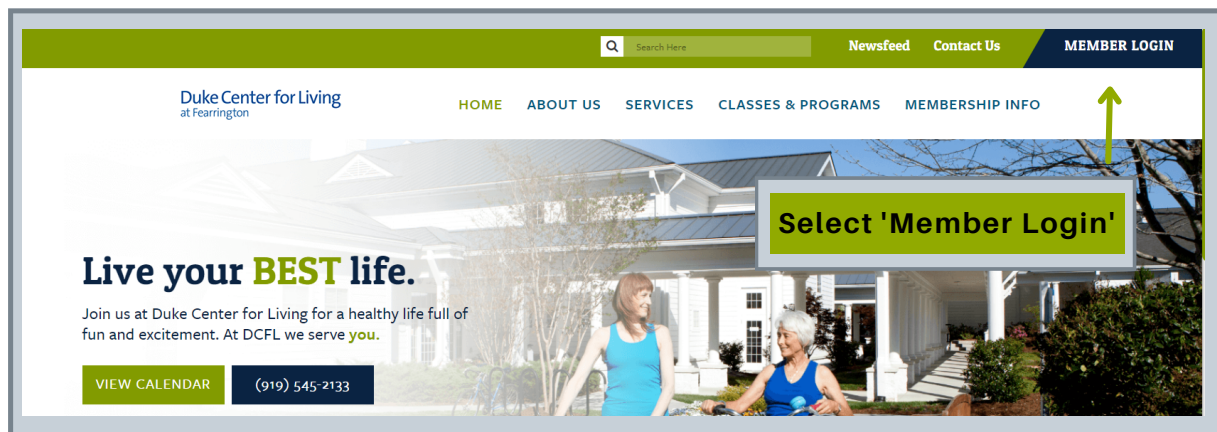


Member Self-Service Portal

The Member Self-Service portal allows you to:

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

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



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)

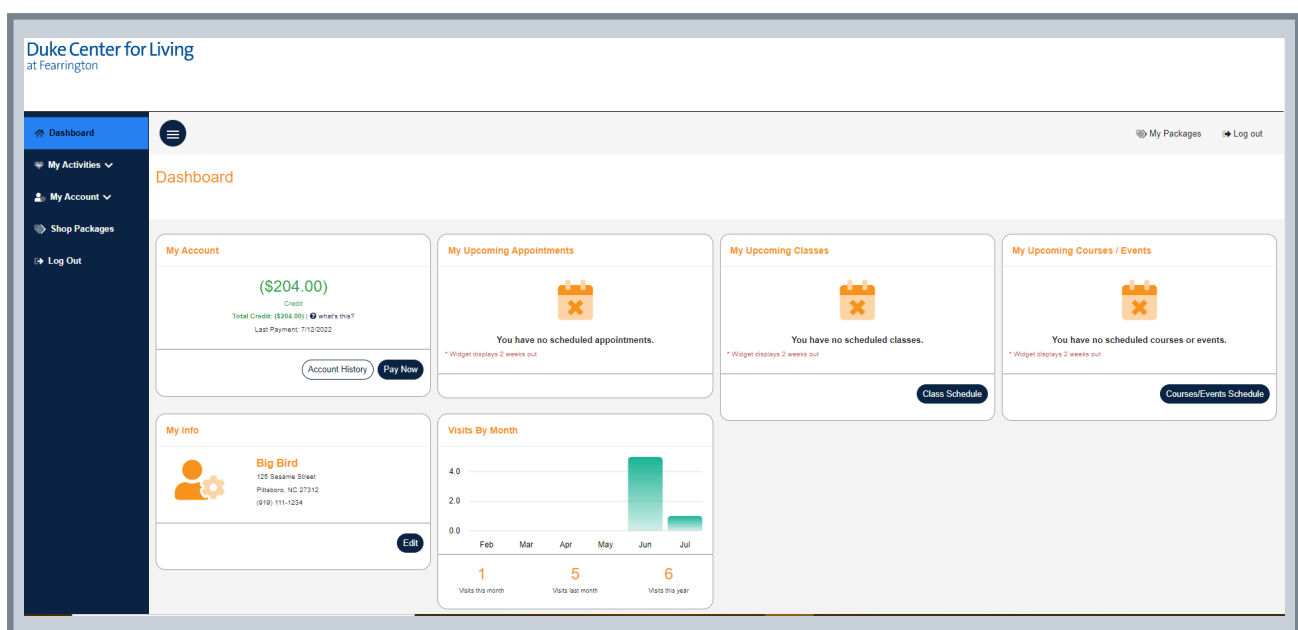
After entering your information you will be prompted to update your username but this is *optional*. It is **REQUIRED** to change your password. When you are prompted for your current password, you will re-enter your scan tag ID as the current password then you will need to enter your new password twice.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

