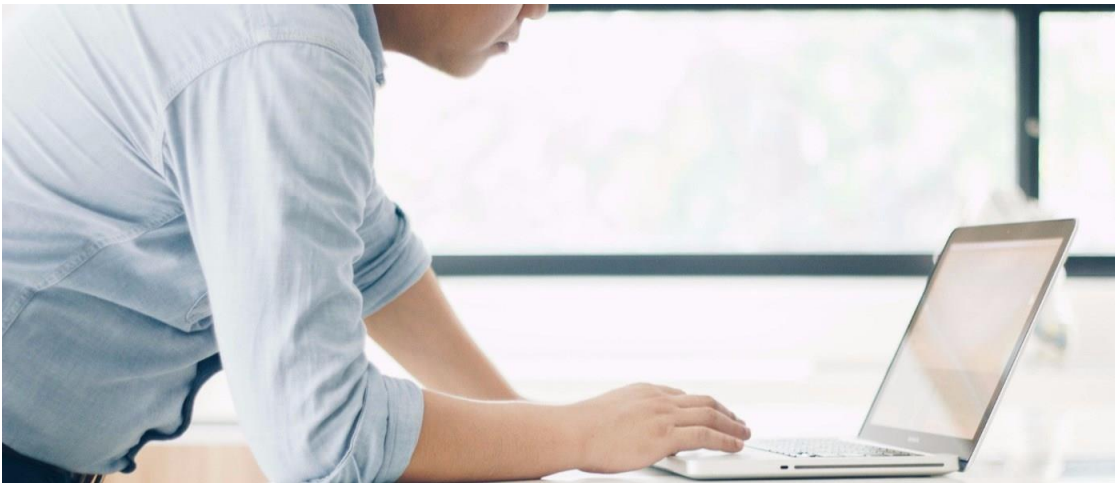


# MANAGE YOUR FRANCO'S ACCOUNT ONLINE



# SET UP ONLINE ACCESS TO YOUR MEMBERSHIP ACCOUNT

## **WE MUST FIRST HAVE YOUR EMAIL ON FILE**

Contact us to put your  
email on your membership  
account today!



Email us [businessoffice@myfrancos.com](mailto:businessoffice@myfrancos.com) or  
[info@myfrancos.com](mailto:info@myfrancos.com)

Call us 985-792-0220 or 985-792-0205

In Person Stop by the Program Registration Desk or  
the Business Office at Franco's

# YOUR ONLINE CREDENTIALS

Request us to email you **ONLINE CREDENTIALS**  
with a username & temp password

It's an email that will  
Come from the Business Office  
with the subject "Your Online Credentials"

