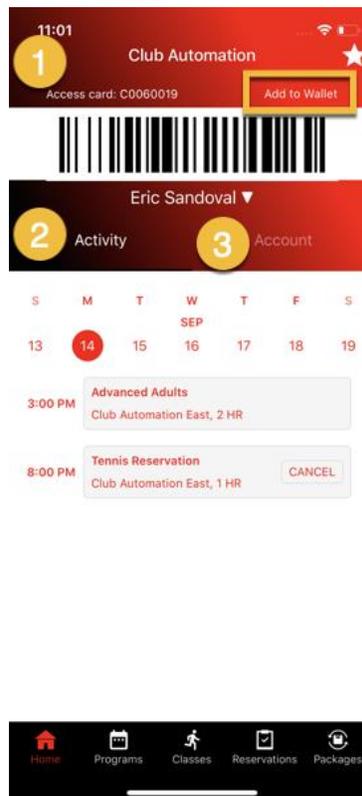
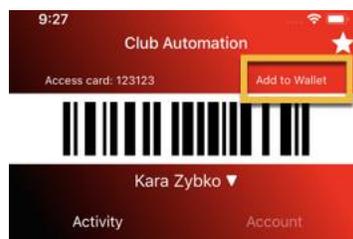


YOUR ACCOUNT

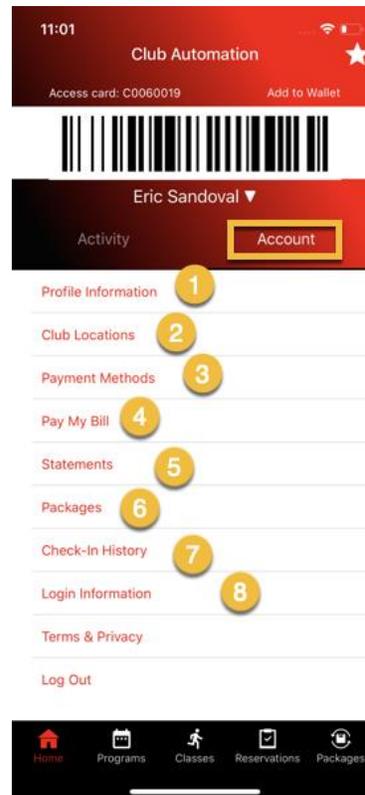
When users log-in, the first screen they will see their access card number at the top of the screen, any events (programs or group events) or reservations they may be doing for the selected day (it will default to that day).



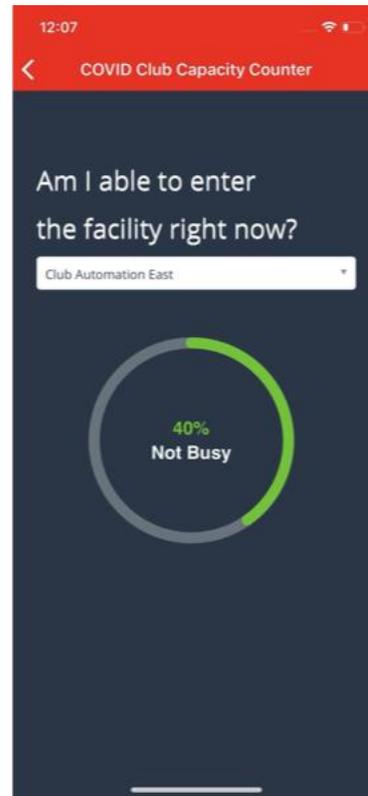
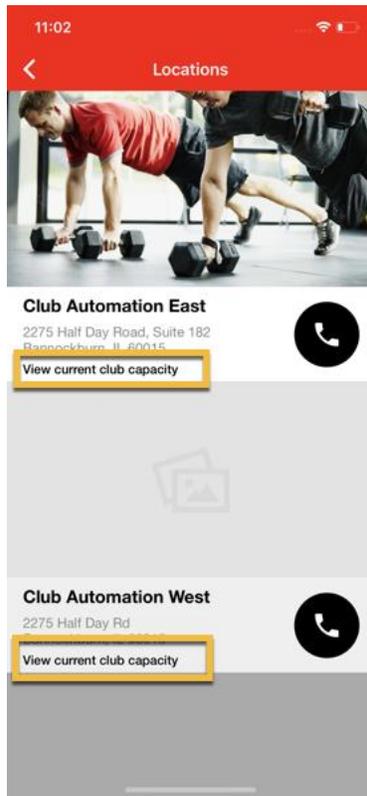
- 1) **Membership card:** This is your unique bar-code scan that will be used to check-in. The member scan can be accessed from this initial home page. This is going to be the virtual membership card in the app that can be scanned from the phone. The access card number will be what is on the user's profile. iOS users will have the ability to add it to Wallet for easier access.

