

STUDIO OS · OWNER AND ADMIN

Owner guide

The Dance Method · Season 8 (2026/27)

How the studio runs on Studio OS this season, what the owner and admin can do that staff cannot, and where every answer lives. Read the owner chapter first; the rest is what your team reads.

This season: StudioLab keeps registration, tuition and the family portal until January 2027. Studio OS runs the day: attendance, the front desk screen, trials and teacher notes.

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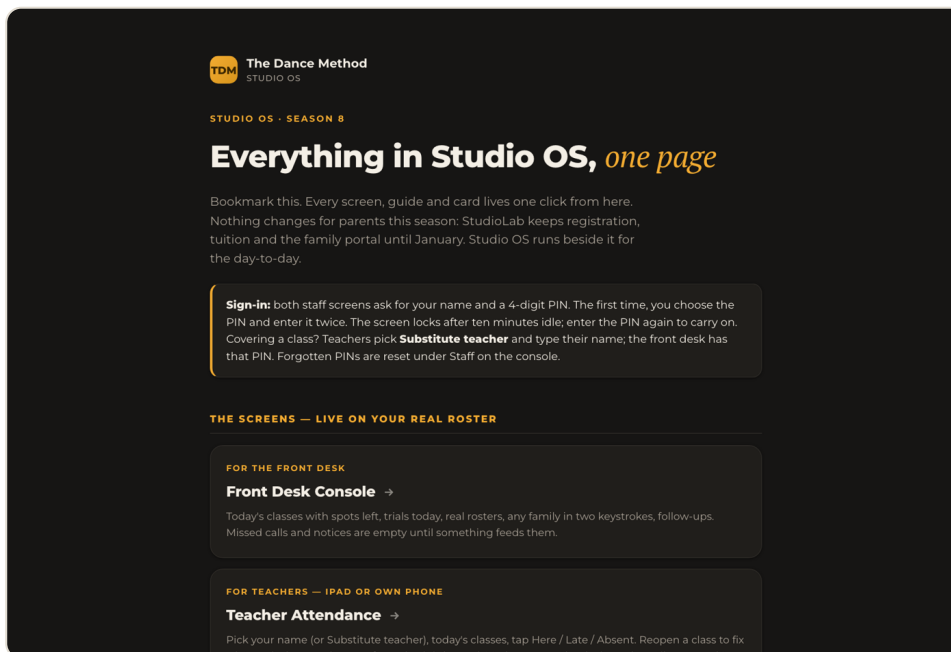
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Help, any time: <https://internal-mockups.justedo.ca/studio-os/help/> · **Ask:** Isabel, Front desk, (204) 560-2936 · Version 1.0, September 11, 2026

Getting started

What is Studio OS, in one paragraph?

Studio OS is The Dance Method's system for running the day. Teachers take attendance on the **attendance page** (the studio iPad or their own phone), the front desk runs the day from the **front desk console**, and trial families get followed up. This season StudioLab keeps registration, tuition and the family portal until January 2027, and Studio OS refreshes from it every night. On our side it is one system: a dancer checked in by a teacher shows at the desk within seconds, and a note a teacher writes is on the dancer's record for the desk and Orielle.



The Studio OS home page: every screen, guide and card one click away.

EVERYONE

How do I log in?

Open the **Front Desk** page (<https://internal-mockups.justedo.ca/studio-os/frontdesk-console.html>) and bookmark it. Pick your name from the list and enter your 4-digit PIN. The first time, there is no PIN yet: the screen asks you to choose one and enter it twice. That PIN is yours from then on. The screen locks after ten minutes with nobody touching it; enter your PIN again to carry on, or tap **Switch person**. Teachers do not use this page; they sign in on the attendance page the same way. Forgot your PIN? Orielle or the front desk can reset it under **Staff**, and you choose a new one at your next sign-in. Nothing here needs a Kanamé login.

Pick your name and enter your PIN. The first time, you choose one and enter it twice.

FRONT DESK

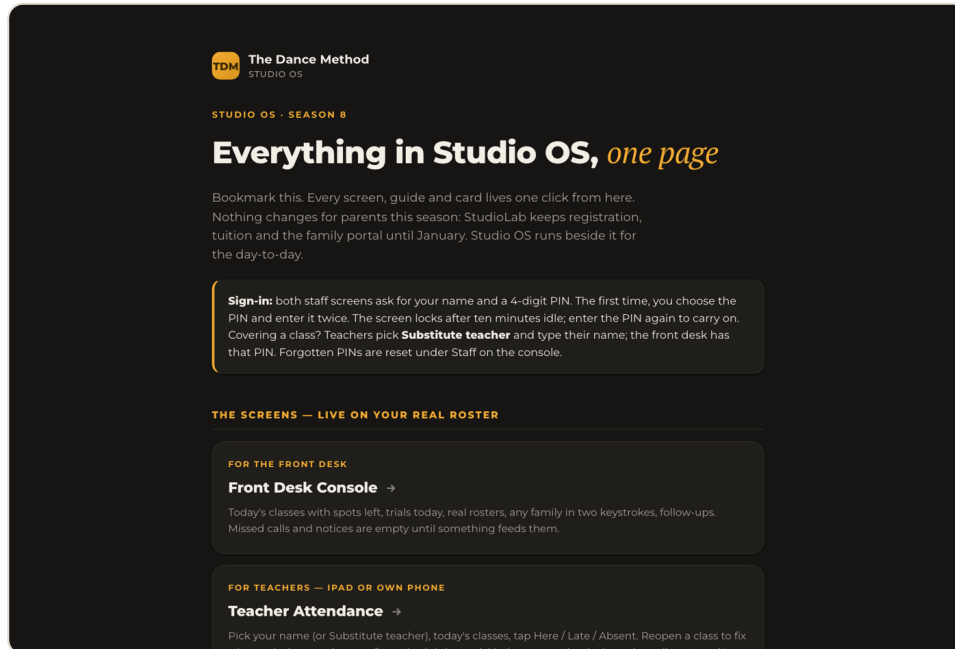
Where do I go for help?

This page. Use the search box at the top, or the role cards to jump to your section. For anything about the platform itself (email, texting, calendars, the mobile app) use **Kanamé Support** at <https://support.kanameplatform.com>. For anything about TDM specifically (classes, policies, fees) ask Isabel at the front desk: (204) 560-2936 or hello@thedancemethod.com.

