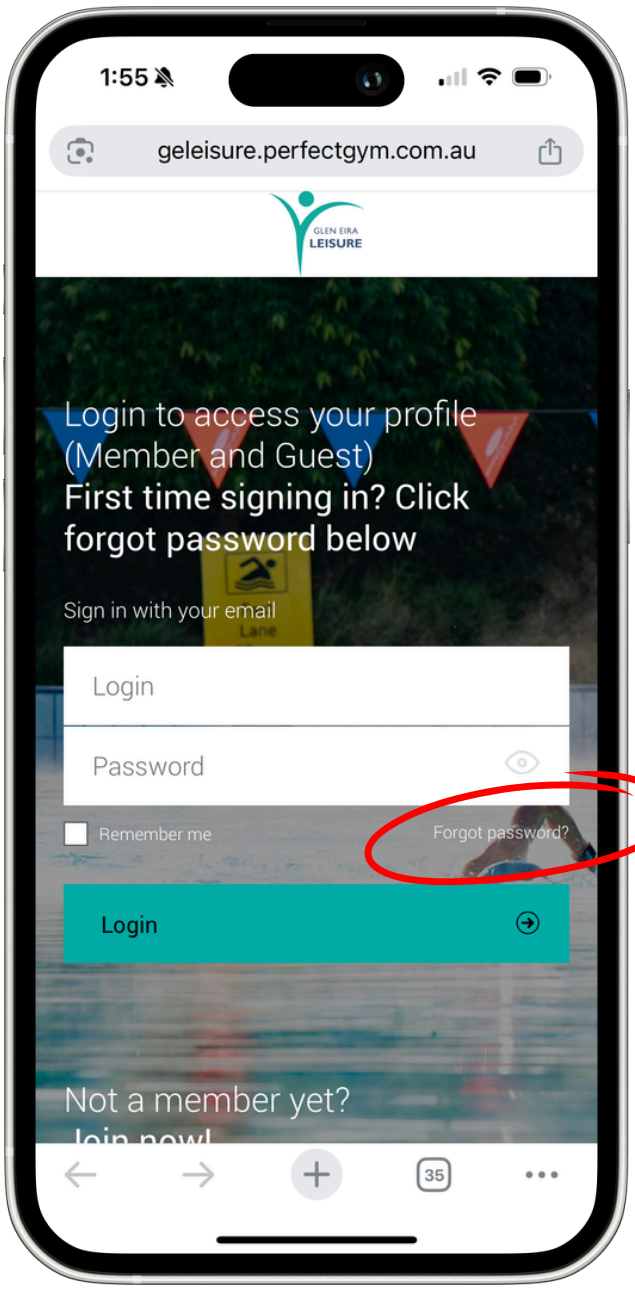


I CANNOT REMEMBER MY PASSWORD

***Please proceed to step 7 if you know your login details**

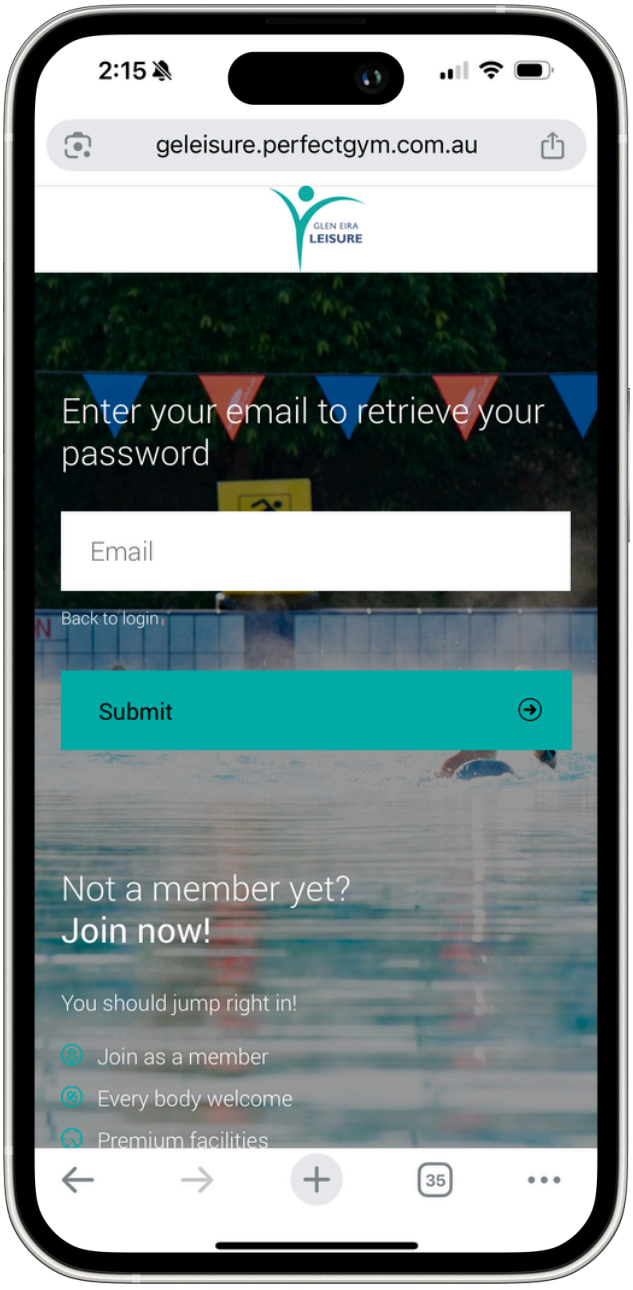
3

Please press "Forgot password". See red Circle



4

