

WEBSITE “MEMBERS ONLY” LOGIN INSTRUCTIONS

Click on the top right corner of website www.cheer-alliance.com where it says athlete login. The username is the parent name you have on file with CA, first and last name, all lowercase, no spaces (like sandysmith), and the password is *cailchangeme*. Once you log in the first time, you can change the password to whatever you like.

brand new members please allow a few days to try to login

CUSTOMER PORTAL FIRST TIME LOGIN INSTRUCTIONS

You can access your account with us at any time! Update your information, register your students, sign-up for an event, make payments, view your balance and review our policies, and much more.

In order to use the Customer Portal, you must have a valid email on file with us, and your email program must accept mail from Cheeralliance@sbcglobal.net

Instructions for accessing the Customer Portal for the **first** time:

- Navigate to **www.cheer-alliance.com** and click on the “Customer Portal Login” link located on the bottom of the homepage.
- You will be directed to a new window with our gym logo to the left and a boxed login area to the right. In the boxed area, enter the email address that you have on file with us at the gym and click on “I don’t have or know my password.” A password will be randomly created and sent to you immediately by email.
- Retrieve your temporary password from your email, then return to the login screen and log in to your secure personal account page.
- Change your password to something you will remember under the My Account tab. Be sure to click on the SAVE button whenever you’ve made changes.
- Click on a tabbed area (News, My Account, Fees & Payments, My Contacts, My Students, My Classes, Registration, Policies) to view detailed information or choose from the drop down list next to “I want to:”
- Be sure to log off after you’ve completed your session by clicking on the Sign Out link in the upper left corner of the main page.

IMPORTANT NOTES & TROUBLESHOOTING: If you click on the “I don’t have or know my password” link and do not receive an automatically generated password in your email inbox, it is likely that the email address you’ve provided is not the one we have on file. Please contact us, so we can correct the email account associated with your account.

You may access your secure account via the Customer Portal link in our website at any time. Check the NEWS tab regularly for important news and upcoming events.

Office email: cheeralliance@sbcglobal.net

Kellie’s email: kelliev@cheer-alliance.com

Billy’s email: billy@cheer-alliance.com

Jolene’s email: jolenemartino@hotmail.com

Johnnie’s email: jtuckley2003@yahoo.com

Lauren’s email: lauren@cheer-alliance.com

Jodi’s email: jodimelcher@gmail.com

Alex’s email: aleca1605@aol.com

Todd’s email: woodytj34@wowway.com

phone: 630-669-2471

cell: 630-669-2471

cell: 773-414-5430

cell: 630-456-0227

cell: 608-201-5579

cell: 630-688-2690

cell: 847-293-2246

cell: 708-363-5654

cell: 224-238-0392