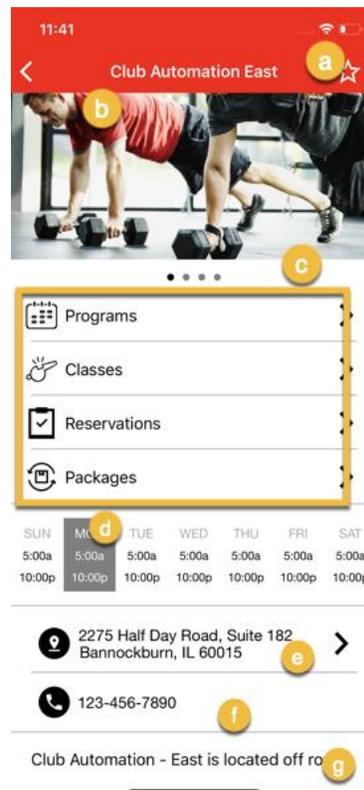


- 2) **Activity:** This is going to display the user's events for the day. You can navigate to different days by clicking on the different days or scrolling to the different weeks to view what the registrations or events enrolled for are.
- 3) **Account:** Once you click into "account" you will be able to see a new set of menus that appears as well as the ability to logout of the app.



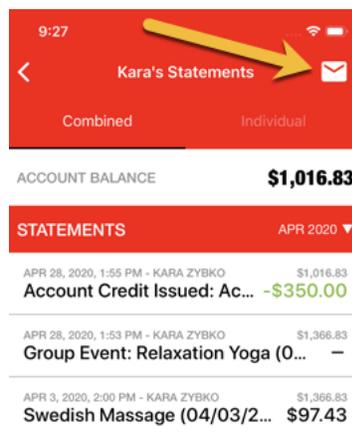
- 1) **Profile Information:** Once clicked, users will have the ability to edit personal information (except first, last name and DOB) and view what user groups and linked members are on their account.
- 2) **Club locations:** Locations is going to be accessed through the menu that will show you each location's contact info. If club is a single location site this option will appear as "club info". If capacity counter is on and being used by the club, you will see the "view current club capacity" under the location otherwise it will appear at the bottom of the club info for single locations.



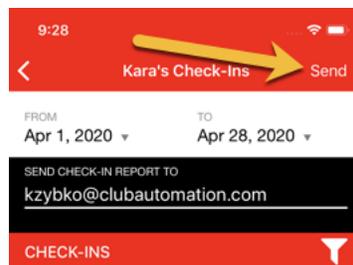


- a. Favorite: Will keep this location as a favorite so that when searching for programs, classes, reservations or packages, it will by default check only at this location.
- b. Location images: These are images provided by the club that can be changed or removed at any moment. This is a good place to show the facility, classes or anything else that could re-enforce the club's brand.
- c. Menus for programs, classes, reservations and packages: Programs and classes are also available on the bottom icons. Selecting programs, classes or reservations from here will isolate classes to the specific location being viewed to filter down results.
- d. Club Hours: Displays the hours the club is open for.
- e. Club Address: Once selected it will open your default map on the device which can be used to get directions to the club.
- f. Phone: User will have the ability to call the club with just tapping on this.
- g. Description: This is a good place for any club to write anything they would like users to see. This may also be used for announcements.

- 3) **Payment methods:** Will allow users to add or remove any payment they have on file, but will not be able to entirely remove an EFT form of payment.
- 4) **Pay by bill:** This feature will allow users to pay off their full balance on the app. Users will be able to pay off their combined or individual balance.
- 5) **Statements:** Once clicked, users will have the ability to view their current month's or previous statements and email it.



