

## MEMBER PORTAL

### CLICK HERE TO ENTER THE MEMBER PORTAL

<https://theworkshealthclub.thememberspot.com/Account/Login>

### NEW CLUB AUTOMATION PORTAL IS HERE

Through the portal's dashboard tab you will be able to:

- View and print your billing/charge history
- View and print your usage
- Update your street and email addresses
- Update your billing information. (Visa and Mastercard only.) We Do not Honor American Express and Discover at the time.
- Checking and Savings Account are permitted

Download complete member portal details here (include PDF sent the other day)

### ***ALL WORKS MEMBERS WILL NEED TO SET UP A NEW PORTAL ACCOUNT***

#### **1. HOW TO LOG IN**

**Initial Login:** To access the member portal for the first time Click Here ([theworks.clubautomation.com](http://theworks.clubautomation.com))

Once on the site, locate the “Access My Account” button listed under “First time here?”.



### First time here?

Click on Access My Account to register for online access for The Works Family Health & Fitness Center.

[Access My Account](#)

### Login to theworks

Username

Password

[Forgot your password ?](#)

[Login](#)

### Register for classes

To view or register for a class please click "Get Started Here".

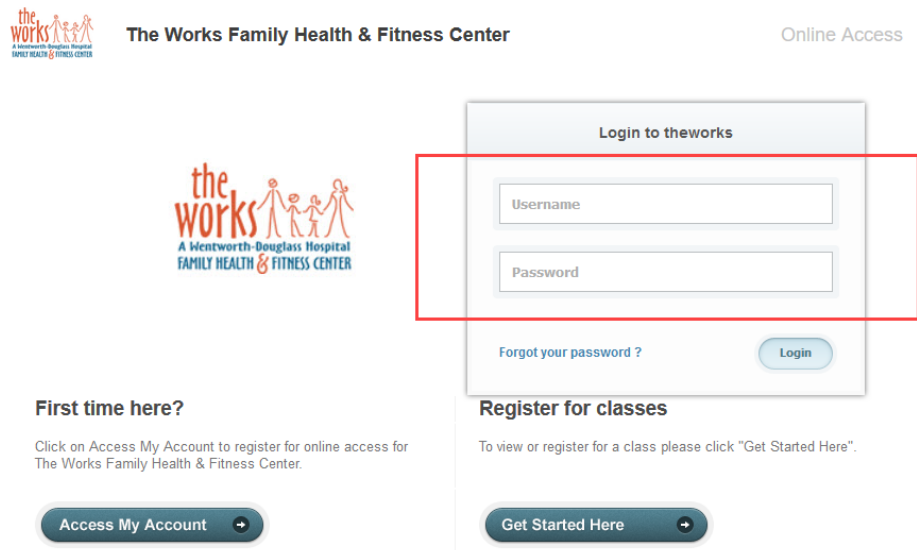
[Get Started Here](#)

In the “Register Now” window, enter your first name, last name, and email address that is on file at The Works. After entering your information, select “Search” in the bottom right corner.

Once your account is found, a *verification email will then be sent to your email address with the final login instructions*. Please open your email to access these instructions.

The email you will receive includes a verification link that must be opened to complete the setup of process. Complete all required fields on the information page, agree to the standard liability waiver (at the bottom of the page), and select “Save Account”. You will then be directed to the member portal home page!

**Standard login:** After setting up your account you will need to go back to the initial login page. Enter your “Username” (your email address) and “Password” your created in the “Login to theworks” box.



The Works Family Health & Fitness Center Online Access

the works  
A Wentworth-Douglass Hospital  
FAMILY HEALTH & FITNESS CENTER

the works  
A Wentworth-Douglass Hospital  
FAMILY HEALTH & FITNESS CENTER

Username

Password

Forgot your password ? Login

First time here?  
Click on Access My Account to register for online access for The Works Family Health & Fitness Center.

