

Welcome to your Franco's Athletic Club online portal. Accessing your online portal allows you to update personal information, view your statement, register for classes, and more! The guide below outlines the various features available to allow for effective use of your online portal.

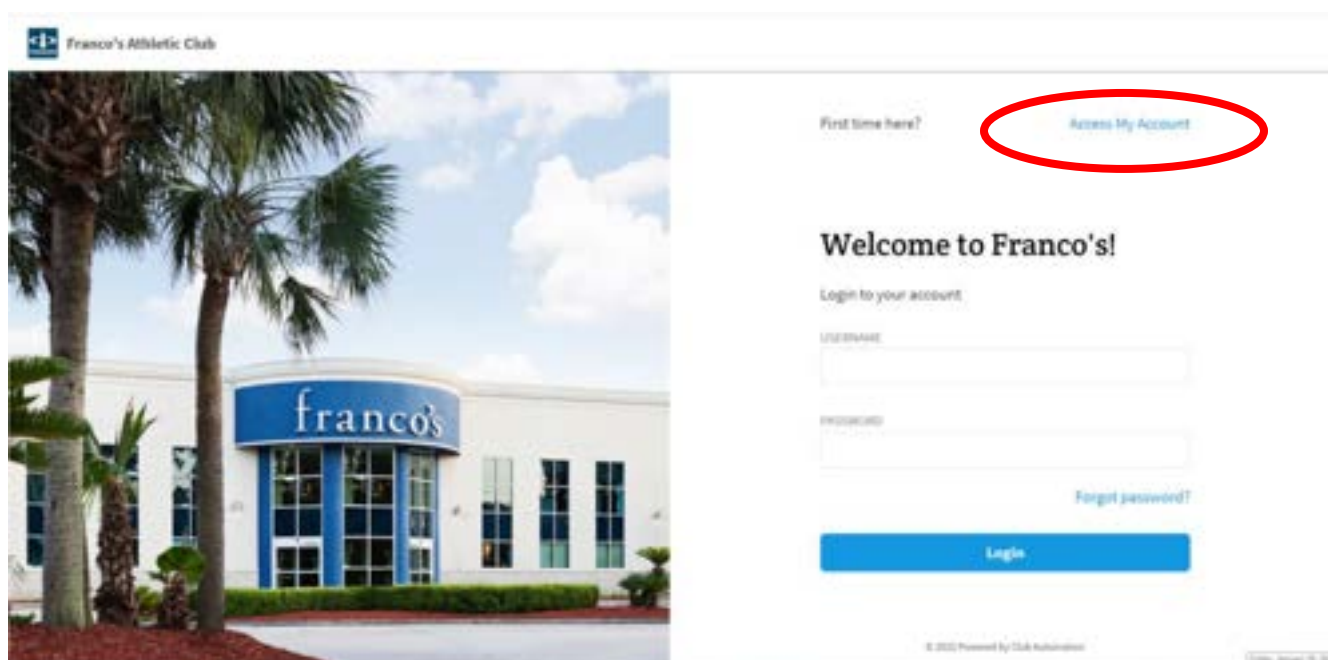
1 HOW TO LOG IN

Initial Login: To access the member portal for the first time, begin by opening

<https://francos.clubautomation.com/>

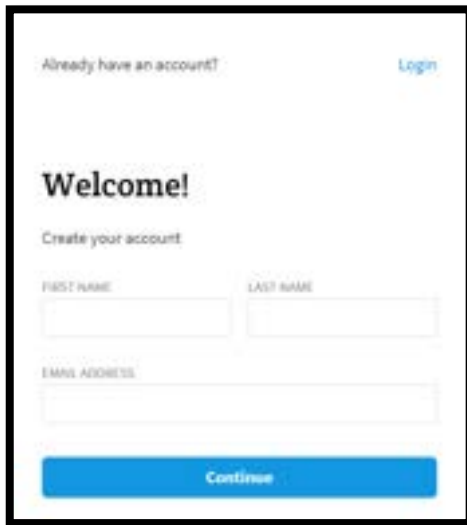
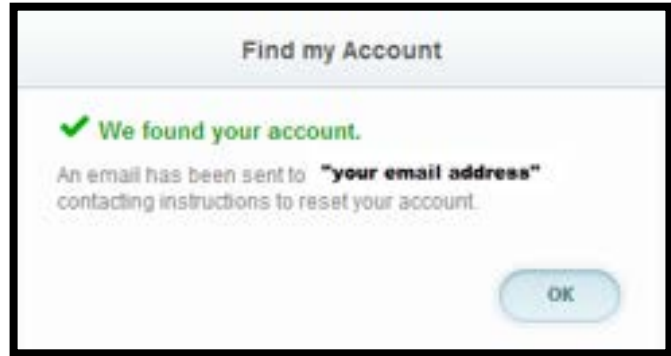
Do not include www. when opening the online portal. This link is also on the Member Login from our website francosmandeville.com. Bookmark and Save this shortcut to your desktop!