Enter your email and press submit



PASSWORD RESET

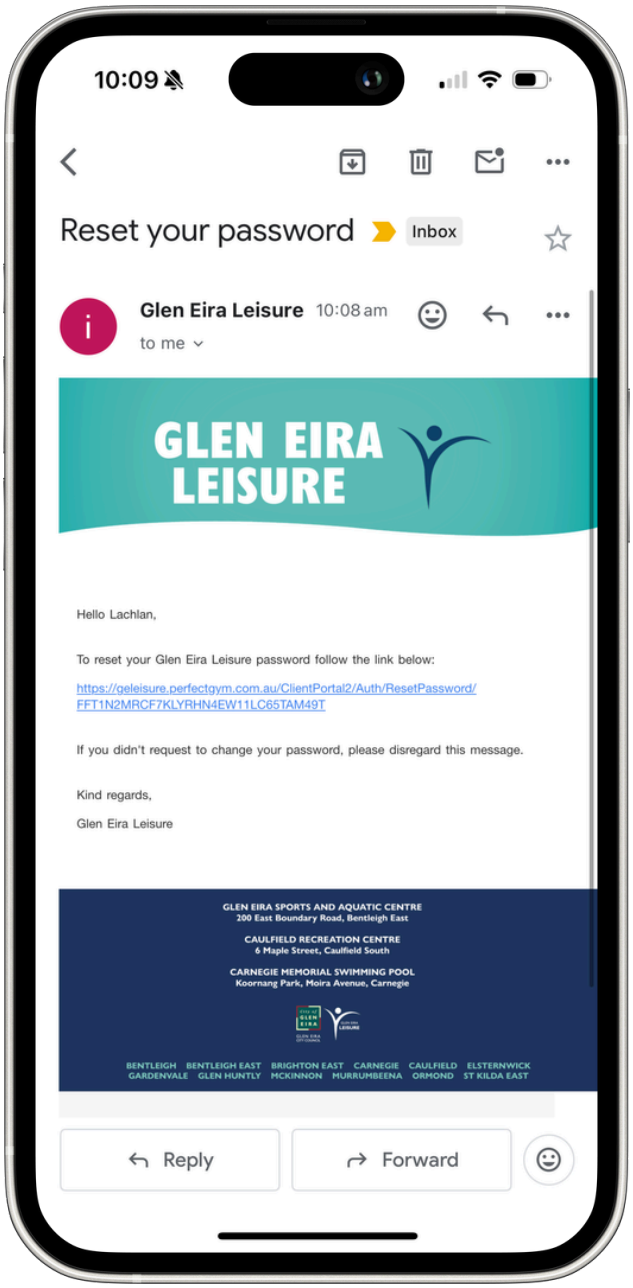
5

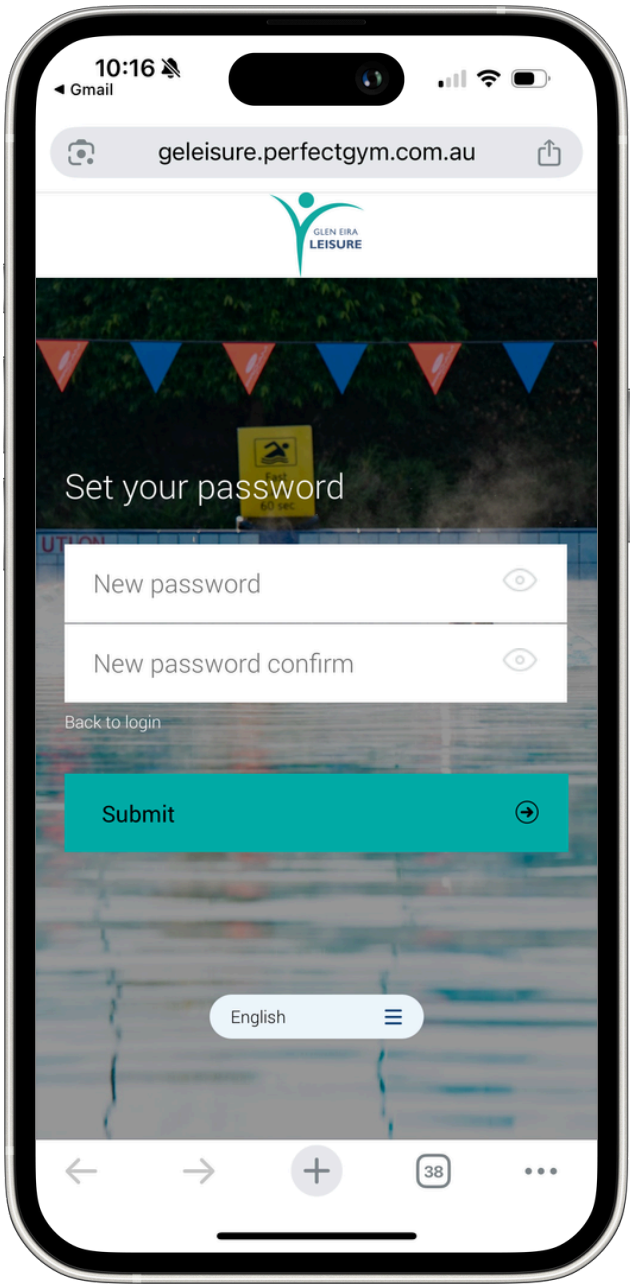
Please click link.

*If an email doesn't come through, please call 9775 7100, so we can confirm that we have your correct details

