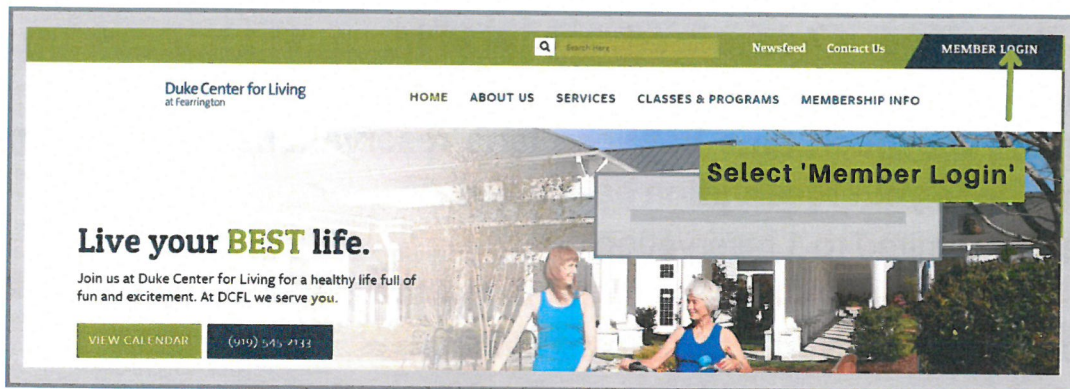


## Member Self-Service Portal

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

After your initial login (see below), the portal can be accessed by visiting our website at [dukefitnessfearrington.com](http://dukefitnessfearrington.com) and selecting 'Member Login' at the top right corner.

A screenshot of the Member Self-Service Portal login form. The header shows the Duke Center for Living logo and 'at Fearrington'. Below is a 'Welcome to Empower M.E.' message. The form has fields for 'Username' (containing '26') and 'Password' (containing two asterisks). There is a checkbox for 'Remember Username' and a 'Login' button with a right arrow. At the bottom, there are two links: 'FORGOT USERNAME?' and 'FORGOT PASSWORD?'.

### First-Time Users:

1. Check your email
2. Click on the link
3. Follow instructions to create **Password**
4. Link is available for 24 hours
5. After 24 hours call Front Desk to resend link

Your default **Username** will be your scan tag number. Your username and password can be changed at any time after you've completed the initial log-in procedure.

## REGISTRATION GUIDELINES - CLASSES

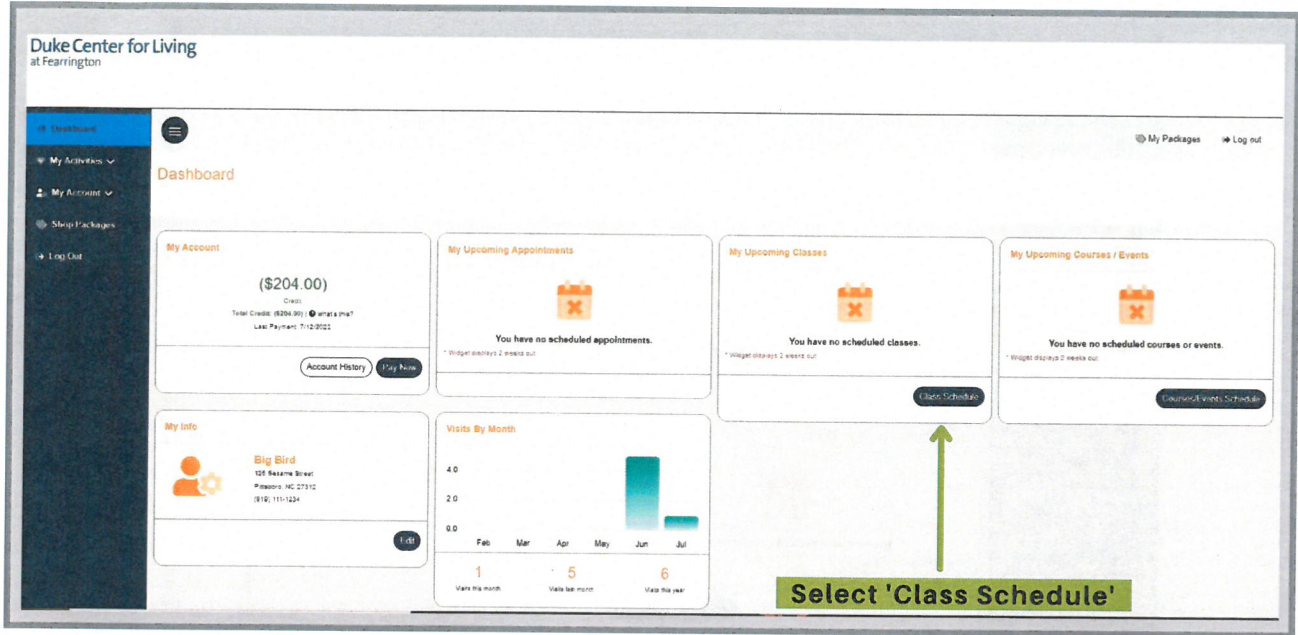
- Only select classes that require registration. Refer to our Group Exercise schedule for more information. **Classes in red require registration**
- Registration will open **7 days in advance at midnight**.
- Group cycle registration will reserve your space in the class and bike selection will be determined on first-come, first-served basis.
- You may cancel registrations using the portal or by calling or visiting Member Services. **Please cancel 3 hours prior to class if possible.**
- 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