Once on the site, locate the “Access My Account” button.



In the “Welcome” pop-up page, enter your first name, last name, and email address and hit Continue.

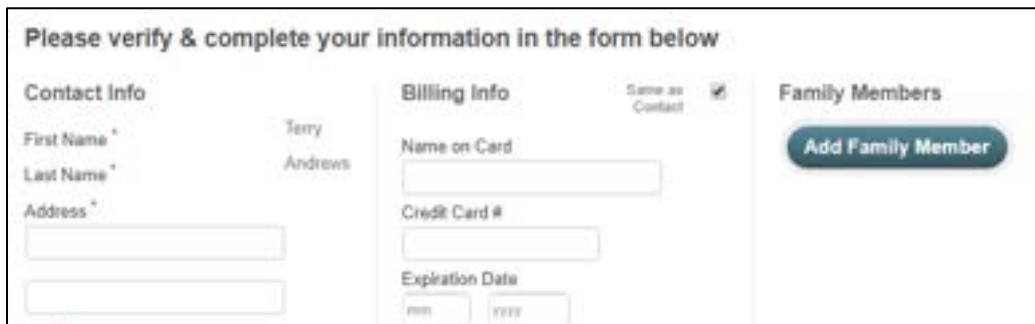
Once your account has been identified, you will receive a “We found your account.” prompt. *A verification email will be sent to your email address with the final login instructions. Please open your email to access these instructions. If your account access cannot be completed it is because we do not have your email on file. Please email us your email to businessoffice@myfrancos.com and we will put it on your account.* Troubleshooting: If the response is You've already registered. Login and hit the link to request a password reset. BUT if the response is that the system has found more than one account using your email please email us or call us so we can remove the email on the account not in use. We have also found that bellsouth.net and att.net emails DO NOT RECEIVE emails from our portal so please use an alternate email if possible.

The email you receive includes a verification link that needs to be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