6

Please create a new password

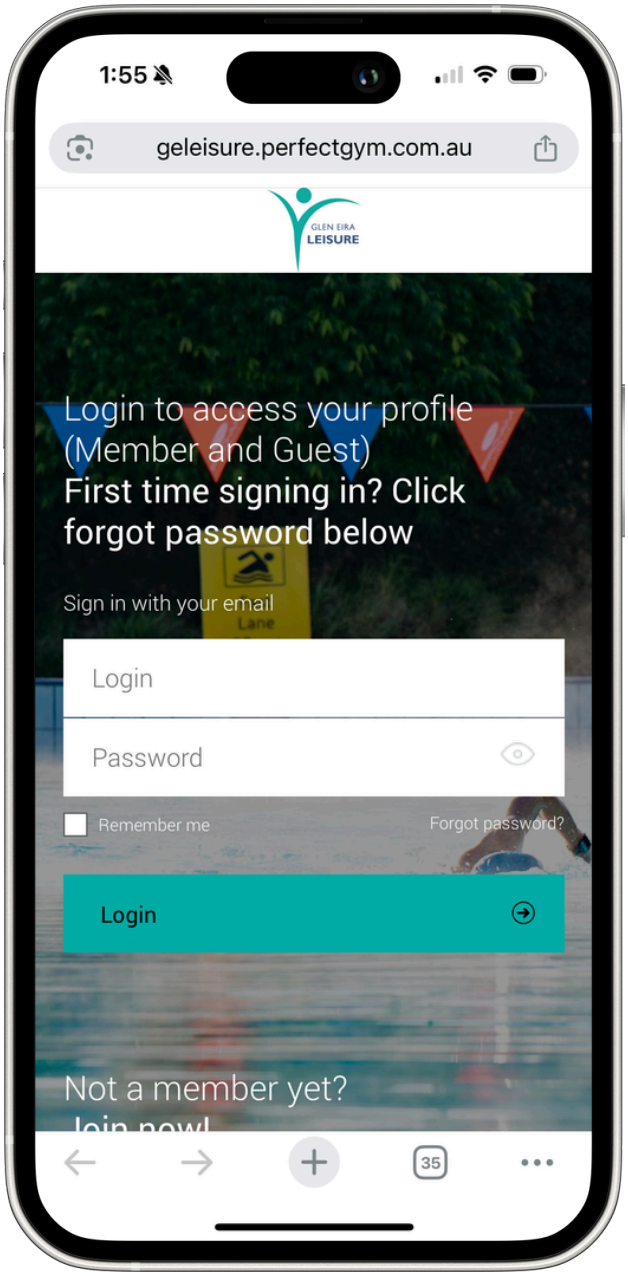




LOGIN TO PORTAL

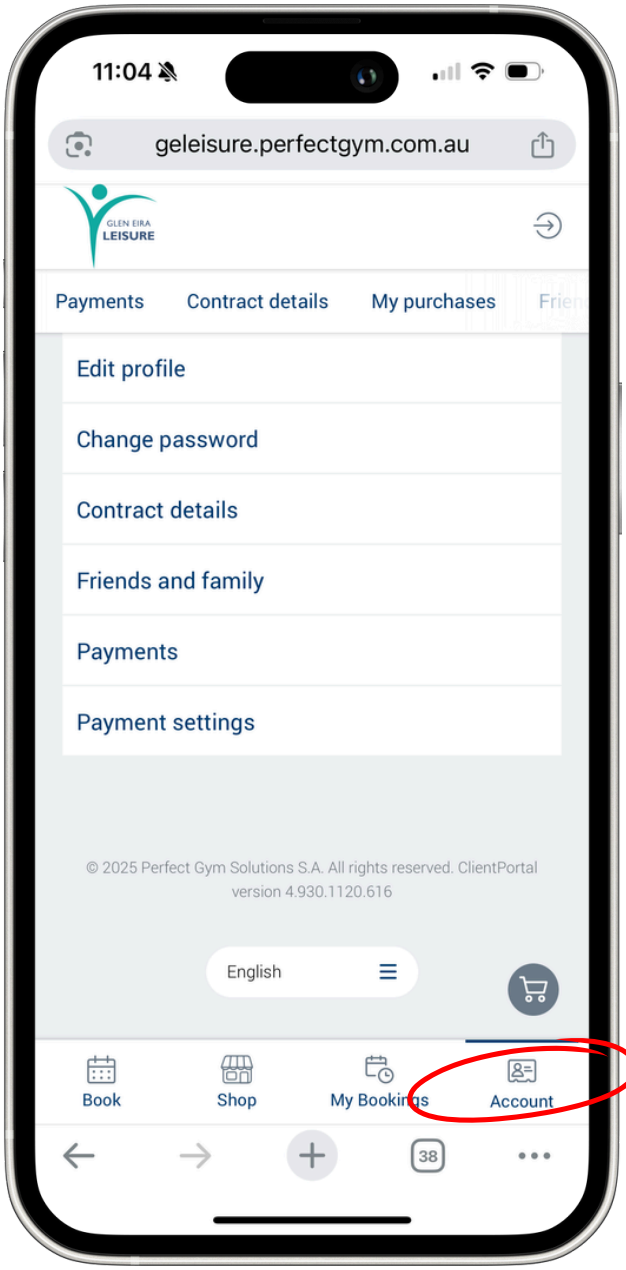
7

Please login with you email and password



8

Click the Account tab. Please see red circle



