

EASY GUIDE TO ECPRO FOR WRC MEMBERS

Why Are WRC using ECPRO?

ECPRO is the online booking and marketing system used by Wellington Riding Centre. At our AGM in February 2020 the WRC committee announced to Members that, from 1 March 2020, Wellington Riding Club (WRC) would be taking up the offer to use ECPRO for their own RC Clinics which are held at Wellington Riding Centre.

The Committee, after much deliberation, welcomed the opportunity for their Members to benefit from the ECPRO system believing it providing easy access, flexibility and distinct advantages to both Members and Committee namely;

1. WRC Members would be able to select multiple clinics at one time and pay for them as one transaction *(previously clinics were selected as single transactions requiring multiple payment transactions)*.
2. WRC Members could download the ECPRO App enabling them to book clinics from their mobile devices.
3. Payment cards can be registered into Members' ECPRO accounts enabling speedier bookings.
4. Horse details can be entered so that passports would not need to be presented before each clinic.
5. Fallen Rider forms are completed by the Coach during the session and uploaded to the Members' account.
6. Less administrative time in uploading Clinics to WRC's website.
7. Clinics remain 'open to book' longer, offering more flexibility.
8. Cancellation period would be longer offering more flexibility.

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HOW DO I CREATE AN ECPRO ACCOUNT?

1. Visit www.wellington-riding.co.uk and scroll down to 'New Riding School Booking System'.
2. The site then invites you to click 'See More' to register.
3. Scroll down to 'Register'- All of this is self-explanatory. Choose an easily rememberable password and press 'Register'.
4. Once 'Registered' you can access your account by either:-
 - Visiting www.wellington-riding.co.uk as **No. 1** above BUT Log In as opposed to Register.
 - Download the ECPRO App via the App Store to your mobile device.
5. Your 'Rider Profile' is then 'pointed' to WRC clinics enabling you to see and book clinics. There will be a 24-hour delay between you registering and you seeing the WRC clinics.

PLEASE BEAR IN MIND THAT THIS ISNT A SYSTEM WRITTEN SPECIFICALLY FOR OUR RIDING CLUB. IT IS USED BY A RIDING SCHOOL FOR CLIENTS RIDING SCHOOL HORSES BUT IT HAS FEATURES IDEAL FOR OUR RC USE.

SOME AREAS WILL NOT BE OF INTEREST ** SOME INFORMATION YOU MAY FEEL IS IRRELEVANT

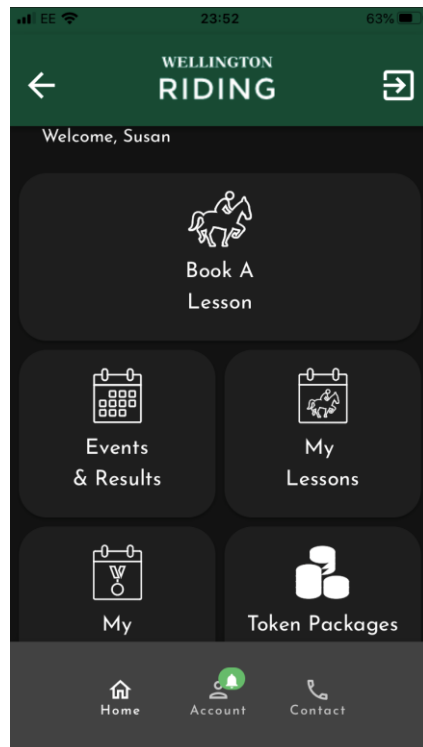
YOU CHOOSE WHAT & HOW YOU RECEIVE MARKETING INFORMATION ** ALL, SOME OR NONE

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HOW DO YOU BOOK ON A WRC CLINIC?

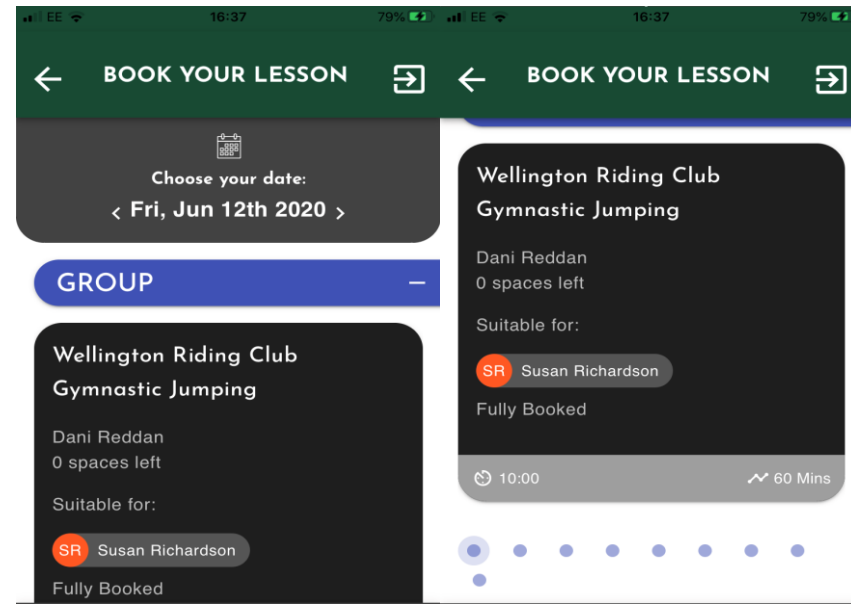
Step One : Log into your account. Do not forget you will need your 'password' 😊

