



Club Automation: Online Portal



ClubAutomation

Welcome to your new online portal. Accessing your online portal allows you to update personal information, view your statement, register for classes, and more! The guide below outlines the various features available to allow for effective use of your online portal.

HOW TO LOG IN

Initial Login: To access the member portal for the first time, begin by opening <https://claremont.clubautomation.com/> (Do not include www. when opening the online portal).

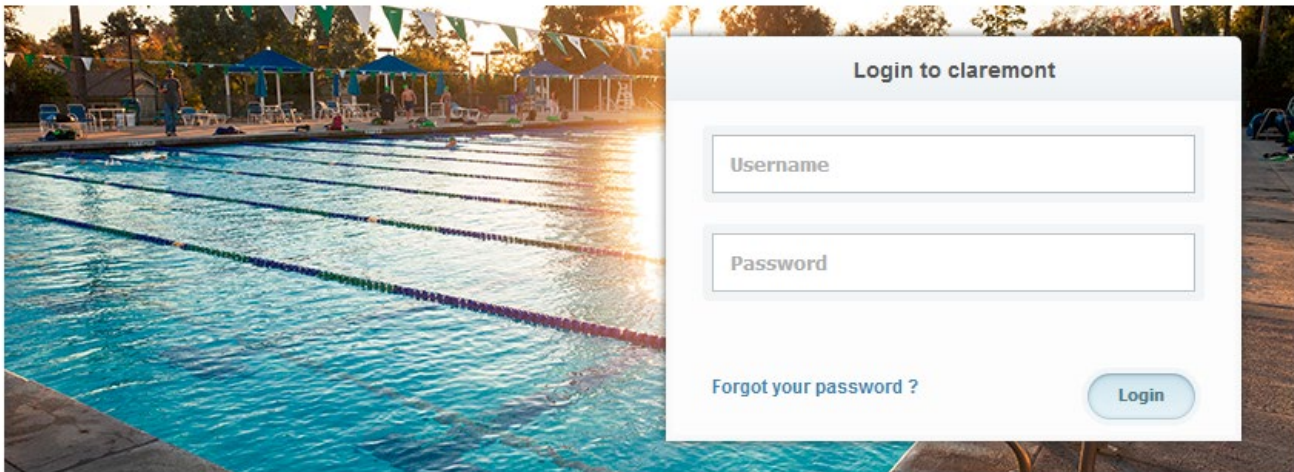
Once on the site, locate the “Access My Account” button listed under “First time here?”.

Note: If you filled out an online membership agreement, skip this step and log into the portal by using the LOGIN TO CLAREMONT box at the top of the page. Enter your email address associated with the account for you Username and the password you created while filling out the initial agreement.



Claremont Club

Online Access



First time here?

Click on Access My Account to register for online access for Claremont Club.

Access My Account →

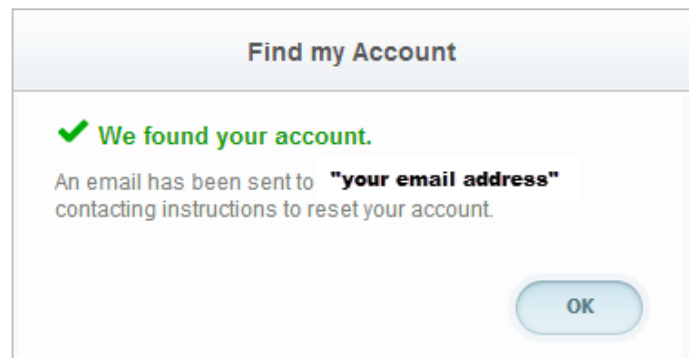
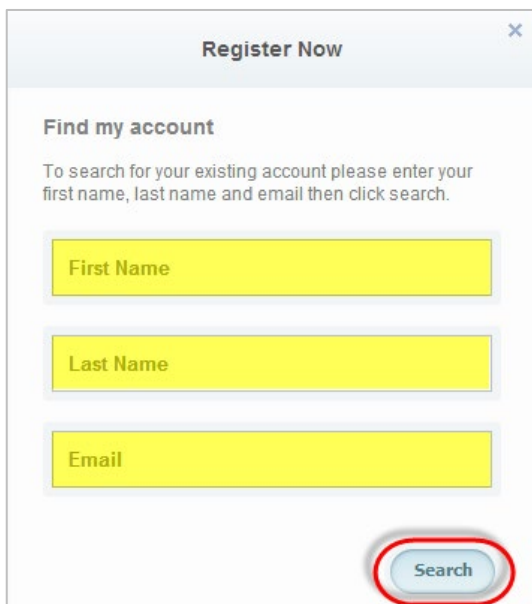
Register for classes

To view or register for a class please click "Get Started Here".