Access My Account

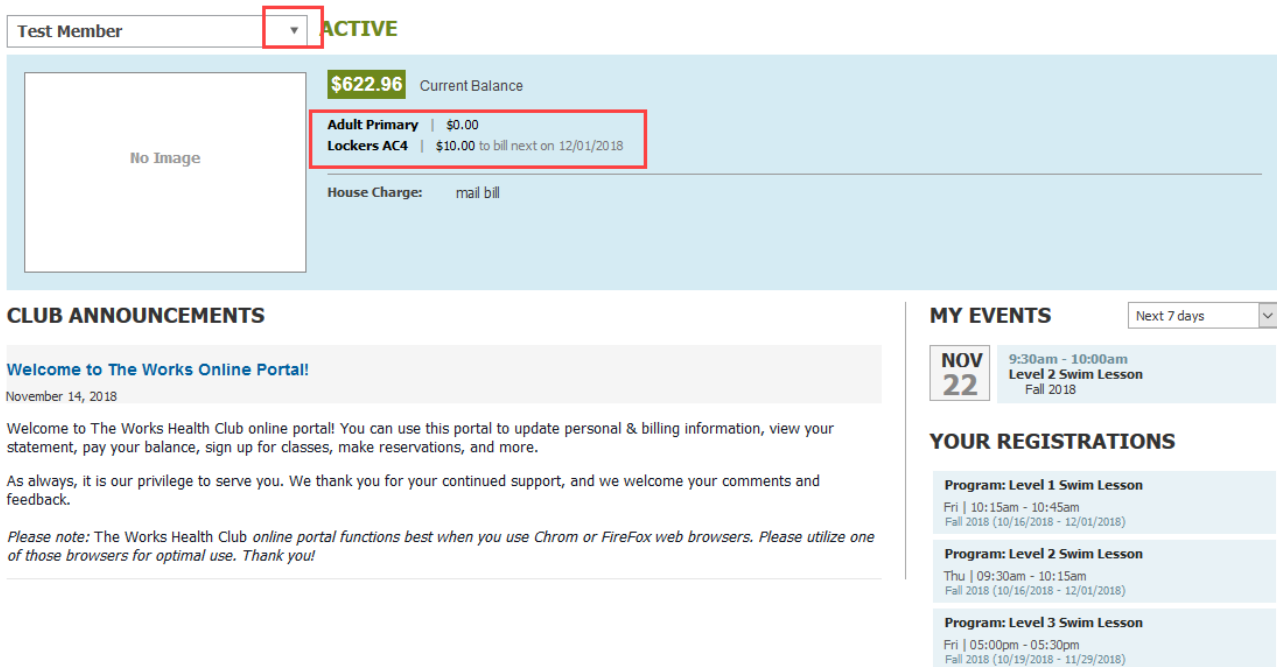
Register for classes  
To view or register for a class please click "Get Started Here".

Get Started Here

**Questions:** If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact The Works at 603-742-2163 for further assistance.

## 2. MEMBER PORTAL OVERVIEW

**Home Page:** When logging in you will be directed to your “Home” page.



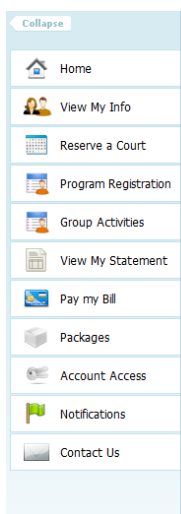
The screenshot shows the member portal interface. At the top left, there is a dropdown menu with 'Test Member' selected and a red box around it. To its right, the status 'ACTIVE' is displayed in green. Below this, a large light blue box contains a 'No Image' placeholder on the left and a summary of account information on the right. The summary includes a current balance of '\$622.96', a membership type of 'Adult Primary' for '\$0.00', and a 'Lockers AC4' charge of '\$10.00 to bill next on 12/01/2018'. A 'House Charge' section indicates a 'mail bill'. Below the main box, the page is divided into three columns. The left column, 'CLUB ANNOUNCEMENTS', features a 'Welcome to The Works Online Portal!' message dated November 14, 2018, with a note about browser compatibility. The middle column, 'MY EVENTS', shows a calendar for 'NOV 22' with a 'Level 2 Swim Lesson' from 9:30am to 10:00am. The right column, 'YOUR REGISTRATIONS', lists three swim lessons: 'Level 1 Swim Lesson' (Fri 10:15am-10:45am), 'Level 2 Swim Lesson' (Thu 09:30am-10:15am), and 'Level 3 Swim Lesson' (Fri 05:00pm-05:30pm).