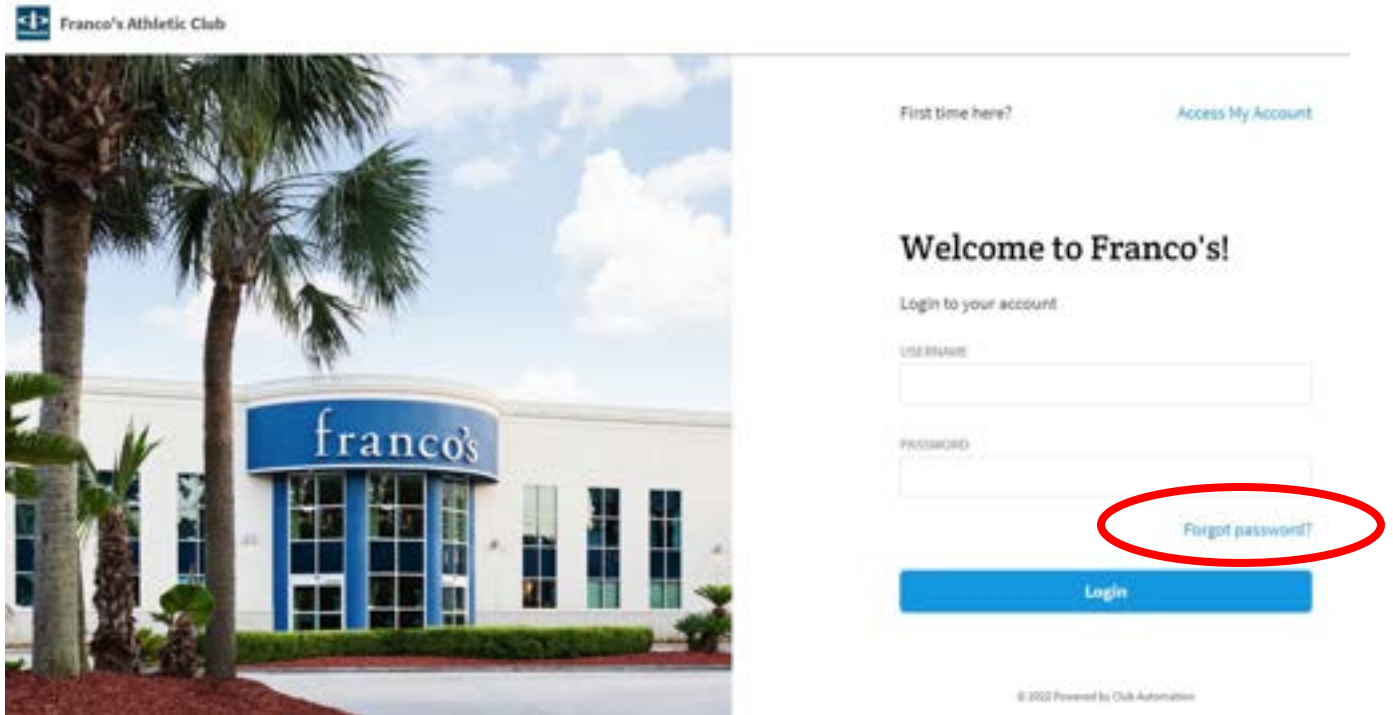
Note: You will only be directed to this information page during your initial log in. Future logins will not require this step.

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select "Save Account". You will then be directed to the online portal home page!



Standard login: After completing the initial log in steps, your account has been created and you no longer need to use "Access My Account" to log in. Going forward, your username will be the email address you have on file. You will enter your username and password in the Login box.

USE THESE SAME CREDENTIALS WHEN LOGGING IN AND USING THE FRANCO'S APP!