Get Started Here →

In the “Register Now” pop-up window, enter your first name, last name, and email address under “Find my account”. After entering your information, select “Search” in the bottom right corner.

Once your account has been identified, you will receive a “We found your account.” prompt. *A verification email will be sent to your email address with the final login instructions.* Please open your email to access these instructions. Please reach out to the club if your account access cannot be completed.



The email you receive includes a verification link that needs to be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

Note: *You will only be directed to this information page during your initial log in. Future logins will not require this step.*

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select “Save Account”. You will then be directed to the online portal home page!

Please verify & complete your information in the form below

Contact Info		Billing Info	Same as Contact <input checked="" type="checkbox"/>	Family Members
First Name *	Terry	Name on Card		Add Family Member
Last Name *	Andrews	<input type="text"/>		
Address *		Credit Card #	<input type="text"/>	
<input type="text"/>		Expiration Date	<input type="text"/> mm <input type="text"/> yyyy	

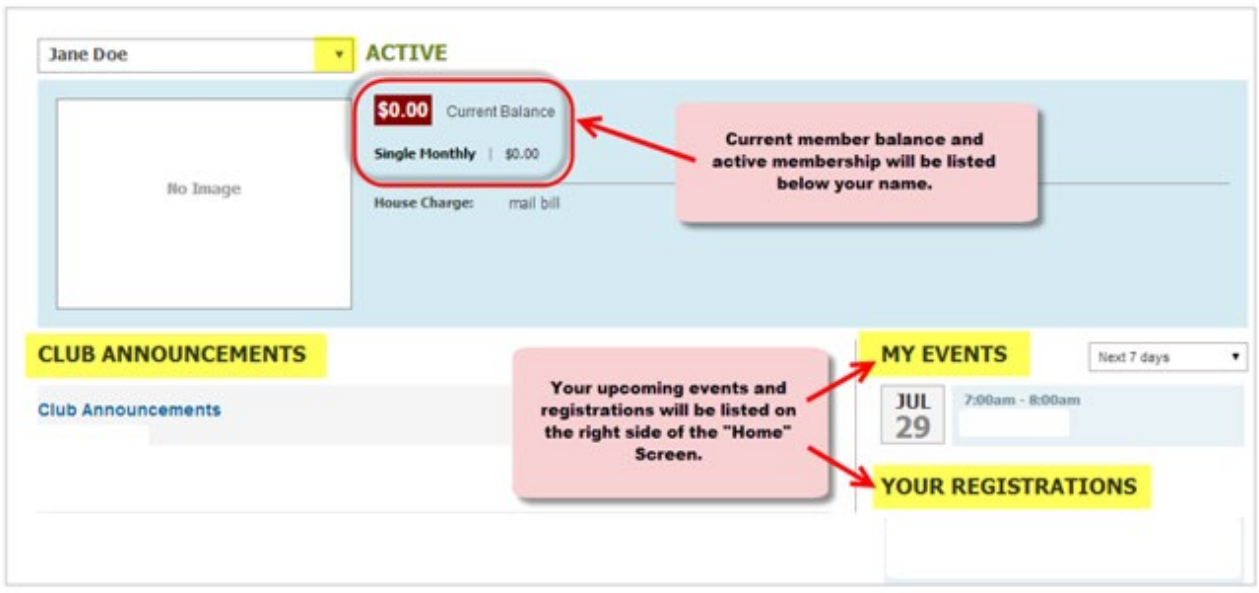
Standard login: After completing the initial log in steps, your account has been created and you no longer need to use “Access My Account” to log in. Going forward, your username will be the email address you have on file. You will enter your username and password in the Login box.

Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need help accessing your account or the email you provided isn’t recognized by the system, email Concierge@ClaremontClub.com.

MEMBER PORTAL OVERVIEW

Home Page: When logging in you will be directed to your “Home” page. The home page includes the following:

- *Current balance and membership type* – these will be listed just below your name.
- *Club Announcements* – be sure to review for any updates or announcements from TCC.
- *Upcoming events and registrations* – listed on the right side of the home screen will be upcoming class, program registrations, or private lessons, etc.
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name to navigate to different family members’ profiles.

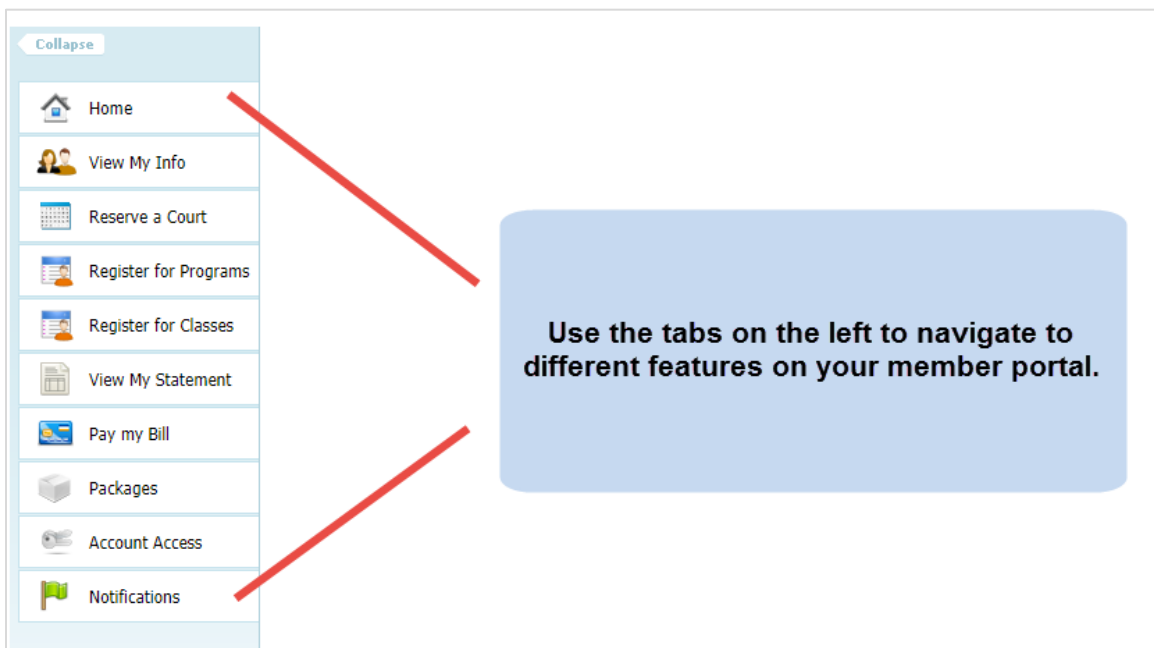


The screenshot displays the member portal interface for Jane Doe. At the top, the name "Jane Doe" is shown with a dropdown arrow and the status "ACTIVE". Below this, a "Current Balance" section shows "\$0.00" in a red box, with "Single Monthly | \$0.00" and "House Charge: mail bill" listed below. A pink callout box points to this section with the text: "Current member balance and active membership will be listed below your name." To the left is a placeholder for a profile picture labeled "No Image". Below the balance section are two main columns: "CLUB ANNOUNCEMENTS" on the left and "MY EVENTS" on the right. The "MY EVENTS" section shows a date "JUL 29" and a time "7:90am - 8:00am" with a "Next 7 days" dropdown. A pink callout box points to the "MY EVENTS" section with the text: "Your upcoming events and registrations will be listed on the right side of the 'Home' Screen." Below the "MY EVENTS" section is a "YOUR REGISTRATIONS" section.

Member Portal Tabs: Located on the left side of the member portal are the tabs you will use to access your profile, classes, member statement, etc.

