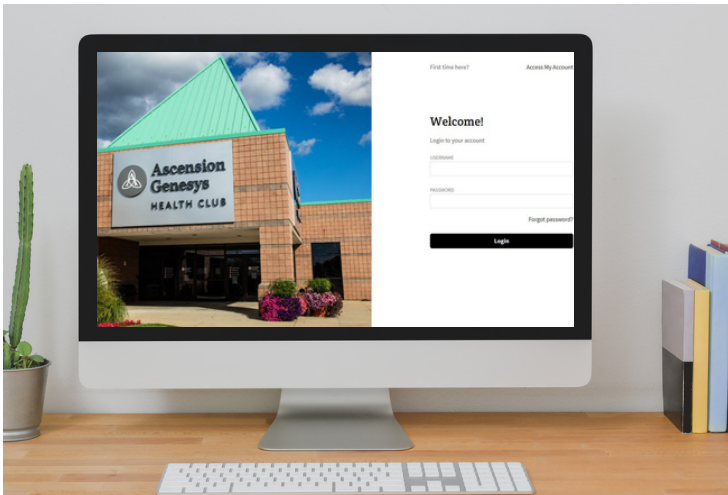


Member Portal Brochure

rev. Jan. 2024

WELCOME TO YOUR MEMBER PORTAL!



Member Portal Features

Members can:

- View Account Information
- Reserve or Cancel Tennis/Pickleball Courts
- View Pool and Fitness Schedules*
- View Group Activities by Class or Date
- Register for Classes/Programs/Activities
- Reserve Space in Kids Corner
- Set Notification Alerts
- View Statements
- Pay Ascension Genesys Health Club Bill
- View Current and Expired Packages
- Set Account Access Parameters for Linked Members (Immediate Family Members)*
- Register for Classes/Programs/Activities
- Pay with a Credit Card

*Not available via mobile app.

How to Access your Member Portal Online

- Enter **www.AscensionGenesysHealthClub.com**
- Select **Member Portal**
- If you have never accessed your account online, click **Access My Account**, and continue below.
- Enter the primary members **First Name, Last Name, and Email Address** that you provided upon sign-up in Member Services
- A text box will appear directing you to check your email account and follow the link in that email, which will allow you access to your Member Portal.
- This screen appears ONE TIME ONLY, as part of the initial login of your new Member Portal. Once all required fields are complete, click "Save Account."
- After initial setup, you may access your Member Portal by entering your **Username (Email Address) and Password**.

How to Access your Member Portal via our Mobile App

- Download the Mobile App by searching in your phone's mobile app store for:
ASCENSION GENESYS HEALTH CLUB
- Have you ever accessed your Member Portal?
IF YES: You will use the exact same credentials (*username & password*) to login to the mobile app
IF NO: You will click on "Register Now"
- **Need Assistance?** Contact Membership Services at (810) 606-7523 or the Service Desk at (810) 606-7300, if you are unable to access your Account.

Get in. Get fit. Get the most out of life.

801 Health Park Blvd., Grand Blanc, MI 48439
www.ascensiongenesyshealthclub.com



Ascension
Genesys
HEALTH CLUB

How to Make a Kids Corner Reservation Online

- Select **Childcare Reservations**
- Choose which child will be attending Kids Corner
- Choose the date your child will be attending Kids Corner, and whether you expect to need ONE or TWO hours.
- Choose your reservation time.
- Then, click Confirm.

How to Register for a Class/Program/Activity Online

- Select **Group Activities** or **Register for Classes** button.
- Enter **Program Name** in the search box, or **Time/Date** information
- Otherwise, select from the complete list of all classes/programs.
- Select desired class.
- Select **Sign Up**.
 - Select the family member who will be attending the class.
 - Click **Add to Cart** or **Register** (if no payment is required).
 - If payment is required, go to **View Cart** in the upper-right corner.
 - Review shopping cart items.
 - Submit payment.

How to Reserve a Tennis/Pickleball Court Online

- Select the **Schedules/Reservations** button.
- Select the **Tennis** or **Pickleball** tab.
- Select **Reserve a Court** button.
- Your name should automatically fill in under "Who will play on this Court?".
- Select the time and court preference.
- Times are scheduled in 30 minute increments. Your selection will be highlighted in **purple**.
- Save/Confirm the reservation and charges, if applicable.

Canceling a Tennis/Pickleball Court Reservation Online

- Select Reservation.
- Select **Cancel** from the **Take an Action** drop down menu.
- Select **Yes**, that you want to cancel the court.

Hours of Operation

Club Hours*

Monday—Friday 5:00 a.m.-9:00 p.m.
Saturday 7:00 a.m.-8:00 p.m.
Sunday 7:00 a.m.-8:00 p.m.

Membership Services*

Monday—Friday 8:00 a.m.-6:00 p.m.
Saturday 8:00 a.m.-1:00 p.m.
Sunday Closed

Kids Corner**

Monday—Saturday 8:00-12:00 p.m.
Monday—Thursday 4:00-8:00 p.m.
Sunday Closed

**Holiday hours and changes posted.*

***Closed holidays. Changes will be posted.*



**Ascension
Genesys**
HEALTH CLUB