REGISTRATION GUIDELINES - CLASSES

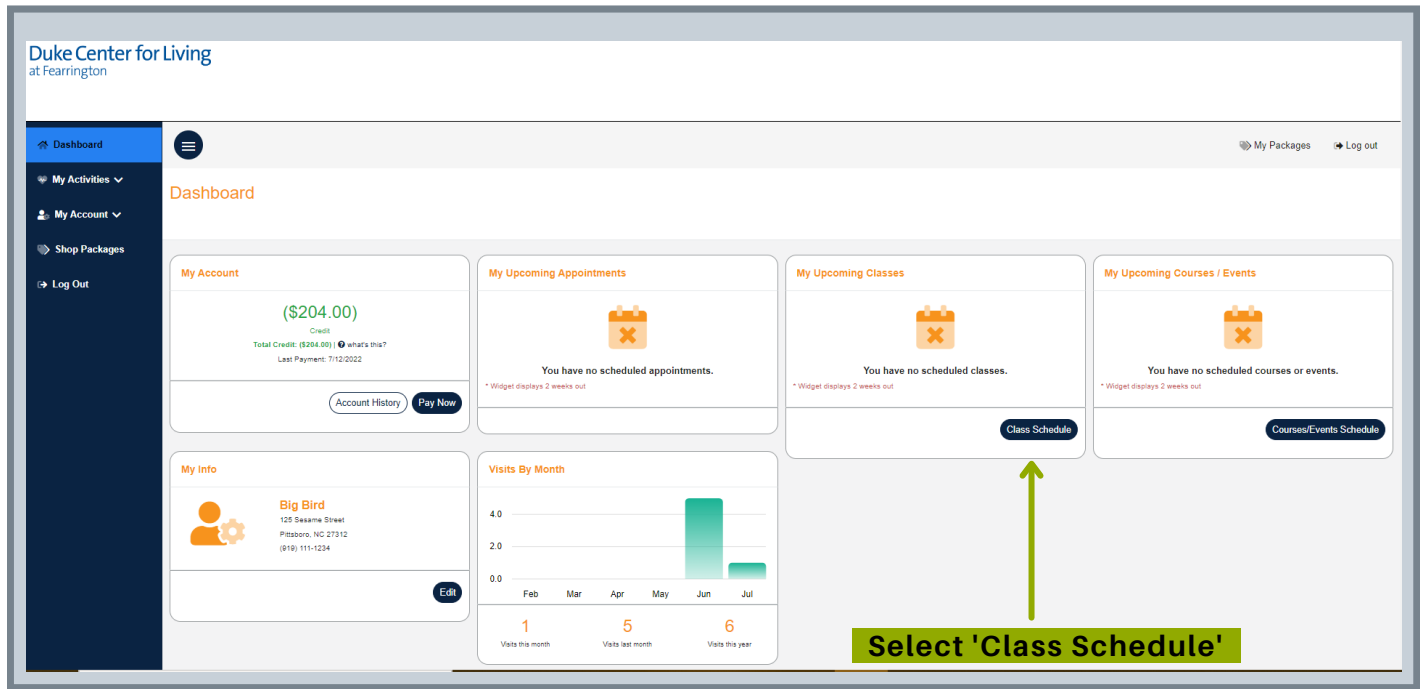
- Only select classes that require registration. Refer to our Group Exercise schedule for more information.
- Registration will open **7 days in advance at midnight**.
- Group cycle registration will reserve your space in the class and bike selection will be determined on first-come, first-served basis.
- You may cancel registrations using the portal or by calling or visiting Member Services.
- 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.

