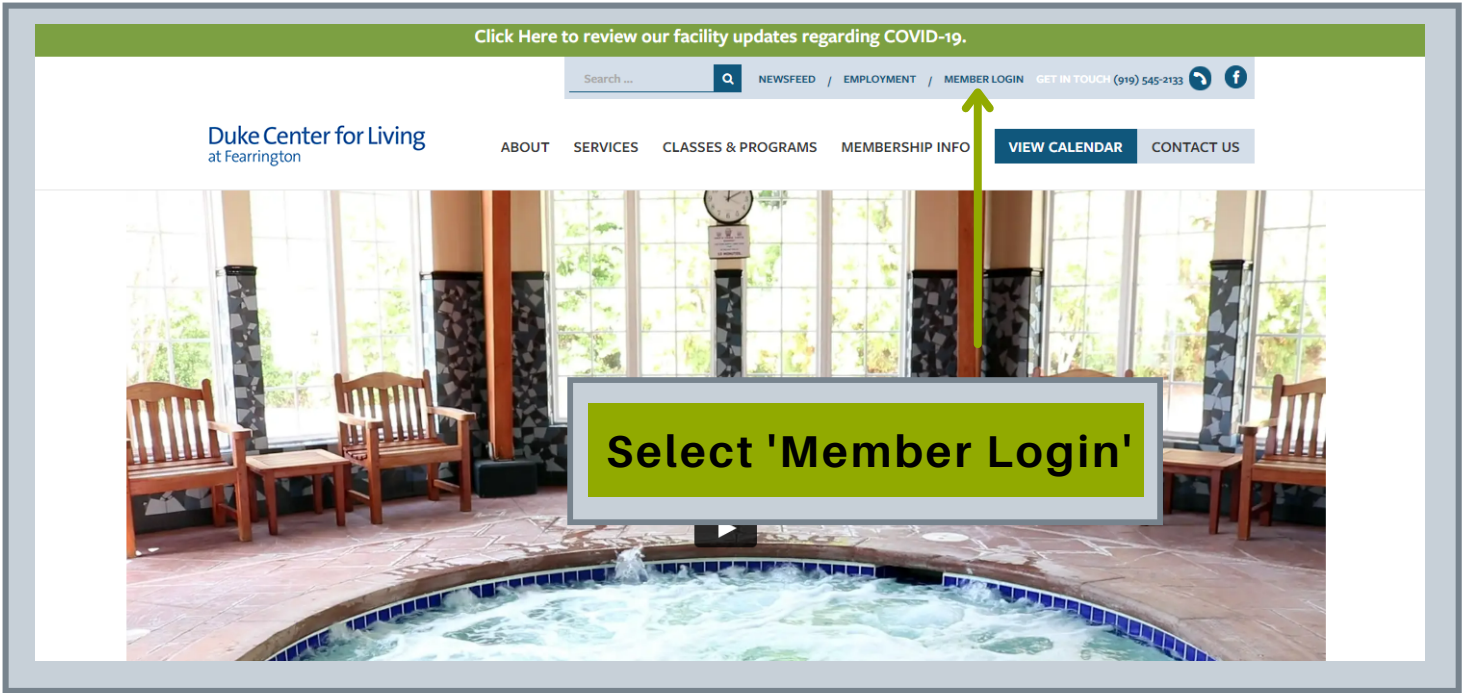


Member Self-Service Portal

The portal can be accessed by visiting our website at dukefitnessfearrington.com and selecting 'Member Login' at the top right corner.

A screenshot of the Member Self-Service Portal login form. The form is titled "Duke Center for Living at Fearington" and "Welcome to Empower M.E.". It has fields for "Username" (with the value "26") and "Password" (with masked characters). There is a checkbox for "Remember Username" and a "Login" button. At the bottom, there are links for "FORGOT USERNAME?" and "FORGOT PASSWORD?".

