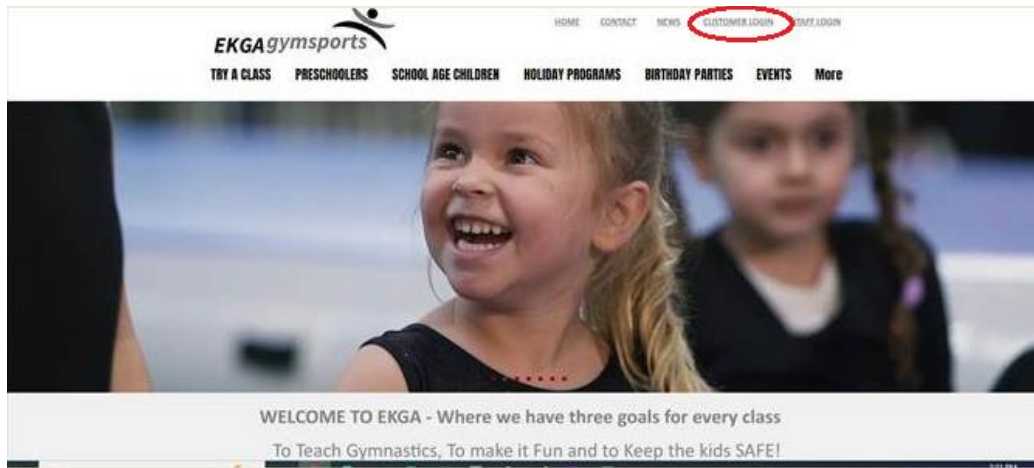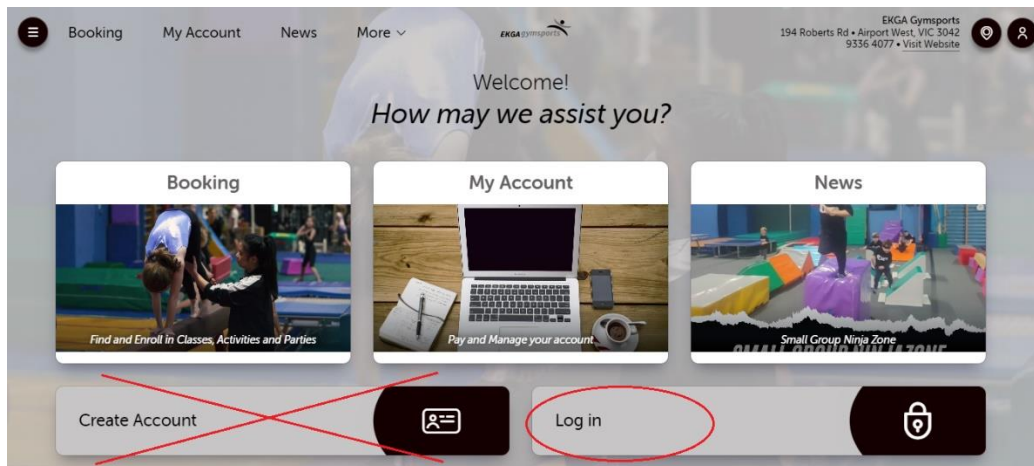# Accessing the Customer Portal *For Existing/Past members*

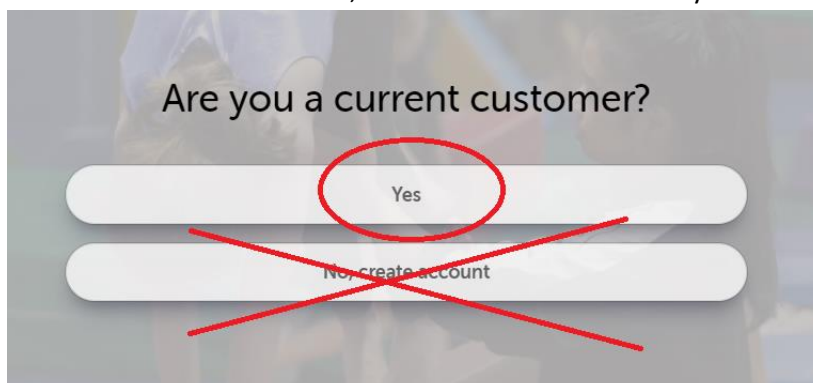Start by visiting our website www.ekga.com.au.

Then click on the "Customer Login" button at the top of the screen.

Even if you have not accessed the parent portal before, if your child has ever attended a program / class at EKGA you will have an automatically generated username and password.

Do not create a new account, as it will not be linked to any child records.

Click on the " forgot my password" link and a password will be emailed to you. Your username will be the email address associated with your account (i.e. the one your invoices and notices are emailed to).   Within a minute or so a temporary access code will be emailed to you. From there you can login and you will be prompted to change the password to something you will remember.

Once you are logged in you can: view your child's progress and evaluations, book into special events (listed as camps), make credit card payments on your account, update your details, request class changes, see how many spaces are left in classes and events, purchase merchandise from the online store and much more