

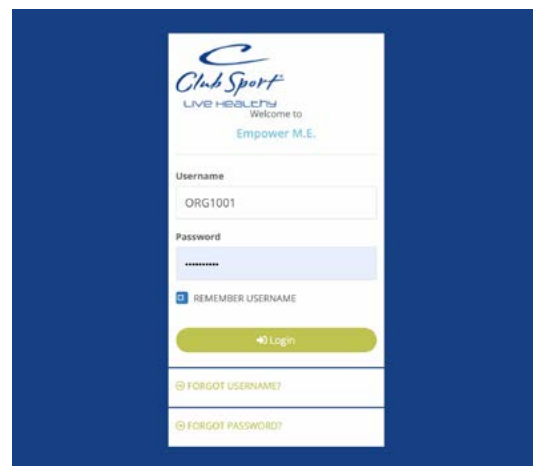
# HOW TO SET UP THE MEMBER SELF-SERVICE PORTAL

## LOG IN

- Go to [www.clubsports.com](http://www.clubsports.com).
- Click **Account Login** in the upper right hand corner of your screen.
- Enter your **Username** 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 username and password. You will be given the opportunity to change your password after you login. If you forget your password, click **Forgot Password** to reset it. An email will be sent to the email we have on file for your account.*

*If your member number is not working as your username and password, please email [info\\_rcsav@clubsports.com](mailto:info_rcsav@clubsports.com) for assistance.*



- Click **Login**.
- You can also access the Member Self-Service Portal from the ClubSport app by selecting the **My Account** tile.

## MEMBER DASHBOARD

After you log in, your Dashboard will display the following information.

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

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

**Your Info**  
Displays your current contact information. Update your username, password, and general information.

**Upcoming Appointments, Classes, and Courses/Events**  
Displays the appointments, classes and courses/events you've enrolled in.

**Activity Meter**  
Displays how many times you checked in.

The dashboard screenshot shows a navigation bar on the left with links for My Activities, My Account, Shop Packages, Cart, and Log Out. The main content area includes a 'My Account' widget showing a \$0.00 balance due, 'My Upcoming Appointments', 'My Upcoming Classes', and 'My Upcoming Courses / Events' widgets, all indicating no scheduled items. A 'My Info' widget displays the user's name (Jane Smith) and contact details. An 'Activity Meter' widget shows a bar chart of visits by month (Jan: 0, Feb: 1, Mar: 1, Apr: 2, May: 4, Jun: 5) and a summary of visits for the current month, last month, and this year.

## CHANGE YOUR USERNAME AND PASSWORD

- Select **My Account** from the menu on the left. Select **Manage Profile** and click on either **Username** or **Password** to edit.

## VIEW AND EDIT YOUR PERSONAL INFORMATION

- Select **My Account** from the menu on the left. Scroll down and select **Manage Profile** from the dropdown menu. Select **General Information** to edit your email, phone number, or address.

## MAKE A PAYMENT

- Select **My Account** from the menu on the left. Select **Pay Balance**, enter the Payment Amount, and select the Payment Method. Click **Pay with this Method** to complete the process.

## UPDATE CREDIT CARD METHOD OF PAYMENT

- Select **My Account** from the menu on the left. Select **Manage Payment Methods** and click the **Edit** button. Enter updated credit card information, sign, and check the box to agree to terms and conditions. Click **Save changes** as the final step.

## VIEW YOUR STATEMENT OR ACCOUNT HISTORY

- Select **My Account** from the menu on the left. Select **Account History** from the dropdown menu. Enter the date range you want to search and click **Search Dates**. From there you can view your statements, invoices, and receipts.

## VIEW YOUR USAGE HISTORY

- Select **My Account** from the menu on the left. Scroll down and select **Check In History**. Enter the date range you want and click **Search Dates**. From here you can view or print out how many times you've been to the Club.

## ENROLL IN A GROUP FITNESS CLASS OR OTHER ACTIVITY

### Make a Reservation

- Select **My Activities** from the menu on the left.
- Scroll down and select **Class Schedule**.
- Choose **Group Fitness** as the category and search either by the day or the week.
- Select the class you would like to enroll in and click **Sign Up**.

### Cancel a Reservation

- From your dashboard, go to the **My Upcoming Classes** tile.
- Find the reservation you would like to cancel and click **Unenroll**. You can only unenroll your personal reservations via the portal and will need to email **info\_rcsav@clubsports.com** to unenroll other members on your account.

*Note: Group Fitness class bookings will open 96 hours in advance. A no-show fee of \$5 will be billed if booked and not canceled within 1 hour of the start time. Policies will be adjusted as we continue to understand restrictions and regulations per state and county.*

## MAKE A RESERVATION FOR KIDS WORLD OR OTHER ACTIVITY

### Make a Reservation

- Select **My Activities** from the menu on the left.
- Scroll down and select **Class Schedule**.
- Choose **Kids World or desired category** and search either by the day or the week.
- Select the time you would like to enroll in and click **Sign Up**.

### Cancel a Reservation

- You are unable to unenroll other members on your account at this time. In order to cancel a reservation, you will need to email **info\_rcsav@clubsports.com**.

*Note: Kids World bookings will open 96 hours in advance. Each reservation is for 2 hours so our team can prepare the room for the next session of children. Bookings are limited to 1 per day to allow the maximum amount of members to participate. A no-show fee of \$5 will be billed if booked and not canceled within 1 hour of the start time. Policies will be adjusted as we continue to understand restrictions and regulations per state and county.*