

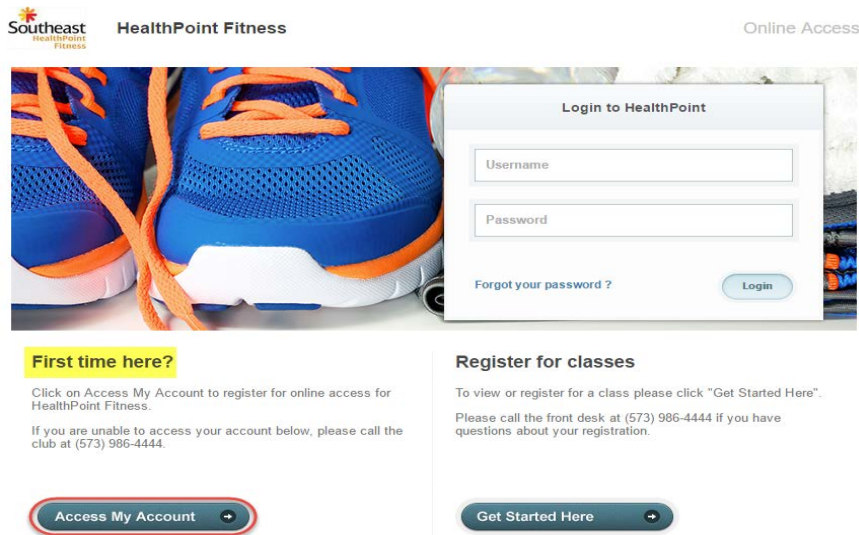
Southeast HealthPoint Fitness

Member Portal Access Instructions

Welcome to the Healthpoint Fitness online member portal. Accessing your member portal allows you to view and update personal information, view your statement, pay balances, register for programs, and more! The guide below outlines the various features available to allow for effective use of your member portal.

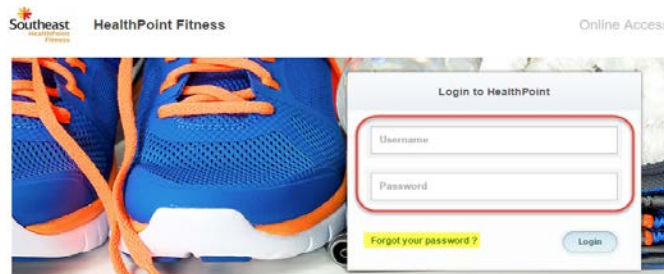
Initial Login: To access the member portal for the first time, begin by opening <https://healthpoint.clubautomation.com>. Be sure not to include “www.” when opening the member portal.

1. Once on the site, click on the “Access My Account” button listed under “First time here?”.



2. Under “Find my account”, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner. If you are unable to find your account, please contact one of the phone numbers above.
3. Once your account has been identified, you will receive a “We found your account.” prompt. *A verification email will then be sent to your email address with the final login instructions.* Please open your email to access these instructions.
4. The email you receive includes a verification link that must be opened to complete the setup of process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information. Once all of the required fields are completed, select “Save Account”. You will then be directed to your member portal home page! You will only be directed to the information page during your **Initial Log In**.

Standard login: Enter your “Username” (your email address) and “Password” in the “Login to Healthpoint” box.

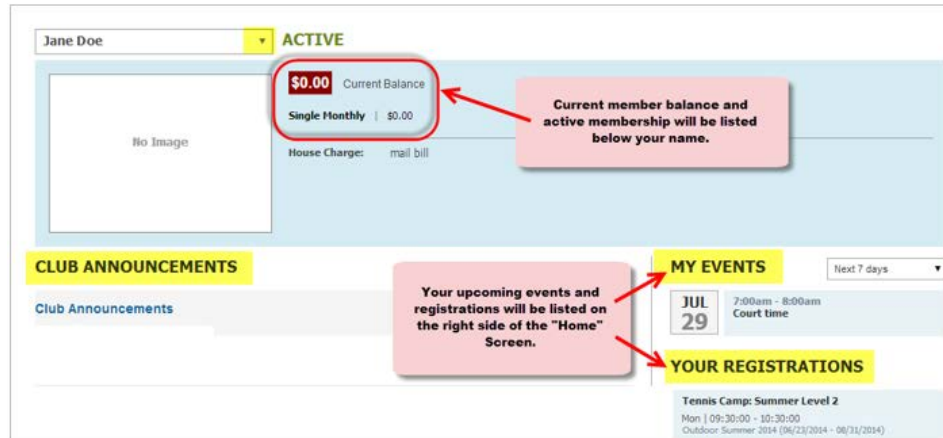


Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If the email address you provided isn’t recognized by the system, please contact the club.

