

THE FITNESS EDGE

MEMBER PORTAL HELP GUIDE – FAQ

HOW DO I ACCESS MY ACCOUNT

Existing members of The Fitness Edge and The Swim School prior to 10th March 2024 are already set up with an account. You will just need to know your current email address to start accessing. If you don't know your email address speak to one of the centre staff

To access your account as an Existing Member for the first time:

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser. Click on 'Forgot Password' and enter your email address and click 'Submit'.
2. Follow the prompts in the password reset email you will receive and select a new password to access your account.
3. You are now online in your new account.

To create a new account:

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
2. Click 'Join Now'
3. Select a membership type from the selection if ready to join or click 'Create Free Account' for casual membership or setting up a Swim School Account
4. Enter your details and password, your email address will then be your login username. Put Club Membership Number in ID
5. Select 'Create Account'
6. You are now online in your new account

HOW DO I RESET MY PASSWORD

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
2. Click on 'Forgot Password' and enter your email address and click 'Submit'.
3. Follow the prompts in the password reset email you will receive and select a new password to access your account.

HOW TO UPDATE MY PERSONAL DETAILS

If you have access to your My Account portal, you can log into your My 'Account' and update your personal details in the 'Account' section located on the top of the page.

If your previous email address is no longer valid, or you cannot recall the email address you previously used when registering for our services you have a few options:

1. [Email us](#) your name, contact details and new email address.
2. Contact us via phone [98087633](#) and speak to our friendly customer service staff to update your details.

HOW TO RENEW MY MEMBERSHIP

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
2. Once logged in select 'Account' and 'Payments'
3. Select membership payment to be made by tick box and select 'pay'
4. Confirm T&C, sign approval and select 'Next'.
5. Select payment option and select 'Next'.

Once payment is complete you can review current contract by again selecting 'Account' and 'Contract Details'

HOW TO TAKE UP A NEW MEMBERSHIP

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
2. Once logged in select 'Account' and 'Contract Details'
3. If no current contract select 'Add Contract'
4. Select available contract option and select 'Next'.
5. Select Start Date and 'Next'
6. Confirm T&C, sign approval and select 'Next'.
7. Select payment option and select 'Next'.

Once payment is complete you can review current contract by again selecting 'Account' and 'Contract Details'

HOW TO BOOK GROUP FITNESS CLASSES – NEW AND EXISTING MEMBERS

8. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser.
9. Once logged in, click 'Book' on the navigation bar located at the top of the page, and select 'Classes'.
10. Select the desired class to attend by date, time and type and click 'Book Now'.

NOTE: Only current membership holders can book online.

Once booked you can review booked classes by selecting 'My Bookings' on the top navigation bar.

HOW TO CANCEL GROUP FITNESS CLASSES – EXISTING MEMBERS

1. Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser. Go to 'My Bookings' on the top navigation bar.
2. Select the class to cancel and select 'Cancel Booking' on the right of the class.

HOW TO BOOK CRECHE

Access the Member Portal by clicking the link on The Fitness Edge page on a desktop PC or mobile browser. If no current account set follow above details on setting up a account

Set up new family member/child.

1. Once logged in, click 'Book' on the navigation bar located at the top of the page, and select 'Courses'.
2. In the top of the screen click 'Add a new family member'
3. Complete details child. In Personal ID put membership number ending with S (e.g. Membership 2155 is 2155s)
4. Select 'Create Account'
5. Select Go back to client portal.
6. Complete steps 2-6 above for each child using the Creche.

Book child into Creche

1. Once logged in, click 'Book' on the navigation bar located at the top of the page.
2. Select 'Facilities' and ensure the facility type in the drop down is Creche.
3. Select the time slot to book in the child to creche and select 'Book Now'.
4. Select who the booking is for in the drop-down menu.
5. Confirm the booking time and duration and select next.
6. Select Book. Your booking is complete.

Note if booking multiple children in they should be booked separately as per above.