Enter the following information when logging in for the first time:

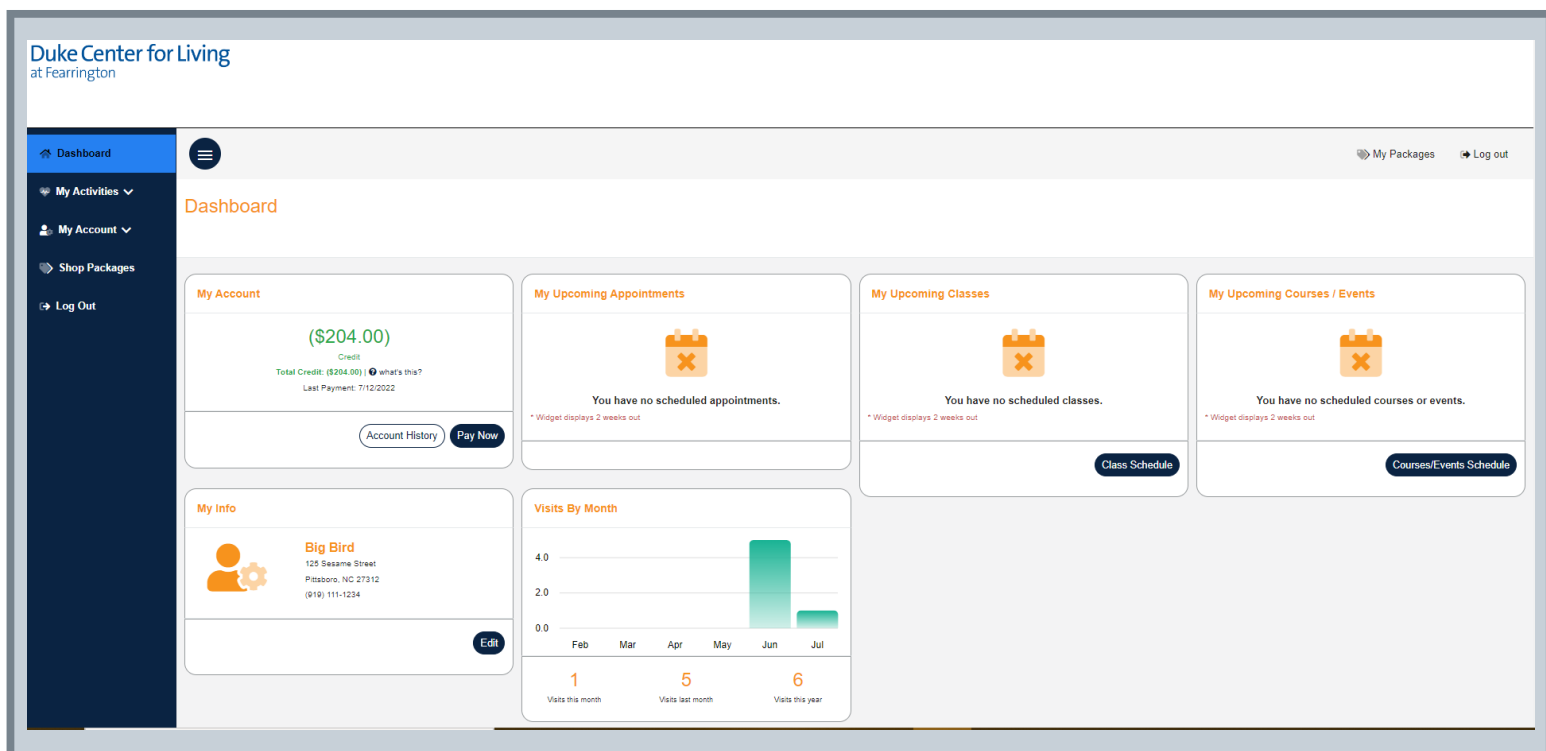
- **Username:** Scan Tag ID (the number on the back of your DCFL scan tag)
- **Password:** Scan Tag ID (same number as above)
-

After entering your information you will be prompted to update your username but this is *optional*. It is **REQUIRED** to change your password. When you are prompted for your current password, you will re-enter your scan tag ID as the current password then you will need to enter your new password twice. Your username and password can be changed at any time within your account.

