

# Member Portal Brochure

rev. Oct. 2021

## WELCOME TO YOUR MEMBER PORTAL!



### Member Portal Features

Members can:

- View Account Information
- Reserve or Cancel Tennis 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)

Non-Members can:

- Register for Classes/Programs/Activities
- Pay with a Credit Card

### How to Access your Account Online

- Enter **[www.AscensionGenesysHealthClub.com](http://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 signup 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 Make a Kids Corner Reservation

- 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.

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

801 Health Park Blvd., Grand Blanc, MI 48439  
[www.ascensiongenesyshealthclub.com](http://www.ascensiongenesyshealthclub.com)



Ascension  
Genesys  
HEALTH CLUB

## [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 Court/Club Virtual \(CV\) Studio](#)

- Select the **Schedules/Reservations** button.
- Select the **Tennis** or **Group Ex tab**.
- Select **Reserve a Court/Room** button.
- Your name should automatically fill in under "Who will play on this Court?" or "Who will use this Room?"
- Select the time and court (or Club Virtual / CV Studio) 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 Court/Club Virtual Studio Reservation](#)

- 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.-8:00 p.m.
Saturday	7:00 a.m.-8:00 p.m.
Sunday	7:00 a.m.-8:00 p.m.

### **Membership Services\***

Monday & Tuesday	8:00 a.m.-5:00 p.m.
Wednesday	8:00 a.m.-6:00 p.m.
Thursday & Friday	8:00 a.m.-5:00 p.m.
Saturday & Sunday	Closed

### **Kids Corner\*\***

Monday—Thursday	7:45-10:30 a.m. 5:00-8:00 p.m.
Friday	Closed
Saturday	7:45-10:30 a.m.
Sunday	Closed

*\*Holiday hours and changes posted.*

*\*\*Last drop off time is 30 minutes prior to closing.*