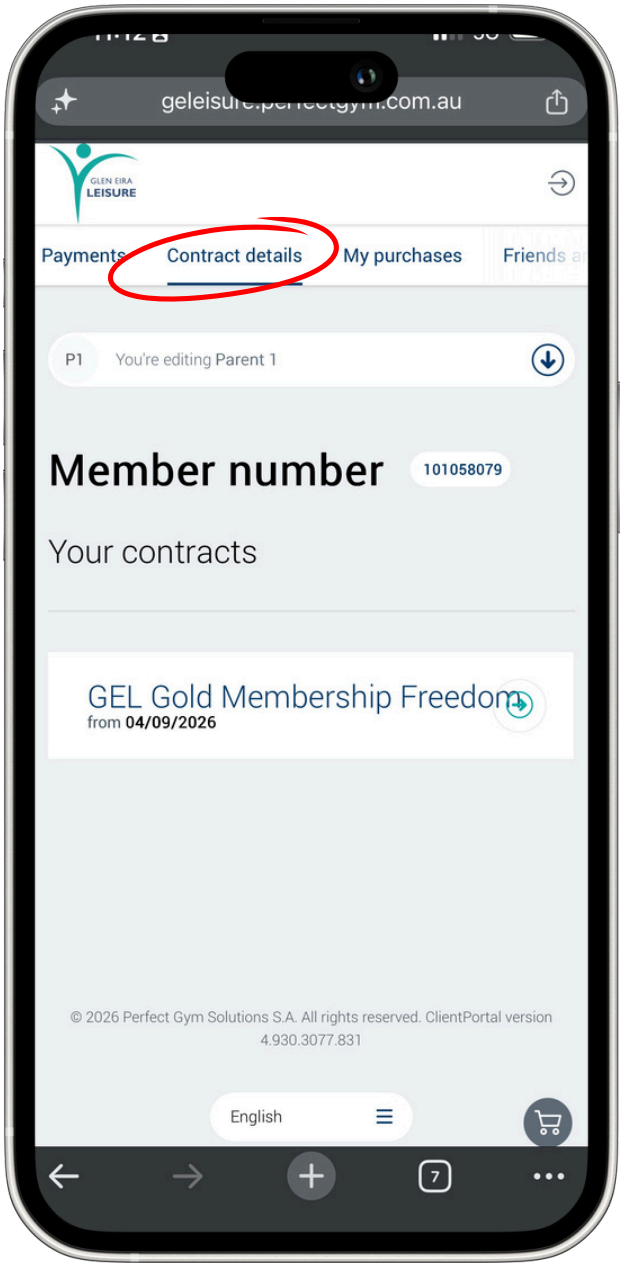
ACCESSING YOUR CHILD'S CONTRACT

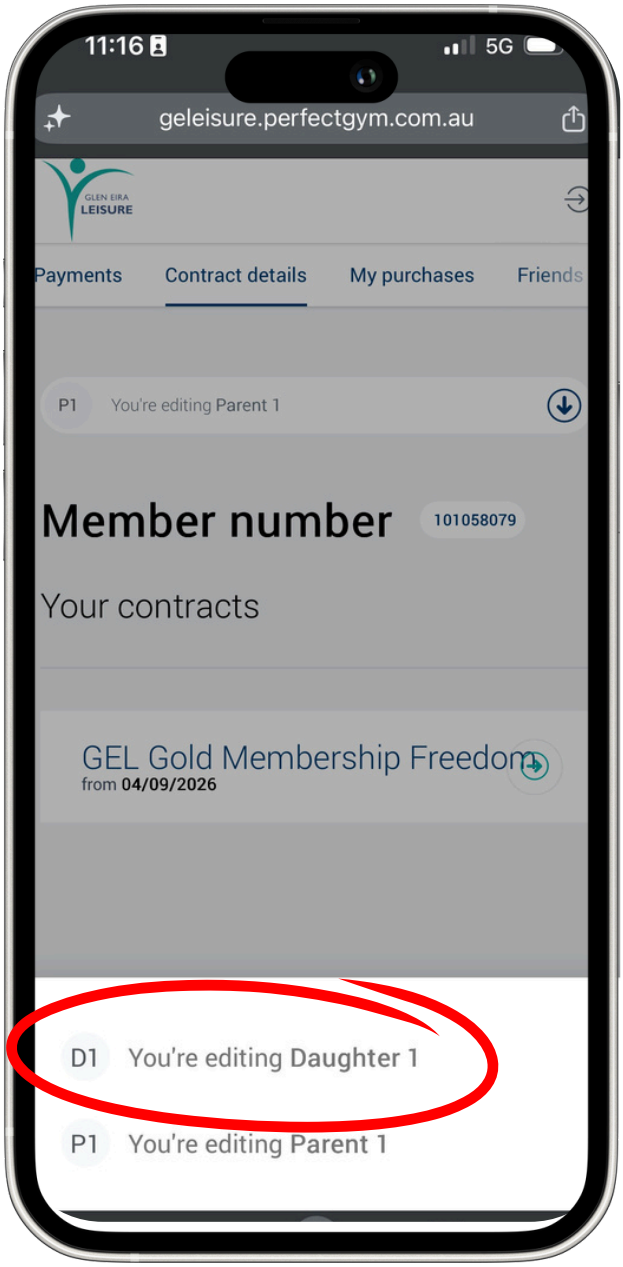
9

Go to Contract Details

10

Ensure your account is linked to the child's account.
Select the user/child you wish to place a suspension on