- **Home:** Navigate back to the “Home” screen outlined above
- **View My Info:** Update personal and billing information
- **Reservations** Book new and/or edit existing tennis, Pickleball, swim, and gym reservations
- **Classes/Clinics:** Register for drop-in classes or clinics
- **View My Statement:** Review charges and payments posted to your statement
- **Pay my Bill:** Make online payments for outstanding charges on your account
- **Packages:** View packages and usage
- **Contact Us:** Send a message directly to the concierge team

Please note that not all tabs shown in the image below will appear in your member portal. Tabs will be activated as activities become available outside.



VIEW MY INFO

From this tab you can update your personal and billing information, along with any linked members' information when logged in as the primary member.

Personal Information: To update your personal information, select "Edit" in the top right corner of the Personal Information box.

PERSONAL INFORMATION		Edit	
Name	Jane Doe	Phone Number	(123) 456-789 [H] (987) 654-321 [C] (555) 555-5555 [E] (John Doe, Husband)
Access Card	-not set-		

Billing Information: To update your payment method, select "Edit" in the top right corner of the Billing Information box. Bill information can be updated on the primary account. When updating your credit card, keep "PRIMARY" selected and type in your new credit card information over your old information and save it.

BILLING INFORMATION		Edit	
House Charge	Credit Card	Credit Card Type	Visa
Statement Delivery Method	email	Credit Card #	*****1111
Tax exempt	No	Name on Card	Laura
		Card Expiration	06/01/2017
		Billing Address	Same as Contact

GYM/TENNIS/PICKLEBALL/SWIM RESERVATION

When selected, the “Reservations” tab allows you to reserve a Pickleball court, tennis court, lap lane, hot tub, or spot in our gym.

Select “Reservations” and follow the steps below to complete the reservation.

MAKE A NEW RESERVATION

1
What Service?

2
Where?

3
Who will host?

4
Ball Machine? No Yes

5
When?
6
 30 Min 60 Min 90 Min

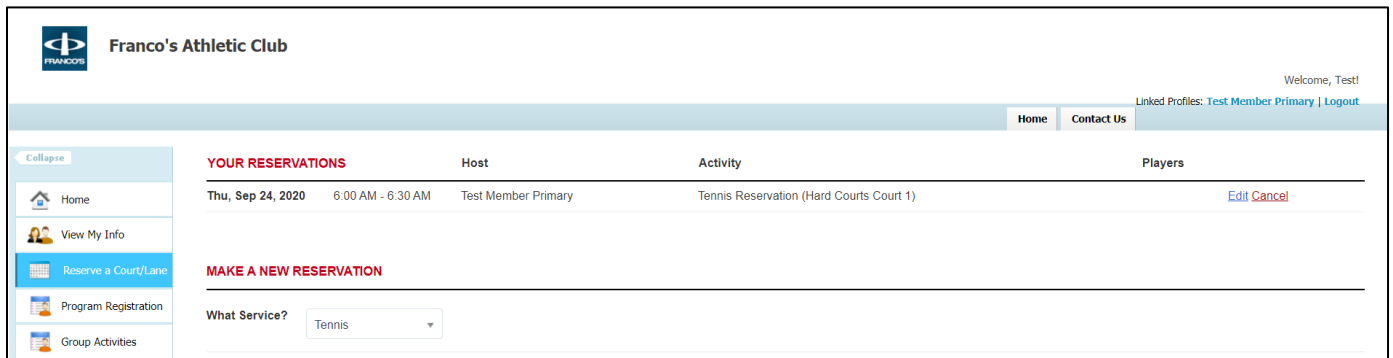
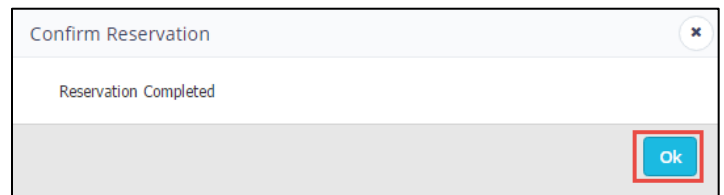
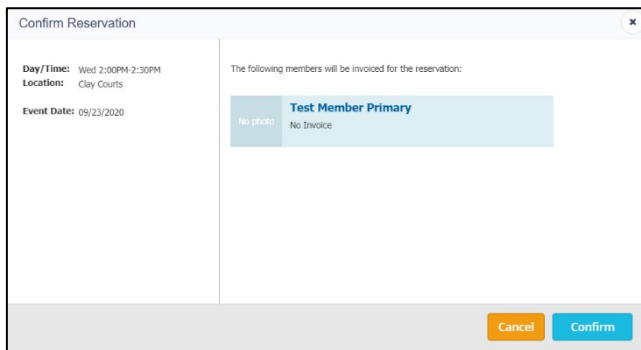
7

