

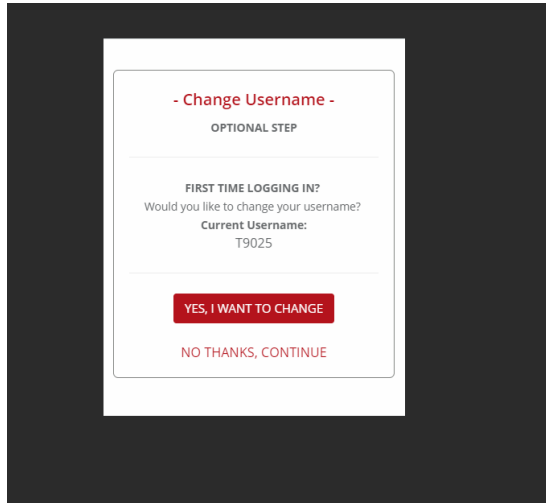
Online Member Services Instructions

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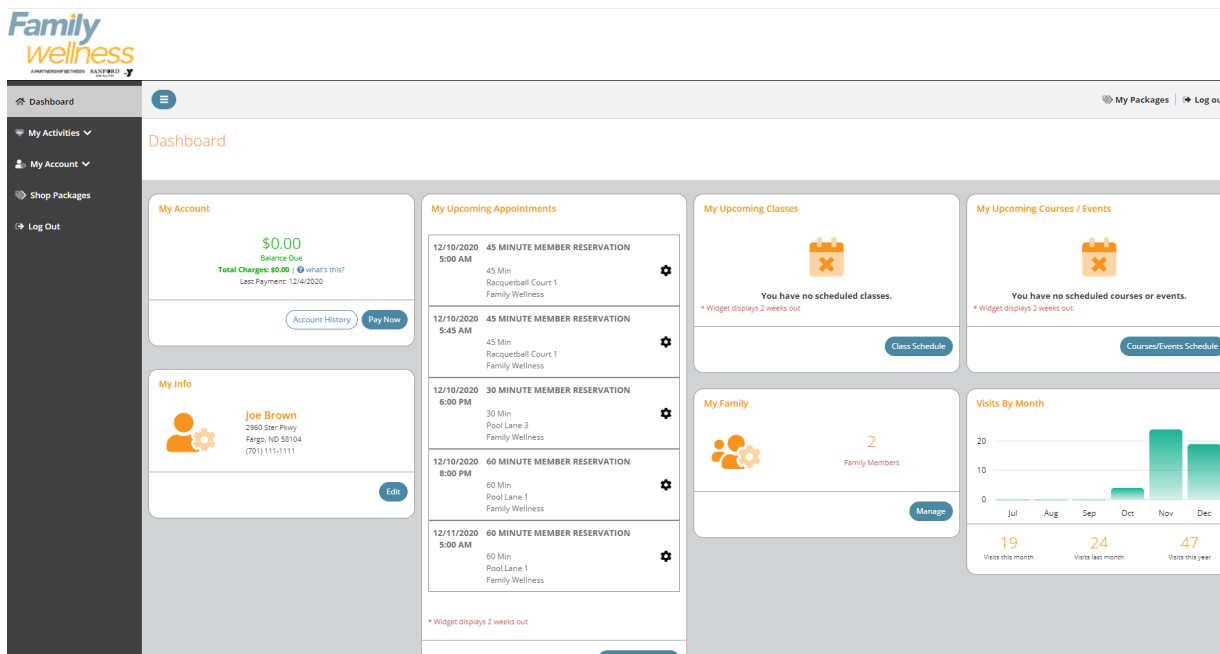
LOGGING IN

- User name and password are your member ID.
- When logging in for the first time, you will need to change your password. You also have the option of changing your user name, which we suggest as a good security practice.



- The password must be 8 to 32 alphanumeric characters and contain 1 lower-case character, 1 uppercase character, and 1 special character. It cannot contain spaces, the word “password”, or your name.

