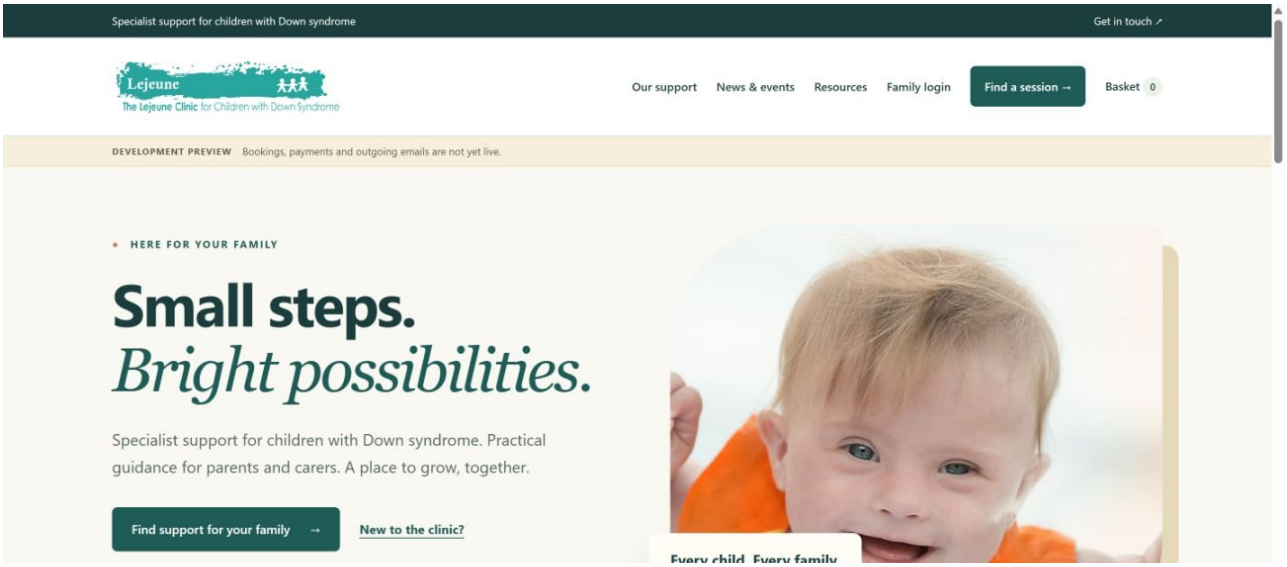
Your family account and the clinic website

Use this guide to find clinic information, manage your family account and keep track of your own bookings and purchases. It also explains the agreed recording-library access levels.

Development edition, 2 October 2026. The new website is being prepared at https://lejeuneclinic.exintra.com/. Do not make a real booking or payment on this preview. New registration and password emails are not active. Keep using the existing clinic services until the clinic announces the changeover.



Development homepage: Family login and Find a session are in the top navigation.

What is covered

- Page 1: website navigation, support and contact routes.
- Page 2: signing in, password setup, profile and communication preferences.
- Page 3: sessions, basket, bookings and purchase history.
- Page 4: recordings, access levels, privacy and help.

Finding information and contacting the clinic

Choose **Our support** for an introduction to services, **News & events** for notices and published events, and **Resources** for advice and webinar information. Referral, consent, safeguarding and terms links may open the existing clinic website.

For general questions use enquiries@lejeuneclinic.com. Registration does not replace a referral or confirm eligibility for a clinical session. Use the clinic's referral process for child and clinical information, not an ordinary shop message.

Signing in and updating your details

Sign in

1. Select **Family login** on the homepage, or open Family sign in.
2. Enter your family account email address and your new-site password, then select **Sign in**.
3. After signing in, use **My account** to return to your profile, event bookings and purchases.
4. Select **Sign out** when finished, especially on a shared computer.

First visit or a forgotten password

Existing website passwords have not been transferred. When the new service is activated, enter your account email in the first-visit or forgotten-password section and request a password link. The secure link can be used once and expires after one hour. Choose a new password; do not send your password or reset link to anyone.

During development: password emails are disabled. Follow the sign-in page link to the existing clinic login. The website update announcement will explain when to set your new password.