8
Pick a Time

Clay Courts	Hard Courts
12:00_pm	12:00_pm
12:30_pm	12:30_pm
1:00_pm	1:00_pm
1:30_pm	1:30_pm
2:00_pm	2:00_pm
2:30_pm	2:30_pm

1. **What Service?** Select between: Tennis, Pickleball, Swimming, and Gym.
2. **Where?** Select which specific space you wish to reserve. Not applicable for all reservations.
3. **Who will host:** Select the person scheduling the reservation. When you are logged in, your name will auto-fill as the host.

4. **Ball Machine:** This function is currently unavailable. Please contact the Concierge to book the ball machine on Court 13.
 5. **When:** Select the date for which you want to make a reservation.
 6. **Duration:** Then select the length of the reservation. We offer 30-minutes, 60-minutes, 90-minutes, or 120-minutes depending on the activity.
 7. **Search:** Select the Search button to generate a list of available reservation times.
 8. **Pick A Time:** Choose the time you want to reserve and the “Confirm Reservation” window will appear. Press Confirm and then OK to finalize the reservation.
- Note:** If times do not populate when you select “search”, there are no reservations available or you are booking outside of the reservation rules.



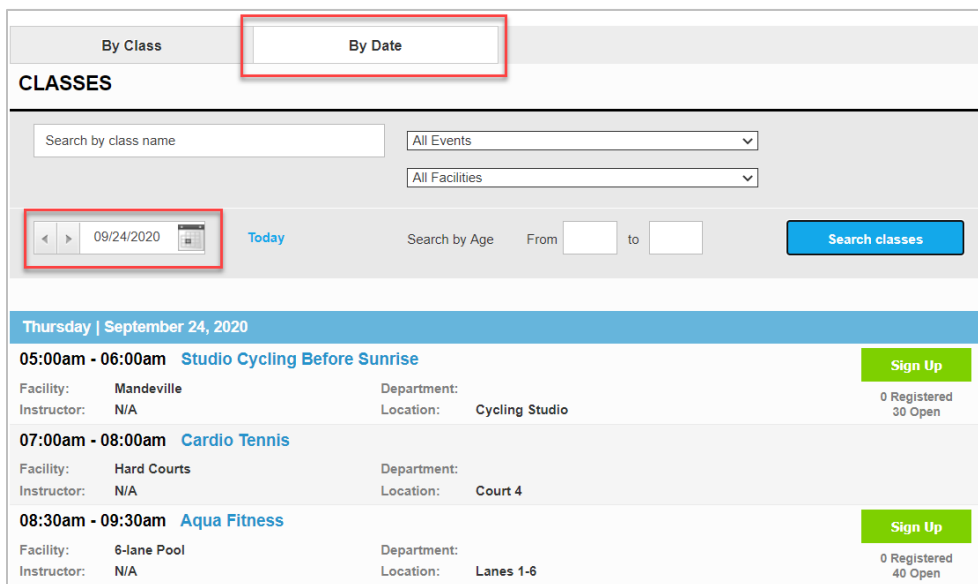
Your Reservations: Your active reservations will display at the top of the screen under Your Reservations.

Edit/Cancel: If you need to edit or cancel, please click on the appropriate action to the far right of your reservation and follow the steps. Edit will allow you to change the names of the players or the time/day. Canceling a reservation will remove your reservation and free up the court. Please remember that cancelation policies still apply if you cancel your court within the cancelation period.

