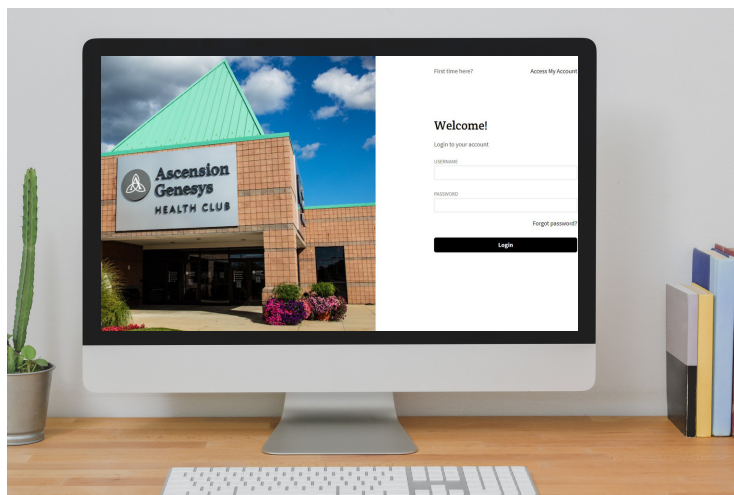


# Member Portal Brochure

rev. Sept. 2023

## 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](http://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 8:00-10:30 a.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