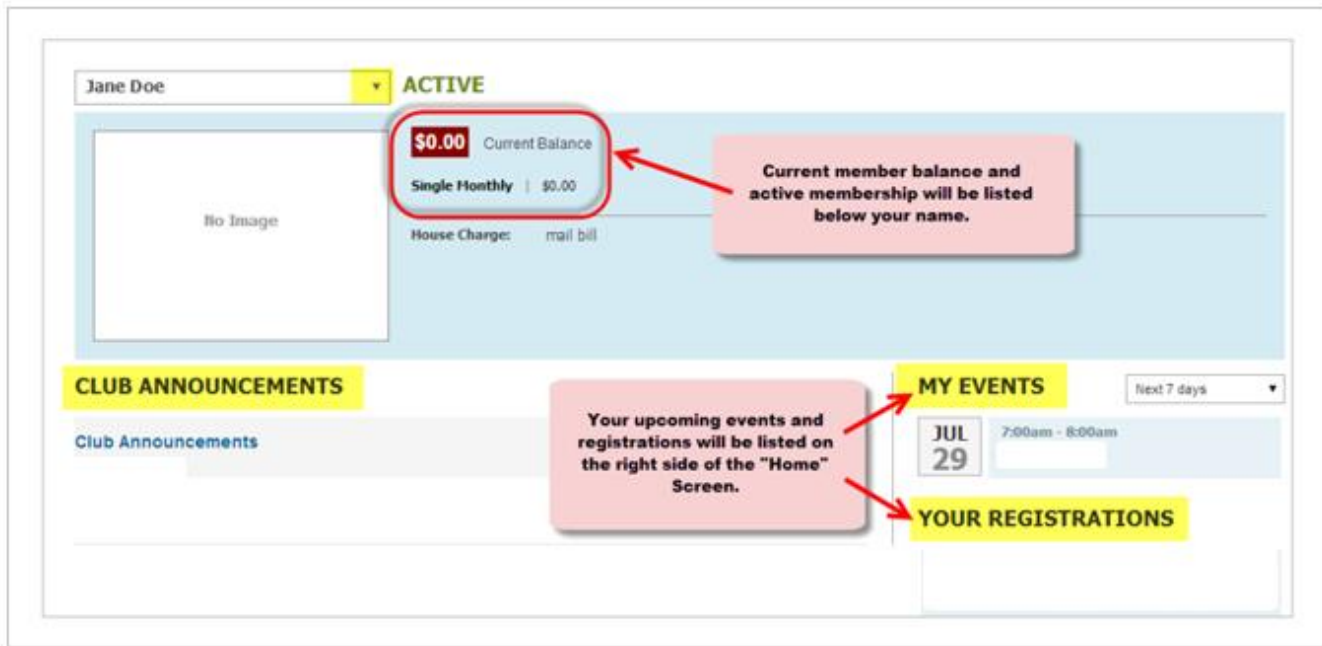


Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need help accessing your account or the email you provided isn’t recognized by the system, contact your club for further assistance by calling the Business Office at 985-792-0220.

2 MEMBER PORTAL OVERVIEW

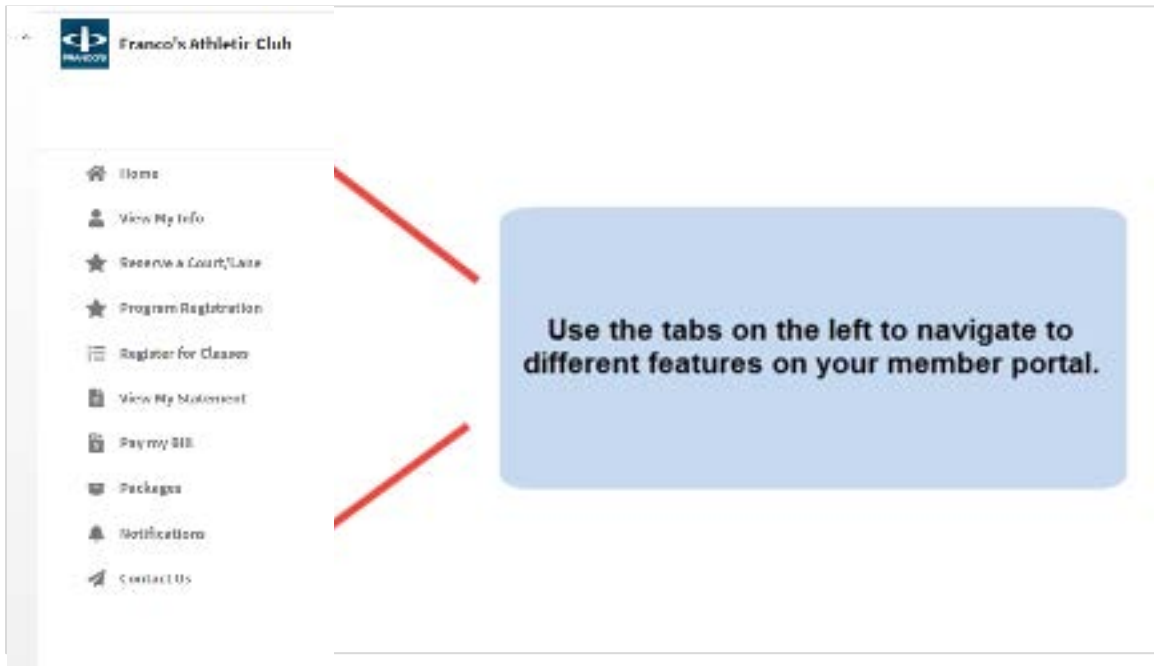
Home Page: When logging in you will be directed to your “Home” page. The home page includes the following:

- *Current balance and membership type* – these will be listed just below your name.
- *Club Announcements* – be sure to review for any updates or announcements.
- *Upcoming events and registrations* – listed on the right side of the home screen will be your booked upcoming classes, programs, or private lessons, 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.