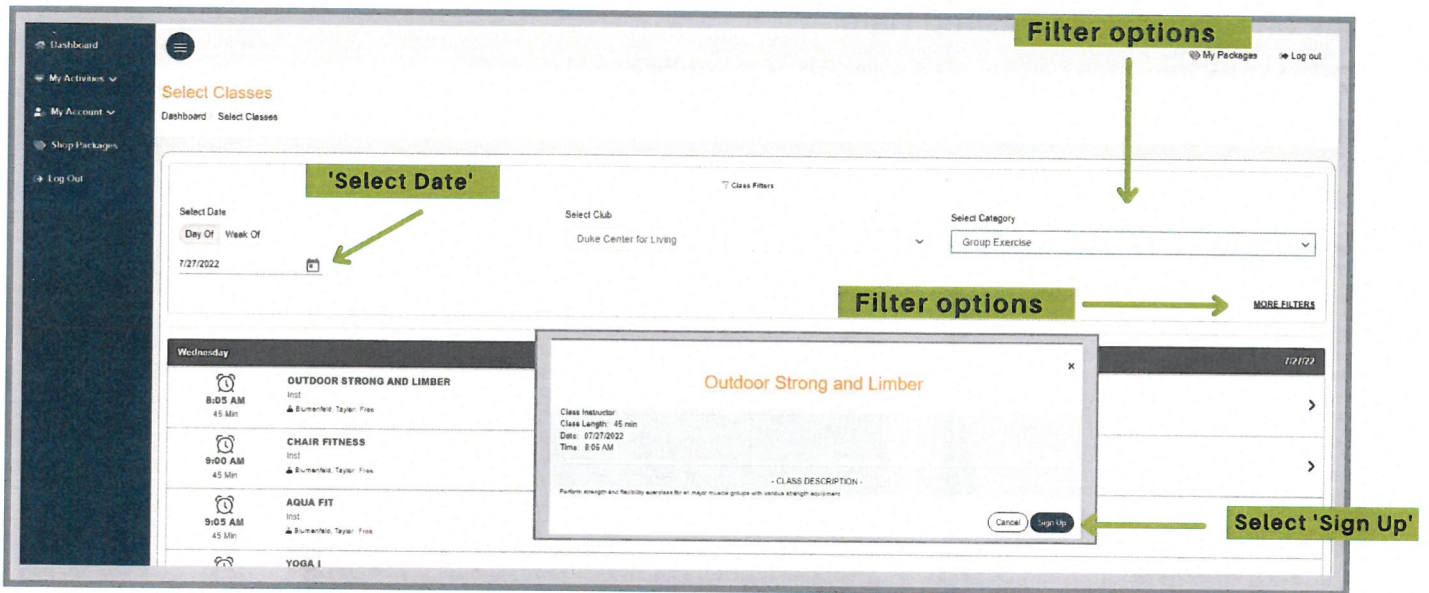
- Registration will open **7 days in advance at 8PM**.
- Lanes 1, 2, and 3 are drop-in. Lanes 4 & 5 are available for reservation.
- **There is no transition time between lane reservations. Please promptly exit your lane once your reservation has ended.**
- Members are limited to 1 reservation per day.
- Please **cancel 3 hours in advance** by using the portal or by calling or visiting Member Services to avoid a \$5.00 no show fee.
- **Check-in for reserved pool lanes opens 30 minutes prior to your time. If you are not checked in by a member of our staff you will be charged a \$5.00 no show fee.**