FEATURES

The Member Self-Service portal allows you to:

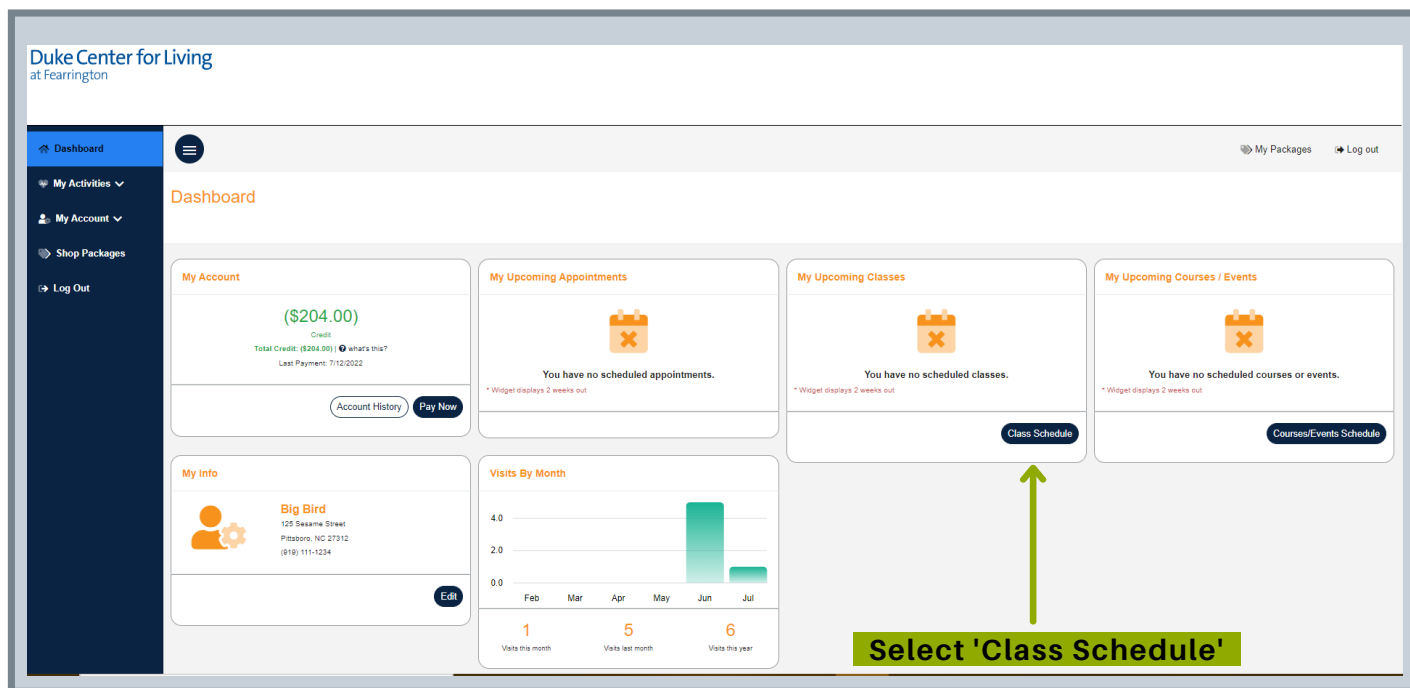
- View account history and transactions
- Register for classes and pool lanes
- Cancel classes and appointments (must be prior to 24 hours)
- Check your calendar for upcoming classes and appointments
- Update your general information (email, phone, address, etc.) as well as billing and credit card information