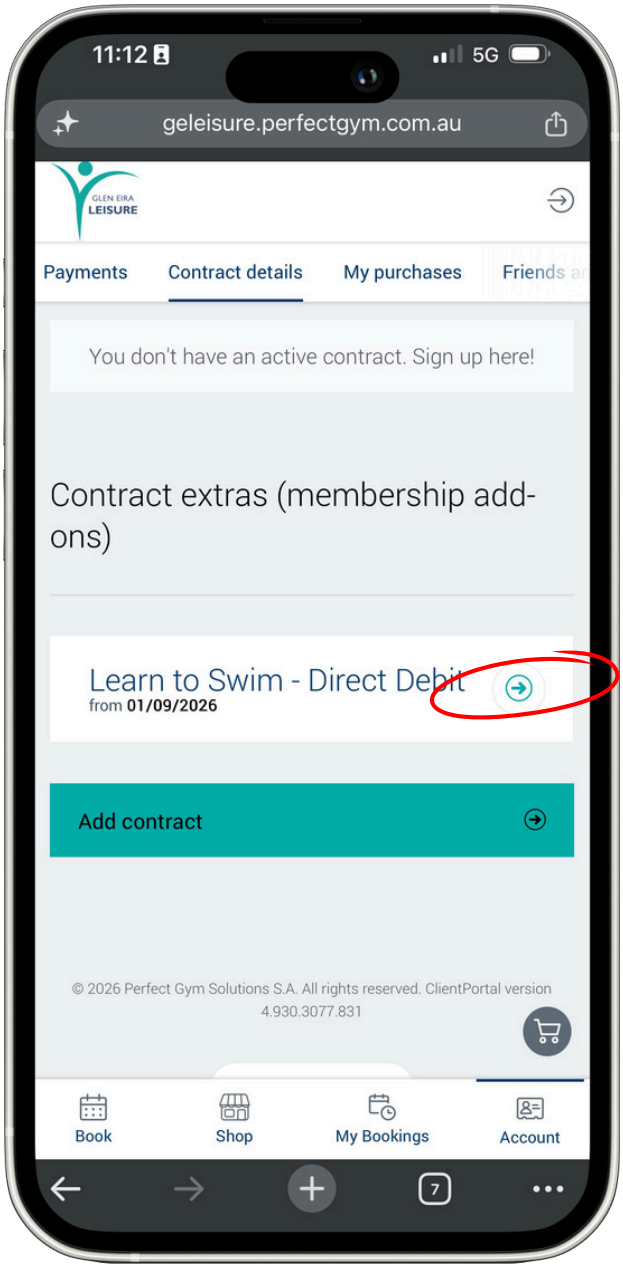




ACCESSING YOUR CHILD'S CONTRACT

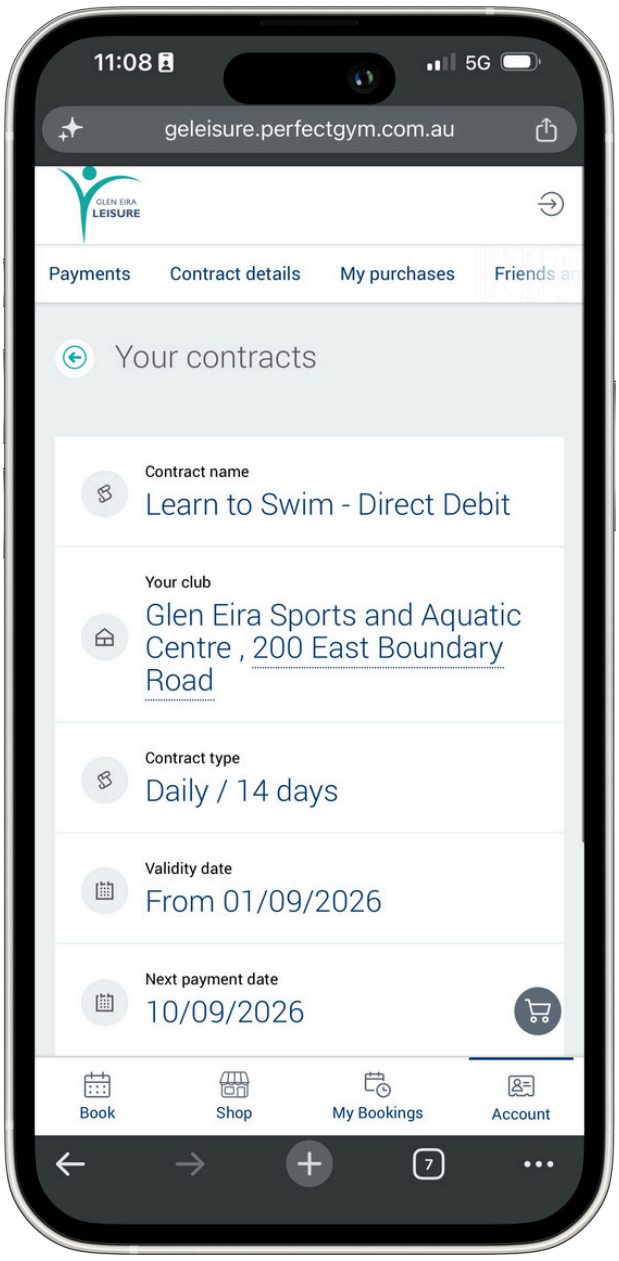
11

Select LTS Membership



12

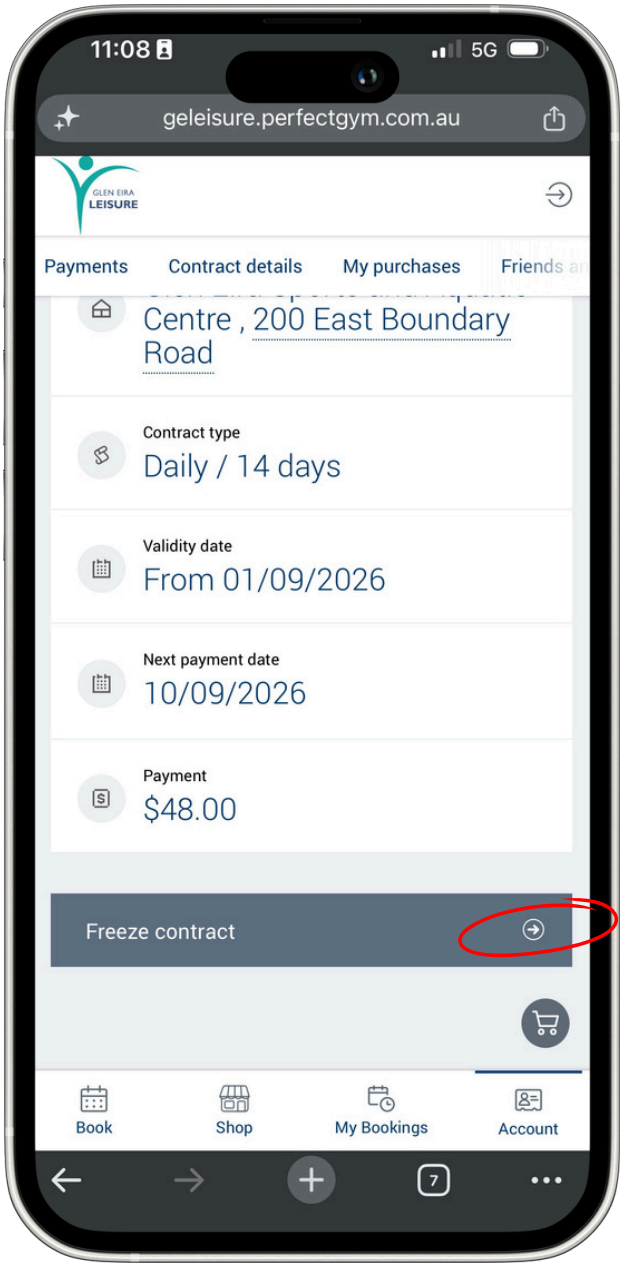
This will take you to your child's LTS contract



CHOOSING YOUR FREEZE CONTRACT

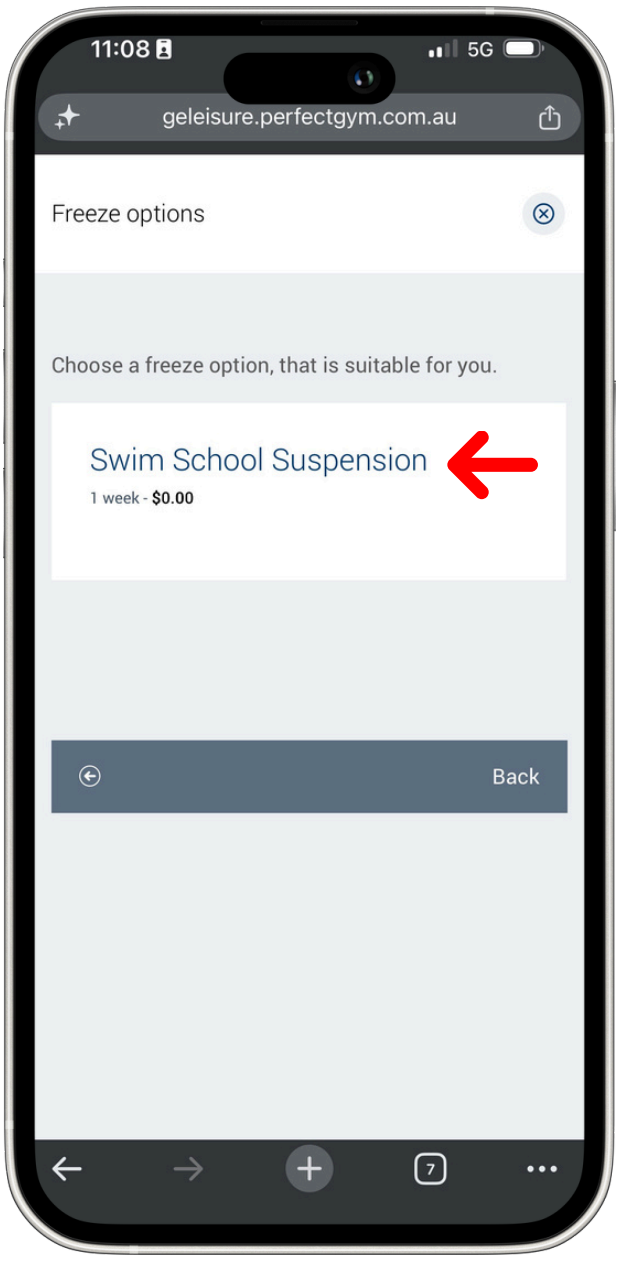
13

Scroll down to find "Freeze Contract"