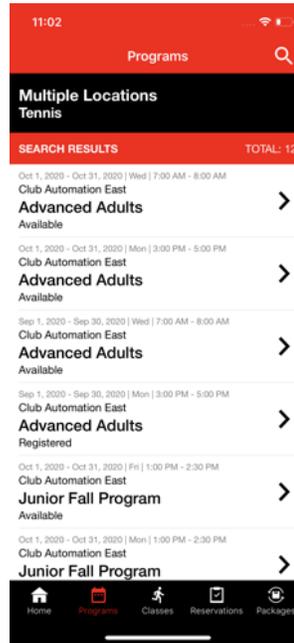
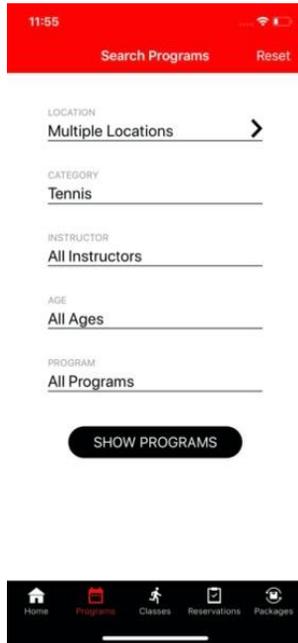
- 6) **Packages:** Users will have the ability to view any current packages that are or will be available for the user. It will also display any expired or used packages. The package will display the total number of sessions available at that time and can be clicked into to view details of the package.
- 7) **Check-in History:** Will give users the ability to click into and see their check-ins in a date range. By default the from date will be the beginning of the current month. The user's emails will automatically populate in the "Send check-in Report To" field which can be changed and sent. This can be changed and then sent to receive the check-ins. The email will include the check-ins in a PDF document.



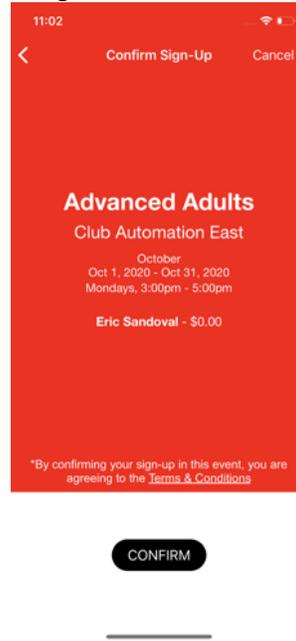
- 8) **Login Information:** Users will have the ability to change login and/or their password for their personal app and member portal login through this menu.

PROGRAMS

Browse Programs – Users will have the ability to browse programming for different departments through the app.
 Search for Specific Criteria – Search by location, category, instructor, age or specific program.



Register and Pay – Register and pay for programs by clicking into the desired class and signing up.

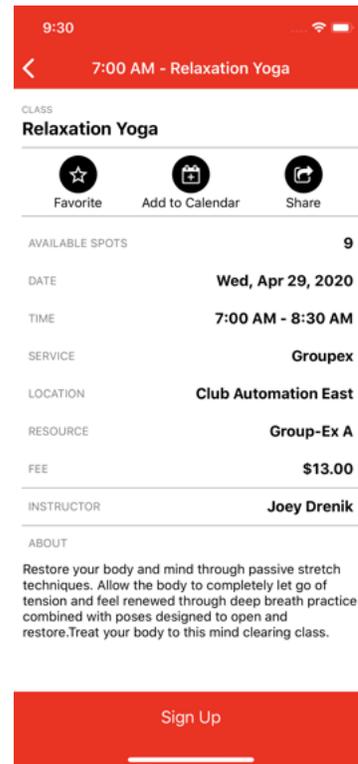
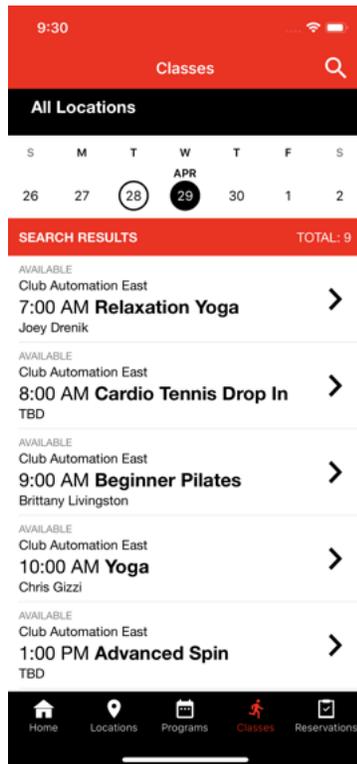


CLASSES (DROP-INS)

Users will be able to browse and sign up for programs through the app:

- 1) Similarly to program registrations, users will have the ability to browse Group Activities – Ability to browse classes for different departments through the app.
- 2) Search for Specific Criteria – Search by location, date, start time, category, instructor or specific class.
- 3) Register and Pay – Register and pay for classes using an existing package or using a card, new card on file or house charge to pay for it.

