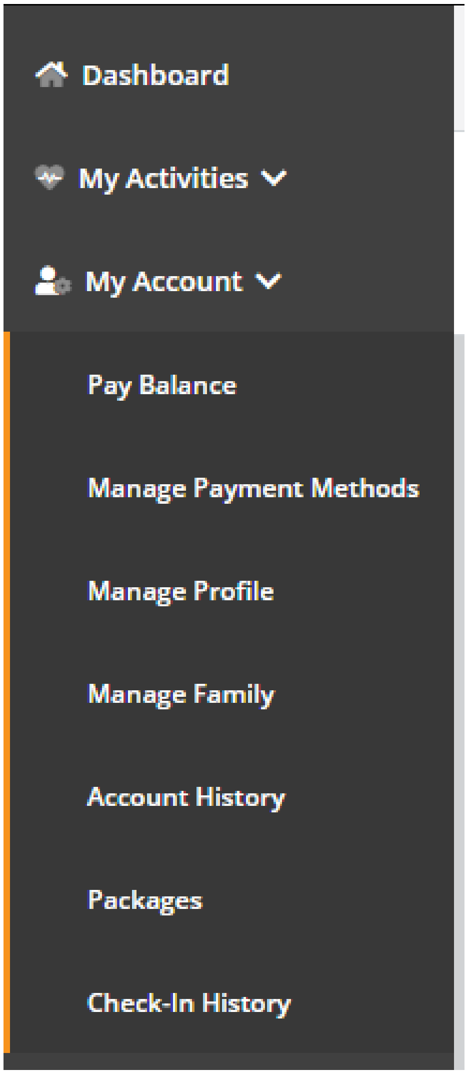
Online Member Services Instructions

RESETTING YOUR PASSWORD

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

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.

2. 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

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