



# parkpoint app & online services

Want to enjoy convenient club & membership account features online or by using our app? Here are some FAQs to get you started!

## DOWNLOAD OUR FREE PARKPOINT APP

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 info, 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!

## How do I sign up for classes with the app?

- Go to the class schedule at your location of choice
- Classes that say **Book** next to instructor name require reservation
- Click **Confirm** under class description
- Select participant(s) attending the class, then hit **Next**
- Click **Confirm**
- You will then see the class listed on your account
- You will also receive an email confirmation sent to the email address listed on your club account

## How do I cancel a class with the app?

- After you have registered for a class per the above directions, you will see the class listed on your account
- To cancel, select the date that the class will be held
- You will then see the class listed on your account for that day
- Click on the class, then hit **Cancel**
- You should then see the class removed from your account
- You will also receive an email confirmation sent to the email address listed on your club account

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

## ONLINE SERVICES

Visit [www.parkpointhealthclub.com](http://www.parkpointhealthclub.com) for the following services:

### MEMBER REGISTRATION

#### How do I change my User Name?

- 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, & Confirm lines
- Save changes

## GUEST REGISTRATION

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

- 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 & choose the club you'll 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 & hit **Next**
- You can now log into your guest account & register for classes

## ONLINE BILLING

### How do I change my autopay information?

- 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?

- 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?

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

## PARKPOINTS REWARDS PROGRAM

### How do I redeem my year-end Parkpoints prize based on my club visits?

- 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 Rewards 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](http://www.parkpointhealthclub.com)
- Select your club
- Select **Parkpoints Rewards** under **Events & Programs**
- Select **Parkpoints Rewards** in the green list on the left
- Select **Parkpoints Year-End Selection**
- Fill out the required information and select your prizes that total up to your visits and submit

# troubleshooting the app

## NEED HELP?

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 a Parkpoint App Error Report information sheet so that Parkpoint can report and troubleshoot the issue.

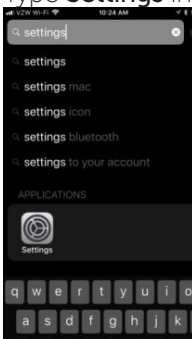
## APPLE USERS

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

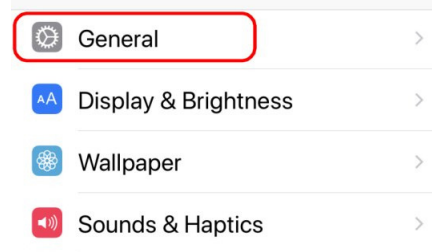


If you do not know where the **Settings** app is located, proceed to step 2. Otherwise, proceed to step 5.

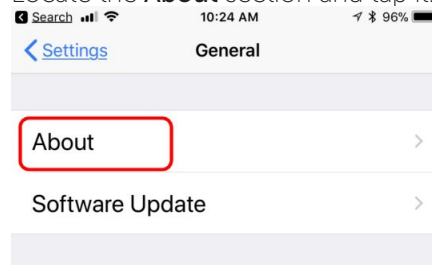
2. From the home screen, with a finger, pull down on the screen to reveal the **Search** screen.
3. Type **Settings** in the search bar.



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.