

FREQUENTLY ASKED TECH QUESTIONS

ONLINE BILLING

How do I change my autopay information?

- Go to www.parkpointhealthclub.com
- Select **Member Login** at the top (right side)
- Select **Link** to member portal
- Have the main member log into their account
- Select **Account Information**
- Select **Billing Information**
- Use the drop down box labeled **Active Autopay Information** to select autopay type; i.e., credit card / bank account (Statement is non-autopay)
- Edit/enter autopay information
- Select **Submit Changes** button

How do I view my statements online?

- Go to www.parkpointhealthclub.com
- Select **Member Login** at the top (right side)
- Select **Link** to member portal
- Have the main member log into their account
- Select **Account Information** and then **Statements**

How do I make a payment on my account?

- Go to www.parkpointhealthclub.com
- Select **Member Login** at the top (right side)
- Select **Link** to member portal
- Log into your account
- Select **Account Information** and **Make a Payment**

YOU. FIT. REWARDS PROGRAM

How do I redeem my year-end You. Fit. prize based on my club visits?

- Go to www.parkpointhealthclub.com
- Select **Member Login** at the top (right side)
- Select **Link** to member portal
- Log into your account
- Select **Account Information** then **Attendance Report**
- In the Date Quick Pick drop down box, select **Last Year** (or date range starting with your You. Fit. month)

- Run the report and write down your total visits
- If your computer blocks pop ups, click the pop up blocker in the corner of the screen and select to download
- Go back to www.parkpointhealthclub.com
- Select your club
- Select You. Fit. Rewards under **Events and Programs**
- Select **You. Fit. Rewards** in the green list on the left
- Select **You. Fit. Year-End Selection**
- Fill out the required information and select your prizes that total up to your visits and submit

MEMBER REGISTRATION

How do I change my User Name?

- Go to www.parkpointhealthclub.com
- Select **Member Login** at the top (right side)
- Select **Link** to member portal
- Log into your account
- Select **Account Information** then **Change Password**
- Edit your User Name on the top line
- To save your current password, enter it in the Old, New, and Confirm lines
- Save changes

GUEST REGISTRATION

How can I register as a Guest for programs and events at the club?

- Go to www.parkpointhealthclub.com
- At the top of the page click the **My Account** link
- Click the **Become a Guest** link
- Enter your name and email address
- Click the **Find Primary Club** link and choose the club you will be using
- Enter phone # in space provided
- You may add a sub-guest here if you wish
- Verify the information on the screen is correct and hit **Next**
- You can now log into your guest account and register for classes online

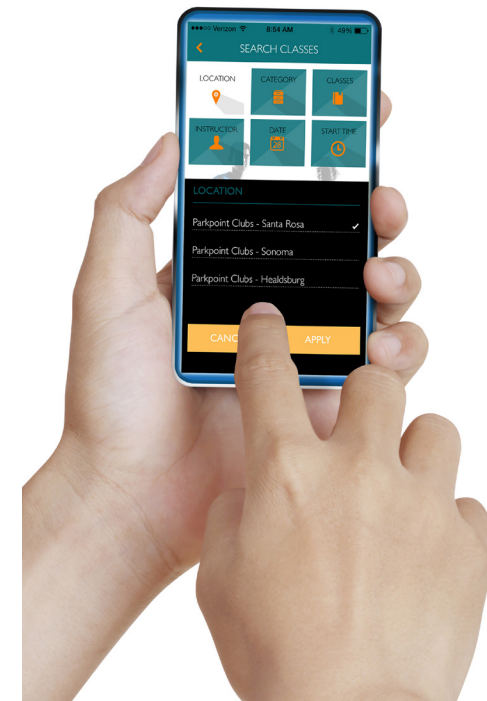
DOWNLOAD OUR FREE PARKPOINT APP

to enjoy these convenient features:

- Browse the **Group Exercise Schedule**, sign up & pay for classes if required
- View & **sign up** for upcoming Specialty Programs
- **Manage your account!** If you are the main member on your account, you can edit personal information, make payments, & view statements, upcoming reservations, & your check-in history
- View info for **all 3 clubs!**
- **Check in** at the Front Desk with your phone
- More exciting features to come, such as booking personal training, massage, & more!