*Check your junk/spam mail if you don't receive it*

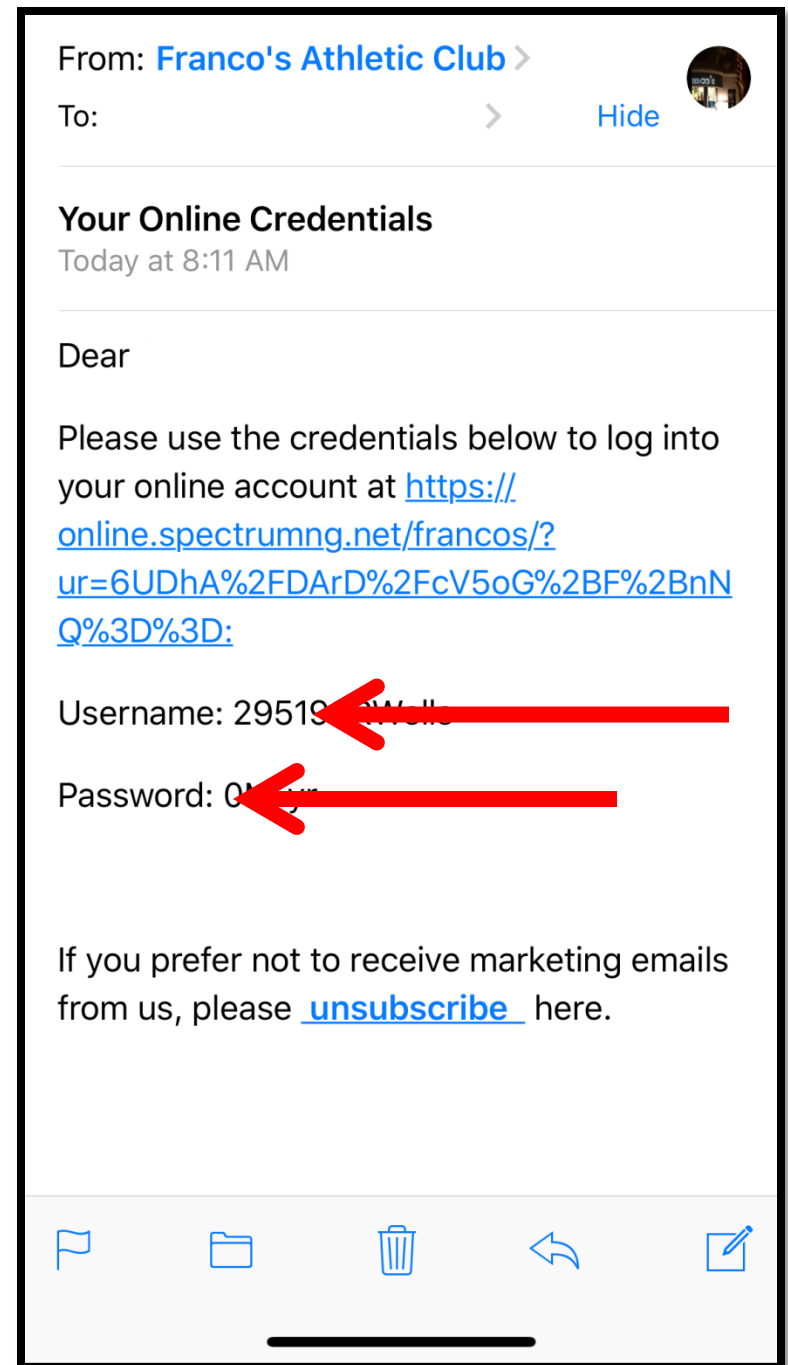


**NOTE: to set up your account you must use a desktop or laptop computer  
(not a phone or ipad)**

1

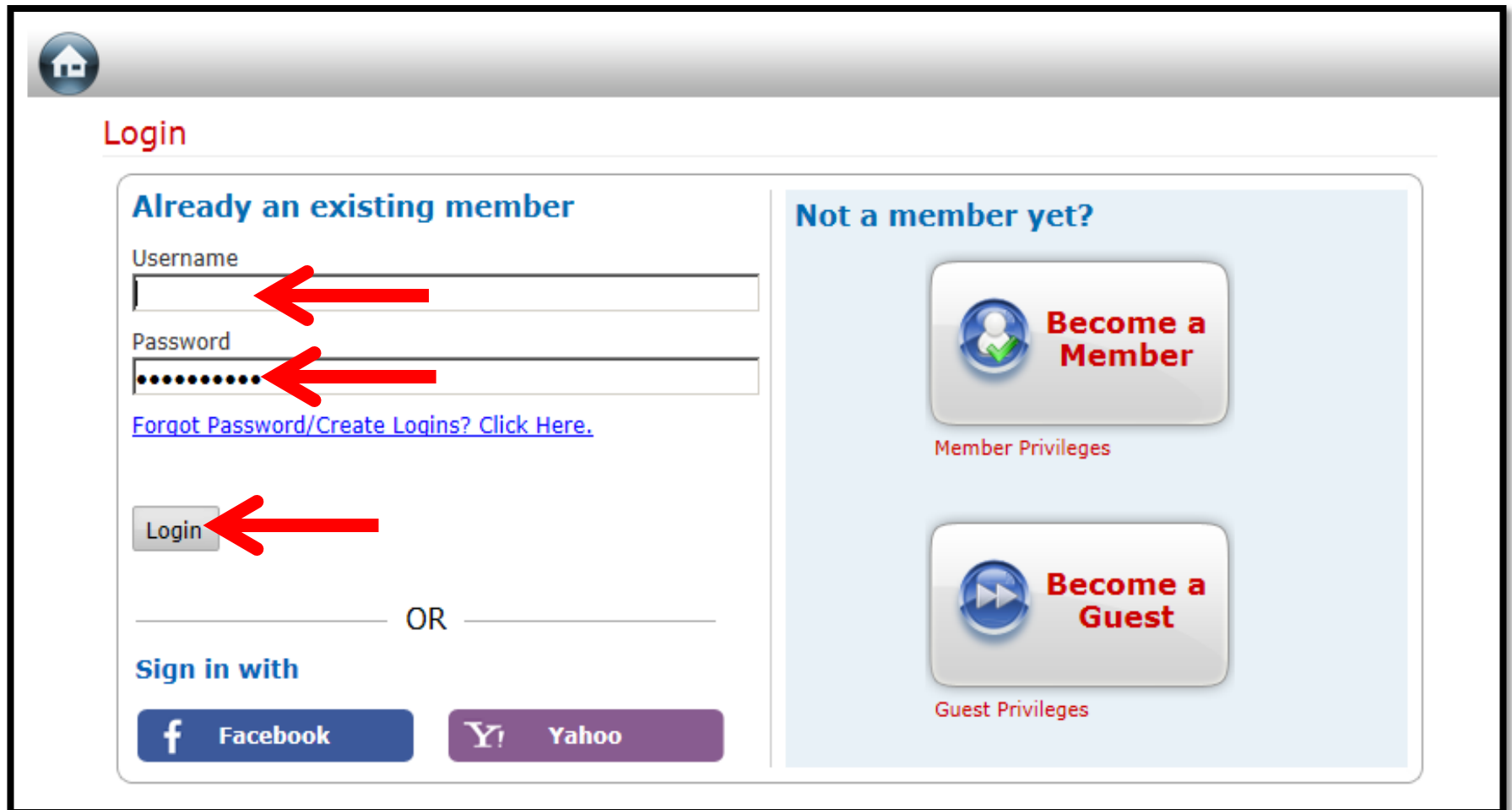
Open up “Your Online Credentials” email to see your temporary **username** and **password**