REGISTER FOR CLASSES

The “Classes/Clinics” tab will allow you to register for fitness classes, i.e. Studio Cycling classes. To complete your registration:

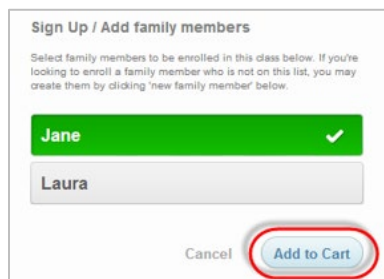
- Begin by selecting the “By Date” tab and the day you would like to review from the calendar provided. You can narrow your search using the filters provided at the top of the page, i.e. keyword or All Events menu.
- **All Events:** use this menu to narrow down the class list, i.e. select Cycle to view only cycle classes.
- **All Facilities:** use this menu to view classes per location.
- Once you have selected the day and completed the optional filters, select “Search classes”.



The screenshot shows the 'CLASSES' registration interface. At the top, there are two tabs: 'By Class' and 'By Date'. The 'By Date' tab is selected and highlighted with a red box. Below the tabs, there is a search bar labeled 'Search by class name' and two dropdown menus: 'All Events' and 'All Facilities'. Below these, there is a calendar showing the date '09/24/2020' selected, also highlighted with a red box. To the right of the calendar is a 'Today' link and a 'Search by Age' section with 'From' and 'to' input fields. A blue 'Search classes' button is located to the right of the search fields. Below the search area, there is a blue header for the selected date: 'Thursday | September 24, 2020'. The main content area displays a list of classes for that day:

Time	Class Name	Facility	Instructor	Department	Location	Sign Up
05:00am - 06:00am	Studio Cycling Before Sunrise	Mandeville	N/A	Cycling Studio	Cycling Studio	0 Registered 30 Open
07:00am - 08:00am	Cardio Tennis	Hard Courts	N/A	Court 4	Court 4	
08:30am - 09:30am	Aqua Fitness	6-Jane Pool	N/A	Lanes 1-6	Lanes 1-6	0 Registered 40 Open

- Classes scheduled for the week will now display. Identify the class you would like to register for and select “Sign Up” to register for the day. Click on the class name to view all days the class is offered.
- After selecting “Sign Up”, you will be asked to select the user who will be registering for the class (multiple users can be selected).



The screenshot shows the 'Sign Up / Add family members' dialog box. It contains the following text: 'Select family members to be enrolled in this class below. If you're looking to enroll a family member who is not on this list, you may create them by clicking "new family member" below.' Below the text, there is a list of family members: 'Jane' (selected with a green checkmark) and 'Laura'. At the bottom, there are two buttons: 'Cancel' and 'Add to Cart'. The 'Add to Cart' button is highlighted with a red oval.

- After selecting the user name click the button on the bottom right. The button will read “Register” if the class is free (i.e., GX classes included in membership) or “Add to Cart” if a fee is associated with the class/clinic. If the class is free a confirmation message will pop up. Click “OK” to confirm.
- For classes/clinics with a fee is associated (i.e., Small Group Reformer Pilates), when “Add to Cart” is selected, it has now been added to your “cart” and payment can be taken. Multiple class registrations can be completed prior to completing registration through your cart.
- Select “View Cart” in the top right corner complete your registration



- In your cart, confirm the class reservation(s) and select the green “Continue to check out” button
- Follow the prompts to enter payment (when applicable) and complete registration
- Once you have completed the cart checkout, the user will be registered for the class and their spot secured on the roster!

SHOPPING CART

1 Cart
2 Confirm
3 Waiver
6 Thank you

Secure Transaction
256Bit Encryption
This is the same encryption that banks and credit cards use.