Find your class:



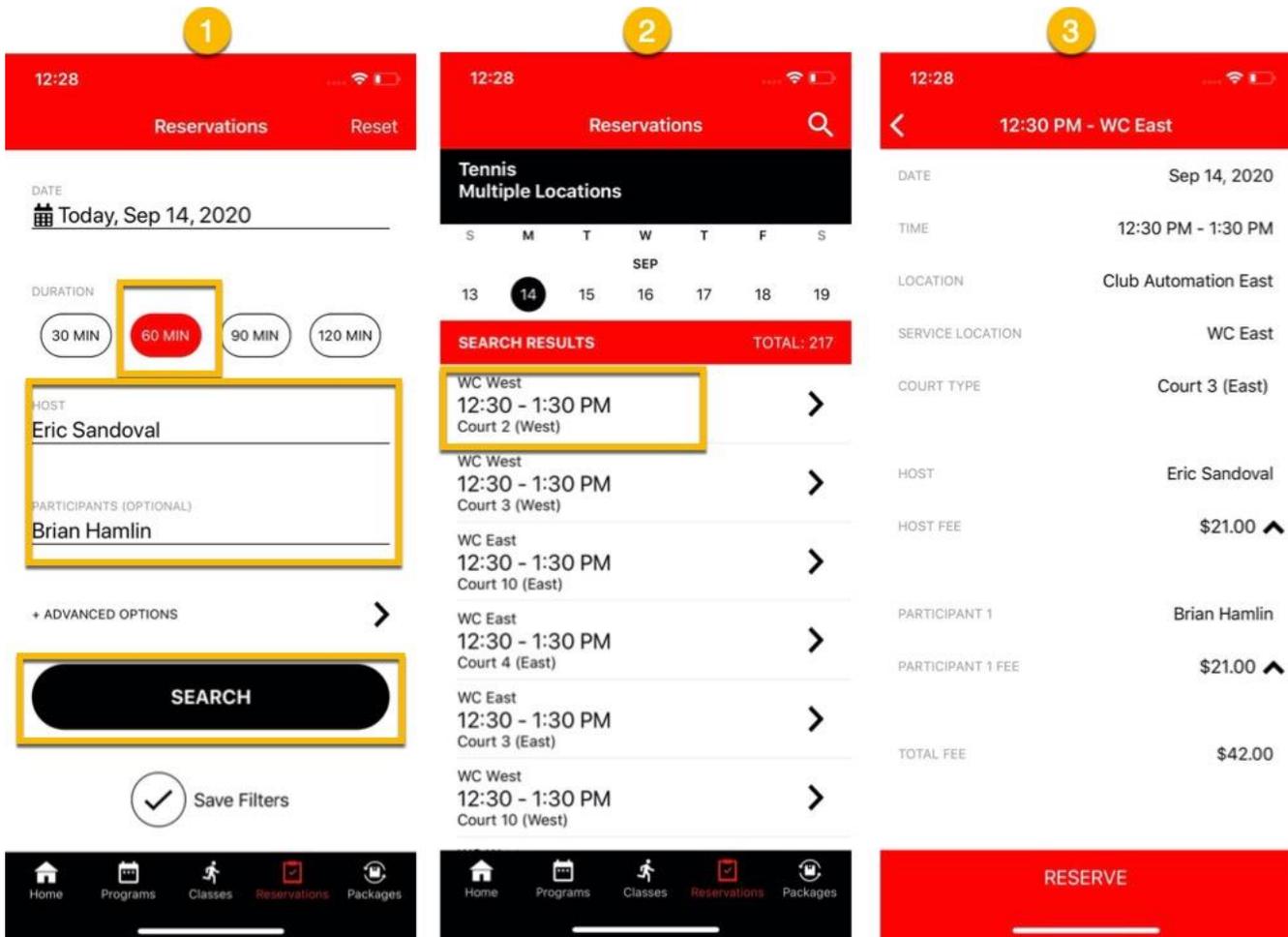
Register and pay for it



CONFIRM

RESERVATIONS

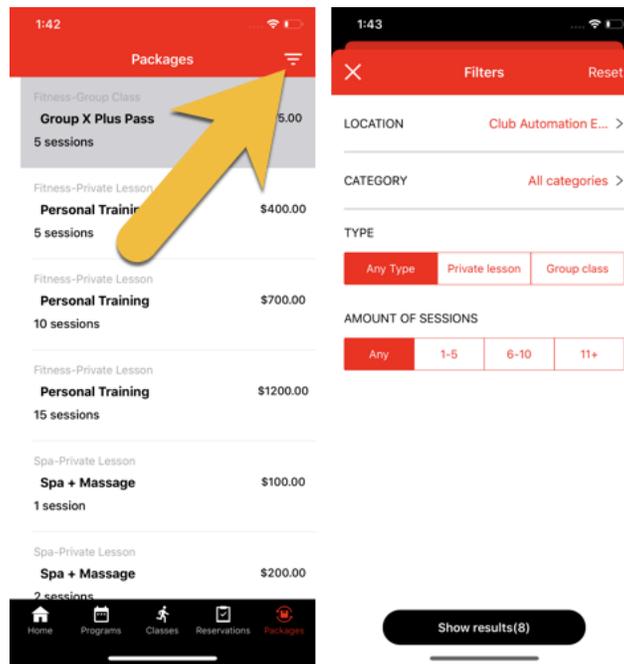
This feature requires enabling per the different services the club offers and will allow users to reserve a resource for a designated duration (Golf and child-care not included). Users will be able to add participants to the reservation and club's desired resources will appear for users to reserve. Permissions can be set to allow members vs. non-members privileges to this feature.