- **Home:** Navigate back to the “Home” screen outlined above
- **View My Info:** Update personal and billing information
- **Reserve a Court/Lane:** Book new and/or edit existing tennis, racquetball court or swim lanes
- **Register for Programs:** Register for program sessions (not drop-in classes)
- **Register for Classes:** Register for drop-in classes, i.e. Zumba, Yoga, Cardio Tennis, Tennis Clinics
- **View My Statement:** Review charges and payments posted to your statement
- **Pay my Bill:** Make online payments for outstanding charges on your account
- **Packages:** View packages and usage
- **Account Access:** Determine what linked family members can access on their portal
- **Notifications:** Opt in or out of club email communications



3 VIEW MY INFO

From this tab you can update your personal and billing information, along with any linked members' information when logged in as the primary member.

Personal Information: To update your personal information, select "Edit" in the top right corner of the Personal Information box.

PERSONAL INFORMATION				Edit
Name	Jane Doe	Phone Number	(123) 456-789 [H] (987) 654-321 [C] (555) 555-5555 [E] (John Doe, Husband)	
Access Card	-not set-			

Billing Information: To update your payment method, select "Edit" in the top right corner of the Billing Information box. Bill information can be updated on the primary account.

BILLING INFORMATION				Edit
House Charge	Credit Card	Credit Card Type	Visa	
Statement Delivery Method	email	Credit Card #	*****1111	
Tax exempt	No	Name on Card	Laura	
		Card Expiration	06/01/2017	
		Billing Address	Same as Contact	

4 RESERVE A COURT / LANE

When selected, this tab allows you to reserve a racquetball court, tennis court or swim lane.

Select "Reserve a Court/Lane" and follow the steps below to complete the reservation.

MAKE A NEW RESERVATION

1 What Service?

2 Where?

3 Who will host?

4 Ball Machine? No Yes

5 When? **6**

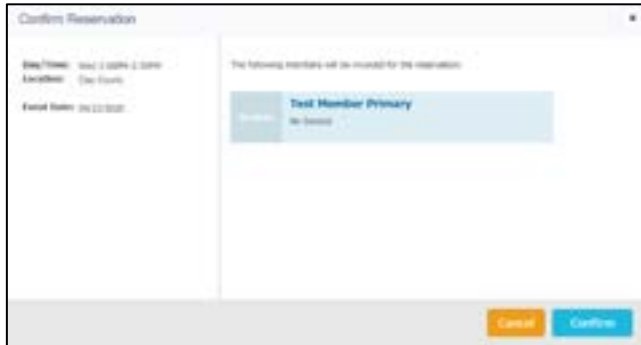
7

8 Pick a Time

Clay Courts	Hard Courts
12:00 pm	12:00 pm
12:30 pm	12:30 pm
1:00 pm	1:00 pm
1:30 pm	1:30 pm
2:00 pm	2:00 pm
2:30 pm	2:30 pm

1. **What Service?** Select between: Swimming or Racquetball.
2. **Where?** Select which court/lane you wish to reserve.
3. **Who will host:** Select the person scheduling the reservation. When you are logged in, your name will auto-fill as the host.
4. **Ball Machine:** For when tennis courts come online, when select yes to book the ball machine within prescribed times. *The ball machine is only available on Court 1.*

5. **When:** Select the date for which you want to reserve a court.
6. **Duration:** Then select the length of the reservation (30 minutes, 60 minutes, or 90 minutes).
7. **Search:** Select the Search button to generate a list of available court reservation times.
8. **Pick A Time:** Choose the time you want to reserve and the “Confirm Reservation” window will appear. Press Confirm and then OK to finalize the reservation.



Your Reservations: Your active reservations will display at the top of the screen under You Reservations.

Edit/Cancel: If you need to edit or cancel, please click on the appropriate action to the far right of your reservation and follow the steps. Edit will allow you to change the names of the players or the time/day. Canceling a reservation will remove your reservation and free up the court. Please remember that cancellation policies still apply if you cancel your court within the cancellation period.

5 REGISTER FOR PROGRAMS

This tab will allow you to register for all programs currently available for online registration including Kids Day Camps, Youth Tennis Programs, Swim Lessons and Youth Fitness Programs. To complete your registration:

- Begin by locating the program from the list provided. You can also narrow your search using the filters provided at the top of the page, i.e. keyword or event time.
- Once you have identified the class, either click on the class name or select “Learn More” to the right of the program name.
- Note: Some classes are age restricted. You will only see classes for which you or someone in your family are eligible.