14

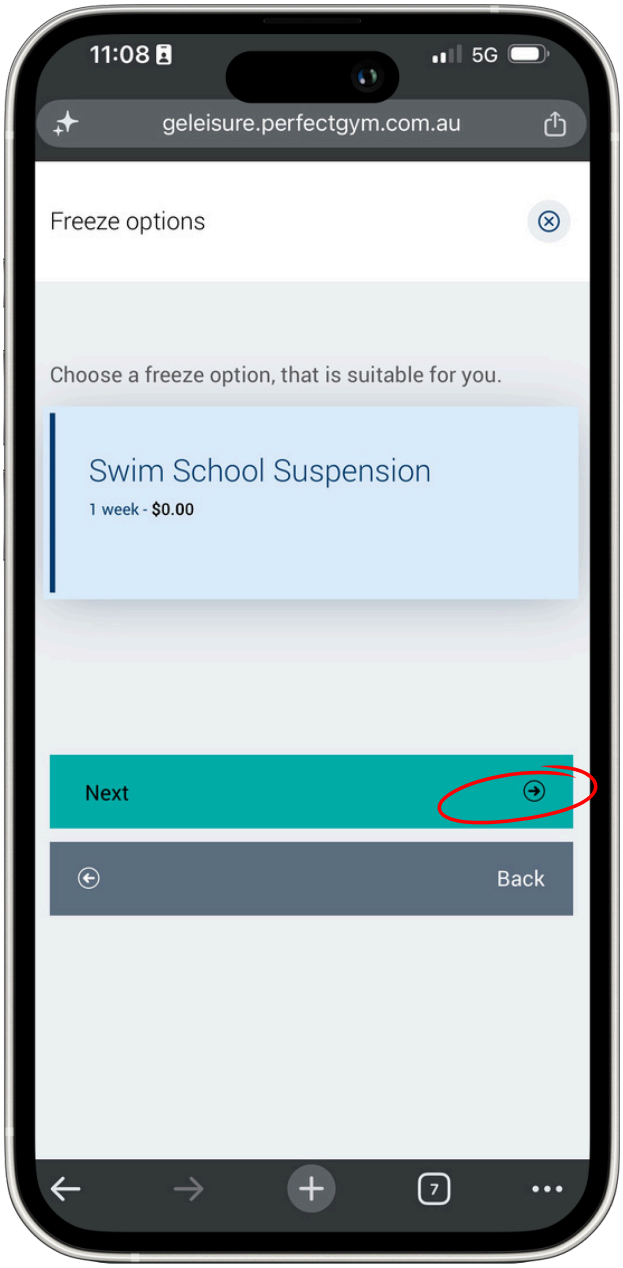
Select Swim School Contract



CHOOSING YOUR FREEZE CONTRACT

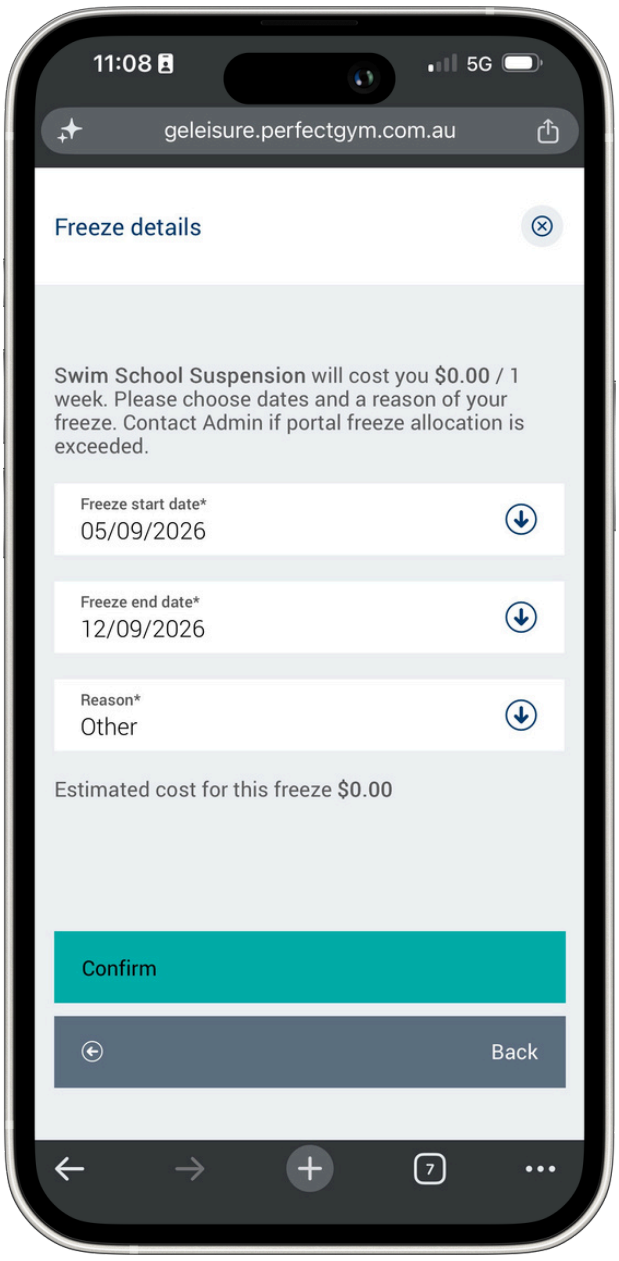
15

Click "Next"



16

This will take you Freeze details. This is where you customise your freeze details.