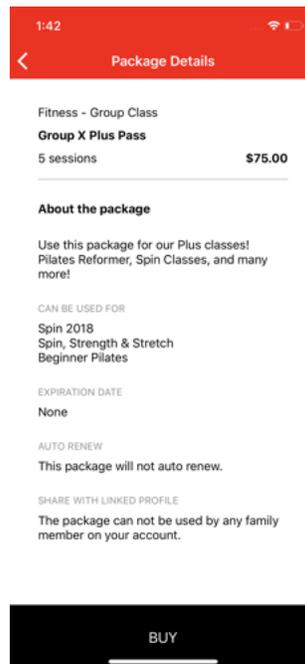
PACKAGES

By default the only packages that will ever display will be the ones that are setup to be available for sale from the mobile app sales channel from the packages setup when this feature is enabled.

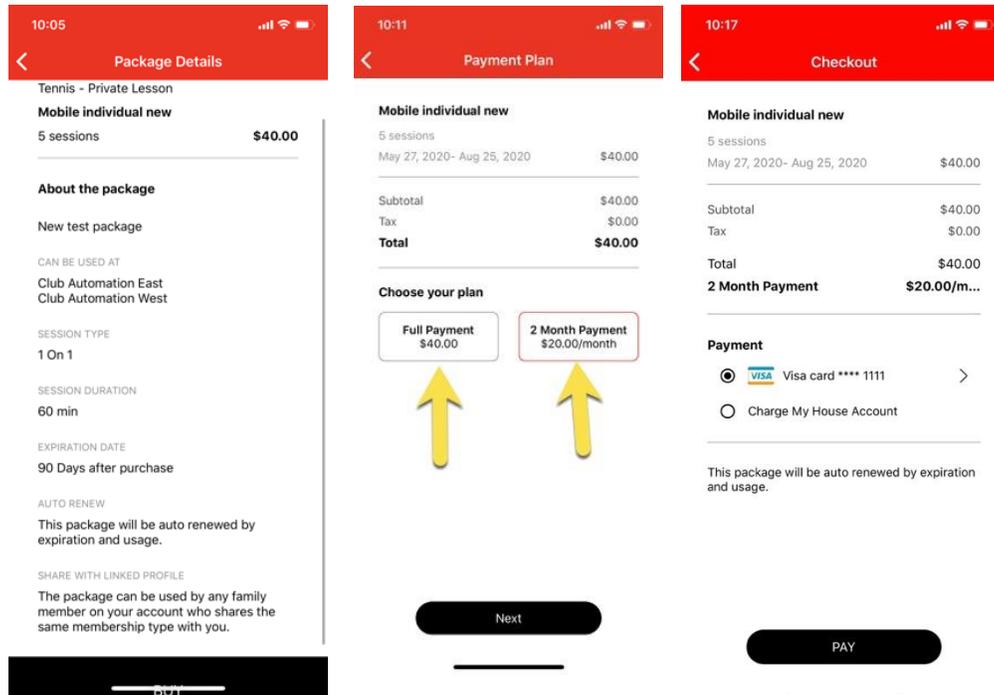
Filtering packages: users will be able to filter out packages by location if there are multiple locations, category for the event type, if a private lesson or a group class package and the number of sessions.