DASHBOARD

A screenshot of the Family Wellness dashboard. The top left shows the logo and navigation menu with options like 'My Activities', 'My Account', 'Shop Packages', and 'Log Out'. The main content area is titled 'Dashboard' and contains several widgets: 'My Account' showing a balance due of \$0.00; 'My Upcoming Appointments' listing several reservations; 'My Upcoming Classes' and 'My Upcoming Courses / Events' both showing 'You have no scheduled classes/courses or events'; 'My Family' showing 2 family members; and 'Visits By Month' showing a bar chart with 19 visits this month, 24 last month, and 47 this year.

Month	Visits
Jul	0
Aug	0
Sep	0
Oct	19
Nov	24
Dec	47

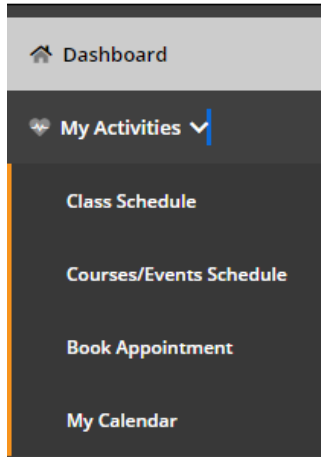
RESETTING YOUR PASSWORD

1. You can reset your password by clicking **My Account** on the left and select **Manage Profile** and then **Password**.

CLASS SCHEDULE – CHILDCARE RESERVATIONS

Class schedule is where all Childcare Reservations can be made.

1. Click **My Activities**



2. Click **Class Schedule**
 - a. All Childcare reservations are listed
3. Select Child(ren) you would like to reserve a space for
4. If payment is required you will be prompted to pay the fee.

Select Classes

Dashboard / Select Classes

Class Filters



Select Date: Day Of / Week Of | 12/10/2020

Select Club: Family Wellness

Select Category: ALL

[MORE FILTERS](#)

Thursday 12/10/20

 8:45 AM 90 Min	CHILDCARE RESERVATION (AGES 2WKS - 9YRS) Inst: Family Wellness 👤 Brown, Jane: Free 👤 Brown, Joe: Free 👤 Brown, Molly: Free	>
 10:30 AM 90 Min	CHILDCARE RESERVATION (AGES 2WKS - 9YRS) Inst: Family Wellness 👤 Brown, Jane: Free 👤 Brown, Joe: Free 👤 Brown, Molly: Free	>

Childcare Reservation (Ages 2wks - 9yrs)

Class Instructor: Family Wellness
Class Length: 90 min
Date: 12/10/2020
Time: 8:45 AM

- CLASS DESCRIPTION -

Safety is our number 1 priority and with that, we have modified how we operate our childcare center. In order to limit exposure we are adjusting to a program based, smaller group size model. *Parents are required to wear a face mask while in childcare for pick up and drop off. All those that enter childcare will be screened with questions and temperature checks. If you sign up for childcare and don't attend your scheduled time, you will be charged for a visit. To cancel your reservation, please call our team at 701.234.2400 or email Jennifer.Wetzstein@sanfordhealth.org.

Brown, Jane

Brown, Joe

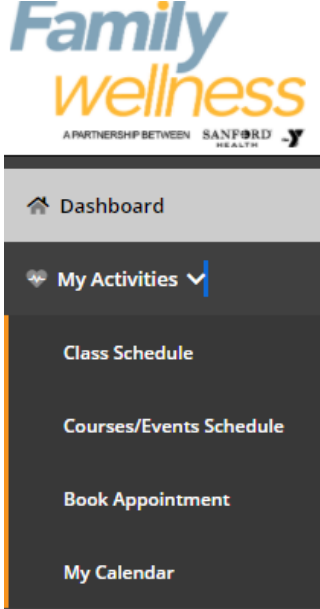
Brown, Molly

[Cancel](#) [Sign Up](#)

COURSES / EVENTS SCHEDULE – PROGRAMS AND EVENTS

Courses / Events Schedule is where all Programs and Events are located (ie Swim Lessons, Boot Camps, Healthy Cooking, Youth and Adult Programs, etc.)