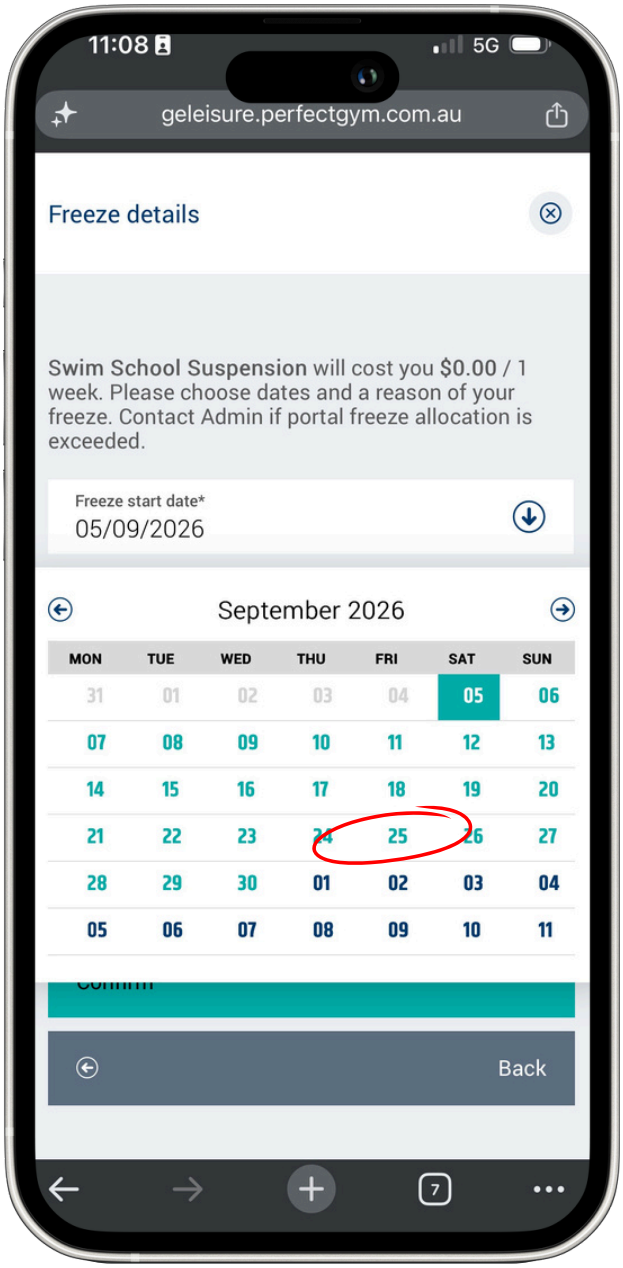
GLEN EIRA LEISURE

CUSTOMISING YOUR FREEZE DETAILS

17

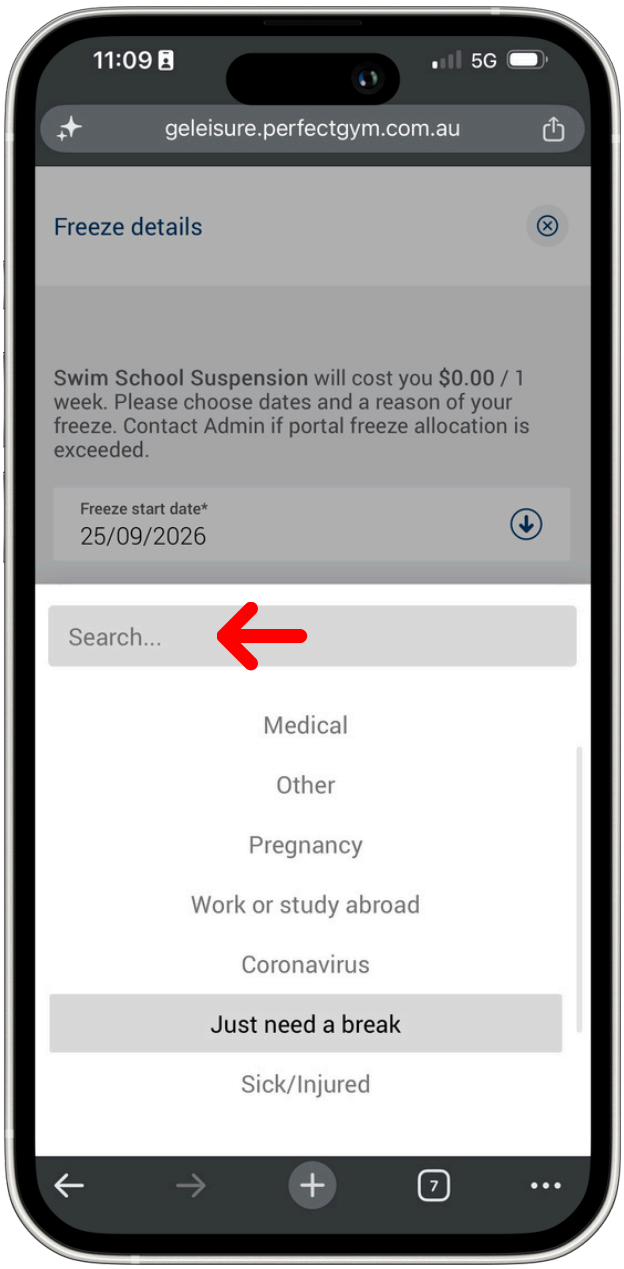
Select freeze start date

End date is automatically selected



18

Please Select "Public Holiday" for Reason

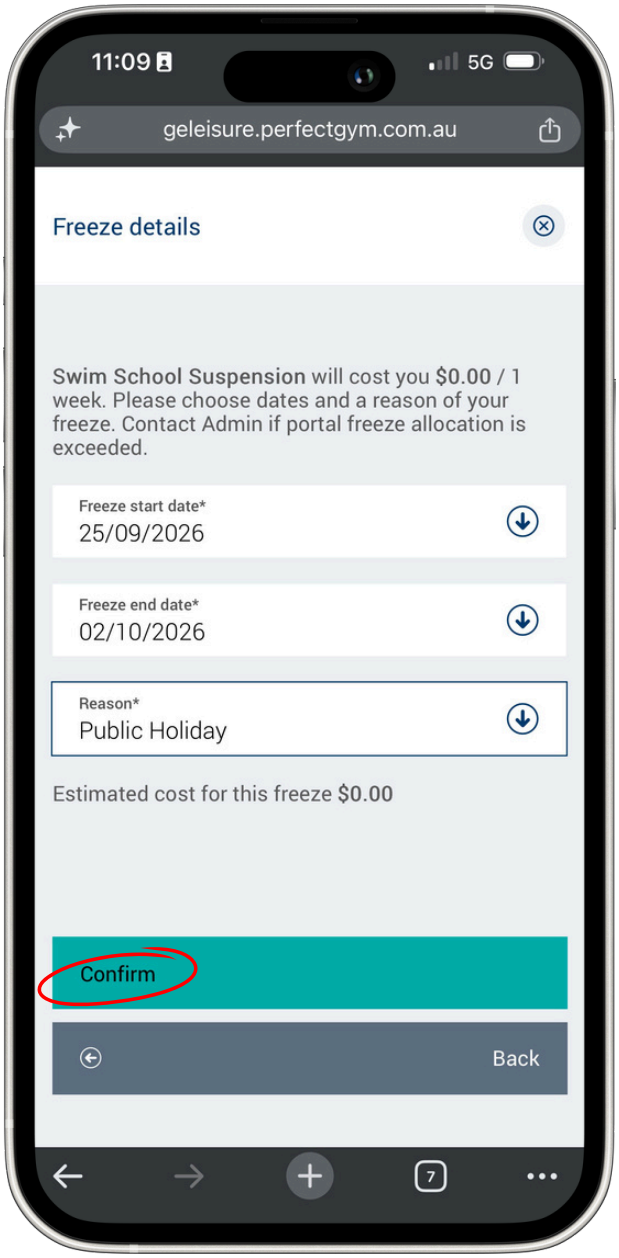


CONFIRMING YOUR FREEZE DETAILS

19

Select "Confirm"

This should successfully add the AFL Grand Final Eve freeze to your child's account