Home Page: When logging in you will be directed to your “Home” page. The home page lists the following:

- *Current balance and membership type* – these will be listed just below your name

- *Club announcements* – be sure to review for any updates or announcements from the team at HPF!
- *Upcoming events and registrations* – listed on the right side of the home screen will be any upcoming court reservations as well as your future class registrations
- Select the dropdown menu to the right of your name (highlighted in yellow below) to navigate to different family member’s profiles.



Member Portal Tabs: Located on the left side of the member portal are the various tabs you will use to access court reservations, classes, member statement, etc. Below is the list of tabs you can access through your member portal.

Home: Navigate back to the “Home” screen outlined above

View my Info: Enter and update personal and billing information, if appropriate

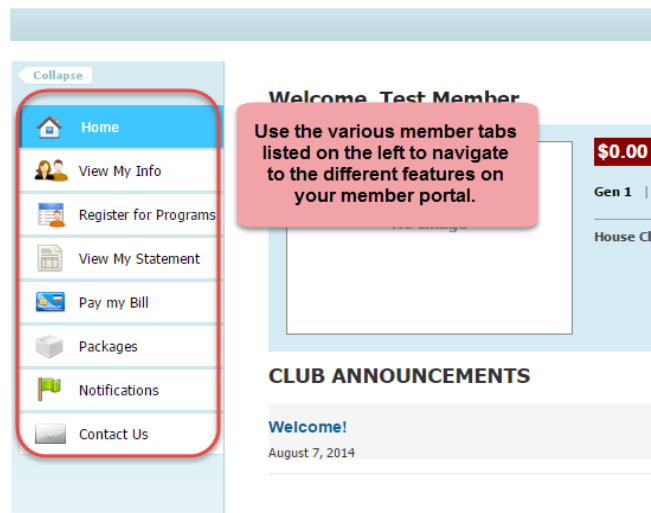
Register for Programs: Register for any programs currently available online

View My Statement: Review charges and payments posted to your statement

Pay My Bill: Make online payments for any outstanding charges on your account

Packages: View sessions remaining in your current training & other club packages

Notifications: Opt in or out of club email communications



From “View My Info” tab you can update your personal and billing information. Select “Edit” in the top right corner.

- Change your phone number and address, email, Login and Password
- Credit card number and expirations date, billing address

From “Register for Programs” tab allows you to register for programs available for online registration.

Begin by locating the program from the list provided. You can also narrow your search using the filters provided at the top of the page, i.e. keyword or event time.

- Once you have identified the class, click on the name or select “Learn More” next to the program.

PROGRAMS

Search by keyword All Events HealthPoint Cape

Event time to Sun Mon Tue Wed Thu Fri Sat

Search by Age From to [Search classes](#)

Program Name	Location	Department	Days of Week
SHAMROCK 360 INDOOR TRIATHLON	HealthPoint Cape		Sat Learn More

- Once you have selected the program, all available sessions for the program will be listed. Select the green “Sign Up” for the session you would like to register for.

Class #	Date / Time	Location	Session	Price	
13500	Sat 08:00am - 12:00pm	HealthPoint Cape	EARLY GROUP REGISTRATION 03/25/2017 - 03/26/2017	\$60.00	Sign Up
13498	Sat 08:00am - 12:00pm	HealthPoint Cape	EARLY INDIVIDUAL REGISTRATION 03/25/2017 - 03/25/2017	\$25.00	Sign Up

- You will then be asked to select the member who will be registering for the class
 - Note:** if you are the primary account holder and have family members linked to your account, all eligible members will be listed on this screen
- After selecting the member name, click “Add to Cart” to proceed with registration

SHAMROCK 360 INDOOR TRIATHLON on Saturday ×

Sign Up / Add family members

Select family members to be enrolled in this class below. If you're looking to enroll a family member who is not on this list, you may create them by clicking "new family member" below.