EVERYONE

What is the Studio OS home page?

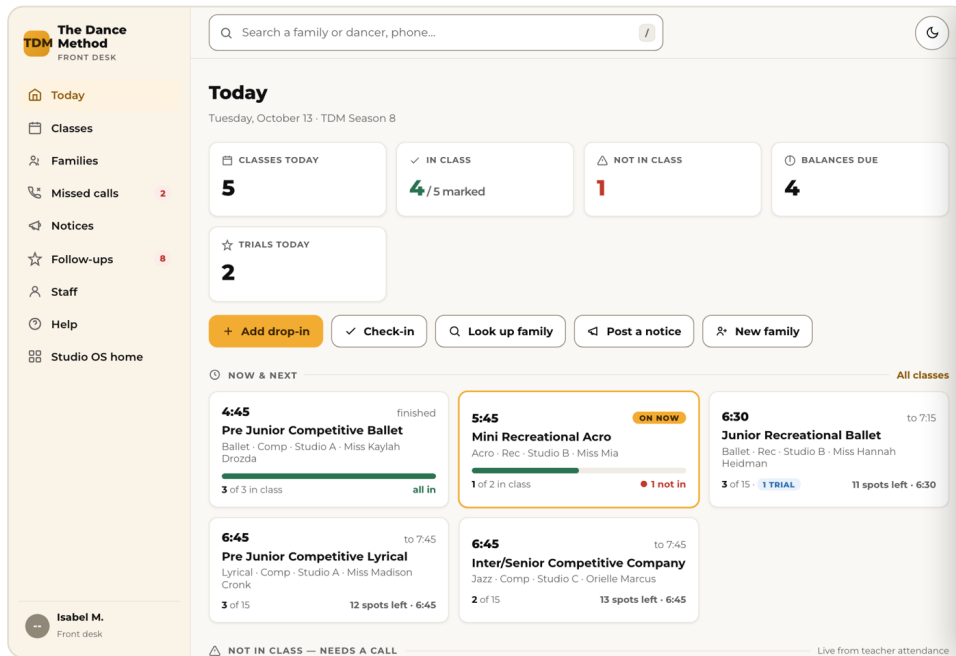
One page with every Studio OS link: the front desk console, the attendance page, this help center, the printed cards, the staff manual and the owner guide, plus a plain note on what runs where this season. It is the **Studio OS home** link at the bottom of the console's menu and on the attendance sign-in screen. Bookmark it on any device and everything else is one tap away.



EVERYONE

What do I do on my first day?

Three things. **1.** Log in and open the **Front Desk** console. **2.** Read the **Today** screen top to bottom: the four counts, the Now and next classes, and the three lists under them. **3.** Tap one family in the search box to see what a family record looks like. That is the whole job on day one. The manual sections below cover each screen.



The Today screen, the one to leave open.

FRONT DESK

How do I see how full each class is?

Open **Classes** in the console. Each class shows enrolled against capacity. Anything at or over capacity is highlighted. Tap a class for the roster.

The Dance Method FRONT DESK

Q Heather

Classes today

Tap a class to open its roster and check dancers in.

Day Week < Tuesday >

All studios All instructors Comp & rec

4:45 finished
Pre Junior Competitive Ballet
Ballet · Comp · Studio A · Miss Kaylah Drozda
3 of 3 in class all in

5:45 ON NOW
Mini Recreational Acro
Acro · Rec · Studio B · Miss Mia
1 of 2 in class 1 not in

NOW - 6:05PM

6:30 to 7:15
Junior Recreational Ballet
Ballet · Rec · Studio B · Miss Hannah Heidman
3 of 15 1 TRIAL 11 spots left · 6:30

6:45 to 7:45
Pre Junior Competitive Lyrical
Lyrical · Comp · Studio A · Miss Madison Cronk
3 of 15 12 spots left · 6:45

6:45 to 7:45
Inter/Senior Competitive Company
Jazz · Comp · Studio C · Orielle Marcus
2 of 15 13 spots left · 6:45

Isabel M. Front desk

Classes, day view: each card shows enrolled of capacity and spots left.

The Dance Method FRONT DESK

Q Heather

Classes — the week

Tap a class to open its roster and check dancers in.

Day Week

All studios All instructors Comp & rec

	MON	TUE	WED	THU	FRI
9am					
10am			Wednesday Twistin Tots 10:00 · Studio A		
11am					
12pm					
1pm					
2pm					
3pm					
4pm					
5pm	Int/S... 4:45 - 5:00	Pre Junior Competitive Ballet 4:45 · Studio A	Jr Comp Ballet 4 5:00 · St C	Pre Junior/Junior Recreational Acro 5:00 · Studio B	Pre Junior Competitive Hip Hop 4:45 · Studio A
6pm	Mini Rec Acro 5:45 · Studio B	Mini Rec Acro 5:45 · Studio B	Mini Com... 6:45 · St B	Junior Competitive Jazz 6:00 · Studio A	Junior Competitive Contemporary 5:45 · Studio C

Isabel M. Front desk

The week view.

OWNER

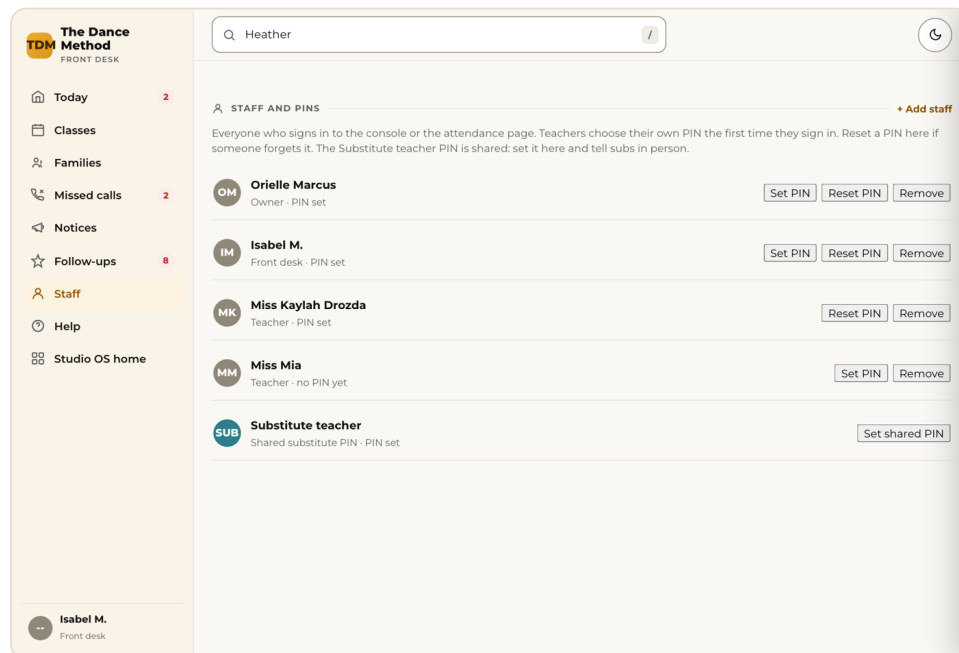
How do I change a class's capacity, teacher or time?