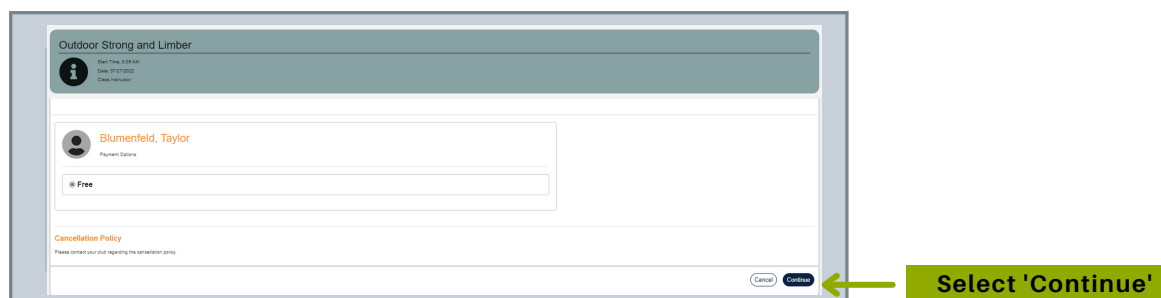
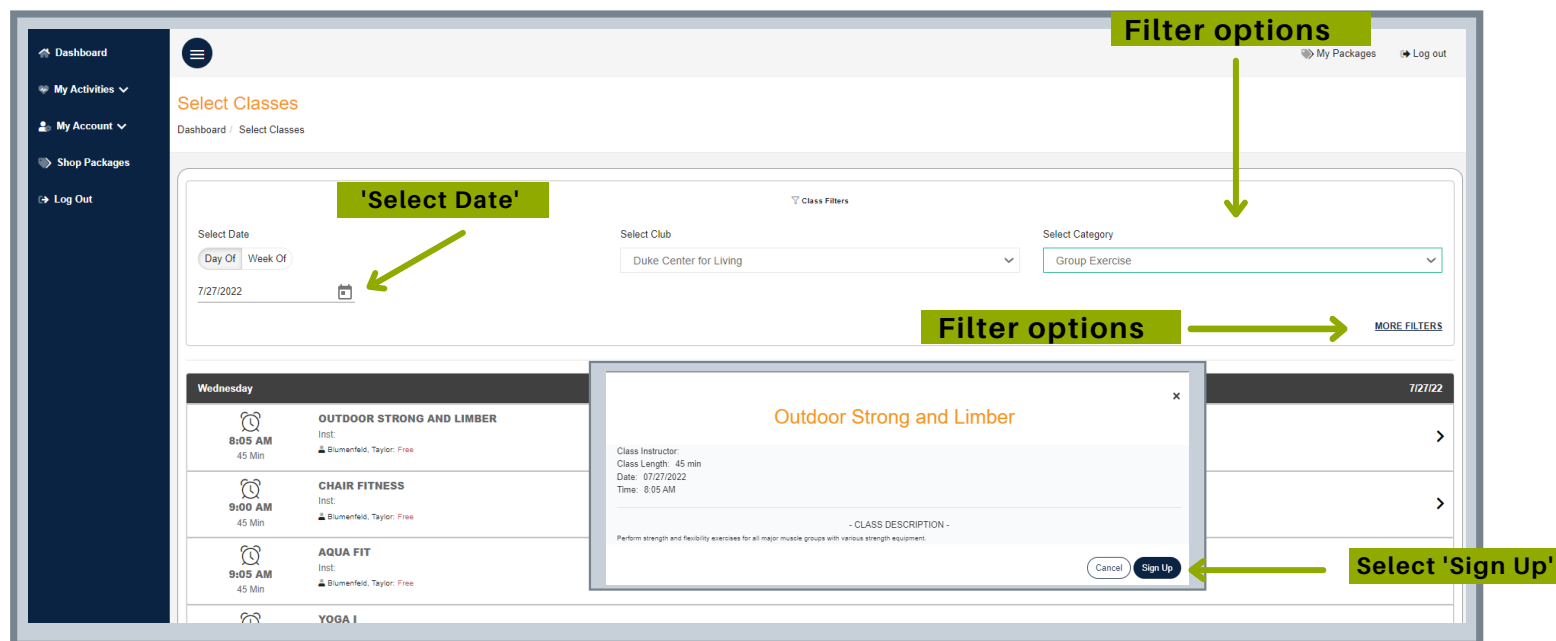
REGISTRATION GUIDELINES

- Registration will open 7 days in advance at midnight.
- Pool lane registration will reserve your space in one of the first three lanes for a specific date/time and the specific lane will be determined on a first-come, first-served basis.
- Group cycle registration will reserve your space in the class and bike selection will be determined on first-come, first-served basis.
- You may cancel registrations using the portal or by calling or visiting Member Services. **Cancellations must be made at least 24 hours before your reservation start time.**
- Waitlisted participants will automatically be enrolled at least 2 hours before the reservation if there is a cancellation. You will receive an email alert of this auto-enrollment. Please call Member Services to cancel if you are unable to make the reservation to allow other waitlisted participants the opportunity to enroll.

