

Canceling/Rescheduling/Requesting Virtual Lessons How-To

1. **Log in to your student portal** from our website at www.temeculamusicteacher.com There is a tab at the top that says **STUDENT PORTAL**. If you need your login info re-sent, please email the office at info@temeculamusicteacher.com and someone will re-send it.
2. **Click on the CALENDAR** from the top left menu (on a mobile device) or on the left side of the screen (on a computer).
3. **Navigate to the LESSON DATE** you would like to change to Zoom, cancel and receive a video, or reschedule.
***Rescheduling requires 1 week notice, but you can request that your lesson take place virtually over Zoom, or you can request for a pre-recorded video lesson to be sent via email at any time.
4. **Click on CANCEL LESSON** even if you would like to attend via Zoom. A note will pop up.
***If it is less than a week's notice, there will be a box at the bottom to click acknowledging that you are canceling too late to reschedule the lesson. In the "note to teacher" you can write **ZOOM or VIDEO** if you would like to attend a virtual lesson, or for a video to be sent to you.
***If it is a week or more notice, and you would like to reschedule, follow step 5 and 6.
5. Write **RESCHEDULE** in the "note to teacher". This will issue you a makeup credit that will need to be used within 2 weeks of your canceled lesson.
6. **LOOK AHEAD** through the open makeup times that your teacher has over the next two weeks, OR choose a Saturday makeup time taught by another teacher in the studio. You can click on any of the available times and **REGISTER** for them, as long as it is within the two weeks of your canceled lesson. If there are no times listed by your teacher, that means their available makeup times have already been taken, but we will always be sure there are Saturday times available. These are first come, first served.