Step Two : This is your Home Page. From here you can navigate to all areas of your account. To book a WRC Clinic select 'Book A Lesson'.



Step Three: Select the date by;

- Selecting the date using the calendar at the top of the screen. Select 'GROUP',
- To find WRC clinics screen scroll on scroll the light blue dots on the bottom of the screen. These blue dots represent 'time slots'- each time slot will show clinics, time and coach.

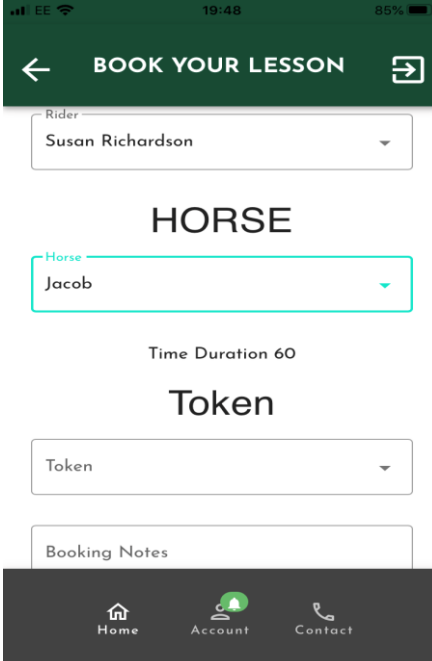


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HOW DO YOU BOOK ON A WRC CLINIC?

Step Four : When you find a WRC Clinic you would like to join, simply tap the screen.

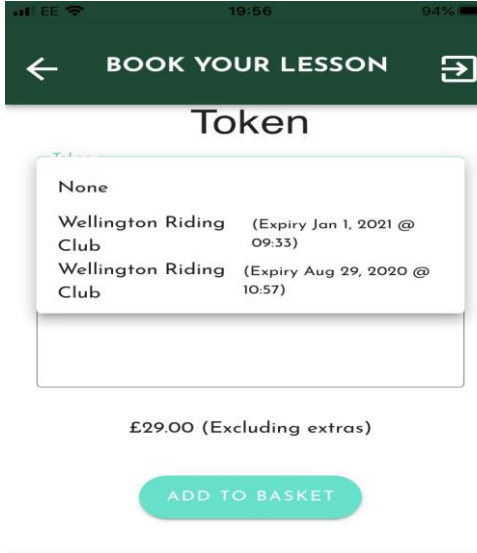
- You then arrive at this screen. It shows the rider's name and if you have registered more than one horse, simply choose the horse you will be bringing to the clinic.



The screenshot shows a mobile app interface for booking a lesson. At the top, there is a dark green header with a back arrow, the text "BOOK YOUR LESSON", and a share icon. Below the header, there is a dropdown menu for "Rider" with "Susan Richardson" selected. Underneath, the word "HORSE" is displayed in large letters, followed by a dropdown menu for "Horse" with "Jacob" selected. Below this, it says "Time Duration 60". Then, the word "Token" is displayed, followed by a dropdown menu with "Token" selected. At the bottom, there is a "Booking Notes" field and a dark grey navigation bar with icons for Home, Account, and Contact.

Step Five : Do you have a 'Token' – Volunteering Tokens, Refunded Clinics will all show under Token. You simply touch the 'small down arrow' and your tokens will be available to use.

- Select your 'Token' if you have one **OR**
- Select 'Add to Basket'
- The price of the WRC clinic can be seen at £29.00 for 60 minutes.