The home page lists the following:

- *Current balance and membership type* - these will be listed just below your name
- *Club Announcements* - be sure to review for any updates or announcements from the team at The Works!
- *Upcoming events and registrations* - listed on the right side of the home screen will be upcoming class or program registrations, reservations, etc.

- **Note:** if you are the primary account holder, select the dropdown menu to the right of your name to navigate to different family members' profiles

**Member Portal Tabs:** Located on the left side of the member portal are the tabs you will use to access your profile, classes, member statement, etc.



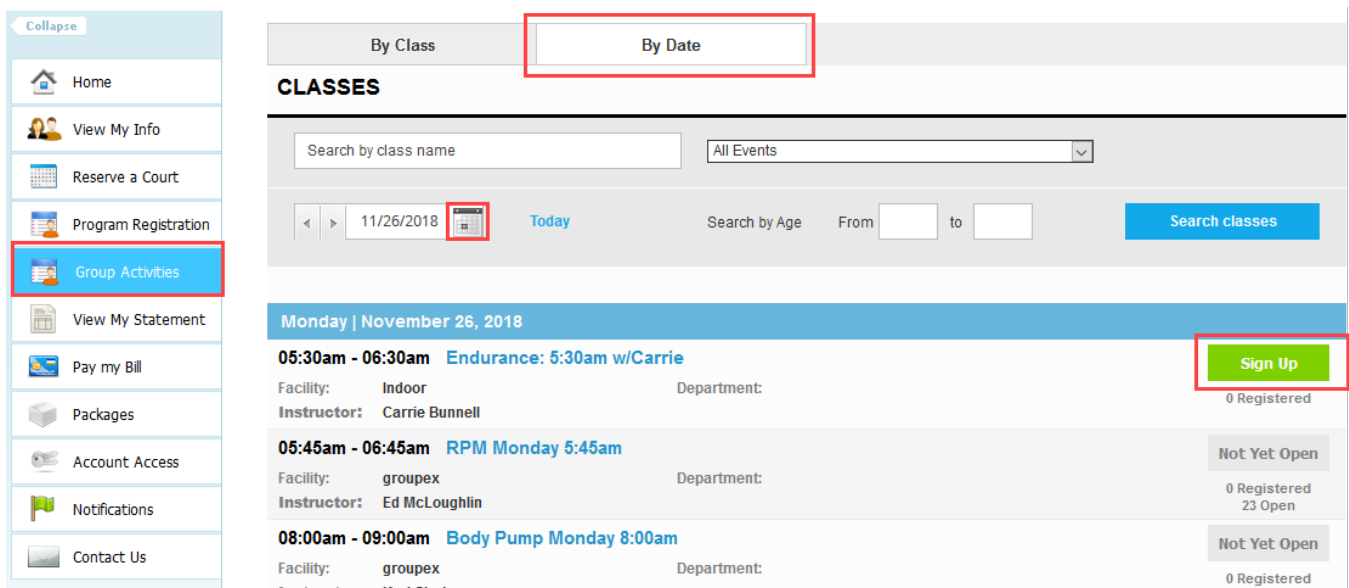
Use the tabs on the left to navigate to different features on your member portal.

- **Home:** Navigate back to the “Home” screen outlined above
- **View My Info:** Update personal and billing information
- **Reserve a Court:** Select to book new and/or edit your racquetball court reservation
- **Program Registration:** Register for Swim lessons, Push VolleyBall and Parents Night Out.
- **Group Activities:** Register for Group Fitness classes, Works Training Academy and Supervised programs.
- **View My Statement:** Review charges and payments posted to your statement
- **Pay My Bill:** Pay your account balance
- **Packages:** View my packages and usage
- **Account Access:** Determine what linked family members can access on their portal
- **Notifications:** Opt in or out of club email communications
- **Contacts Us:** Send the club a question

### 3. GROUP ACTIVITIES - GROUP FITNESS, WORKS TRAINING ACADEMY, SUPERVISED GYM & FIT SPOT

To complete your registration:

- We recommend searching “By Date.” You can narrow your search using the filters provided at the top of the page.
- Once you have selected the day, select “Search classes”.