Teacher, day, time and room change in StudioLab this season and show in Studio OS the next morning. Capacity is set in Studio OS (15 for most classes, 12 for Twistin Tots, agreed in September); to change a class's capacity, tell Isabel or the Studio OS team and it is updated the same day. The console's Classes screen shows enrolled against capacity either way.

OWNER

How do I add a staff member?

Open **Staff** in the console (owner or front desk only), tap **Add staff**, enter their name and pick the role (teacher, front desk or owner). They choose their own PIN the first time they sign in on the attendance page or the console; no email or activation step. To remove someone, tap **Remove** on their row and their PIN stops working immediately. A Kanamé login is separate and only for people who work inside Kanamé (email, texting, calendars); ask the Studio OS team to set one up.



Staff: add, set or reset a PIN, remove, and the shared substitute PIN.

OWNER

What does the trial report tell me?

For now the report is the **Follow-ups** screen in the console: every trial by stage (booked, attended, no-show, follow-up, registered, not now) with the family's contact details, and the Trials tab of the studio's data sheet. Historically about four in ten trial dancers register; the follow-up sequence is built to move the other six. A weekly summary email is planned once the follow-up sequence is running.

OWNER

Front desk

Each card is one class today. **On now** or **finished** cards show how many dancers are in against how many are expected. **Not marked yet** means the teacher has not started attendance, so nobody is flagged. **N not in** means the teacher has started and those dancers have no mark: they are the Not in class list. **All in** means everyone expected has been marked. **Taken by** names who submitted the register; **(updated)** means it was reopened and submitted again. Tap a card to open the roster.

🕒

NOW & NEXT

All classes

4:45

finished

Pre Junior Competitive Ballet

Ballet · Comp · Studio A · Miss Kaylah Drozda

3 of 3 in class

all in

5:45

ON NOW

Mini Recreational Acro

Acro · Rec · Studio B · Miss Mia

1 of 2 in class

1 not in

6:30

to 7:15

Junior Recreational Ballet

Ballet · Rec · Studio B · Miss Hannah Heidman

3 of 15

1 TRIAL

11 spots left · 6:30

6:45

to 7:45

Pre Junior Competitive Lyrical

Lyrical · Comp · Studio A · Miss Madison Cronk

3 of 15

12 spots left · 6:45

6:45

to 7:45

Inter/Senior Competitive Company

Jazz · Comp · Studio C · Orielle Marcus

2 of 15

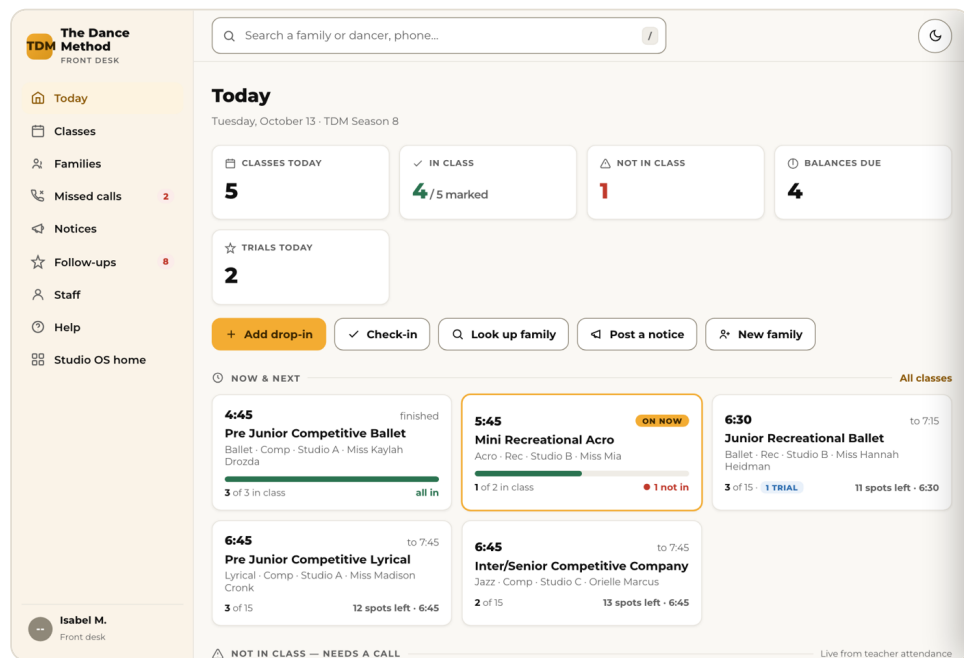
13 spots left · 6:45

Now and next: finished, on now and up next, with who is in and spots left.

FRONT DESK

What is on the Today screen?

Today is the screen you leave open. From the top: **four counts** (classes today, dancers in class against expected, dancers not in class, families with a balance due), a **row of quick actions** (add a drop-in, check-in, look up a family, post a notice, new family), then **Now and next** (the classes running now and up next, tap one to open its roster), **Not in class** (dancers a teacher has not marked in, with a Call button), **Trials today** (who is trying a class today and which class), then **Birthdays this week**, **Missed calls**, and **Needs attention** (balances and unsigned waivers). Anything that needs you is on this one screen.



Counts at the top, then Now and next, Not in class, Trials today, Birthdays, From teachers, Missed calls and Needs attention.

