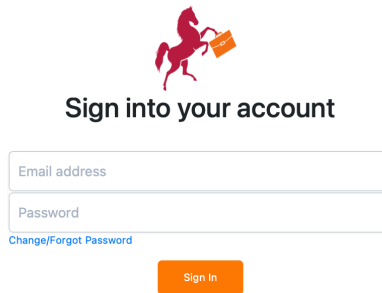



RIDING SCHOOL QUICKSTART GUIDE

Welcome to Far West Farms (FWF) new on-line scheduling platform, Equine Office. Through Equine Office, you will be able to set up and manage your account. You will have the ability to complete your Rider Information & Agreements Form, select lesson packages, schedule and cancel lessons. During the launch of this new system, we ask for your patience and understanding. We are here to help and welcome any calls or emails if you need assistance with setting up your account.

To set up your account, please click **HERE**. You will first complete and sign the FWF Rider Information & Agreements Form. Once you complete the agreement you will receive 2 emails. The first email will contain a link to your digital copy of the completed agreement. The second email has your login instructions and includes your user name and password. Once you login, you will be directed to your “Account Holder” page within Equine Office. If you prefer to change your password, please select the *“Change/ Forgot Password”* link in blue font below the password text box. Below is a screenshot of what the login page looks like.





Sign into your account

Email address

Password

[Change/Forgot Password](#)

Sign In

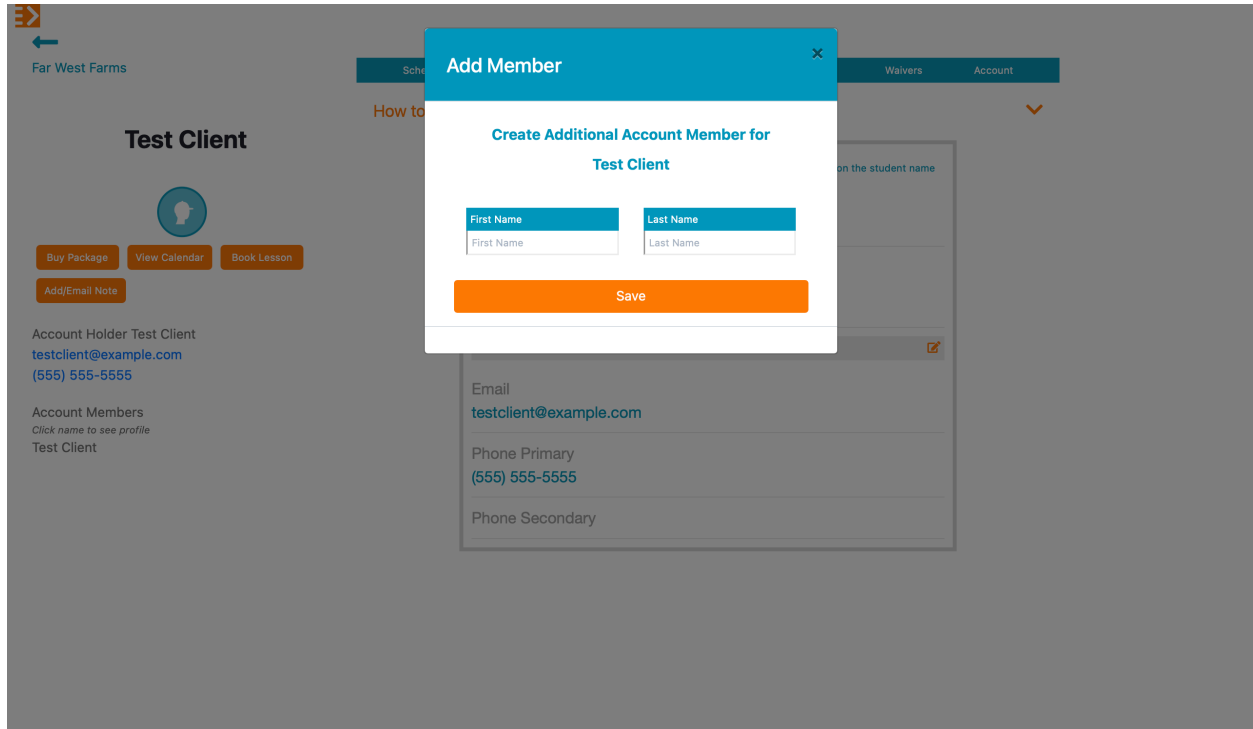
Once you have logged in you will be brought to your “Account Holder” page seen here in the screenshot.