Hit the link to login...



2

# Type in username & password Hit Login



The screenshot shows a web application's login interface. At the top left is a home icon. Below it, the word "Login" is displayed in red. The main area is divided into two sections. The left section, titled "Already an existing member", contains a "Username" field, a "Password" field (masked with dots), a link for "Forgot Password/Create Logins? Click Here.", and a "Login" button. Three red arrows point to the Username field, the Password field, and the Login button respectively. Below the login fields is an "OR" separator and a "Sign in with" section featuring Facebook and Yahoo buttons. The right section, titled "Not a member yet?", contains two buttons: "Become a Member" (with a user icon and a green checkmark) and "Become a Guest" (with a play button icon). Below the "Become a Member" button is the text "Member Privileges", and below the "Become a Guest" button is the text "Guest Privileges".

Login

**Already an existing member**

Username

Password

[Forgot Password/Create Logins? Click Here.](#)

Login


OR

**Sign in with**


f Facebook

Y! Yahoo

**Not a member yet?**

 **Become a Member**

Member Privileges

 **Become a Guest**

Guest Privileges

3

# Change your password to something you can easily remember & hit update

Home icon | Welcome: \_\_\_\_\_ | [Sign Out](#)

## Change Username/Password

(0)

You have just logged-in by using your default password. Please change your password to something that you can remember easily.

**Specify Information related to change password !**

Old Password:

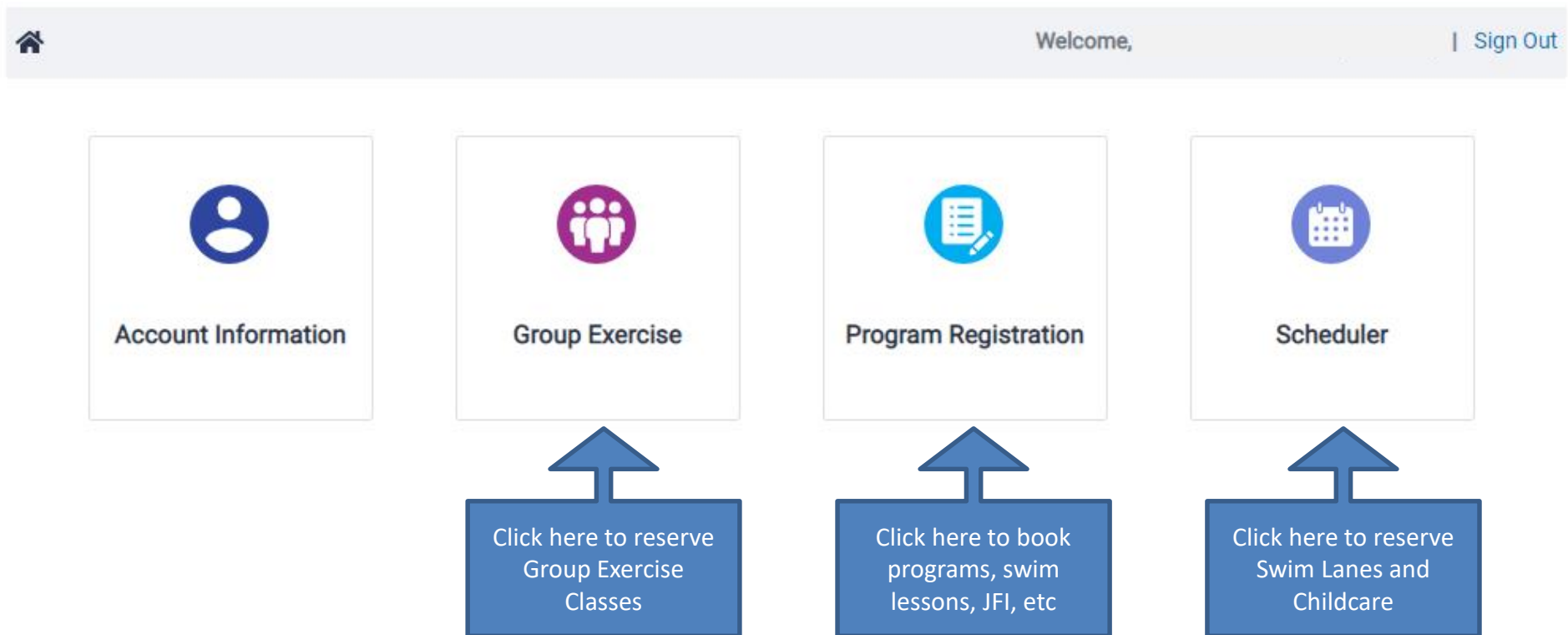
New Password:

Confirm New Password:

**Your old password is the one that was just sent to you!**

You will be directed to your **ONLINE ACCOUNT** page.

Here you can book for all Classes, Swim Lanes, Programs & Events view the Group Exercise Schedules, check your transactions and billing and so much more, check it all out!



# NOW THAT YOU HAVE ONLINE ACCESS ...

Use the SAME credentials as you used on the website to log in...

**Download the Franco's APP for quicker access to your account**



**Franco's App** (Franco's AC)

Available on: iPhone, Apple Watch and Android

Itunes <https://itunes.apple.com/us/app/francos-ac/id991152027?mt=8>

Android <https://play.google.com/store/apps/details?id=com.csi.vanguard.franco>



# HOW TO BOOK a CLASS ONLINE

## **To Book a Class ONLINE...**

HIT Group Exercise button

scroll through the dates to find the class you want to book

Hit Enroll

Select the person on your membership to enroll into the class

Hit Register. Return to Main Menu.

## **To Cancel a Class ONLINE...**

HOW TO CANCEL:

Under Classes, scroll to the date your class is booked

Hit the class you want to cancel and hit “cancel”

Or you can go Account Information / Reservation Report

Select the date, show report,

Select the class, Cancel Booking, OK

# HOW TO BOOK a CLASS on the APP

## **To Book a Class on the App...**

HIT Classes

scroll through the dates to find the class you want to book

Hit BOOK

Select the person on your membership to enroll into the class

Hit NEXT. Hit OK or Add to Calendar

## **To Cancel a Class on the App...**

Go to My Account

Reservations

Select the DATE of the class you want to cancel

hit DONE

hit CLASSES

select the class you want to cancel

hit CANCEL, Yes, OK

# HOW TO BOOK POOL LANE ONLINE

## **To RESERVE a Swim Lane ONLINE, up to 48 hours in advance**

Log In to your account ([francosmandeville.com/member](http://francosmandeville.com/member) login

Hit SCHEDULER

Hit AQUATICS

Hit which pool you want, 6-lane or 8-lane, SELECT

Enter the DATE and DURATION, hit continue

Hit SEARCH (it will load available times in white, the gray areas are already reserved)

Scroll around the calendar to pick which lane and time you want and hit the box. Your Booking Details will show, hit Continue

Select the person on your account that will be swimming in that lane

Hit Continue to Cart. You have Booked your Lane!

At this time you can cancel if you need to.

## **To CANCEL a Swim Lane ONLINE, up to 2 hours in advance**

Hit Account Information, Reservation Report and Search.

All your reservations will pop up. Select the reservation you want to cancel.

Hit Remove or Cancel Schedule

# HOW TO BOOK POOL LANE ON THE APP

## **To RESERVE a Swim Lane on the App**

Hit BOOKINGS

Select the day you want to swim, NEXT

Select Aquatics, SELECT

Hit which pool you want, 6-lane or 8-lane, SELECT

Scroll down and select the lane you want to use, SELECT

Scroll down and hit the duration (30 min, 40 min, 50 min, 1 hour), SELECT

Hit SEARCH (it will load available times), select the time you want, BOOK

Select the member on your account to swim, hit NEXT, OK or Add to Calendar

## **To CANCEL a Swim Lane on the App**

Hit My Account

Hit Reservations

Select the day/date you want to cancel, DONE

Hit Bookings

Select your booking

Hit CANCEL, Yes, OK

# IF YOU FORGET YOUR PASSWORD

After your account is set up you can **SAVE** your Username & password on your computer so you don't have to login every time.