Jane

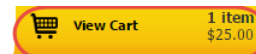
[Add a new family member](#)

Cancel [Add to Cart](#)

- The program has now been added to your “cart” and payment can be taken
- Select “View Cart” in the top right corner to process payment and complete your registration



HealthPoint Fitness



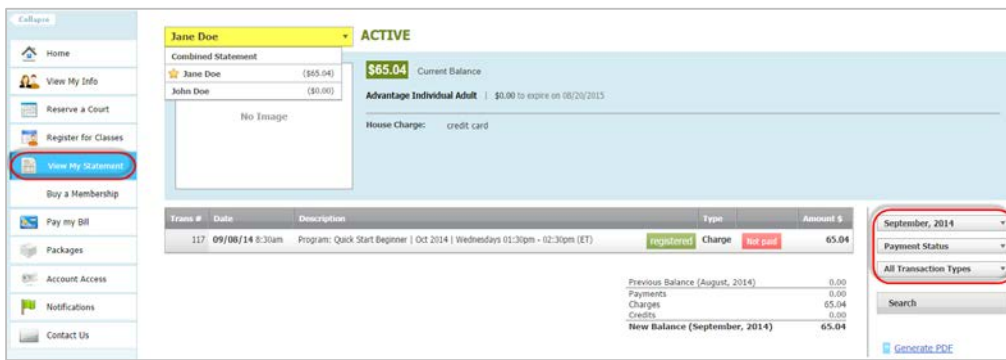
Welcome, Test!
[Logout](#)

[Home](#) [Contact Us](#)

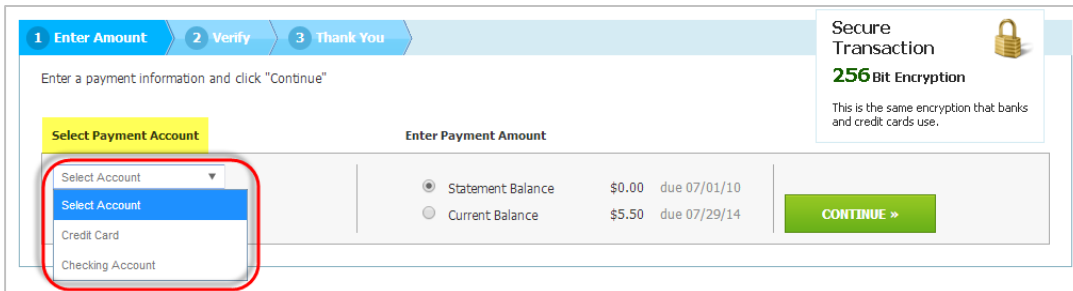
- In your cart, confirm the charges and select the green “Continue to check out” button
- Follow the prompts to enter payment and complete registration
- Once you have processed your payment, the user will now be registered for the program and their spot secured on the roster!
- To navigate back to the home page, select the home icon in the top right corner

From the “View My Statement” tab you can review all charges and payments on your member statement.

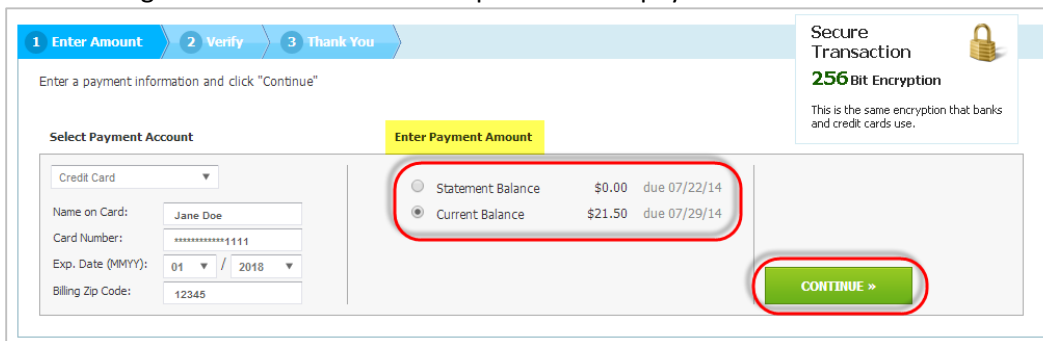
When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name – highlighted in yellow in the picture below. Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the bottom left side of the statement screen – boxed in red below.



Navigate to this tab to pay any outstanding balances. To begin, locate the “Select Payment Account” menu. Next, select the payment type you will be using for the transaction. Once the payment type is selected, enter the account information in the fields provided.



Next, select the payment amount, which will either be “Statement Balance” or “Current Balance”. After selecting the balance amount, click on the green “Continue” button to proceed with payment.



After selecting continue you will be prompted to verify your payment information and complete your payment. You will receive confirmation that your payment was completed and has been posted to your statement.

Through the notifications tab you have the ability to turn on and off various forms of club email communication. To edit your notification settings, select “Edit” in the top right corner of the Notifications box.

Note: only email notifications are currently available. SMS notifications may be available in the future.

- *To turn notifications on:* ensure the “E-mail” box is checked to the right of the notification type
- *To turn notifications off:* uncheck the “E-mail” box to the right of the notification type

Once the desired notifications have been selected, click “Save changes” in the bottom left corner to confirm notification preferences.