REGISTRATION GUIDELINES - POOL LANES

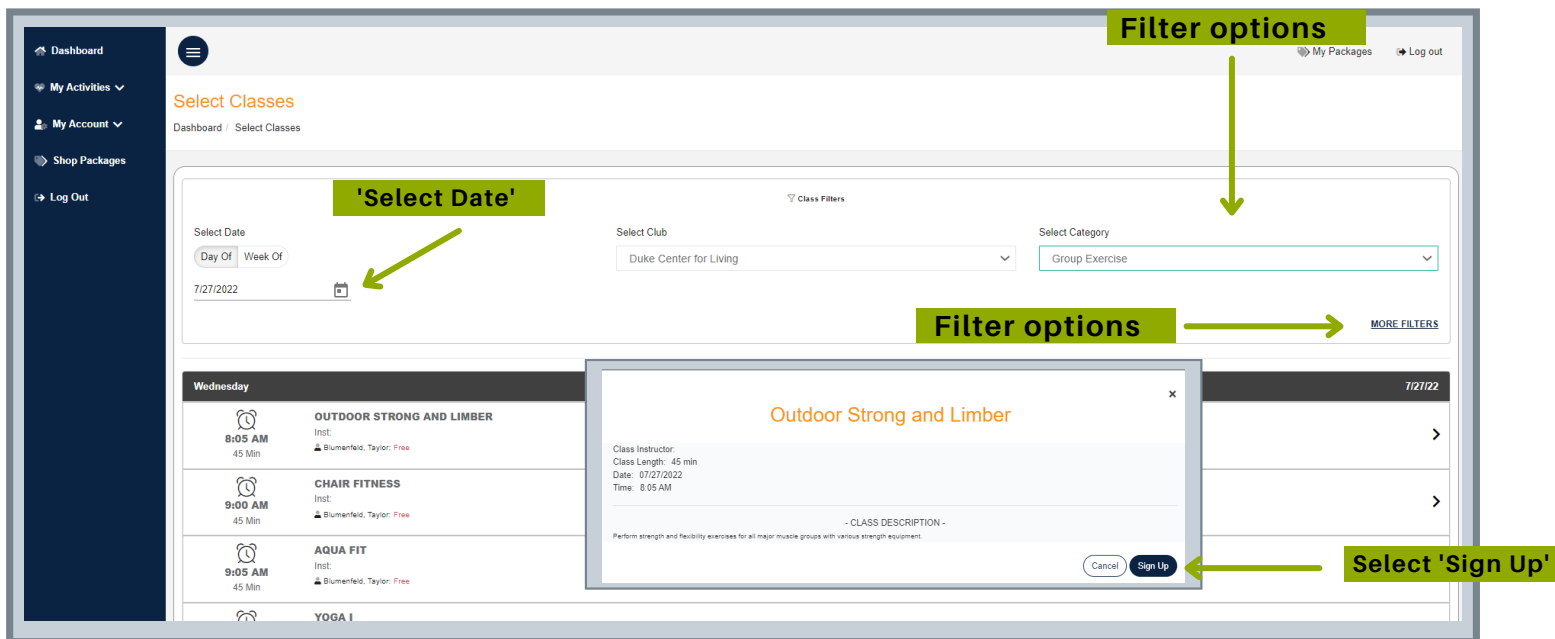
- Registration will open **7 days in advance at 8PM**.
- Lanes 1, 2, and 3 are drop-in. Lanes 4 & 5 are available for reservation.
- **There is no transition time between lane reservations. Please promptly exit your lane once your reservation has ended.**
- Members are limited to 1 reservation per day.
- You may cancel registrations using the portal or by calling or visiting Member Services.