Viewing package details: When tapping into the package all package details will display to the user. It will show the user a description, where the package can be used, session type, duration, expiration date, auto renew options and if the package can be shared with linked profiles. For group class packages it will display the classes this package can be used against.



Payment plan: If the package has an option for a payment plan, this will display at the checkout page for user to select. If user has house charging privileges, the user will be able to house charge the package to their account.



PUSH NOTIFICATIONS

Push notifications are available in the app. In order to send a user a push notification they will need to have logged into their account on the app. They will also need to have their push notifications settings configured correctly to allow notifications from this app.

Sending out a push notification: To send a push notification go to Tools-> Communication Center-> Select the message parameter of App push notification and send one similar to an email. Make sure to add the recipient, title and content.

COMMUNICATION CENTER | COMPOSE NEW

Compose New | Message History | Mailing Lists | Manage Templates | Print Letters

MESSAGE PARAMETERS
APP push notification

TO: Eric Sandoval

Title: Push notifications Characters: 18/30

Content: Please make sure to check your notifications! We will send more Characters: 63/65

Linked to: Homepage

[Send Later](#) [Send](#)

iOS locked screen preview



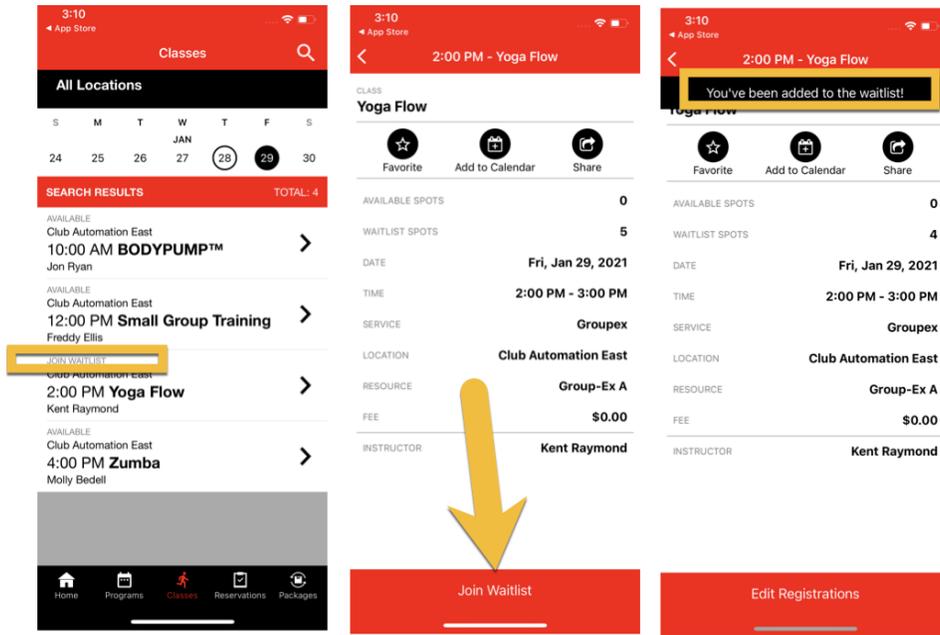
Android locked screen preview



A yellow arrow points to the 'Send' button in the compose form.

WAITLIST STATUS

When a certain class has reached the max capacity and allows waitlist capacity, the class status will display “Join Waitlist”. When a spot becomes available in the class and a user is added from the waitlist, they will receive push notification along with email, for this update in the roster. User will need to ensure to have push notifications enabled to receive these roster updates.



When the user in the waitlist is added to the roster, they will receive a text message on this update for the roster.