1. Click **My Activities**



2. Click **Courses/Events Schedule**
3. To drill down for specific classes
 - a. Select Month (and year if applicable)
 - b. Select Category
 - c. Select More Filters to use Key Words or Instructors/Resources
4. Select the desired program or event
 - a. Course Detail popup gives you the option to sign up
 - b. If payment is required you will be prompted to pay the fee

Select Courses / Events

Dashboard / Select Courses / Events

Course Filters

Select Year: << 2021 >>



Select Month: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Select Club: Family Wellness

Select Category: ALL

[MORE FILTERS](#)

JAN 2021

 12:00 AM 60 Min	MOVE FOR GOOD FITNESS CHALLENGE 01/04/2021 - 01/15/2021 SUN, MON, TUE, WED, THU, FRI, SAT Inst: Family Wellness 👤 Brown, Jane: \$25.00 👤 Brown, Joe: \$25.00 👤 Brown, Molly: \$25.00	>
 9:00 AM 30 Min	SWIM LESSON GUPPY MINIGROUP MON 9:00AM 01/11/2021 - 03/08/2021 MON Inst: Family Wellness 👤 Brown, Jane: Not Eligible 👤 Brown, Joe: Not Eligible 👤 Brown, Molly: Not Eligible	>

Adult Boot Camp

x

Course Instructor: Becky Peltier
Class Length: 45 min
Date: 01/18/2021 - 02/24/2021
Time: 11:15 AM
Days: MON, WED

- COURSE DESCRIPTION -

Get your New Year's fitness goals off to a good start by joining our Resolution Boot Camp. This program is designed to accommodate all fitness levels from beginner to the advanced. Our trainers will guide you through 6 weeks of High Intensity workouts that will challenge your stamina and your muscles. Grab a friend and sign up for one of our convenient times.

Brown, Jane

Brown, Joe

Brown, Molly

Cancel

Sign Up

Adult Boot Camp



Start Time: 11:15 AM
Date: 01/18/2021
MON, WED
Course Instructor: Becky Peltier



Brown, Joe

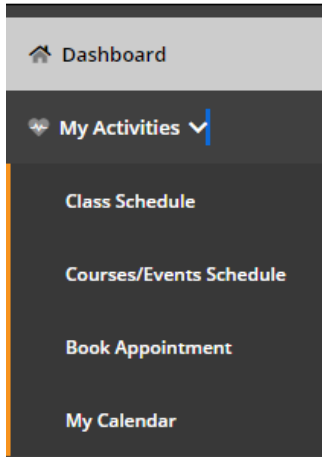
Payment Options

Pay Course Fee
\$72.00

BOOK APPOINTMENT – RESERVE COURT OR LANE

Book Appointment is where all Racquetball, Basketball and Swim Lanes can be reserved.

1. Click **My Activities**



2. Click **Book Appointment**
3. To drill down for a specific appointment type
 - a. Select Category (court for racquetball or basketball and pool lap lane for swim lane)
 - b. Select Product (time)
 - c. Select “All Resources” or a Specific Resource
 - d. Select the Day
 - i. This brings up a popup where you select the time range
 - ii. Select the Time Range
 - iii. Select specific time
 - iv. If additional resources are needed you will be prompted to select.

Appointments

Dashboard / Book Appointment

Calendar will display once all steps are complete.

Step 1: Select Member
Brown, Joe

Step 2: Select Club
Family Wellness

Step 3: Select Category
Court Reservation

Step 4: Select Product
45 Minute Member Reservation

Step 5: Select Resource(s)
All Resources

December 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Select A Time

for 12/10/2020



Hoop 1



MORNING
5am-12pm



AFTERNOON
12pm-5pm



EVENING
5pm-5am

Hoop 2



MORNING
5am-12pm



AFTERNOON
12pm-5pm



EVENING
5pm-5am

Hoop 3



MORNING
5am-12pm



AFTERNOON
12pm-5pm



EVENING
5pm-5am

12:30 PM

2:30 PM

3:15 PM

4:00 PM

4:45 PM

Hoop 5



MORNING
5am-12pm



AFTERNOON
12pm-5pm



EVENING
5pm-5am



BOOK

Club: Family Wellness

Time: 12/10/2020 3:15 PM

Product: 45 Minute Member Reservation

Resource: Hoop 3

This appointment is free!