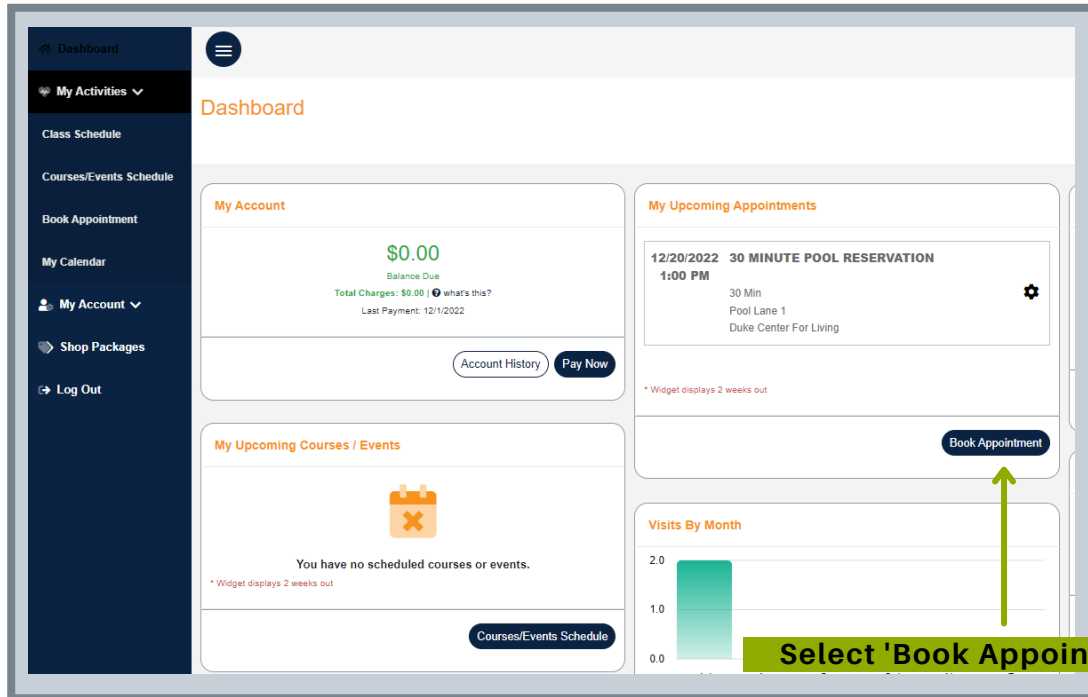
REGISTRATION FOR CLASSES



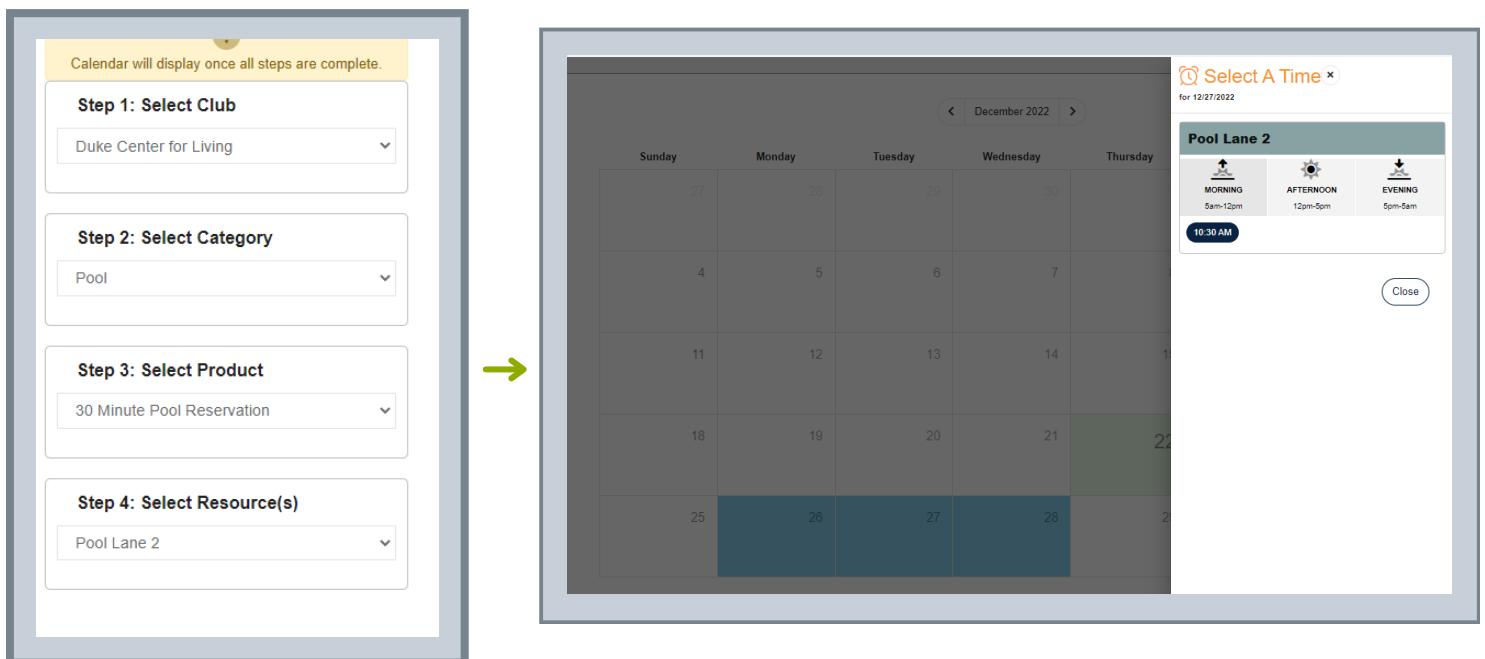
- Select '**Class Schedule**' on your main Dashboard
- Then, filter as needed to find your desired date, time, and activity
- Select '**Sign Up**'