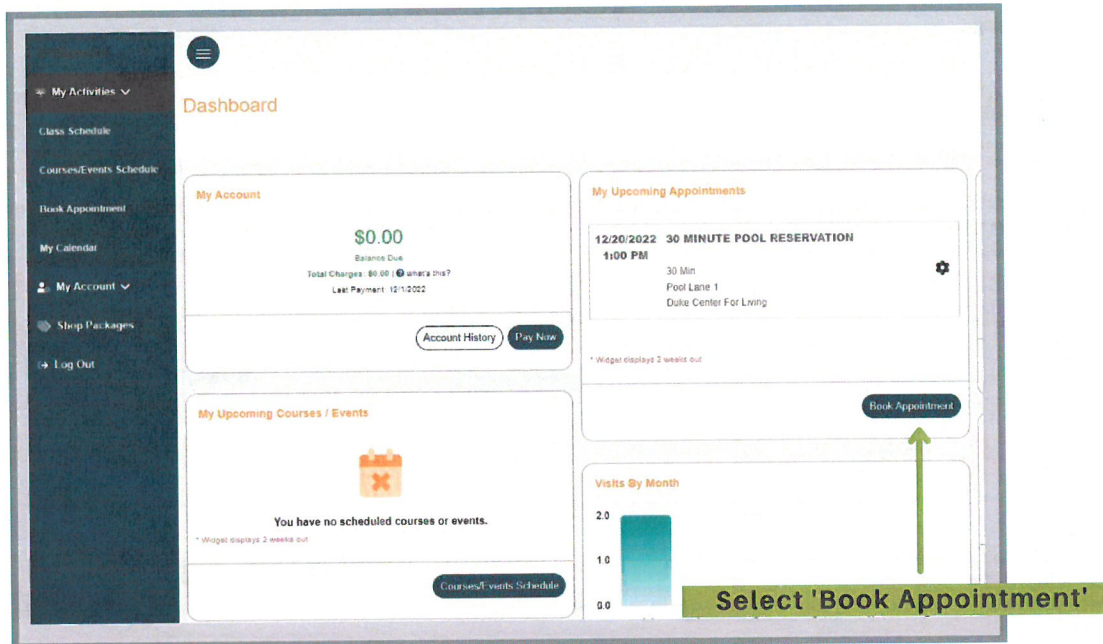
# REGISTRATION FOR CLASSES



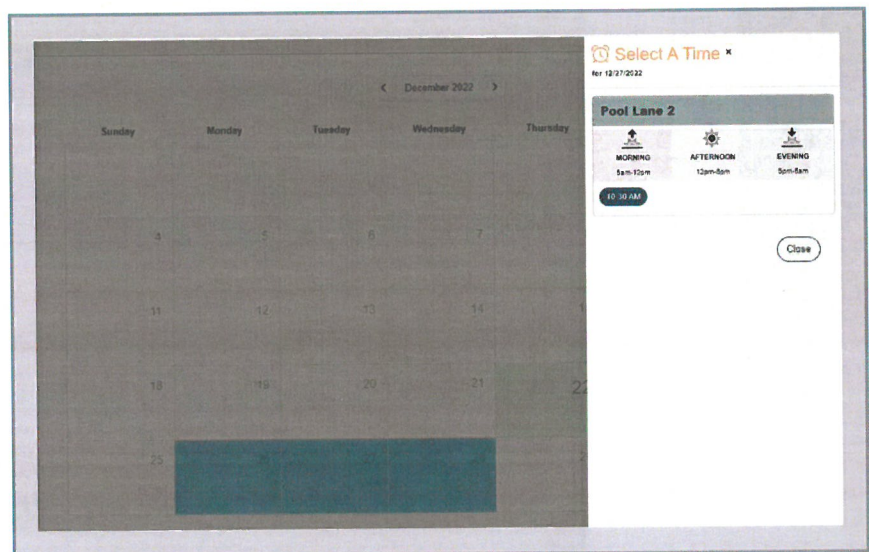
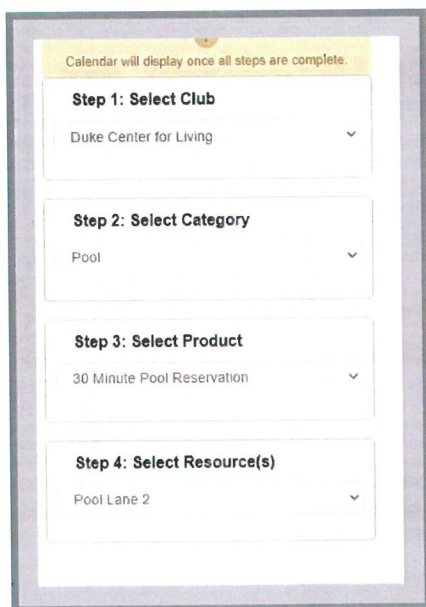
- Select 'Class Schedule' on your main Dashboard
- Then, filter as needed to find your desired date, time, and activity
- Select 'Sign Up'