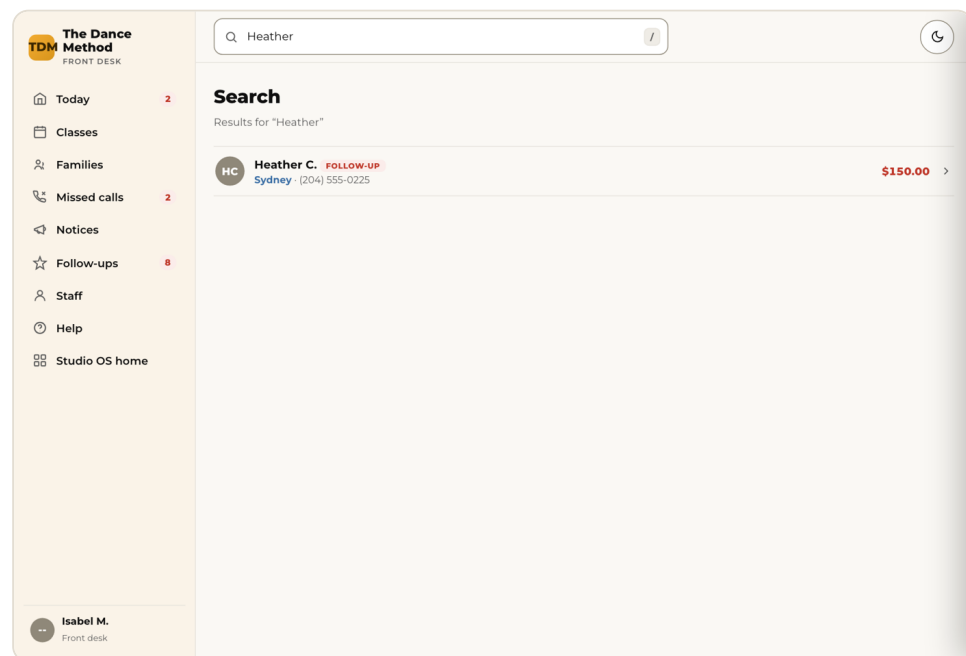
⌚ NEEDS ATTENTION	
JA Jwan A. Shler	● Balance due \$210.00 • overdue >
HC Heather C. Sydney	● Balance due \$150.00 • overdue >
EH Elise H. Valencia	● Balance due \$45.00 >
JJ Julia J. Adeline	● Balance due \$90.00 • overdue >

Needs attention: balances due and unsigned waivers.

FRONT DESK

How do I find a family or a dancer?

Tap the **search box** at the top (or press the / key) and type a name or phone number. Results show the family, every dancer in it, and their classes. Tap a result to open the family drawer.

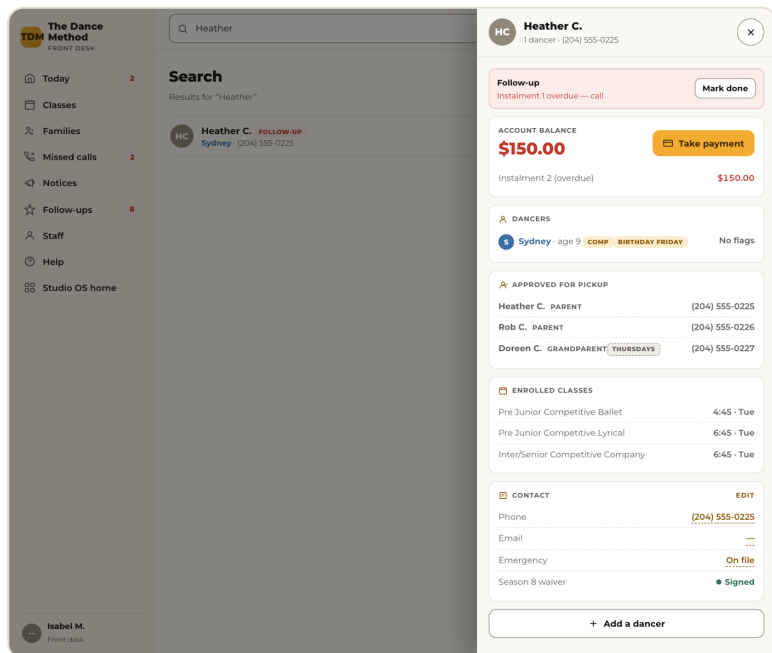


Type a name or a phone number; tap the row to open the family.

FRONT DESK

What is in the family drawer?

Everything about one family on one panel: the **account balance**, the **dancers** with age, allergy or medical flags and their classes, the **guardian's phone and email**, the **waiver** status, any open **follow-up**, **approved pickup people**, and **notes from teachers** about each dancer. Where a change is made (a new phone number, a payment) depends on the season; the answers below say where.

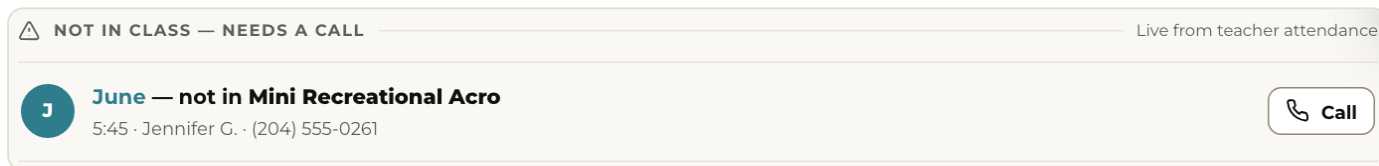


The family drawer: balance, dancers, approved pickup people, classes, contact and waiver.

FRONT DESK

A dancer has arrived but the teacher has not marked them in. What do I do?

On the **Today** screen under **Not in class**, or on the class **roster**, tap **Arrived** next to the dancer's name. That checks them in from the desk. The teacher's list updates on the iPad within a few seconds.



Not in class: the dancers a teacher has not marked once class started.

FRONT DESK

A dancer is missing from class. What do I do?

The **Not in class** list on Today shows every dancer a teacher has not marked in once the class has started. Tap **Call** to ring the guardian. When you have spoken to them, the dancer moves off the list. If the parent says the dancer is sick, that is all you need to do. The absence is on the record.