The screenshot displays the ClubAutomation interface for Group Activities. On the left is a navigation sidebar with options like Home, View My Info, Reserve a Court, Program Registration, **Group Activities** (highlighted), View My Statement, Pay my Bill, Packages, Account Access, Notifications, and Contact Us. The main content area shows search filters: 'By Class' and 'By Date' (highlighted with a red box), a search bar for class names, and a date selector for '11/26/2018' (Today) with a calendar icon (highlighted with a red box). A 'Search classes' button is visible. Below the filters, the date 'Monday | November 26, 2018' is shown. Three class listings are displayed:

Time	Class Name	Facility	Instructor	Department	Status
05:30am - 06:30am	Endurance: 5:30am w/Carrie	Indoor	Carrie Bunnell		<b>Sign Up</b> (highlighted with a red box) 0 Registered
05:45am - 06:45am	RPM Monday 5:45am	groupex	Ed McLoughlin		Not Yet Open 0 Registered 23 Open
08:00am - 09:00am	Body Pump Monday 8:00am	groupex	Kari Clark		Not Yet Open 0 Registered


- Identify the class you would like to register for and select “Sign Up.”

Collapse

- [Home](#)
- [View My Info](#)
- [Reserve a Court](#)
- [Program Registration](#)
- [Group Activities](#)
- [View My Statement](#)
- [Pay my Bill](#)
- [Packages](#)
- [Account Access](#)
- [Notifications](#)
- [Contact Us](#)

By Class
By Date

**Endurance: 5:30am W/Carrie**



Class #: 311

Date	Time	Facility	Instructor	Capacity	Register
Monday, November 19	05:30am - 06:30am	Indoor	Carrie Bunnell	4 Registered	Closed
Monday, November 26	05:30am - 06:30am	Indoor	Carrie Bunnell	0 Registered	<span style="border: 2px solid green; padding: 2px;">Sign Up</span>
Monday, December 03	05:30am - 06:30am	Indoor	Carrie Bunnell	0 Registered	Not yet open
Monday, December 10	05:30am - 06:30am	Indoor	Carrie Bunnell	0 Registered	Not yet open
Monday, December 17	05:30am - 06:30am	Indoor	Carrie Bunnell	0 Registered	Not yet open
Monday, December 24	05:30am - 06:30am	Indoor	Carrie Bunnell	0 Registered	Not yet open
Monday, December 31	05:30am - 06:30am	Indoor	Carrie Bunnell	0 Registered	Not yet open

- Select the user who will be registering for the class. All eligible members linked to the account will be listed.
- After selecting the user name, click “Add to Cart” to proceed with registration

**Sign Up / Add family members**

Select family members to be enrolled in this class below. If you're looking to enroll a family member who is not on this list, you may create them by clicking 'new family member' below.

Jane
✓

Laura

Cancel
Add to Cart

- The program has now been added to your “cart” and payment can be taken (when applicable). Multiple class registrations can be completed prior to completing registration through your cart.
- Select “View Cart” in the top right corner complete your registration




- In your cart, confirm the class reservation(s) and select the green “Continue to check out” button
- Follow the prompts to enter payment (when applicable) and complete registration
- Once you have completed the cart checkout, the user will be registered for the class and their spot secured on the roster!



### SHOPPING CART


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Secure Transaction 

**256**Bit Encryption

This is the same encryption that banks and credit cards use.