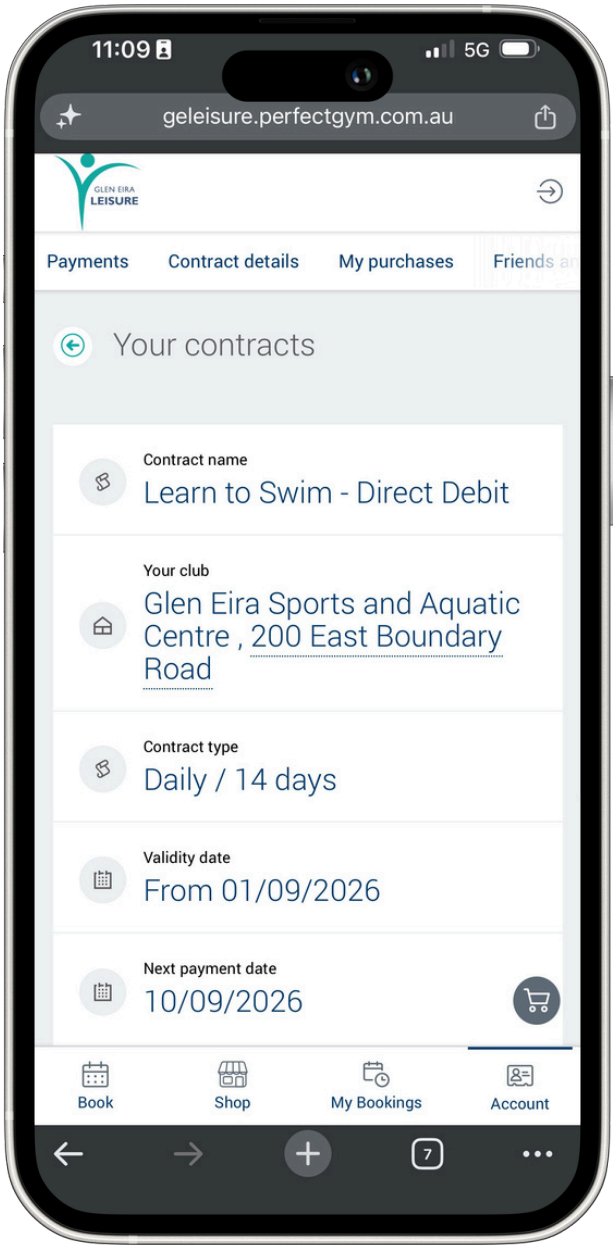
CANCELLING YOUR FREEZE

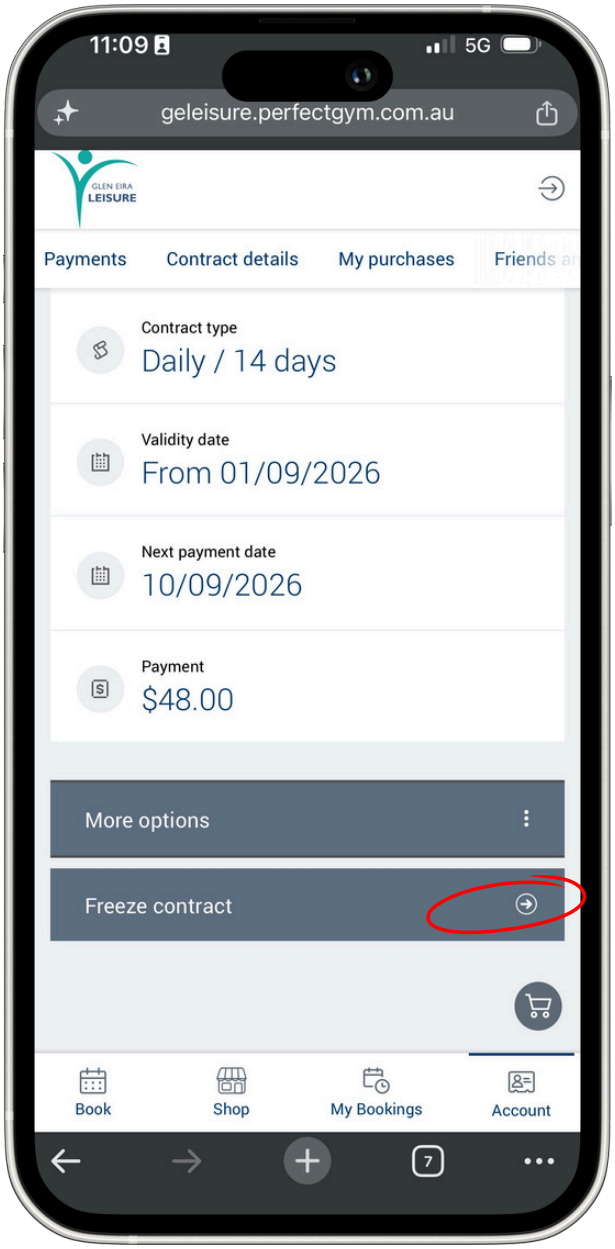
20

Follow steps 1-12 to find your child's LTS contract details

21

Scroll to the bottom to find your active freezes.
Select "Freeze contract"

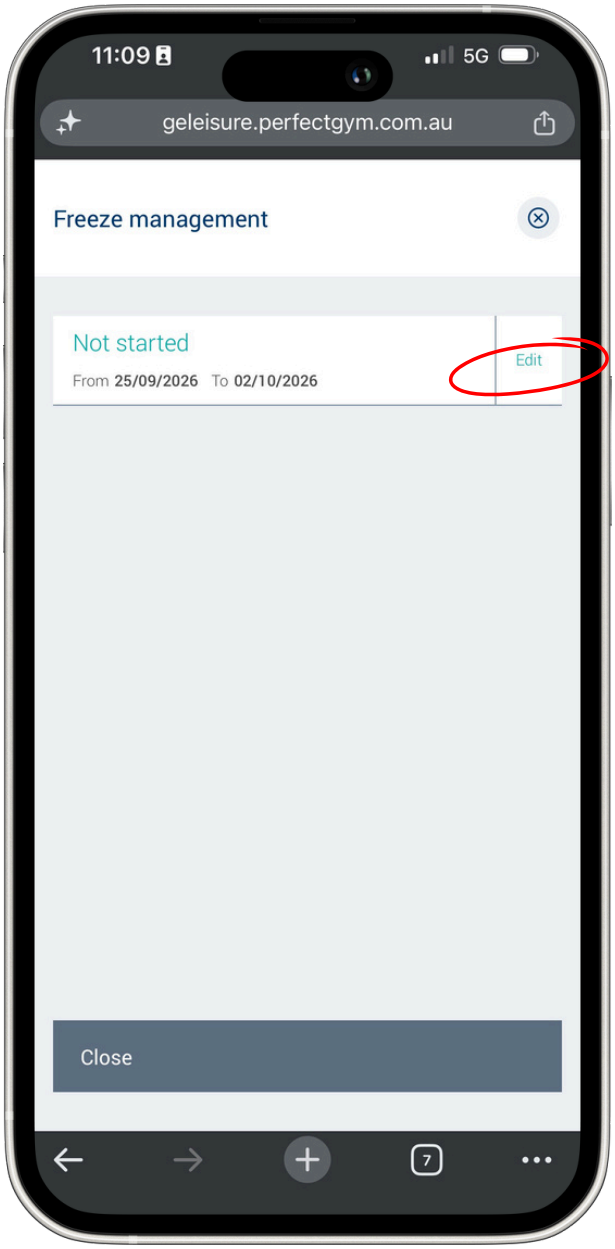




CANCELLING YOUR FREEZE

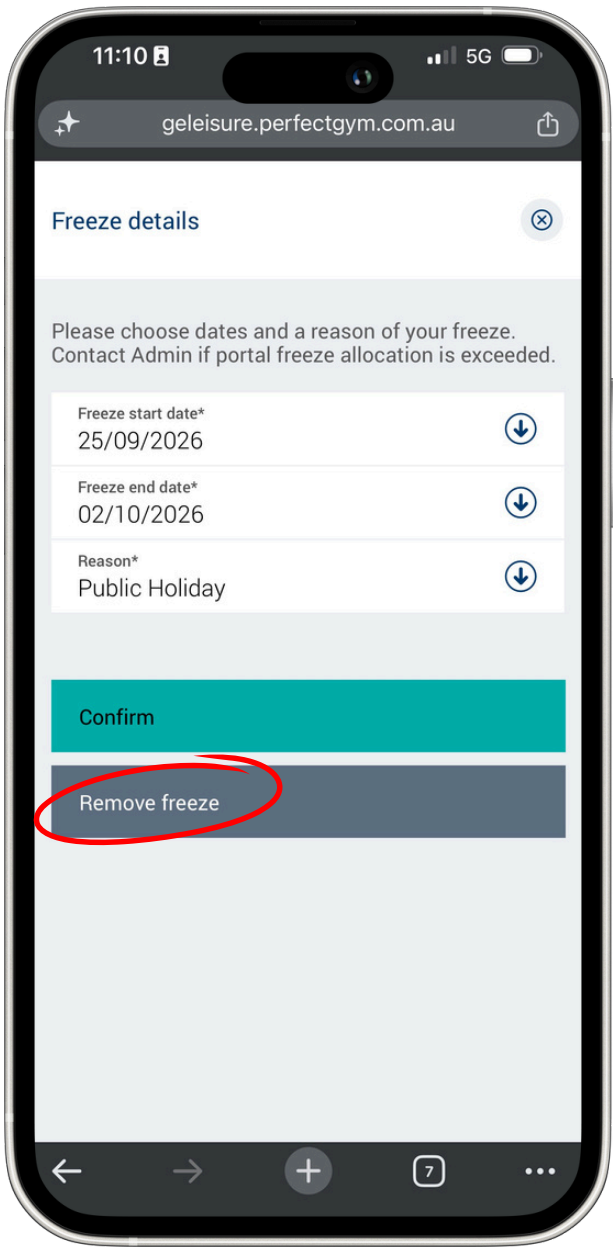
22

The freeze assigned to your child's contract should appear.
Select "Edit"



23

Click "Remove freeze"



CANCELLING YOUR FREEZE

24

Your Freeze contract will now be cancelled on your child's contract.