 **NOT IN CLASS — NEEDS A CALL** Live from teacher attendance

 **June — not in Mini Recreational Acro**
5:45 · Jennifer G. · (204) 555-0261

 **Call**

Tap Call. Once you have spoken to the parent the dancer moves off the list.

FRONT DESK

What is "From teachers" on the Today screen?

Every note or incident a teacher logs from the attendance page lands there, newest and most serious first, with the dancer, the class, the teacher and the parent's number. Read it, act on it if it needs a call, then tap **Seen** so the owner knows it was handled. It stays on the dancer's record (open the family and look under **From teachers**). Teachers cannot message parents from the attendance page; the desk and Orielle decide what the parent hears.

 **FROM TEACHERS — NOTES AND INCIDENTS** Seen by the desk and the owner only

 **Valencia A. INJURY · MINOR — Mini Recreational Acro**
Rolled her ankle on a cartwheel landing. Ice pack, sat out the last ten minutes. — Ice pack applied
Miss Mia · Oct 13, 5:50 PM · Elise H. · (204) 555-0247

Family **Seen**

 **Jane B. NOTE — Pre Junior Competitive Ballet**
Left 10 min early, picked up by grandma.
Miss Kaylah Drozda · Oct 13, 5:35 PM · Lindsey B.

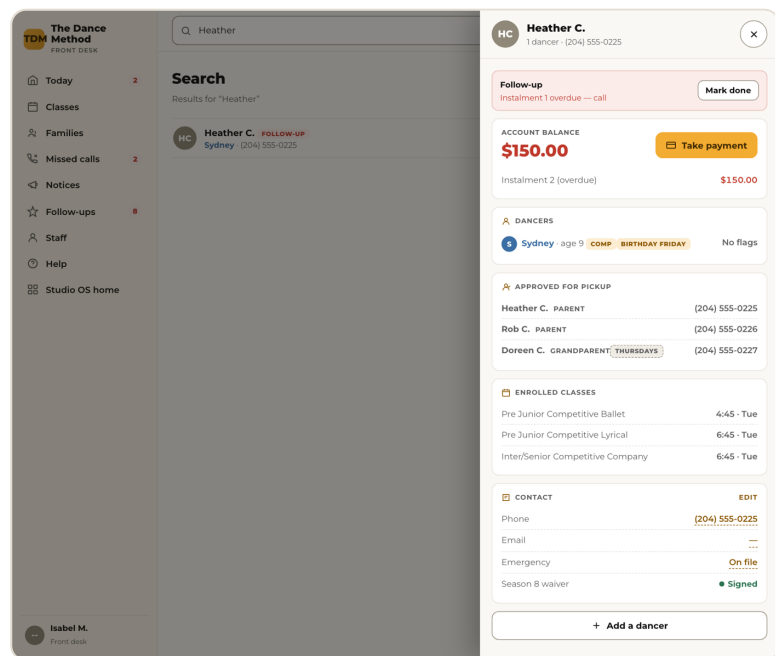
Family **Seen**

Notes and incidents from teachers, newest first, with Family and Seen.

FRONT DESK

How do I record who is allowed to pick up a dancer?

In <https://connect.kanameplatform.com> open the family's contact and fill in **Approved pickup people**: one person per line, with their relationship and phone (for example "Grandma Sue, grandmother, 204-555-0199"). Within the hour it shows under **Approved for pickup** on the family drawer in the console and on the teacher's roster card, so whoever hands the dancer over can check it. Until a family has a list, confirm with the parent before releasing a dancer. Later on, parents will be able to fill this in themselves.



Approved for pickup, on the family drawer.

FRONT DESK

How do I add a drop-in?

This season drop-ins are added in StudioLab, the same way as before. The dancer shows on the class roster in Studio OS the next morning, after the overnight refresh. If they are dancing today, tell the teacher so they can add a note on the iPad.

FRONT DESK

How do I post a notice for families?

Not yet. Notices post to the family portal, which opens in January 2027. Until then the console's Notices screen says so, and family messages go out the way they do today.

FRONT DESK

What is the Follow-ups screen?

The list of families someone at the desk needs to contact, with the reason. Balances, unsigned waivers, a parent who asked to be called back, and trial families who have not registered yet. Tap a row to open the family, and **Mark done** when it is handled.

The Dance Method
FRONT DESK

Today 2
Classes
Families
Missed calls 2
Notices
Follow-ups 8
Staff
Help
Studio OS home

Isabel M.
Front desk

Search: Heather

Follow-ups

Families that need a call or a missing document — clear them as you handle them.

TRIALS — ATTENDED, NOT REGISTERED YET

- Mia T. TRIAL** — Pre Junior/Junior Recreational Lyrical
Mon Oct 5 · Sarah T. · (204) 555-0342 · teacher: Loved it
● Day 2 · not registered [Call](#) [Register](#)
- Ella R. TRIAL** — Pre Junior Competitive Hip Hop
Fri Oct 9 · Jo R. · (204) 555-0379 · teacher: Better fit: Junior Rec Hip Hop
● Day 4 · not registered [Call](#) [Register](#)

TRIALS — CALL BOOKED WITH ORIELLE

- Owen S. TRIAL** — Wednesday Twistin Tots (Age 4)
Wed Oct 7 · Megan S. · (204) 555-0364 · teacher: Shy but settled
● Call Thu 4:15 with Orielle [Call](#) [Register](#)

TRIALS — NO-SHOW

- Zara B. TRIAL** — Junior Competitive Jazz
Thu Oct 8 · Aisha B. · (204) 555-0358
● No-show · rebook sent [Call](#) [Rebook](#)