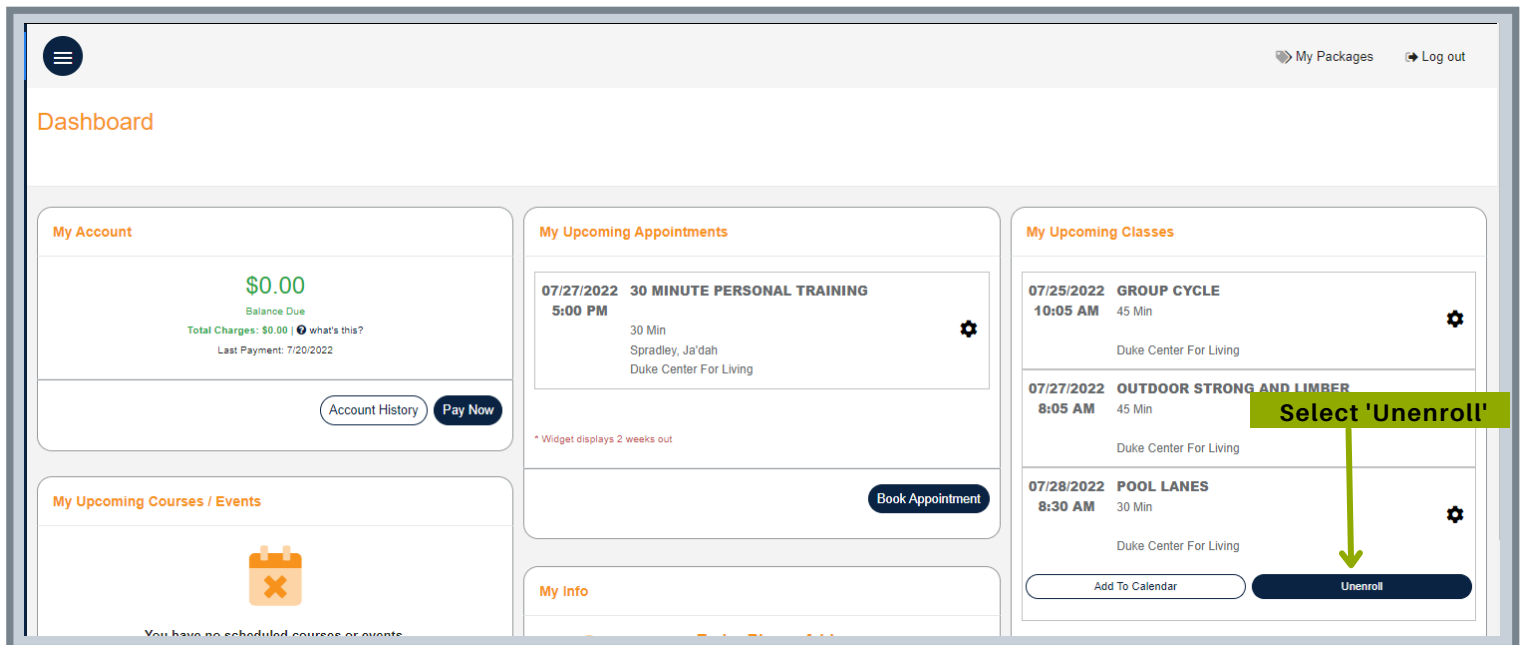
REGISTRATION FOR CLASSES, POOL LANES, & WELLNESS SEMINARS



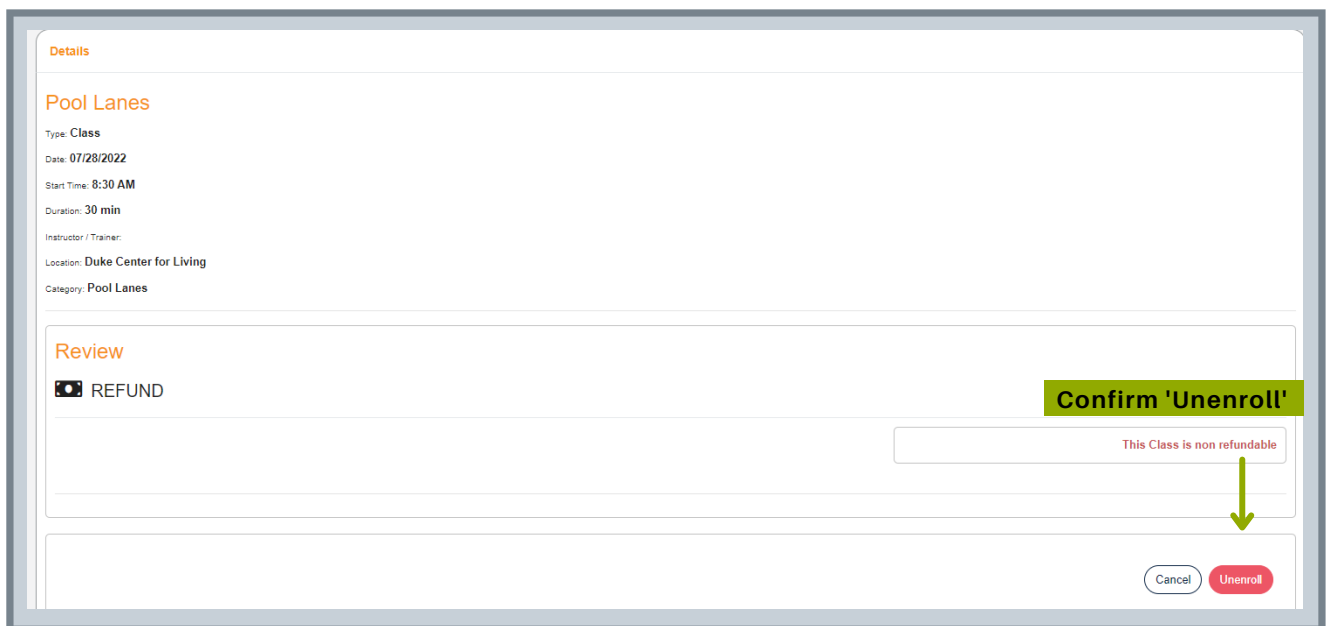
- Select '**Class Schedule**' on your main Dashboard
- Then, filter as needed to find your desired date, time, and activity
- Select '**Sign Up**'



HOW TO CANCEL REGISTRATIONS AND APPOINTMENTS

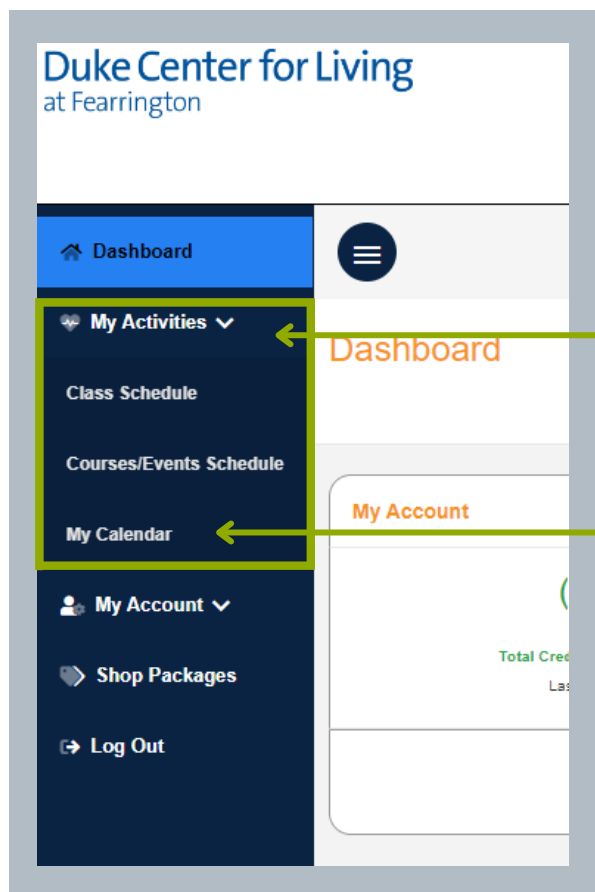


- Find 'My Upcoming Appointments' or 'My Upcoming Classes' on your Dashboard
- Click on the appointment or class you wish to cancel
- Select '**Unenroll**'
- Confirm '**Unenroll**' on next pop up screen



Classes and Appointments can be cancelled similarly under the '**My Activities -> My Calendar**' tab on the left side of the Dashboard.

VIEWING UPCOMING APPOINTMENTS, CLASSES, & OTHER ACTIVITIES



To view your personalized calendar of upcoming appointments and classes:

Select '**My Activities**' on the toolbar to the left of your Dashboard.

Then, select '**My Calendar**'.