PROGRAMS

Event time to

Sun Mon Tue Wed Thu Fri Sat

Search by Age From to

Search classes

Program Name	Location	Department	Days of Week	
Challengers Tennis (ages 8 - 10)	Franco's Health Club & Spa			Learn More
Hot Shots Tennis (ages 6 - 7)	Franco's Health Club & Spa			Learn More
Junior Fitness Instruction	Franco's Health Club & Spa	Fitness		Learn More
Kids Camp - MLK Jr. Holiday	Franco's Health Club & Spa		Mon	Learn More
Scooby Doo Tennis (ages 4 - 5)	Franco's Health Club & Spa			Learn More
Spring Flippers Swim Clinic	Franco's Health Club & Spa			Learn More
Swim Lessons	Franco's Health Club & Spa			Learn More
Tournament Players Group	Franco's Health Club & Spa			Learn More
Warriors Tennis (ages 11+)	Franco's Health Club & Spa			Learn More

Once you have selected the program, all available sessions for the program will be listed. Select the green “Sign Up” for the session you would like to register.

Class #	Date/Time	Location	Session	Price	
6	JFI Thu/Fri/Sat	Franco's Health Club & Spa	November 11/19/2020 - 11/21/2020	\$125.00	Sign Up

- You will then be asked to select the member who will be registering for the class
 - **Note:** if you are the primary account holder and have family members linked to your account, all eligible members will be listed in this screen.
 - After selecting the member name, click “Add to Cart” to proceed with registration.



- The program has now been added to your “cart” and payment can be taken. Your spot in the class will be held for 20 minutes while you are taking payment.
- Select “View Cart” in the top right corner to process payment and complete your registration to process.

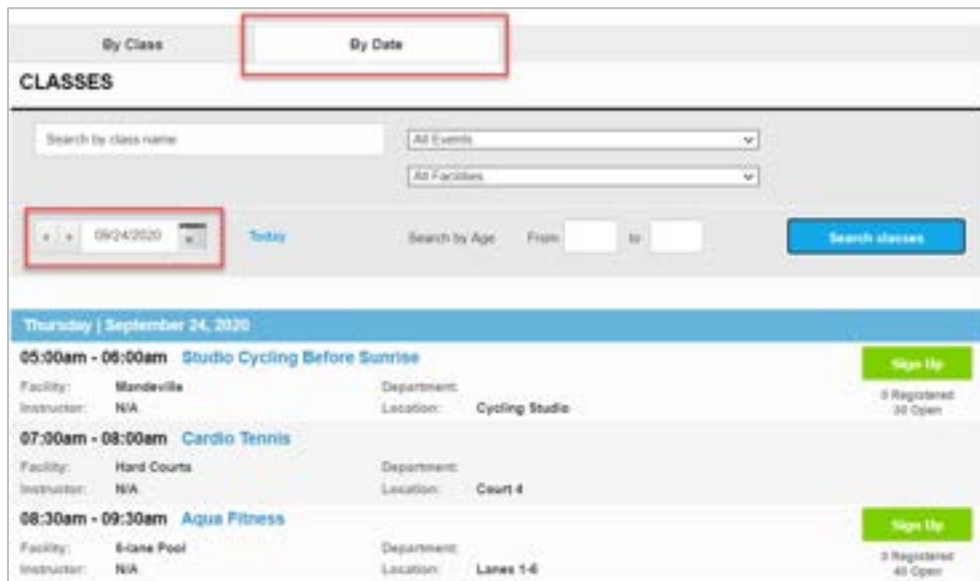


- In your cart, confirm the charges and select the green “Continue to check out” button.
- Follow the prompts to enter payment and complete registration.
- Once you have processed your payment, the student will now be registered for the program and their spot secured on the roster.
- To navigate back to the home page, select the home icon in the top right corner.