FAMILIES — BALANCES AND DOCUMENTS

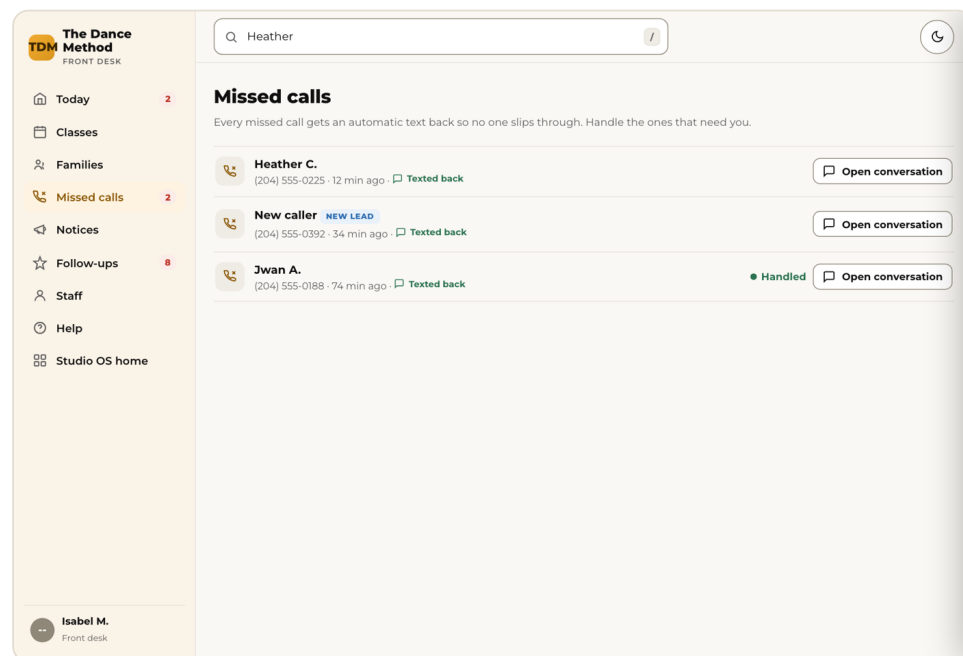
- Jwan A.**
Instalment 2 overdue — call
● Open >
- Heather C.**
Instalment 1 overdue — call
● Open >
- Elise H.**
Waiver not signed for Season 8
● Open >
- Julia J.**
Instalment 2 overdue — call
● Open >

Follow-ups: trials waiting on a decision, then families with a balance or a document to sign.

FRONT DESK

What is the Missed calls screen?

A placeholder for now. Missed calls are not connected to the console yet; they live in <https://connect.kanameplatform.com> under **Conversations**, where the automatic text-back and the replies are. The screen says so until it is connected.



Every missed call, texted back automatically; Open conversation to reply.

FRONT DESK

A parent's phone number or email has changed. Where do I update it?

In StudioLab, as before. Studio OS refreshes from it overnight, so the console shows the new number the next morning. If the family also texts or emails with the studio through <https://connect.kanameplatform.com>, update the contact there too so replies reach the right number.

FRONT DESK

4 Teachers

How do I take attendance?

On the studio iPad, or on your own phone or laptop, open the **attendance page** (<https://internal-mockups.justedo.ca/studio-os/attendance-class.html>), pick your name, enter your PIN (the first time you choose one and enter it twice), and pick your class. Every dancer on the roster is a card. Tap **Present** as each one arrives. Tap **Late** if they arrive after the first ten minutes, and **Absent** for anyone who has not shown by the end of warm-up. The front desk sees your marks as you make them, and a dancer the desk checks in at the counter shows as present on your list too.

The left screenshot shows the 'Teacher sign-in' screen. It features the TDM logo, a prompt to select a name and enter a PIN, and a numeric keypad. The right screenshot shows the 'CLASS ATTENDANCE' screen for 'Pre Junior Competitive Ballet'. It displays a list of dancers with status buttons (Present, Late, Absent) and a summary at the top showing 1 present, 1 late, 1 absent, and 0 unmarked.

Sign in: your name, then your PIN.

Present, Late or Absent on each card; the counts at the top update as you tap.

This screenshot shows three dancer cards: Jane B. (Age 8, Present), Sydney C. (Age 9, Present), and Ivy H. (Age 9, Late). Each card has a status button (Present, Late, Absent) and a summary at the bottom showing 1 present, 1 late, 1 absent, and 0 unmarked. A 'Submit attendance' button is at the bottom.

Submit attendance at the bottom when the register is right.

TEACHERS

A dancer is on my roster who should not be, or someone is missing.

Tell the front desk. They can add a drop-in from the console so the dancer appears on your list, or fix an enrolment. You do not need to do anything else on the iPad.

TEACHERS

There is a Trial badge next to a name. What do I do differently?

That dancer is trying the class for the first time. Greet them by name, and at the end of class mark them **Attended** (or **No-show** if they never came) and tap one of three notes: **Loved it**, **Shy but settled**, or **Better fit is another class**. That one tap is what starts the follow-up with the parent, so please do it before you leave the room.

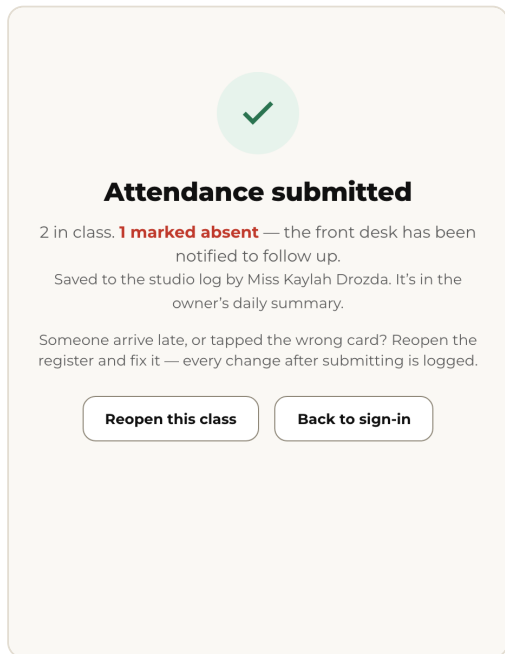
The screenshot shows a dancer's card for Nora P. with a purple circular profile picture containing the initials 'NP' and an orange 'TRIAL' badge. Below the name, it says 'Age 5 · first time here · Priya P.' and 'Pickup Priya P. · trial parent, usually stays to watch'. There are two buttons: a green '✓ Attended' button and a white 'X No-show' button. Below these is the text 'One tap — the desk uses this for the follow-up'. There are three buttons: 'Loved it', 'Shy but settled', and 'Better fit is another class'. At the bottom are two buttons: 'Add note' with a notepad icon and 'Report incident' with a warning triangle icon.

A trial dancer's card: Attended or No-show, then one note for the desk.

TEACHERS

A dancer arrived after I submitted attendance. Can I change it?