Please review the items in your shopping cart before checking out

- To remove an item, click the  icon on the item you would like to remove
- When you are ready to pay, click the "SUBMIT PAYMENT" button to check out

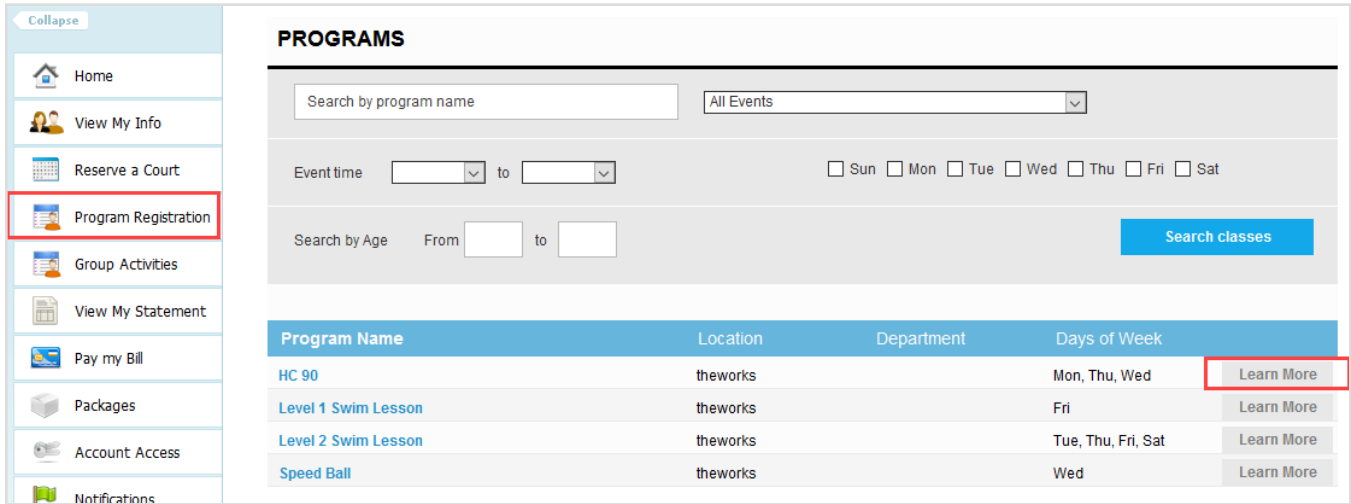
SHOPPING CART ITEMS	Member	Remove	Price	Quantity	Total
Cycle Express Monday 4:30pm (11/19/2018)	Test Child		\$15.00	1	\$15.00
Endurance: 5:30am w/Carrie (11/26/2018)	Test Child		\$18.75	1	\$18.75
Sub Total					\$33.75
Total					<b>\$33.75</b>

Select Payment Method	Payment Amount
Credit Card <input type="text"/> Name on Card: <input type="text"/> Credit Card #: <input type="text"/> Card Expiration: <input type="text" value="11"/> / <input type="text" value="2018"/>	Total: <b>\$33.75</b>  <div style="text-align: center; margin-top: 10px;"> <input style="background-color: #76b82a; color: white; padding: 5px 15px; border: none;" type="button" value="SUBMIT PAYMENT"/> </div> <p style="text-align: center; color: red; font-size: small;">or <a href="#">Cancel &amp; Clear the Cart</a></p>

## 4. PROGRAM REGISTRATION - SWIM LESSONS AND SPEED BALL.

To complete your registration:

- Locate the program from the list provided. Narrow your search using the filters provided at the top of the page, i.e. keyword or event type.
- Once you have identified the class.



**PROGRAMS**

Search by program name  All Events

Event time  to   Sun  Mon  Tue  Wed  Thu  Fri  Sat

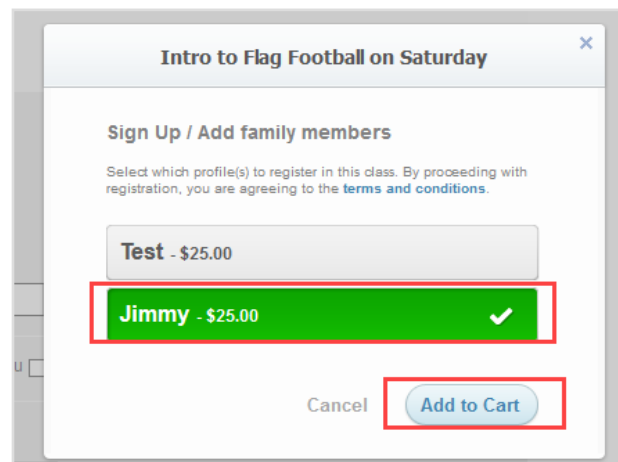
Search by Age From  to  [Search classes](#)