6 REGISTER FOR CLASSES

The “Register for Classes” tab will allow you to register for daily/drop-in classes, i.e. **FREE Studio Cycling, Yoga & Group Exercise Classes or fee-based classes such as Tennis Clinics, Cardio Tennis and Pilates**. To complete your registration:

- Begin by selecting the “By Date” tab and the day you would like to review from the calendar provided. You can narrow your search using the filters provided at the top of the page, i.e. keyword or All Events menu.
- **All Events:** use this menu to narrow down the class list, i.e. select Cycle to view only cycle classes.
- **All Facilities:** use this menu to view classes per location.
- Once you have selected the day and completed the optional filters, select “Search classes”.



- Classes scheduled for the week will now display. Identify the class you would like to register for and select “Sign Up” to register for the day. Click on the class name to view all days the class is offered.
- After selecting “Sign Up”, you will be asked to select the user who will be registering for the class (multiple users can be selected).



- After selecting the user name, click “Add to Cart” to proceed with your registration
- 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

1 Cart
2 Confirm
3 Waiver
6 Thank you

Secure Transaction
256Bit Encryption
This is the same encryption that banks and credit cards use.

Please review the shopping items you picked out before proceeding the payment

- To remove an item, press the ✖ icon on the line you would like to remove
- When you are ready to pay, press the "CONTINUE, to Check Out" button on the right.

SHOPPING ITEMS	Member	Remove	Price	Quantity	Total
Cycle 45 - 5:30pm (09/07/2017)	Test Member	✖	\$0.00	1	\$0.00
				Sub Total	\$0.00
				Total	\$0.00

CONTINUE, to Check Out

or [Cancel & Clear the Cart](#)

- To navigate back to the home page, select the home icon in the top right corner

7 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 – highlighted in yellow in the picture below.
- 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

\$1,115.00 Current Balance

Kids Program Pass | \$215.00 to cancel on 03/31/2017
 Single \$ | \$1.00

House Charges: (credit card)

Trans #	User Name	Date	Description	Type	Amount
0406	Test Member	03/28/17 1:17pm	Fee for Kids Program Pass March 2017	Charge	215.00
8054	Test Member	03/24/17 3:45am	Pilates Private Session 1 hour (8 pack)	Charge	425.00
8055	Test Member	03/24/17 9:45am	Pilates One Session 1 hr (12 pack)	Charge	480.00

Previous Balance (February, 2017)	0.00
Payments	0.00
Charges	1,115.00
Credits	0.00
New Balance (March, 2017)	1,115.00

March, 2017
 Payment Status
 All Transaction Types

Search
 Generate PDF

8 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.

The screenshot shows the 'Enter Amount' step of the payment process. At the top, there are three steps: 1. Enter Amount, 2. Verify, and 3. Thank You. Below this, there is a prompt: 'Enter a payment information and click "Continue"'. The 'Select Payment Account' dropdown menu is open, showing three options: 'Select Account', 'Credit Card', and 'Checking Account'. The 'Current Balance' of \$5.50 due 07/29/14 is selected. A green 'CONTINUE' button is visible.

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.

The screenshot shows the 'Enter Payment Amount' step of the payment process. The 'Current Balance' of \$21.50 due 07/29/14 is selected. The 'Credit Card' information is entered: Name on Card: Jane Doe, Card Number: *****, Exp. Date (MM/YY): 01 / 2016, Billing Zip Code: 12345. A green 'CONTINUE' button is highlighted.

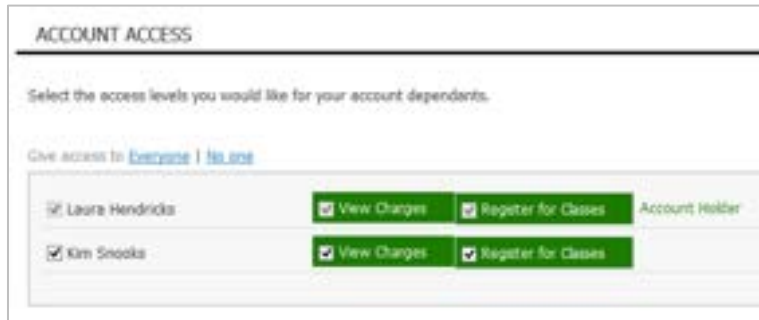
After selecting continue you will be prompted to verify your payment information and complete your payment. You will receive confirmation that your payment was completed and has been posted to your statement.