Yes. Nothing is locked. On the **Attendance submitted** screen tap **Reopen this class**, tap the dancer's card to **Late** (or **Present**), then **Submit attendance** again. The screen now says **Attendance updated**. If you have already gone back to sign-in, sign in again and pick the same class; your earlier marks are still there.

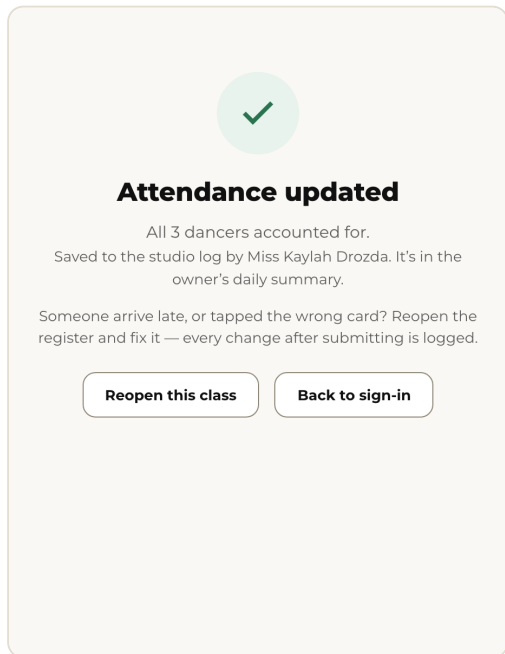


After submitting: Reopen this class, fix the card, submit again.

TEACHERS

I tapped the wrong card. Can I fix a mark?

Yes, the same way: reopen the class, tap the right mark, submit again. Every change made after a register was submitted is kept as a **correction** with your name and the time, so the front desk and the owner can see what changed. You never need to ask anyone to unlock it.



After a correction the screen says Attendance updated.

TEACHERS

Does attendance I take on my phone show up at the front desk?

Yes. Every tap saves to the studio as you make it, and the front desk sees it on their Today screen straight away. The top bar of the page says **marks save to the studio as you tap** when everything is connected. If the connection drops, the bar turns red and says the marks are being kept on your device; they send themselves the moment the connection comes back, so leave the page open if you can. You can also switch devices mid-class: sign in on the other one, pick the same class, and your marks are there.

**The Dance Method**
CLASS ATTENDANCE

Miss Mia
SIGNED IN



Mini Recreational Acro 

Tuesday · 5:45–6:30 · Acro · Rec · Studio B

1 present **2 unmarked**

Live · StudioLab as of **Oct 13, 5:10 AM** · marks save to the studio as you tap

Connected: the bar says marks save to the studio as you tap.

**The Dance Method**
CLASS ATTENDANCE

Miss Mia
SIGNED IN



Mini Recreational Acro 

Tuesday · 5:45–6:30 · Acro · Rec · Studio B

1 present **2 unmarked**

Connection lost · marks are kept on this device and sent to the studio when it returns

Connection lost: marks stay on the device and send themselves when it returns.

TEACHERS

I need to leave a note about a dancer.

Tap the dancer's card, then **Add note**. Keep it short and factual. The note goes to the front desk and Orielle (they see it in **From teachers** on the Today screen and on the dancer's record). It is never sent to a parent from the attendance page. Anything urgent (an injury, a safeguarding concern), also tell the desk in person.

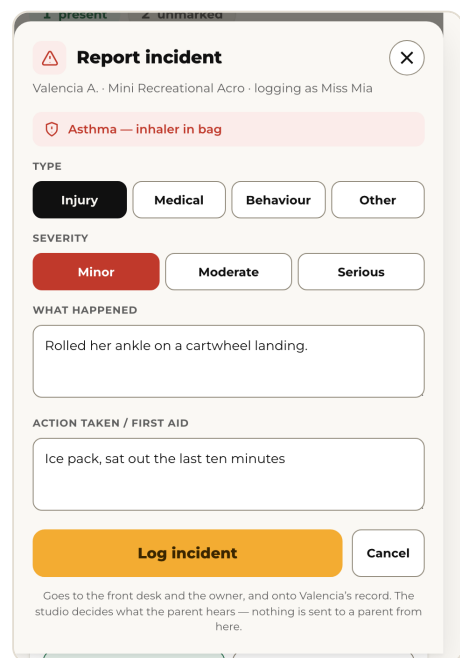
The screenshot shows a mobile app interface for a dancer's card. At the top, there's a green circular profile picture with the initials 'VA' next to the name 'Valencia A.' and a red 'ALLERGY' tag. Below the name, it says 'Age 6' and 'PICKUP Elise H. Parent'. A red banner with a shield icon contains the text 'Asthma — inhaler in bag'. There are three buttons: 'Present' with a checkmark, 'Late' with a clock icon, and 'Absent' with an 'X' icon. Below these are two more buttons: 'Add note' with a speech bubble icon and 'Report incident' with a warning triangle icon. A text input field contains the note 'Left 10 min early, picked up by grandma'. At the bottom, there are two buttons: 'Save note' in orange and 'Cancel' in white.

Add note on the dancer's card, then Save note.

TEACHERS

A dancer was hurt or something happened in class. How do I report it?

On the dancer's card tap **Report incident**, pick the type (Injury, Medical, Behaviour, Other) and how serious it was, write what happened and what you did (first aid, sat out, called the desk), then **Log incident**. It goes to the front desk and Orielle right away and stays on the dancer's record. **The studio decides what the parent hears** and who says it; nothing is sent to a parent from the attendance page. For anything serious, also tell the desk in person before the dancer leaves.



The screenshot shows a mobile app interface for reporting an incident. At the top, it says 'Report incident' with a close button. Below that, it identifies the dancer as 'Valencia A. - Mini Recreational Acro - logging as Miss Mia'. A red banner indicates 'Asthma — inhaler in bag'. The form has sections for 'TYPE' (Injury, Medical, Behaviour, Other), 'SEVERITY' (Minor, Moderate, Serious), 'WHAT HAPPENED' (a text box with 'Rolled her ankle on a cartwheel landing.'), and 'ACTION TAKEN / FIRST AID' (a text box with 'Ice pack, sat out the last ten minutes'). At the bottom, there are 'Log incident' and 'Cancel' buttons. A small disclaimer at the very bottom states: 'Goes to the front desk and the owner, and onto Valencia's record. The studio decides what the parent hears — nothing is sent to a parent from here.'