Program Name	Location	Department	Days of Week	
HC 90	theworks		Mon, Thu, Wed	<a href="#">Learn More</a>
Level 1 Swim Lesson	theworks		Fri	<a href="#">Learn More</a>
Level 2 Swim Lesson	theworks		Tue, Thu, Fri, Sat	<a href="#">Learn More</a>
Speed Ball	theworks		Wed	<a href="#">Learn More</a>

- Select the green “Sign Up” for the session you would like to register for

Class #	Date/Time	Location	Session	Price	
122	Mon 05:30pm - 07:30pm		February 11, 2019 Carrie 02/11/2019 - 05/06/2019	\$0.00	<a href="#">Sign Up</a>

- Select the user who will be registering for the class. All eligible members linked to the account will be listed.
- After selecting the user name, click “Add to Cart” to proceed with registration



**Intro to Flag Football on Saturday**

**Sign Up / Add family members**

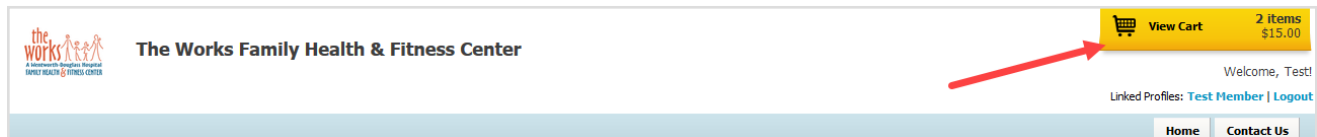
Select which profile(s) to register in this class. By proceeding with registration, you are agreeing to the [terms and conditions](#).

Test - \$25.00

**Jimmy - \$25.00** ✓

Cancel [Add to Cart](#)

- The program has now been added to your “cart” and payment can be taken. Multiple class registrations can be completed prior to processing payment through your cart.
- Select “View Cart” in the top right corner to process payment and complete your registration



- In your cart, confirm the registration and select the green “Continue to check out” button
- Follow the prompts to enter payment (when applicable) and complete registration
- Once you have completed the cart checkout, the user will be registered for the class and their spot secured on the roster!

## 5. UPDATE MY ACCOUNT

From this tab you can update your personal and billing information, along with any linked members’ information.

**Personal Information:** To update your personal information, begin by selecting “Edit” in the top right corner of the Personal Information box.


PERSONAL INFORMATION		<a href="#">Edit</a>	
Name	Test Member	Phone Number	(123) 456-7890 [C]
Access Card	-not set-	Email	test@email.com
Gender	Female	Login	test@email.com
Age	000	Address	NY


**Billing Information:** To update your payment method, begin by selecting “Edit” in the top right corner of the Billing Information box. Bill information can be updated on the primary account.

BILLING INFORMATION		<a href="#">Edit</a>	
House Charge	Credit Card	Card Name	Test Card
Statement Delivery Method	Email	Credit Card Type	Visa
Tax exempt	No	Credit Card #	41*****1111
		Name on Card	Test Member
		Card Expiration	03/01/2018
		Billing Address	Same as Contact
		Available on POS	Yes

### SHOPPING CART


Please review the items in your shopping cart before checking out

- To remove an item, click the  icon on the item you would like to remove
- When you are ready to pay, click the "SUBMIT PAYMENT" button to check out

Secure Transaction 

**256 Bit Encryption**

This is the same encryption that banks and credit cards use.