Don't have a smartphone?

All of the above features can be utilized online, too!



PARKPOINT
HEALTH CLUBS
SANTA ROSA HEALDSBURG SONOMA



NEED HELP TROUBLESHOOTING THE PARKPOINT APP?

The Parkpoint App can be a great tool for accessing your account and updating information, checking daily class schedules, enrolling in spin, and even checking in at Club entry. But as with all technology, it's not fun when it's not working for you. Below are instructions to help navigate some of the more common technical challenges.

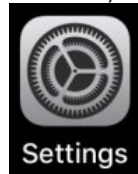
1. Make sure you're using the most current version of your phone's OS.
2. As with all apps, part of the problem may be associated with your phone's operating system. See instructions (right) on how to identify your operating system.
3. Check to be sure your Wi-Fi connection is relatively strong. Check with the front desk if you need help identifying and connecting to Parkpoint Wi-Fi.
4. Reboot your phone (turn completely off, wait one minute, then turn back on).
5. Make sure you have the most current version of the Parkpoint App by deleting and reinstalling the App from the AppStore or the GooglePlay store. Often this will resolve any issues.

No luck? If you've tried all of the steps above and your problem is unresolved, please fill out the enclosed information sheet so that Parkpoint can report and troubleshoot the issue.

HOW DO I KNOW WHAT VERSION OF iOS I HAVE ON MY PHONE?

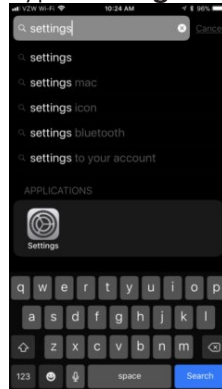
APPLE USERS

1. Unlock your phone & locate the **Settings** app.

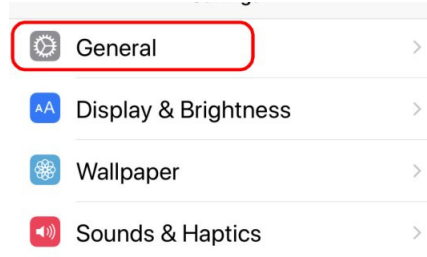


If you do not know where the **Settings** app is located, proceed to step 2. Otherwise, proceed to step 5.

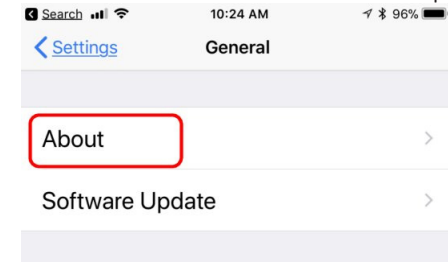
2. From the home screen, with a finger, pull down on the screen to reveal the **Search** screen.
3. Type **Settings** in the search bar.



4. When the gray square with a gear icon appears, tap it.
5. Scroll down to the **General** section and tap it.



6. Locate the **About** section and tap it.



7. A list of items will appear: Network, Songs, Videos, etc. Look for **Version** and note on the form the version of the OS installed on the phone.

| | |
|--------------|-----------------|
| Network | VZW Wi-Fi |
| Songs | 778 |
| Videos | 54 |
| Photos | 836 |
| Applications | 123 > |
| Capacity | 128 GB |
| Available | 86.77 GB |
| Version | 11.2.2 (15C202) |

ANDROID USERS

Many Androids unlock and activate apps in different ways, but here are some steps to try:

1. Touch **Home** button to get to the main screen.
2. Touch **Settings** icon.
3. Scroll down the left-hand list to the bottom looking for **About Phone** or **About Device**.
4. Locate the **Android Version** and write it down on the App Error Form.

PARKPOINT APP ERROR REPORT

Member Name

Member #

Make of Phone

___Apple ___Android (specify)_____

Model of Phone (iPhone 5S, Samsung Note 3, etc.)

Current Version of Operating System on Phone

Today's Date

Date Problem Occurred

Description of Problem

Employee Name

PARKPOINT APP ERROR REPORT

Member Name

Member #

Make of Phone

___Apple ___Android (specify)_____

Model of Phone (iPhone 5S, Samsung Note 3, etc.)

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