Report incident: type, how serious, what happened, what you did.

TEACHERS

5 Trials

How does a trial class work in Studio OS?

A trial is booked (by the parent online, or by the desk). The parent gets a confirmation with the date, time, teacher, what to wear and where to park, then a reminder the evening before and the morning of. The dancer appears on the teacher's roster with a **Trial** badge. After class the teacher taps Attended and one note. The parent gets a text from Orielle that evening asking how it went, then an email with the teacher's note, a couple of words from other parents, and a link to register for that exact class. If they have not registered in two days, they get one more nudge, and the offer of a ten-minute call with Orielle. The desk sees every trial that has not registered yet on the **Follow-ups** screen.

★ TRIALS TODAY — GREET THEM BY NAME

All trials

NP

Nora P. **TRIAL** — Mini Recreational Acro

5:45 · Miss Mia · Studio B · Priya P. · (204) 555-0311 · 12 spots left

Roster

LK

Leo K. **TRIAL** — Junior Recreational Ballet

6:30 · Miss Hannah Heidman · Studio B · Dana K. · (204) 555-0327 · 11 spots left

Roster

Trials today on the desk's Today screen.

EVERYONE

How do I book a trial for a family at the desk?

Tap **New family** on Today (or open an existing family), choose **Book a trial**, pick the class and the date, and confirm. The parent's confirmation goes out on its own. If the class is full, the console says so before you confirm.

The Dance Method
TDM FRONT DESK

Today

Classes

Families

Missed calls 2

Notices

Follow-ups 8

Staff

Help

Studio OS home

Isabel M.
Front desk

Q Search a family or dancer, phone...

Today

Tuesday, October 13 - TDM Season 8

CLASSES TODAY

5

✓ IN CLASS

4 / 5 marked

⚠ NOT IN CLASS

1

ⓘ BALANCES DUE

4

★ TRIALS TODAY

2

+ Add drop-in

✓ Check-in

Q Look up family

⏪ Post a notice

👤 New family

NOW & NEXT

All classes

4:45

Pre Junior Competitive Ballet

Ballet · Comp · Studio A · Miss Kaylah Drozda

3 of 3 in class

all in

finished

5:45

Mini Recreational Acro

Acro · Rec · Studio B · Miss Mia

1 of 2 in class

1 not in

ON NOW

6:30

Junior Recreational Ballet

Ballet · Rec · Studio B · Miss Hannah Heidman

3 of 15 · 1 TRIAL

11 spots left · 6:30

to 7:15

6:45

Pre Junior Competitive Lyrical

Lyrical · Comp · Studio A · Miss Madison Cronk

3 of 15

12 spots left · 6:45

to 7:45

6:45

Inter/Senior Competitive Company

Jazz · Comp · Studio C · Orielle Marcus

2 of 15

13 spots left · 6:45

to 7:45

⚠ NOT IN CLASS — NEEDS A CALL

Live from teacher attendance

New family is on the Today screen.

FRONT DESK

Where do I see today's trials?

On **Today** under **Trials today**: the dancer, the class and time, the teacher, spots left in that class, and the parent's phone. Greet them by name at the door. Everything a trial family needs to know has already been sent to them.

☆

TRIALS TODAY — GREET THEM BY NAME

All trials

NP

Nora P.

TRIAL

— Mini Recreational Acro

5:45 · Miss Mia · Studio B · Priya P. · (204) 555-0311 · 12 spots left

Roster

LK

Leo K.

TRIAL

— Junior Recreational Ballet

6:30 · Miss Hannah Heidman · Studio B · Dana K. · (204) 555-0327 · 11 spots left

Roster

Trials today: dancer, class and time, teacher, spots left, the parent's phone.

FRONT DESK

A trial family wants to register. What do I do?

Best is the link in their email, which registers them into that class. If they are at the desk, open the family and tap **Register** on the dancer. Either way the follow-ups stop on their own and the dancer moves from Trial to Enrolled on the roster.

Trials waiting on a decision, with Register on each row.

FRONT DESK

Families & the portal

What can a parent do in the family portal?

See each dancer's weekly schedule, register for classes, read studio notices, update their own contact details, sign the season policies, and (where turned on) see their balance and pay. The portal is at <https://internal-mockups.justedo.ca/studio-os/>. They log in with the email on their family record.

EVERYONE

A parent cannot log in to the portal.

Open the family in the console and check the email on the account. That is the address the sign-in link goes to, so a typo or an old address is the usual cause. If it is wrong, fix it in quick-edit. Then tap **Send sign-in link**; the screen tells you which address it went to. Have the parent check that inbox (and the Promotions or Junk folder). The link works for 15 minutes and once only. There is no password to reset: the portal signs parents in by link.

FRONT DESK

How do I walk a parent through their portal on the phone?

Open the family in the console and tap **View portal as this family**. Their portal opens in a new tab exactly as they see it, with a banner saying you are viewing as them. You can look at every screen and point them to the right button, but nothing can be changed or paid from your view. Close the tab when you are done; the view ends on its own after 15 minutes. Each time you do this is recorded, so use it only while helping that family.

FRONT DESK

A parent asks what "Register" means next to a class.

It means the class is open and their dancer is the right age for it. Tapping it adds the class to their registration. **Enrolled** next to a dancer's name means it is done. **By audition** means the class is competitive and needs the teacher's yes first.

FRONT DESK

We are still using StudioLab for some things. Which system do I use for what?

Until January 2027, **registrations, enrolments and payments stay in StudioLab**. Studio OS reads from it every morning, so anything entered there appears in the console and on rosters within a day. **Attendance, check-ins, notices, follow-ups, missed calls and trials run in Studio OS**. If you change a family's phone or email, change it in Studio OS; that is where the texts come from. When in doubt: money and enrolment in StudioLab, everything about today in Studio OS.

FRONT DESK

Who do I ask at TDM?

Isabel (Front desk) for anything day to day: (204) 560-2936, hello@thedancemethod.com, Orielle (Owner) for policies, staffing and anything a parent escalates.

EVERYONE

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Generated from the studio's knowledge base on 2026-09-11; the help center is always the newest copy.