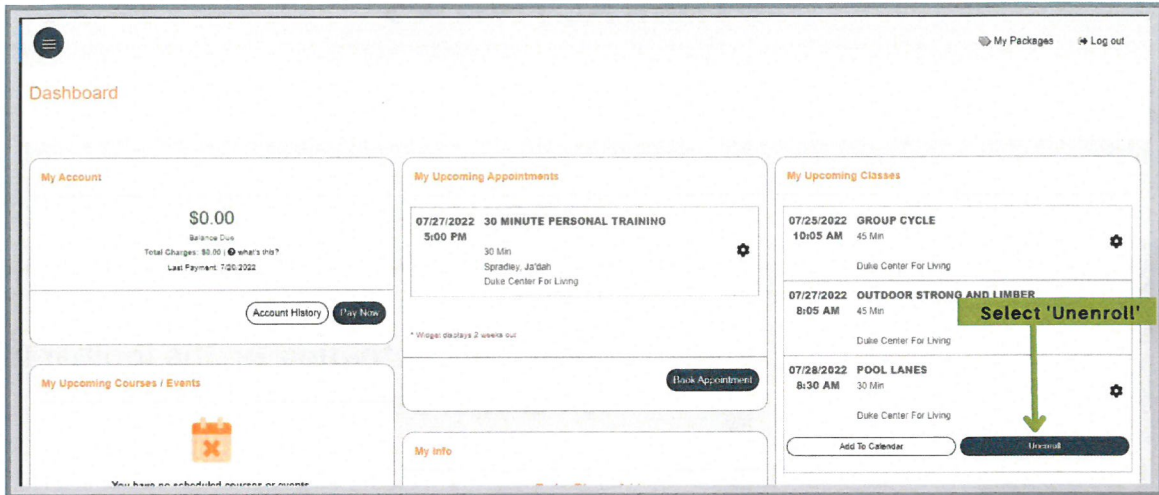
# REGISTRATION FOR POOL LANES



- 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**

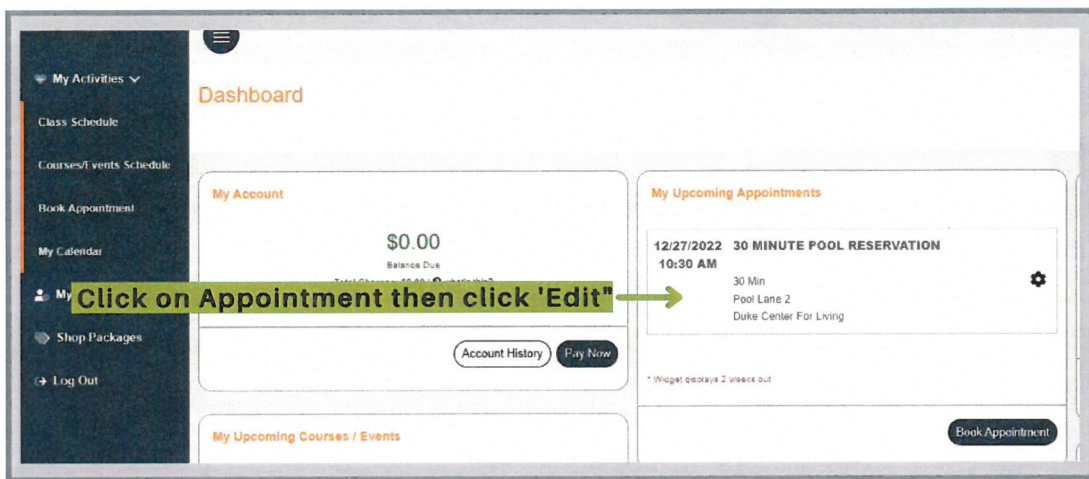


# HOW TO CANCEL CLASS REGISTRATIONS

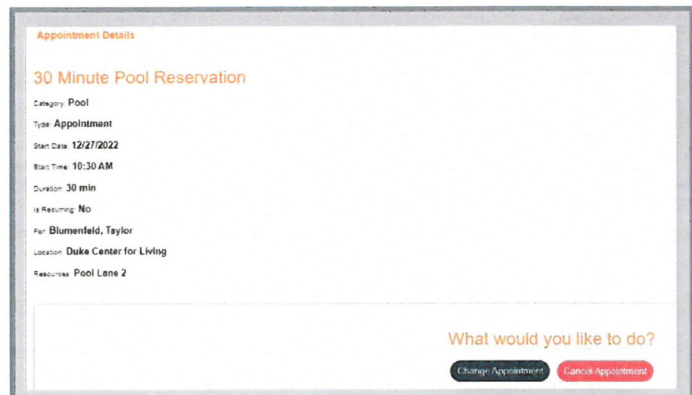


- Find 'My Upcoming Classes' on your Dashboard
- Click on the class you wish to cancel
- Select 'Unenroll'