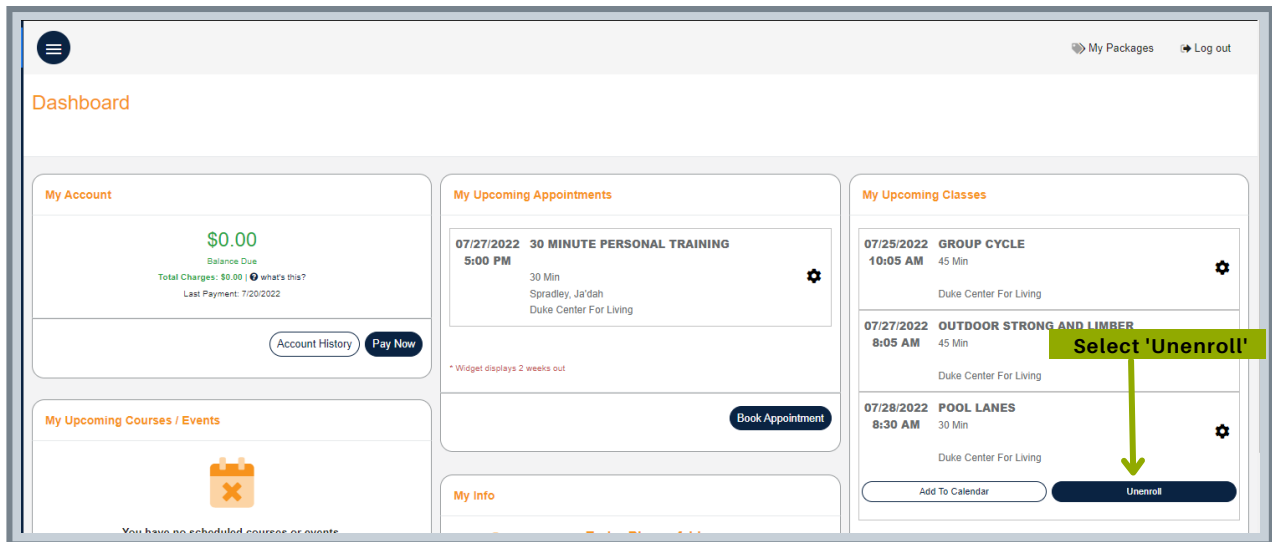
REGISTRATION FOR POOL LANES



- Select '**Book Appointment**' on your main Dashboard
- *Step 1:* Duke Center for Living, *Step 2:* Pool, *Step 3:* 30 Minute Pool Reservation, *Step 4:* Select desired lane or 'All Resources.'
- Click on Calendar for Desired Date
- **Click** Morning, Afternoon, or Evening for available times
- Select your preferred time then **BOOK**

