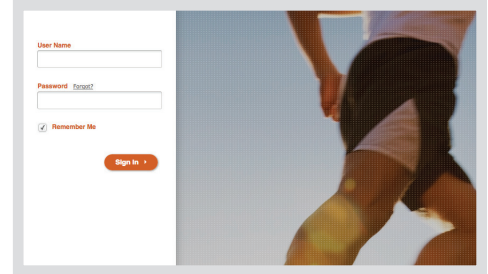


Member Self-Service Website Services

View Personal and Billing Information, Statements, Charges and Payments, Check-in Activity, Make Payments, Enroll in Classes/Courses, Purchase and Schedule Appointments, and Email the Club.

Don't miss out on managing your membership and fitness needs online at www.clubsports.com.



Log In:

1. Go to www.clubsports.com.
2. Click **Account Login** in the upper right hand corner of your screen. Enter your **User Name** and **Password**.
*Note: If you are logging in for the first time, use your member number (the barcode on your membership card) for both your user name and password. You will be given the opportunity to change your password after you login. If you change your user name, it cannot be reset. If you forget your password, click **Forgot?** to reset it. An email will be sent to the email we have on file for your account.*
3. Click **Sign In**.

Change Your User Name and Password:

1. Click **My Account**, then click **Change Username or Password**.
2. Click **Edit**, then make your changes. Click **Save**.
Note: See the next page for password requirements.

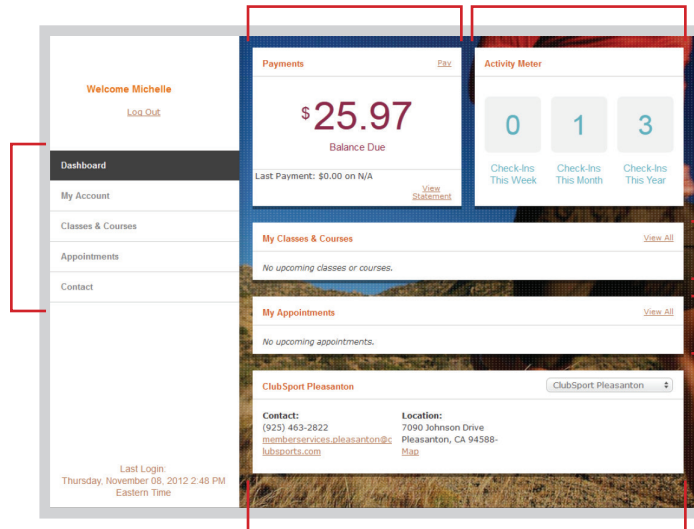
Member Dashboard

After you log in, your Dashboard will display the following information. If you are unable to see the entire dashboard, adjust your view settings for your browser.

Payments: Displays your recent payments. Make a payment and view your statement, too.

Activity Meter: Displays how many times you checked in by week, month, and year.

Navigation Bar: Takes you to different pages within the site.



My Classes & Courses: Displays the classes and courses you're enrolled in.

My Appointments: Displays the appointments you have scheduled.

Club Contact Info: Displays your club's address, phone number, and links to external websites your club has added to their Member Self-Service website.

View and Edit Your Personal/Billing Information

1. Click **My Account**. Click **Go to My Info** then click **Edit**. Update your information, then click **Save**.
Note: Billing information displays credit cards on file. For house account charges, contact the club.

View Your Current Statement

1. Click **My Account**. In the Payments area, click **View Statement**.
*Note: Click **Print** to print a paper copy. Click **Pay** to make a payment online using the credit card you have on file or use another card.*

Member Self-Service Quick Guide

View Your Usage History

While the Activity Meter on the dashboard gives you a snapshot of your club usage, usage history lists the times you checked in.

1. Click **My Account**, then click **Go to My Usage History**.
Note: Click **Print** to print a paper copy.

Enroll in a Class or Course

1. Click **Classes & Courses**, then click **Enroll in New Class**.
2. Select the club you want to take a class, then click **View All Class Times**.
3. Select the type of class you want to take, then click **Enroll in Class**.
4. From the list of classes, click the class time. Click **Enroll in Class**.
5. Select **Enroll** if the class is included with your membership or select the method of payment if the class is fee-based.
 - If you select **Pay Later**, an invoice will be added to your account.
 - If you select **Pay Now**, you can pay using the credit card you have on file or use another card. Click **Make Payment**, verify the card information, then enter the security code. Click **Make Payment**.

Note: If you enrolled in a class with a Standby status, you will see the class in your list with a Standby icon next to it. Check back to see if you get moved from Standby to confirmed.

View Your Charges and Payments

1. Click **My Account**, then click **Go to My Account History**.
Note: Click **Details** to see the invoice of a specific charge or payment receipt. Click **Print** to print a paper copy.

Schedule an Appointment

1. Click **Appointments**, then click **Schedule an Appointment**.
2. Select the details for the appointment, then click **View Available Appointments**.
3. On the list of available appointments, select the appointment time. Click **Schedule Appointment**.
4. On the appointment details screen, click **Schedule Appointment**.

Note: When you check in for the appointment, you can either pay using a prepaid session or another method of payment. To cancel your appointment, you must contact the club.

Password Requirements and Restrictions

Requirements

- Must be at least 8, but no more than 32 characters long.
Best Practice: Must have at least 2 of these 4 character types: at least 1 uppercase letter (recommended), lowercase letters, numbers, and characters.

Restrictions

- Cannot be the same as your User Name or member number (barcode on the back of your membership card).

Restrictions (Continued)

- Cannot contain the User Name or member number on the back of your membership card (for example, if your User Name is jfranklin or jasmith, the password cannot be jfranklin01 or jasmith#2).
- Cannot contain the word 'password'.
- Cannot be the same as one of your last 5 passwords or one used in the last 6 months.

Supported Devices and Browsers

Devices

The Member Self-Service website can be accessed using one of the following devices:

- PC with operating system Windows XP SP3; Windows Microsoft® Windows® XP Professional with Service Pack 3; Windows Vista® Business, Ultimate, or Enterprise with Service Pack 2; or Windows 7® Professional, or Ultimate
- iPad and iPhone with operating system iOS 5.1.1 or higher
- Android devices with operating system 2.3.5 or higher

Browsers

The Member Self-Service website can be accessed using one of the following browsers:

- Microsoft Internet Explorer 9 or higher
- Mozilla Firefox 12.0 or higher
- Google Chrome 19.0 or higher
- Safari 5.1 or higher (on a PC)