Please review the shopping items you picked out before proceeding the payment

- To remove an item, press the ✖ icon on the line you would like to remove
- When you are ready to pay, press the "CONTINUE, to Check Out" button on the right

SHOPPING ITEMS	Member	Remove	Price	Quantity	Total
Cycle 45 - 5:30pm (09/07/2017)	Test Member	✖	\$0.00	1	\$0.00
Sub Total					\$0.00
Total					\$0.00

CONTINUE, to Check Out

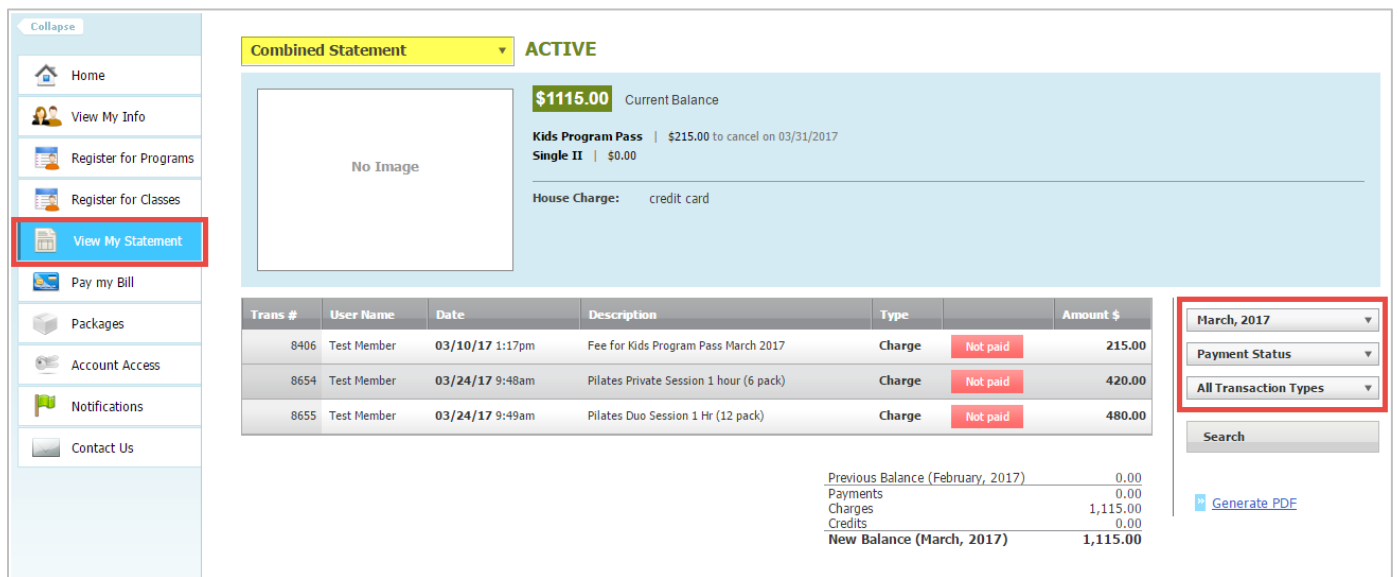
or [Cancel & Clear the Cart](#)

- To navigate back to the home page, select the home icon in the top right corner

VIEW MY STATEMENT

On the “View My Statement” tab, you can review all charges and payments on your member statement.

- When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name – highlighted in yellow in the picture below.
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the bottom left side of the statement screen – boxed in red below.



Combined Statement **ACTIVE**

\$1115.00 Current Balance

Kids Program Pass | \$215.00 to cancel on 03/31/2017
Single II | \$0.00

House Charge: credit card

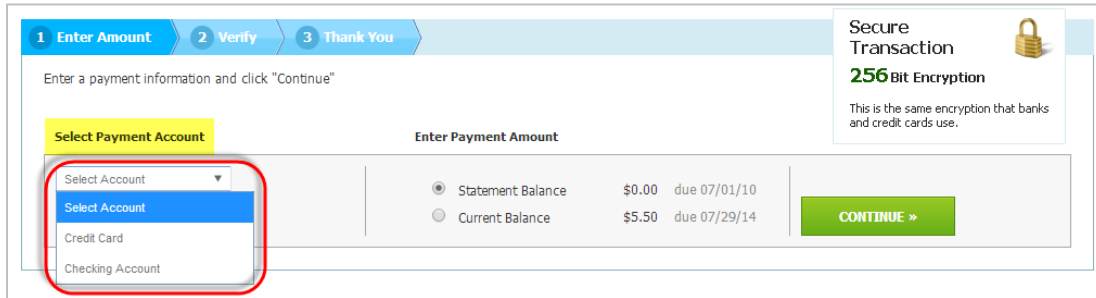
Trans #	User Name	Date	Description	Type	Amount \$
8406	Test Member	03/10/17 1:17pm	Fee for Kids Program Pass March 2017	Charge	215.00
8654	Test Member	03/24/17 9:48am	Pilates Private Session 1 hour (6 pack)	Charge	420.00
8655	Test Member	03/24/17 9:49am	Pilates Duo Session 1 Hr (12 pack)	Charge	480.00