9 ACCOUNT ACCESS

This tab allows primary account holders to determine what linked members can access on their portals. For example, if a parent is the primary account holder and their children are linked to their account, they have the ability to allow or deny access to specific member portal features on the children's accounts.

The features the primary account holder can allow/deny access to are listed below. Select the feature to allow access and uncheck to deny. Select "Save" in the bottom right to confirm changes.

1. *View charges* – if unchecked, the "View My Statement" tab is not visible on the member's portal.
2. *Register for Classes* – if unchecked, the "Register for Classes" tab is not visible and registrations cannot be completed.



ACCOUNT ACCESS		
Select the access levels you would like for your account dependents.		
Give access to Everyone No one		
<input checked="" type="checkbox"/> Laure Hendricks	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Register for Classes Account Holder
<input checked="" type="checkbox"/> Kim Snooks	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Register for Classes

10 NOTIFICATIONS

Through the notifications tab you have the ability to 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.

- *To turn notifications on:* ensure the "E-mail" box is checked to the right of the notification type
- *To turn notifications off:* uncheck the "E-mail" box to the right of the notification type

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

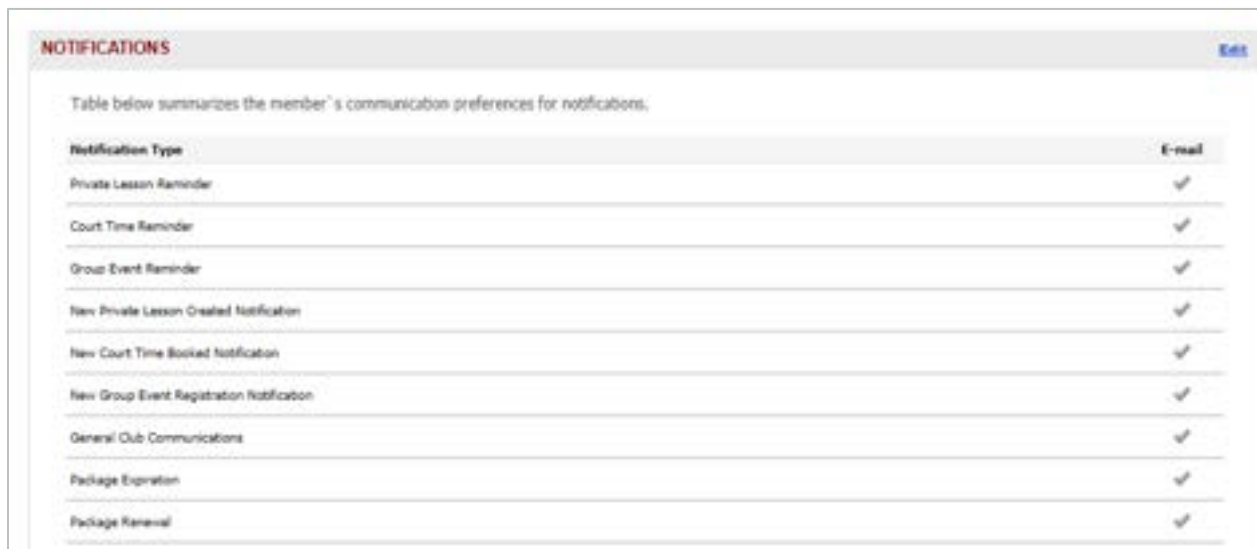


Table below summarizes the member's communication preferences for notifications.

Notification Type	E-mail
Private Lesson Reminder	<input checked="" type="checkbox"/>
Court Time Reminder	<input checked="" type="checkbox"/>
Group Event Reminder	<input checked="" type="checkbox"/>
New Private Lesson Created Notification	<input checked="" type="checkbox"/>
New Court Time Booked Notification	<input checked="" type="checkbox"/>
New Group Event Registration Notification	<input checked="" type="checkbox"/>
General Club Communications	<input checked="" type="checkbox"/>
Package Expiration	<input checked="" type="checkbox"/>
Package Renewal	<input checked="" type="checkbox"/>