SHOPPING CART ITEMS	Member	Remove	Price	Quantity	Total
Cycle Express Monday 4:30pm (11/19/2018)	Test Child		\$15.00	1	\$15.00
				Sub Total	\$15.00
				<b>Total</b>	<b>\$15.00</b>

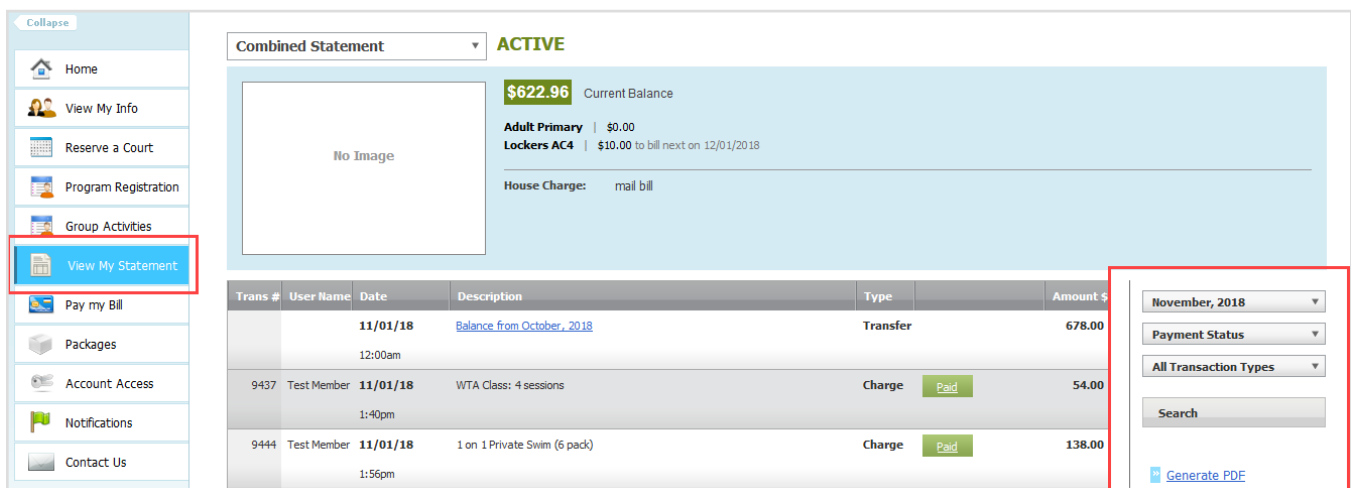
Select Payment Method	Payment Amount
House Charge <input type="button" value="v"/>	Total: <b>\$15.00</b>

or [Cancel & Clear the Cart](#)

## 6. VIEW MY STATEMENT

On the “View My Statement” tab, you can review all charges and payments on your member statement.

- When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the bottom left side of the statement screen - boxed in red below.



Combined Statement **ACTIVE**

**\$622.96** Current Balance

Adult Primary | \$0.00  
Lockers AC4 | \$10.00 to bill next on 12/01/2018

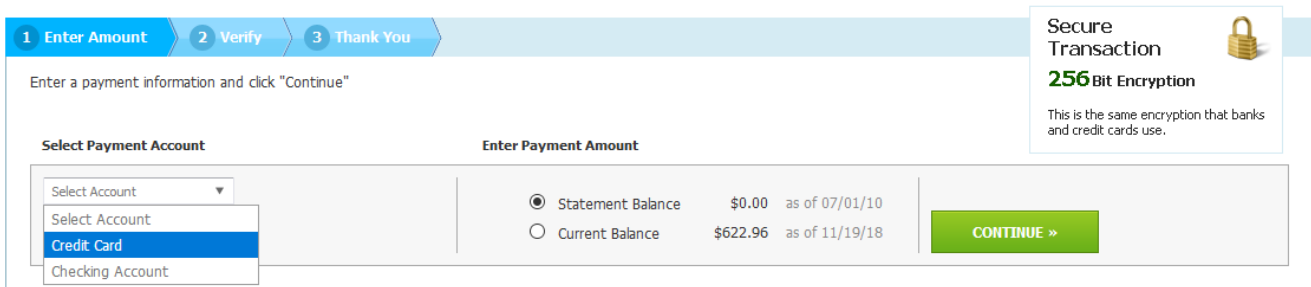
House Charge: mail bill

Trans #	User Name	Date	Description	Type	Amount \$
		11/01/18	<a href="#">Balance from October, 2018</a>	Transfer	678.00
9437	Test Member	11/01/18	WTA Class: 4 sessions	Charge <span>Paid</span>	54.00
9444	Test Member	11/01/18	1 on 1 Private Swim (6 pack)	Charge <span>Paid</span>	138.00