But sometimes things happen, phone and app updates or glitches that may “kick you out” of the auto-login...

If you ever forget your username or password  
And need to **RESET** it follow the instructions  
On the following pages.



Go to [francosmandeville.com](http://francosmandeville.com) &  
hit **MEMBER LOGIN**



PROGRAMS

FACILITY

BELONG

CONTACT

NEWS

MEMBER LOGIN

# YOUTH *Tennis*

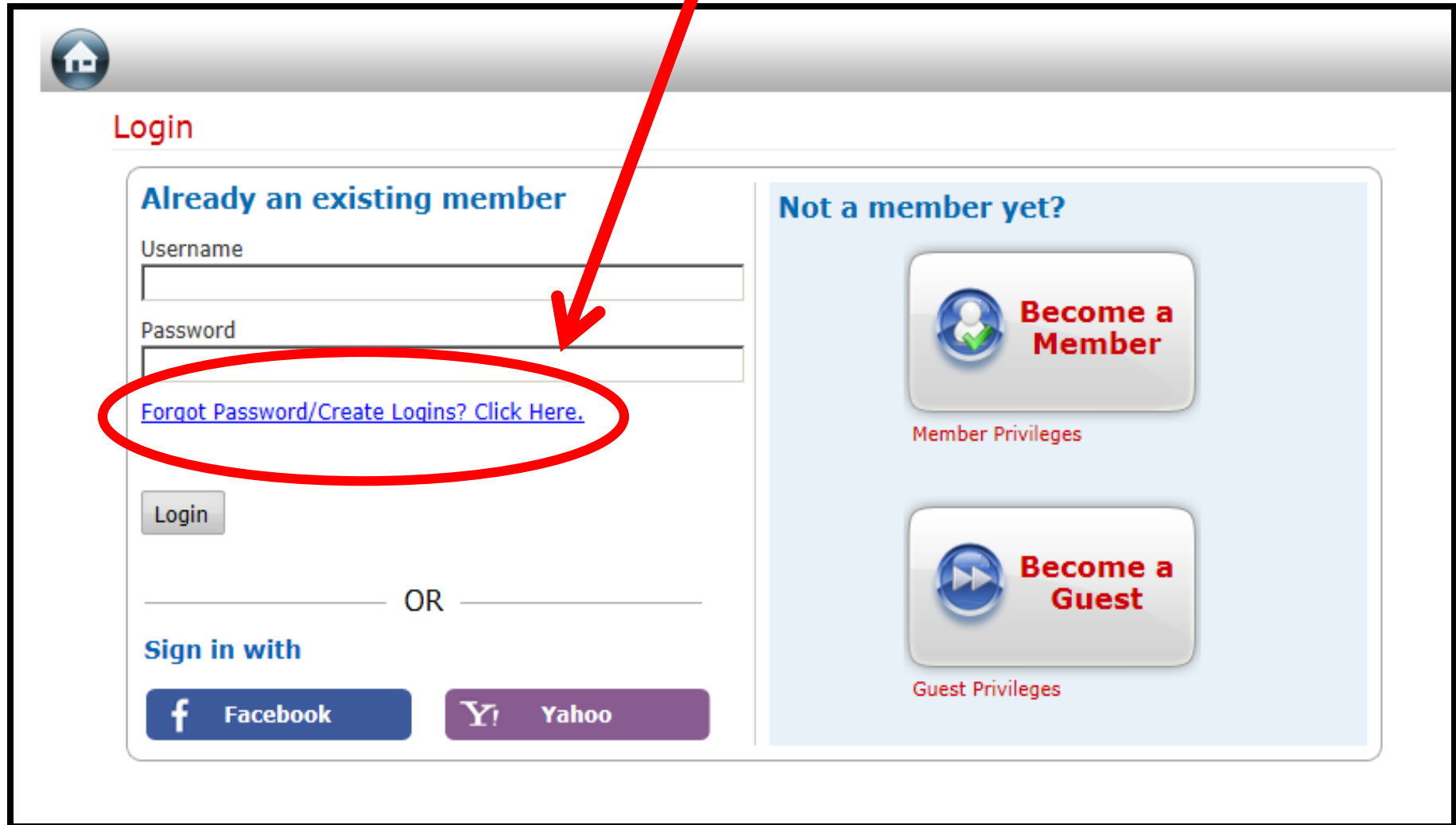
REGISTERING FOR  
SUMMER SESSIONS NOW!