The screenshot shows the 'Account Holder' page for 'Test Client'. At the top left is the 'Far West Farms' logo. A blue navigation bar contains tabs for 'Schedule', 'History', 'Notes', 'Packages', 'Student Details', 'Waivers', and 'Account'. The 'Account' tab is selected. The main content area features the user's profile: 'Test Client', email 'testclient@example.com', and phone '(555) 555-5555'. The status is 'Status active'. Below this are four buttons: 'Buy Package', 'View Calendar', 'Book Lesson', and 'Add/Email Note'. On the left, there is a section for 'Account Holder Test Client' with the email 'testclient@example.com' and a list of 'Account Members' including 'Test Client'.

If you are a parent creating this account for your child who is or will be one of our student riders, please select the “Account” tab in the blue navigation bar seen here in the screenshot.

The screenshot shows the 'Account' tab selected in the blue navigation bar. Below the navigation bar is a section titled 'How to book a lesson' with a dropdown arrow. A modal window is open, displaying 'Account Information'. It includes instructions to view student-specific information and actions. The 'Account Holder' is 'Test Client'. Under 'Account Members', there is a plus sign and 'Test Client'. The 'CONTACT DETAILS' section shows the email 'testclient@example.com', the primary phone '(555) 555-5555', and a field for the secondary phone.

Then you will select the large, orange “+” symbol to add your child as an “Account Member” and enter their name seen here in the screenshot. Please make sure to select the orange save button when completed. You can continue to add more “Account Members” by repeating these steps.



In your account you and your “Account Members” will have the ability to buy packages in order to book lessons, view the lesson calendar, and view the scheduled lessons you have purchased.

How to Purchase Lesson Packages & Book Lessons

To purchase lessons/packages for the Riding school, you select “Buy Package” from the menu on the left.

The packages available for purchase will then be listed for you to choose from. You will then select your preferred package.

The checkout cart will populate with the package you have selected. Then select the package, and it will be added to your cart.

How to Schedule & Cancel Lessons

To schedule a lesson, go into your account view and select “Book Lesson” from the menu on the left.

You will see a drop-down menu for the instructors, as well as the available lessons. You can choose your instructor and the available lesson that you want to sign up for. **VERY IMPORTANT**, please **DO NOT SELECT** lessons that are marked as **TRAINING BARN**.

Once you have selected your training barn lesson a box will appear asking you to add the lesson to your account, then select the orange “Add” button.

Once your lesson is booked, select the “Schedule” tab in the blue menu bar above, which will display all lessons you have scheduled. You will then receive a confirmation email for all lessons booked and/or cancelled. Please note that if a Trainer amends a lesson time, schedule or a lesson is cancelled you will be notified via email of any changes/updates.

How to Cancel Lessons

To cancel a lesson, select the “Schedule” tab, then select “cancel lesson” in blue font. When you select “cancel lesson” a box will appear where you will select “Yes Cancel Lesson” and the lesson will be cancelled. You, the Trainer and our FWF office will then receive a confirmation email for the cancellation.

How to Track Lesson Packages

Log into your account and select “Packages” from the blue menu bar at the top. You will then see the packages you purchased, when they were issued, when they start, when they expire, how many lessons have been used, how many lessons are scheduled and the remaining amount of lessons. Packages are currently scheduled to expire within 35 days from the date of purchase, so please make sure to book accordingly. Purchased packages are non-refundable.