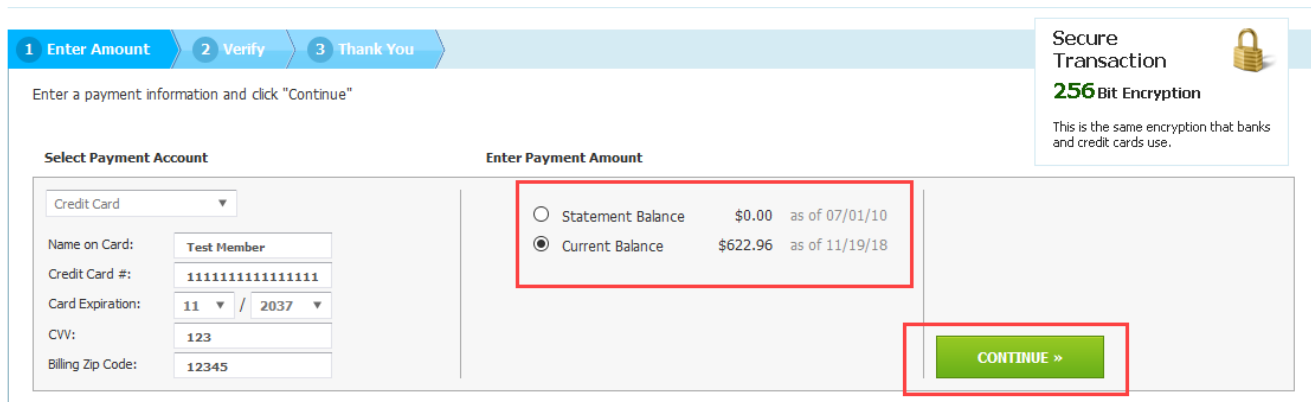
November, 2018  
Payment Status  
All Transaction Types  
Search  
Generate PDF

## 7. PAY MY BILL

Navigate to this tab to pay outstanding balances. To begin, locate the “Select Payment Account” menu. Next, select the payment type you will be using for the transaction. Once the payment type is selected, enter the account information in the fields provided.



Next, select the payment amount, which will either be “Statement Balance” or “Current Balance”. After selecting the balance amount, click on the green “Continue” button to proceed with payment.



After selecting continue you will be prompted to verify your payment information and complete your payment. You will receive confirmation that your payment was completed and has been posted to your statement.

## 8. NOTIFICATIONS

Through the notifications tab you can turn on and off various forms of club email communication. To edit your notification settings, select “Edit” in the top right corner of the Notifications box.

Once the desired notifications have been selected, click “Save changes” in the bottom left corner to confirm notification preferences.

**NOTIFICATIONS** [Edit](#)

Table below summarizes the member's communication preferences for notifications.

Notification Type	E-mail
Private Lesson Reminder	✓
Court Time Reminder	✓
Group Event Reminder	✓
New Private Lesson Created Notification	✓
New Court Time Booked Notification	✓
New Group Event Registration Notification	✓
Statement	✓
Package Expiration	✓
Package Renewal	✓
General Club Communications	✓
Receipts	✓

## 9. CONTACT US

If you have any questions regarding the membership, please do not hesitate to reach out to us! The “Contact Us” tab allows you to send an email directly to the team using the “What did you want to ask us?” box. You can also reach us directly at 603-742-2163

We are excited for you to begin using the member portal! Please don't hesitate to reach out with any questions, we are happy to help however we can.