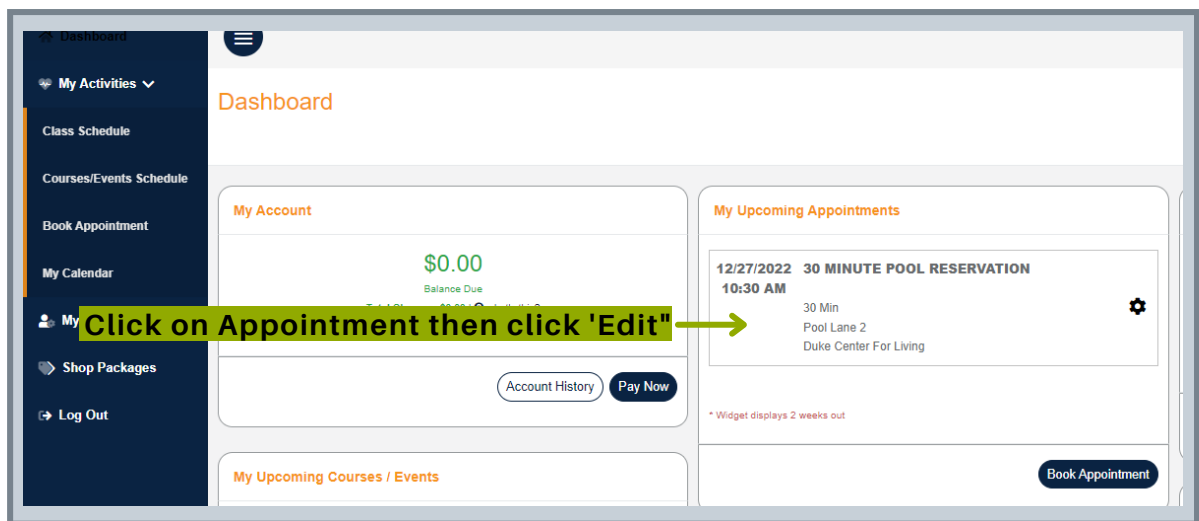


HOW TO CANCEL CLASS REGISTRATIONS

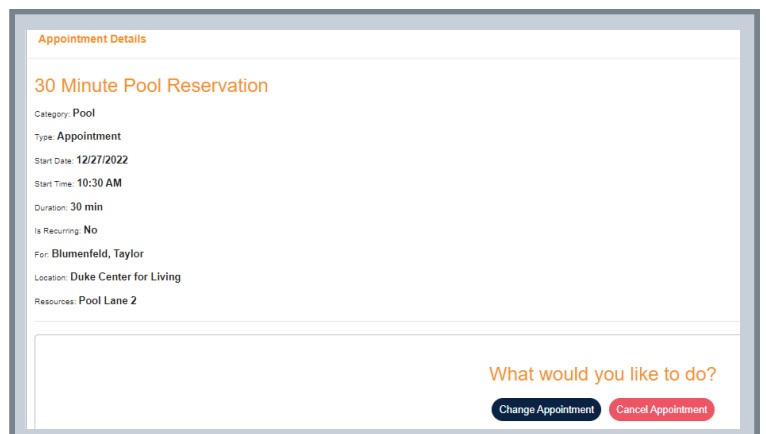


- Find 'My Upcoming Classes' on your Dashboard
- Click on the class you wish to cancel
- Select '**Unenroll**'
- Confirm '**Unenroll**' on next pop up screen (make sure you complete this step)

HOW TO CANCEL POOL RESERVATIONS

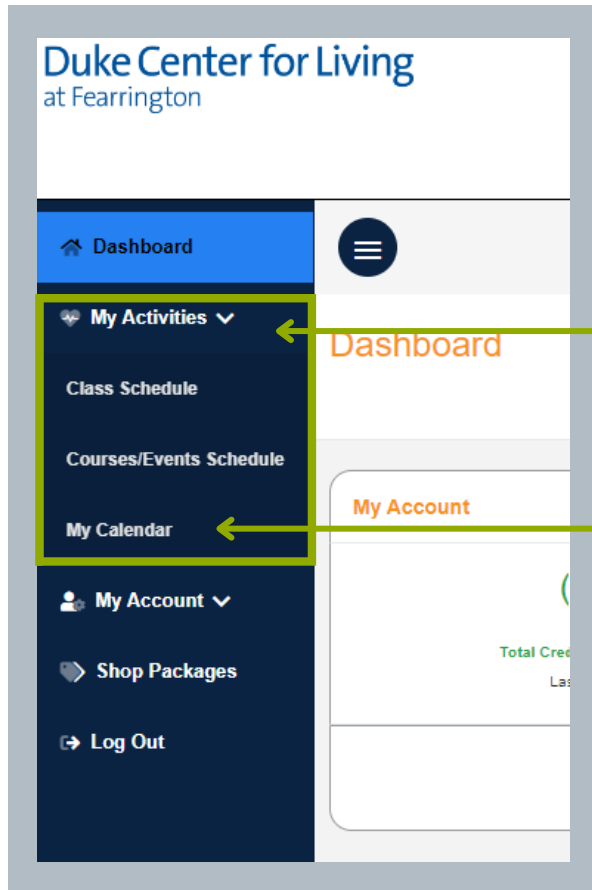


- Find 'My Upcoming Classes' on your Dashboard
- Click on the class you wish to cancel
- Select '**Unenroll**'
- Confirm '**Unenroll**' on next pop up screen (make sure you complete this step)



Select 'Cancel Appointment'

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**'.