Ages 4 & Up

**RESERVE YOUR SPOT TODAY!**



# Hit Forgot Password / Create Logins



The image shows a login page with a red arrow pointing to a link. The link is circled in red and reads: [Forgot Password/Create Logins? Click Here.](#)

**Login**

**Already an existing member**

Username


Password


[Forgot Password/Create Logins? Click Here.](#)

Login


OR


**Sign in with**

 Facebook

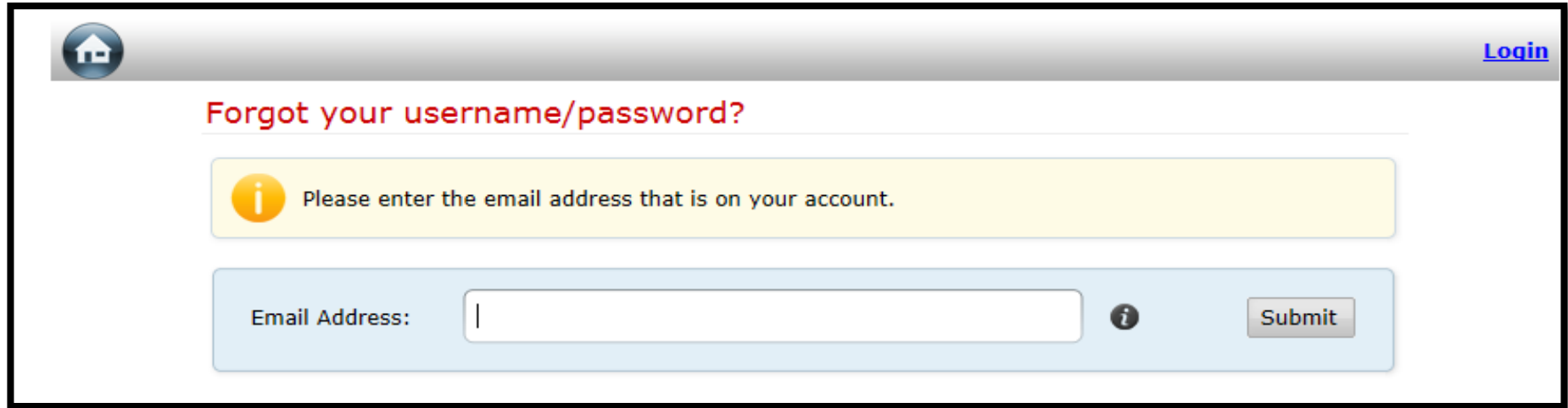
 Yahoo

**Not a member yet?**

  
Member Privileges

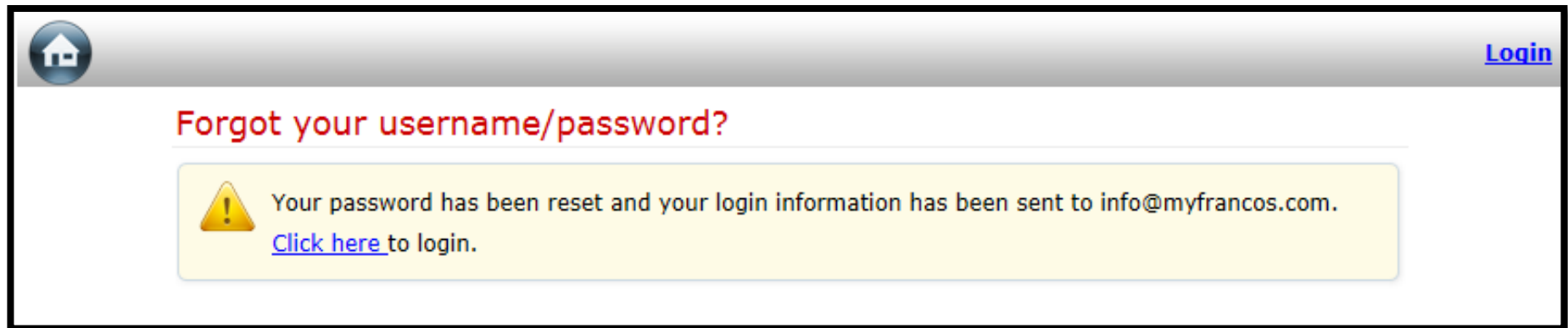
  
Guest Privileges

# Type in your email address, hit Submit



A screenshot of a web application interface. At the top left is a home icon, and at the top right is a "Login" link. Below the header, the text "Forgot your username/password?" is displayed in red. A yellow information box contains an 'i' icon and the text "Please enter the email address that is on your account." Below this is a light blue form area. It contains the label "Email Address:" followed by a text input field. To the right of the input field is an 'i' icon, and to the right of that is a "Submit" button.

Then keep this window open while you go check your email...  
If you don't receive the email within 5 minutes check your  
**spam/junk mail** as it went in there!