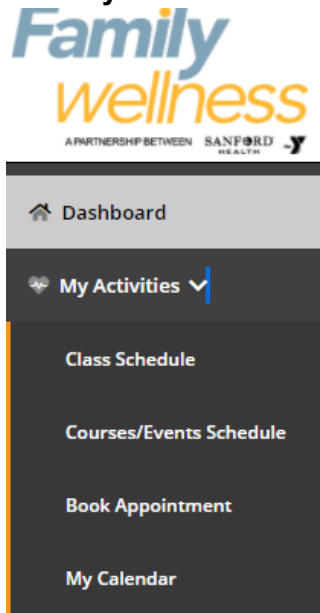
BOOK

CANCEL

MY CALENDAR

View the activities you have signed up for.

1. Click **My Activities**



2. Click **My Calendar**
3. Activities will be listed in chronological order
4. Select Additional Filters if needed
5. You can cancel/Edit appointments here

Joe Brown		
 12/10/2020 5:00 AM	45 MINUTE MEMBER RESERVATION Court Reservation 45 Min Type: Appointment Instructor: Racquetball Court 1 Family Wellness	
 12/10/2020 5:45 AM	45 MINUTE MEMBER RESERVATION Court Reservation 45 Min Type: Appointment Instructor: Racquetball Court 1 Family Wellness	
 12/10/2020 2:30 PM	45 MINUTE MEMBER RESERVATION Court Reservation 45 Min Type: Appointment Instructor: Hoop 1 Family Wellness	
ADD TO CALENDAR		EDIT APPOINTMENT

Appointment Details

60 Minute Member Reservation

Category: **Pool Lap Lanes**
Type: **Appointment**
Start Date: **12/11/2020**
Start Time: **5:00 AM**
Duration: **60 min**
Is Recurring: **No**
For: **Brown, Joe**
Location: **Family Wellness**
Resources: **Pool Lane 1**

This appointment cannot be changed online. Please call your club for more information.

What would you like to do?
[Cancel](#)

There are no fees for cancelling this appointment.

[Proceed With Cancel](#)

PACKAGES

Purchase services (personal training and registered dietitian)

1. In the menu on the left, click **My Account**
2. Click **Packages**
3. Select Package you would like to purchase

Package Filters

Select Club	Select Type	Keyword
Family Wellness (Home)	ALL	

Some classes may use more than one unit

30 Minutes Wellness Training 1-On-1

REDEEMABLE AT:
Family Wellness

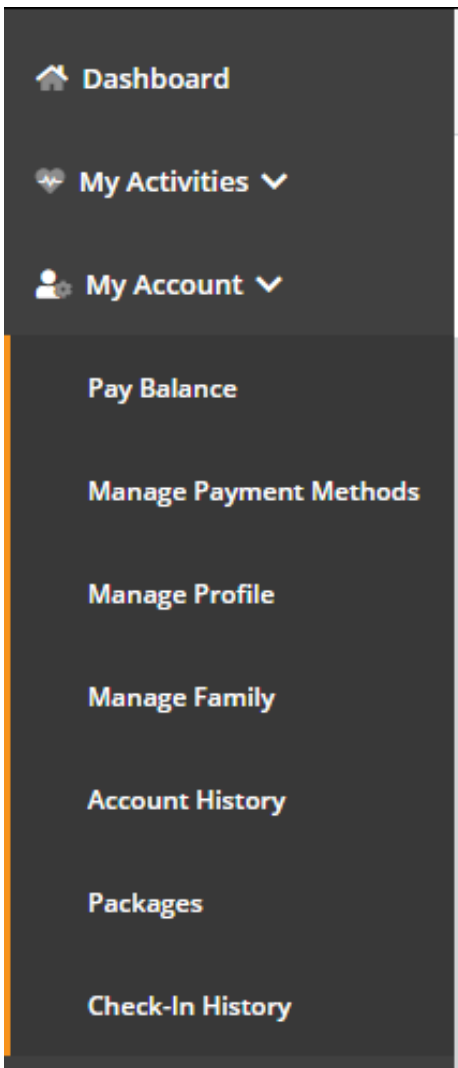
Package Units
1 - \$45.00/per
\$45.00 Purchase