Previous Balance (February, 2017) 0.00
 Payments 0.00
 Charges 1,115.00
 Credits 0.00
New Balance (March, 2017) 1,115.00

March, 2017
 Payment Status
 All Transaction Types
 Search
[Generate PDF](#)

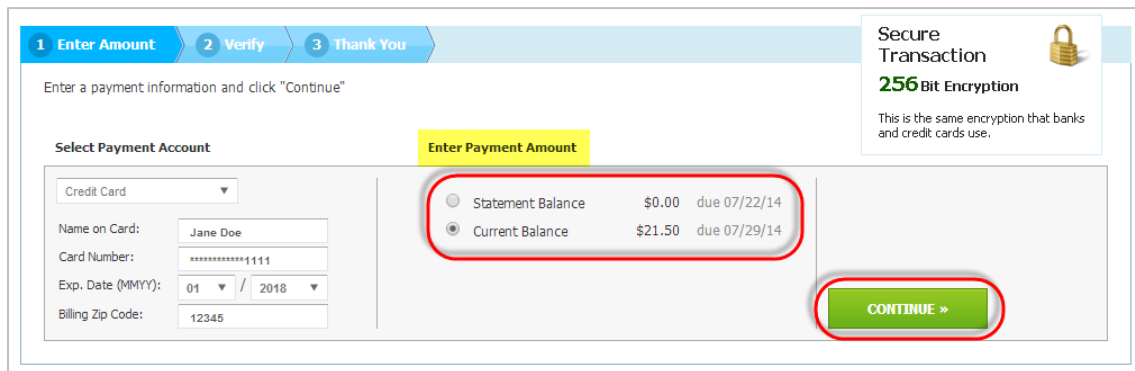
PAY MY BILL

Navigate to this tab to pay outstanding balances. To begin, locate the “Select Payment Account” menu. Next, select the payment type you will be using for the transaction. Once the payment type is selected, enter the account information in the fields provided.



The screenshot shows the 'PAY MY BILL' interface. At the top, there are three steps: 1 Enter Amount, 2 Verify, and 3 Thank You. Below the steps, there is a prompt: 'Enter a payment information and click "Continue"'. On the right side, there is a 'Secure Transaction' section with a padlock icon and '256 Bit Encryption' text. The main form is divided into two sections: 'Select Payment Account' and 'Enter Payment Amount'. The 'Select Payment Account' section has a dropdown menu with options: 'Select Account', 'Credit Card', and 'Checking Account'. The 'Enter Payment Amount' section has two radio button options: 'Statement Balance' (\$0.00 due 07/01/10) and 'Current Balance' (\$5.50 due 07/29/14). A green 'CONTINUE >' button is located at the bottom right.

Next, select the payment amount, which will either be “Statement Balance” or “Current Balance”. After selecting the balance amount, click on the green “Continue” button to proceed with payment.



The screenshot shows the 'PAY MY BILL' interface. The 'Select Payment Account' section is now filled out with 'Credit Card' selected. Below this, there are fields for 'Name on Card: Jane Doe', 'Card Number: *****1111', 'Exp. Date (MMYY): 01 / 2018', and 'Billing Zip Code: 12345'. The 'Enter Payment Amount' section is highlighted with a red circle, showing the 'Current Balance' option selected (\$21.50 due 07/29/14). The 'Statement Balance' option (\$0.00 due 07/22/14) is also visible. A green 'CONTINUE >' button is highlighted with a red circle at the bottom right.

After selecting continue you will be prompted to verify your payment information and complete your payment. You will receive confirmation that your payment was completed and has been posted to your statement.