- Confirm 'Unenroll' on next pop up screen (make sure you complete this step)

# HOW TO CANCEL POOL RESERVATIONS

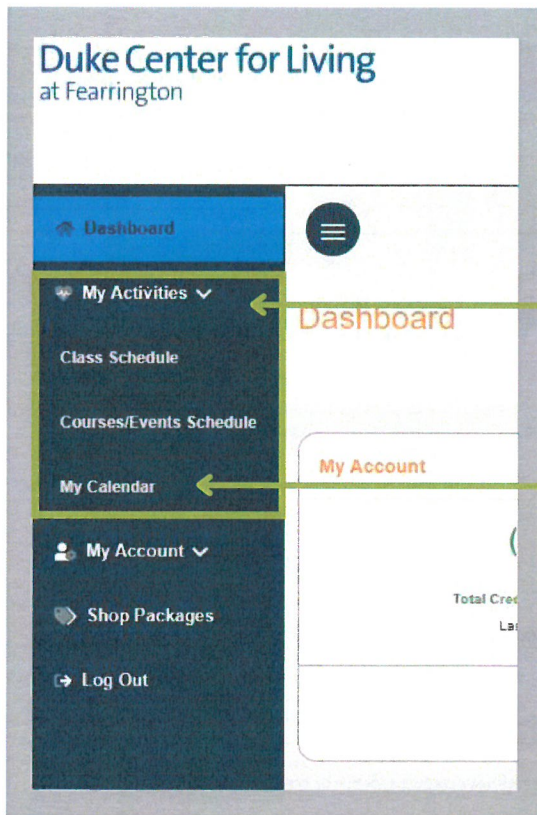


- Find 'My Upcoming Classes' on your Dashboard
- Click on the class you wish to cancel
- Select 'Unenroll'
- Confirm 'Unenroll' on next pop up screen (make sure you complete this step)



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'**.