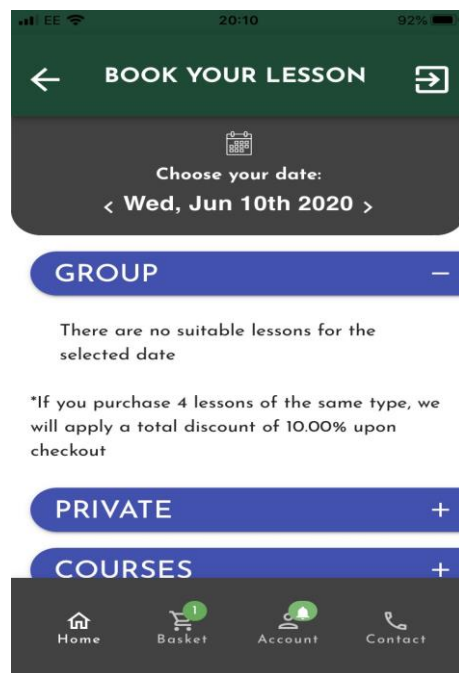


The screenshot shows the same "BOOK YOUR LESSON" screen as in Step Four, but with a dropdown menu open for the "Token" selection. The menu lists "None" and two options from "Wellington Riding Club": one with an expiry date of Jan 1, 2021 @ 09:33, and another with an expiry date of Aug 29, 2020 @ 10:57. Below the menu, the price "£29.00 (Excluding extras)" is displayed. At the bottom, there is a teal "ADD TO BASKET" button.

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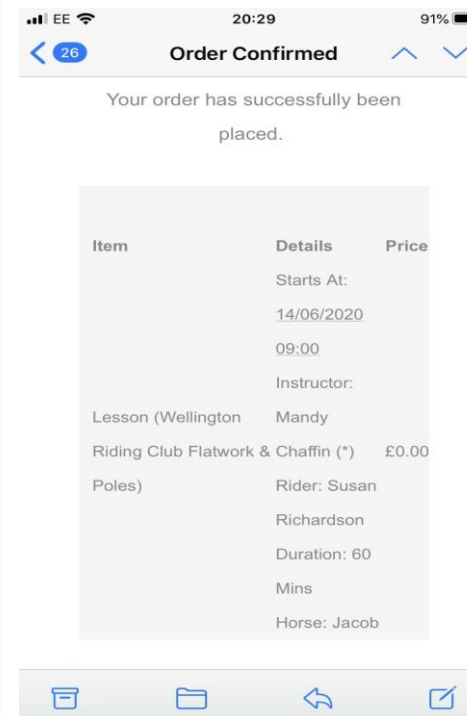
HOW DO YOU BOOK ON A WRC CLINIC?

Step 6 : OK, so you have selected your clinic, method of payment i.e. 'Token' or 'Add to Basket' and this screen shows the clinic then drops to your basket. You can select additional clinics at this stage. When your order is complete simply Click on your basket and either input debit/credit card details or, if you have selected a 'Token' you will see a NIL due.



Step 7 : You have successfully booked onto your chosen WRC clinic or clinics. You feel so pleased with yourself 😊 **BUT** how do you know if your booking(s) have been successful? How do you know what Arena my WRC Clinic will be held in?

- Immediately on booking the WRC Clinic you will receive an email to your 'registered' email.



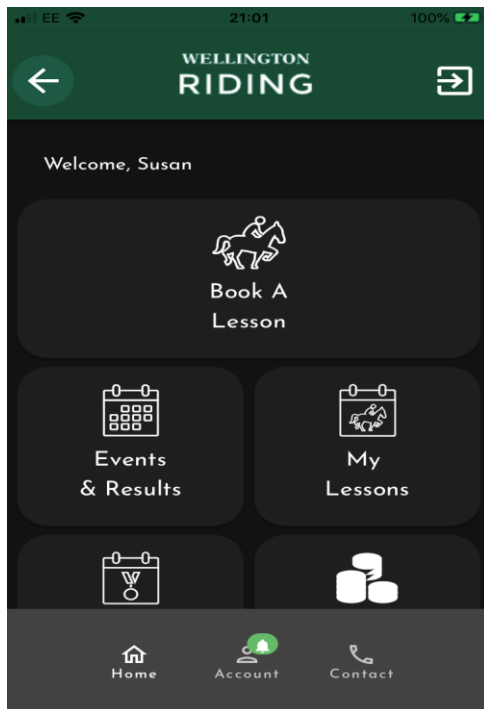
On the day of your WRC clinic, check your ECPRO account and the Arena will be listed.

ENJOY YOUR CLINIC

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HOW DO YOU CANCEL A CLINIC BOOKED?

STEP ONE : Cancelling a booking couldn't be easier or straightforward. Your ECPRO account is accessible by you 24/7, you do not need to wait until the Wellington office is open - you are in control of your own account. If you are within the 36-hour cancellation period you are two steps away. **Click on 'My lessons'**



STEP TWO : Once you click 'My lessons' your booked clinics are listed here, select the one you wish to cancel and simply click **CANCEL** - A Token will automatically be added to your account for you to use for your next booking.