45 Minutes Wellness Training 1-On-1

REDEEMABLE AT:
Family Wellness

Package Units
1 - \$67.50/per

MY ACCOUNT



PAY BALANCE

Pay your account balance, take care of declined dues, update your payment method, etc

1. Select My Account
2. Click **Pay Now**
3. Enter the payment amount, if different than the total balance
4. To pay using the card on file, click the **PAY WITH THIS METHOD** button in the SAVED CARDS area. The PAY page appears.
5. To pay with a card not on file:
6. Click **NEW CREDIT CARD**. The fields for entering the credit card appear.
7. Complete the fields.
8. To **Save** this card, click the check box to **Save** for use in the future
 - a. Click the **Submit** button. The PAY page appears.
6. Click the **Pay** button. The payment is processed.

MANAGE PAYMENT METHODS

Updating your credit card or ACH information.

1. Click **My Account**
2. Click **Manage Payment Methods** to update the form of payment on file

UPDATE ACH INFORMATION

1. To **Edit** the existing ACH on file – click **Edit** on the Saved **Bank Account**
2. Updating an existing Bank Account allows you to update the account number, routing number, and type of account
3. Sign to acknowledge the terms and conditions
4. Click **Save Changes** on the bottom right

UPDATE CREDIT CARD INFORMATION

1. To **Edit** the existing Credit Card on file – click **Edit** on the Saved **Credit Card**
2. Updating an existing credit card allows you to change:
 - a. Expiration Date
 - b. Billing address
 - c. Update whether or not the card can be used for in-club purchases
3. Any change will require a signature and acknowledgment of terms and conditions
4. Click **Save Changes** on the bottom right

ADD A CARD ON FILE

1. To add a **new** card on file, complete the left side including:
 - a. Name on the card
 - b. Card number
 - c. Card expiration
 - d. Review the billing address to be sure the one on file matches OR uncheck the box and add the billing address for the card
 - e. Use for House Account – **House Account is used for any charges generated as a result of billing declines**
 - f. Use for in-club Purchases – **This is used for any purchases made at the club using this card on file if answered yes**
 - g. The check box indicates whether or not the member would like to pay for the membership agreement using this card
 - h. The member will require a signature and acknowledgment of terms and conditions
 - i. Click **Add Credit Card** to complete the process

MANAGE PROFILE

1. Click **My Account**
2. Click **Manage Profile** to update
 - a. Username
 - b. Password
 - c. General Information such as address, phone number and email address
 - d. Group Activity Options gives the member the option to opt in or out. This will allow others to search for, and include you in group activities.
 - e. Interests
3. Click **Save Changes** after making any updates

MANAGE FAMILY

A member can update their phone number, address, or email.

1. Click **My Account**
2. Click **Manage Family**
3. Select Family Member to

- a. Pay Balance
- b. Mark as HOH (Head of Household)
- c. Invite a family member to activate their EME account.
- d. General Information such as address, phone number and email address

ACCOUNT HISTORY

1. Click **Account History**
2. Enter the **Date Range** and click **Search Dates**
3. Click **Print History** to generate a printable format with detail
4. Click on the individual receipt numbers to view more detail about a transaction

Note:

- Primary members can view all account history placed on their account. Secondary members only see their individual invoices.
- If a member is using a mobile device to access Empower M.E. and wants to view their account history, they can click the menu icon and then select Account > Account History.

If you want to view the details about an invoice, you can click the + after Due Date. The details appear.

VIEW CHECK-IN HISTORY

4. Log into the member portal
5. In the menu on the left, click **My Account**
6. Click **Check-In History**
7. Enter the **Date Range** to view and click **Search Dates**
8. Click **Print History** to generate a printable format