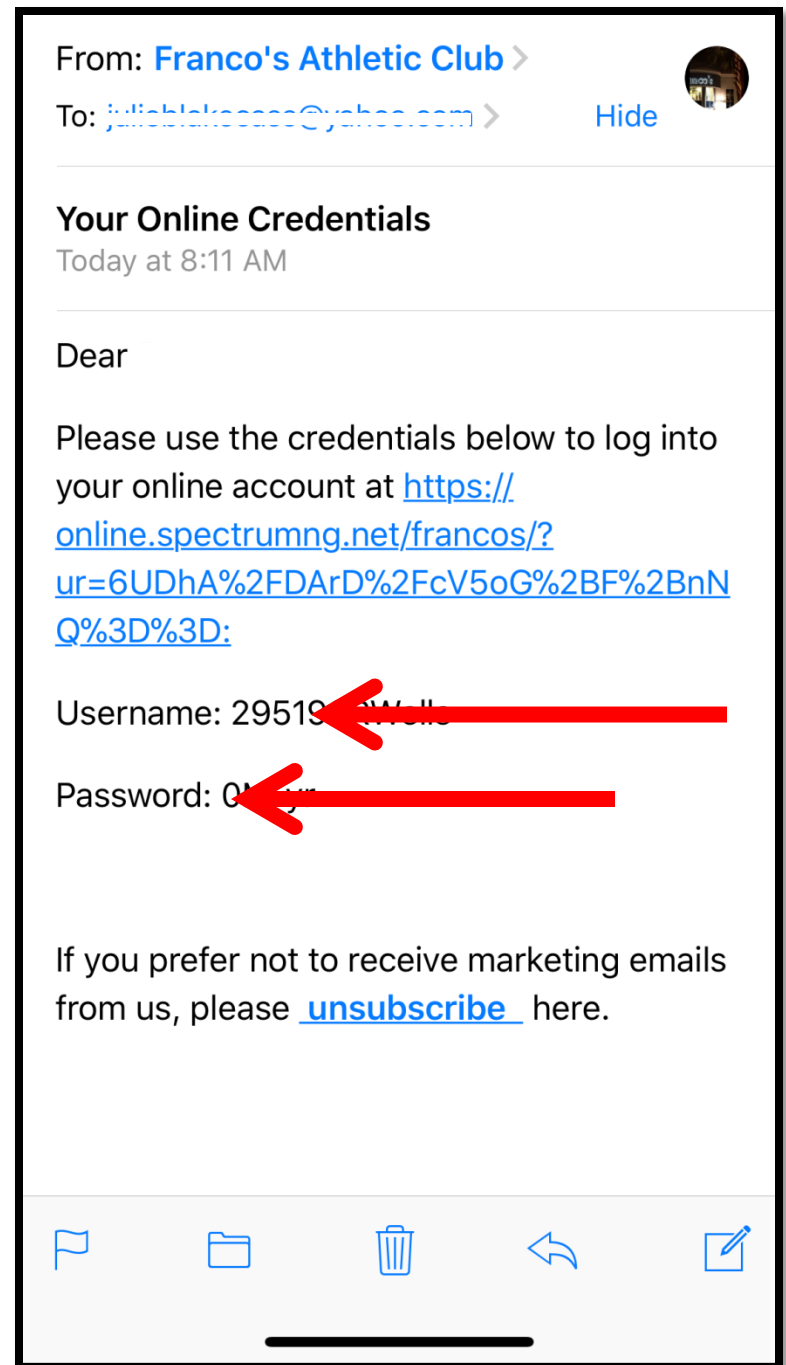


A screenshot of the same web application interface. The header and "Forgot your username/password?" text are the same. The yellow information box now contains a warning icon (a triangle with an exclamation mark) and the text "Your password has been reset and your login information has been sent to info@myfrancos.com." Below this text is a blue hyperlink that says "Click here" followed by "to login."