Create a free account after registration is activated

1. Select **Create a free family account** on the sign-in page.
2. Enter your name and email. Choose separately whether to receive news/event updates and the clinic newsletter.
3. Read the account terms and request the password-setup email.
4. Follow the secure email link and then sign in. If you already have an account, use password setup rather than creating a second account.

Change your profile and preferences

1. Open **My account** and find **Your details**.
2. Change your name or the two communication checkboxes.
3. Select **Save preferences** and check that the saved message appears.

Your email is displayed rather than editable in this form. Ask the clinic to help with an email-address change. A free family account is not a paid subscription; future premium recording access is a separate entitlement. Your account does not expose other families' attendee details.

Sessions and your order history

Find and review a session

1. Select **Find a session**, or follow a booking link from a published event in News & events.
2. Read the date, venue or online format, price, closing date and any referral requirements.
3. Choose the number of places or items offered by the form. For an event, supply attendee details if requested.
4. Add the item to your basket and check its contents before continuing.

An item in a basket is not a confirmed booking. Do not assume a place is secured until the clinic's booking confirmation is available. If a session is full, closed, hidden or unavailable, contact the clinic rather than repeatedly submitting checkout.

Basket and payment once checkout is activated

Use **Basket** to review quantities and remove items. At checkout, use the same email as your family account so that your confirmed order can be matched to you. Review customer information, attendee details, delivery if relevant, and the total before submitting.

PayPal checkout and booking confirmation still need activation and end-to-end testing on this development site. Do not use it for real payments. On the live service, a PayPal return page alone should not be treated as proof of a confirmed booking; the website must receive and verify the payment.

Event bookings do not attract postage. A physical item may add a combined delivery charge; check the actual basket total and delivery conditions rather than assuming a particular rate.

View your bookings and purchases

1. Sign in and open **My account**.
2. Find **Your event bookings** for confirmed bookings associated with your email.
3. Select **View session details** for the event information.
4. Find **Your purchases** for paid orders, order references, dates, items and quantities.

An empty list does not prove that you never booked or purchased anything. Historical orders are being reconciled separately, and pending or unconfirmed payments are not shown as paid purchases. Contact the clinic with your order reference and booking email if something is missing.

Changes cancellations and reminders

No self-service cancellation or refund control is documented for this family area. Contact the clinic to request a change; follow its terms. Event reminder emails depend on mail delivery and scheduling being activated. Keep your own note of the session date rather than relying solely on a reminder.

Your recording library and access levels

Catalogue available in development. Browse Webinar recordings and search by subject, key terms or presenter. Entries can contain protected MP4s, PDFs, Vimeo videos or public YouTube videos. Existing restricted recordings have not been republished automatically. Continue using the clinic's current arrangements until launch.

Using the library after launch

1. Open the webinar library from **Resources** or **Your webinar library** in My account.
2. Enter subject words or key terms, such as "early language". Refine results by subject or access area; use the available sort choices.
3. Open a catalogue entry to read its summary, presenter, recording date and duration.
4. Use its player to watch the recording, or open an available PDF document. External players may ask you to choose to load the video first.

Who can view what

- **Public:** available without signing in.
- **Member:** requires a signed-in family account; includes public material.
- **Premium:** requires a current premium entitlement; includes member and public material. An expiry ends premium access, not the ordinary family account.

A visible title or summary may be a public preview rather than permission to play a restricted video. If prompted, sign in to the clinic account with the correct access. Premium recording access is not yet connected to a paid subscription or an automatic purchase upgrade.

Vimeo and YouTube

The agreed Vimeo arrangement uses the clinic player and your clinic account; viewers should not need a separate Vimeo login or shared password. Vimeo must also be configured correctly by the administrator. YouTube public or unlisted videos may be included, but an unlisted link can be shared outside the clinic site.

Webinar information supports learning and does not replace individual clinical advice. Do not share your account credentials, restricted documents or recording links. Access controls cannot prevent an authorised viewer from making a screen recording.

Getting help

If sign-in fails, check your email and the launch status before requesting a new password link. If a video fails, tell the clinic the recording title and message shown. For a missing booking, include its reference, date and booking email. Send the page address and a screenshot without passwords, reset links, full payment details or child clinical information.

General help: enquiries@lejeuneclinic.com. Do not use a development page to submit urgent or sensitive information.