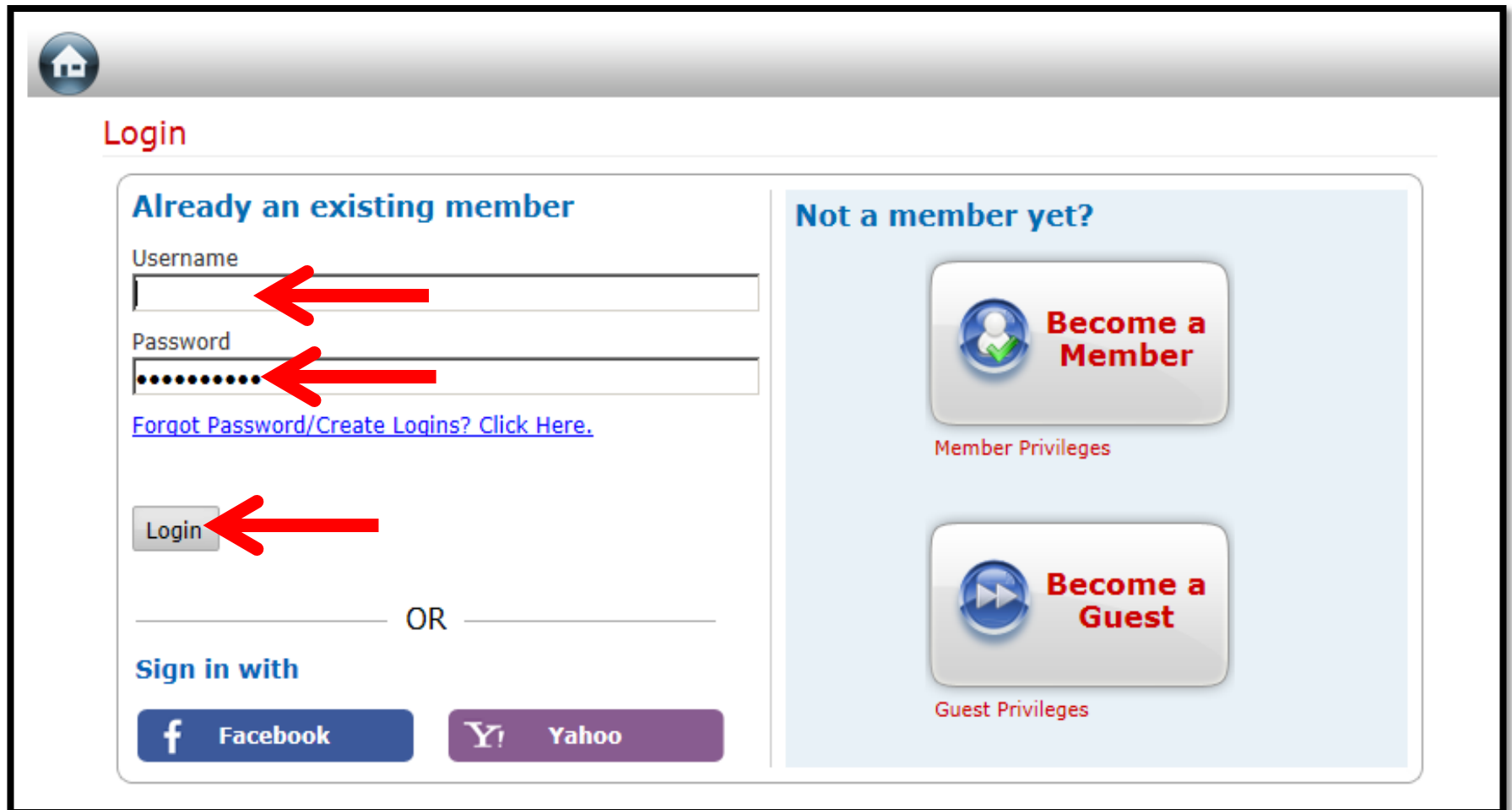
Open up “Your Online Credentials” email to see your temporary username and password

Click the link on this email to get to the online account page to put in your username/password



# Type in username & password

## Hit Login



The image shows a login interface with a header bar containing a home icon. Below the header, the word "Login" is displayed in red. The main content area is divided into two sections. The left section, titled "Already an existing member", contains a "Username" field, a "Password" field (masked with dots), a link for "Forgot Password/Create Logins? Click Here.", and a "Login" button. Red arrows point to each of these three elements. Below the login button is an "OR" separator and a "Sign in with" section featuring "Facebook" and "Yahoo" buttons. The right section, titled "Not a member yet?", contains two buttons: "Become a Member" (with a user icon and a green checkmark) and "Become a Guest" (with a play button icon). Below these buttons are the labels "Member Privileges" and "Guest Privileges" respectively.

**Login**

**Already an existing member**

Username



Password

[Forgot Password/Create Logins? Click Here.](#)


Login

OR


**Sign in with**

 Facebook  Yahoo

**Not a member yet?**


 **Become a Member**

Member Privileges



 **Become a Guest**

Guest Privileges

# Change your password to something you can easily remember & hit update

Welcome:  | [Sign Out](#)

## Change Username/Password



You have just logged-in by using your default password. Please change your password to something that you can remember easily.

**Specify Information related to change password !**

*Your old password is the one that was just sent to you!*

Old Password:

New Password:

Confirm New Password:

