



'Helping You Fulfill Your Body's Potential'

## **Member Account Operating Instructions including Online Booking & Class Credit Systems**

### **To access your member account**

Go to our website [www.pilatesheavenuk.com](http://www.pilatesheavenuk.com) and press the tab in the top right-hand corner that says **Login**. A login box will appear, and you should enter your email address and password. When you set up your account, you should have made a note of your password.

You have 4 attempts to sign in before you will be locked out of your account. If you are locked out of your account because you are entering the wrong password, you will need to set a new password. To do this, press **Forgotten Password?** beneath the login box.

A new password will be sent to your email address (**check your Junk/Spam in case it goes into this folder**). Copy the new password from the email and paste it into the password box at login. You should now be able to access your member account.

**Make a note of your new password.**

If you do not press **Forgotten Password?** you can contact us, and we can unlock your password. If we do this, an email will be sent to you with a new password that you use to reset your password. However, we can only do this if the studio is open and we are not teaching, so it may take a while before we have time to unlock your password. Therefore, it is best and quicker to press **Forgotten Password?** and follow instructions above.

### **If you saved your login details to your device at some point**

On our website, you will no longer see the **Login** tab in the top right-hand corner. Instead, you will see a new tab that says **My PH & Classes**. From now on, press this tab which will take you directly to your member account without the need to login with your email and password.

### **If you have not saved your login details to your device**

On our website, you will see the **Login** tab in the top right-hand corner. Each time you want to access your member account, you will always have to press this **Login** tab and complete the login process by entering your email and password.

### **Once you are logged in**

The first page that will appear will be your dashboard.

## Your Dashboard

You know you are on the dashboard because it will say Welcome Back (and your name).

Directly beneath the Welcome Back and name area, you will see a box that says **Your Next Class ...** which shows you the date of your next class.

To the left of the page, you will see a **pink** panel with **My PH** at the top and beneath that there is a list showing you the different areas of your account. When you are on the dashboard, the words **My PH Summary** are highlighted in **blue**. The other words will all be in white. So, you always know which area of your account you are in because the words in the **pink** panel will turn **blue** and all the other words will be white. If you are on another page and you want to find the dashboard, click on **My PH** which will always take you back to your dashboard. When you access different areas of your account by clicking the appropriate words in the **pink** panel, some pages will have drop-down boxes. For instance, press the **Classes** tab and you will see 2 tabs, one for **Group Classes** and the other for **Private Lessons**. Press the **Group Classes** tab for information about group classes; press the **Private Lessons** tab to book a private lesson.

To the right of the Welcome Back and name area, you will see 4 tabs indicating the 4 most frequently used areas of your account. Instead of clicking on the words in the **pink** panel, you can press one of these tabs instead.

Below the Welcome Back and name box you can see **Upcoming Classes** which lists the dates of classes you are due to attend. It only lists the next 3 classes maximum, the first one always being the same one as the one detailed in the box **Your Next Class...** As the weeks pass by, these dates will change and don't forget that for Precision members some of these **Upcoming Classes** might be ones that have been booked with a credit and not your designated class.

At the very top of the page next to our telephone number and email address, you will see a **pink** bar and you will see an image of a coin with a number next to it. This indicates how many credits or tokens you have. Next to this, you will see a tab that says **My PH and Classes** which indicates that you are on the dashboard of your member account.

## Logout

Once you have finished with your account, keep it secure by always pressing the **Logout** tab in the **pink** panel on the left-hand side of the page.

The following pages explain how to do the following:

- **Manage my Classes**
- **Manage your Credits**
- **Edit your Details**
- **Manage your Billing**
- **Book Private Lessons**

## Manage your Classes

### Precision member advising an absence or any member cancelling a class that they have previously booked

Once logged in to your account, and you are on the dashboard page, there are different ways to advise an absence if you are a Precision member or to cancel a class (Precision and FlexiClass members).

Click the **View** tab in either the **Your Next Class ...** box or on the appropriate class in the **Upcoming Classes** list.

If the date of the class you want to advise an absence for or cancel is not in either of these areas, click either of the Manage my Classes tabs (the writing in the pink panel on the left or the box on the right side). When you do this, a page will appear called **Classes** with 2 tabs. A **pink** tab **My Classes** and a **blue** tab **All Classes**. At this stage, because the **My Classes** tab is **pink**, you are viewing a summary of your classes for that month. Press the **View** tab at the end of the appropriate class. **Note:** You could press the **blue All Classes** tab because this tab lists all the classes for that month so you would then have to scroll down the page to find the appropriate class and press the **View** tab.

Once you have pressed the **View** tab,

- **If you are a Precision member advising an absence**, at the beginning of every month, you will see that on every week for your class the tabs all say **'I can't attend'**. This signifies that you are expected to attend all these classes. If you can't attend on any given week, you press the **'I can't attend'** tab. Upon doing this, you will be asked **Are You Sure?** If you do not wish to proceed, press the **Cancel** tab. If you wish to proceed, press **Yes, advise absence**. The tab that originally said, **'I can't attend'** changes to **'I can attend'**. This signifies that you have released the class place for someone else to use and a credit/token has been added to your stash.
- **If you are cancelling a class (any member)**, when you originally booked the class, the tab **Book Class with credit/token** changed to **'I can't attend'** signifying that you had booked the class, that you were now expected to attend it, and that a credit/token was deducted from your stash. Now that you can't attend it, press the tab **'I can't attend'**. Upon doing this, you will be asked **Are You Sure?** If you do not wish to proceed, press the **Cancel** tab. If you wish to proceed, press **Yes, advise absence**. The tab that originally said **'I can't attend'** changes to **'I can attend'**. This signifies that you have released the class place for someone else to use and a credit/token has been added to your stash.

The reason for the words on a tab changing from **'I can't attend'** to **'I can attend'** is because at this point, the class is not full, and you have the chance to reverse the action (see instructions below). Next time you access your member account, a tab that once said **'I can attend'** may have changed advising that the class is full because since you advised the absence someone else has booked the space. Likewise, a tab indicating that a class was full may change back to **'I can attend'** if someone else has cancelled a booking and there is now space in the class.

## Reverse the Action

You might want to reverse the action if you inadvertently advised an absence or cancelled a class for the wrong week, or you advised an absence or cancelled a class for the correct week, but later you can attend.

- Follow previous instructions to log in to your account and find the class for which you wish to reverse the action.
- If the class is full, the wording on the tab will advise you of this and you won't be able to reverse the action at that point. Don't forget to keep trying in case someone else advises an absence or cancels a booking later, nearer to the start time of the class.
- If the class is not full, the wording on the tab will say 'I can attend'. Now that you can attend, press the tab 'I can attend'. Upon doing this, you will be asked **Are You Sure?** If you do not wish to proceed, press **Cancel**. If you wish to proceed, press **Yes, cancel the absence**. You are now expected to attend the class and you will have been notified that a credit has been deducted from your stash. You will see that the tab that said 'I can attend' now changes back to 'I can't attend' enabling you to cancel again if necessary.

## Cut Off Times

When advising an absence or cancelling a booking, there are cut off times.

### All cut off times apply to all days of the week.

**Morning sessions up to 12.00:** 08.00 on the same day.

**Evening sessions starting from 16.30:** 16.00 on the same day.

You should always advise an absence or cancel a class even if you have missed a cut off time. However, once a class time has elapsed, you cannot advise the absence and the message on the tab will say that the class register is being updated. The teacher will mark you as absent and you will not receive a credit.

## Booking a class (any member)

Once logged in to your account, and you are on the dashboard page, either press the words **Manage my Classes** on the pink panel on the left-hand side of the page or the **Manage my Classes** tab on the right-hand side of the page. When you do this, a page will appear called **Classes** with 2 tabs. A pink tab **My Classes** and a blue tab **All Classes**. Press the blue **All Classes** tab to find a list of all the classes for that month (you'll now see that the blue tab **All Classes** turns to pink signifying that you are on the correct page). Now, follow bullet point instructions below.

- From the list of classes, scroll down and choose the one that you would like to attend by pressing the **View** tab at the end. The wording on the tabs will advise you if there is space.
- If there is space, the tab will say **Book with Credit/Token**. You will be asked **'Are You Sure?'** If you do not wish to proceed, press the **Cancel** tab. If you wish to proceed, press **Yes, book class**. The wording on the tab will change to **'I can't attend'**. This signifies that you have booked the class place, that you are expected to attend, and that a credit/token was deducted from your stash. The reason for the wording on the tab changing to **'I can't attend'** is so that if you subsequently can't attend the class, you press the tab **'I can't attend'** to cancel the booking.

**Note:** If you are a FlexiClass member you may not have any classes listed beneath the pink tab **My Classes**. This could be because you haven't booked any classes yet, classes you have booked have now elapsed, or you have no more tokens to book classes with. Once you start booking classes with tokens, a list of the classes you have booked will be displayed.

## **The tabs beneath each week on any given class will indicate the status of that class**

A tab may say

- The class register is being updated.
- This class has ended.
- You attended this class.
- You did not attend this class (a credit was given).
- Book class with credit/token.
- Class Full
- 'I can't attend' – this means that you are expected to attend the class so you press this tab if you can't attend.
- 'I can attend' – this means that you are not expected to attend the class so you press this tab if you subsequently can attend.
- PH (Pilates Heaven) is closed on this day.

## **Manage your Credits**

From your dashboard, press **Manage my Credits** on the pink panel on the left-hand side of the page or press the **Manage my Credits** tab on the right-hand side of the page. **Manage my Credits** in the pink panel will turn blue. You'll see your credit or token balance and the list of credits or tokens with dates they were applied and expiry dates. They will be listed with the oldest at the top of the list. When booking a class with a credit or a token, the oldest will be used first.

On this page, if you have no credits or tokens left, you have the option to purchase some credits.

### **How to purchase credits**

Press the tab **Buy more credits**.

#### **Purchasing one credit**

Beneath the words, **Select Number of Credits**, is a box with a number 1 (one) in the box and a down pointing arrow on the right. If you only want to buy one credit, press the tab **Buy Credits**.

#### **Purchasing more than one credit (3 maximum)**

If you want to purchase more than one credit, press the down pointing arrow on the right of the box that says **Select Number of Credits** and 2 more boxes will appear, one with the number 2 in it and the other with the number 3 in it. Press the tab for the appropriate number of credits you wish to buy. After doing this, as above, press the tab **Buy Credits**.

Once you press **Buy Credits**, a payment will be taken from your card and the credits will be added to your stash for immediate use. If purchasing more than one credit, please avoid purchasing them individually and use the drop-down box to purchase multiple credits at a time as this will save on our finance charges.

## **Edit your Details**

On this page, you can edit details **except your email address and medical conditions**. If you want to change your email address, you must contact us.

If there are any changes in health, you should let us know and you may have to complete a new Physical Activity Readiness Questionnaire. **Do not add or amend details in the medical conditions box.**

From your dashboard, press **Edit my Details** on the **pink** panel on the left-hand side of the page or the tab **Update my Details** on the right-hand side of the page. **Edit my Details** in the **pink** panel will turn **blue**.

- Make the changes and press **Update Details**. **If not, any changes will NOT be saved.**

## **You can change your password.**

There are 2 occasions when you might want to change your password.

- 1. You forgot your password; you pressed **Forgotten Password?** and you used the new one sent to your email address to login to your member account. However, you wish to change it to a preferred password of your choice.**
  - Enter the password sent to your email account in the first box and enter a new password of your choice into the next 2 boxes. Press the tab **Change Password**.
- 2. You wish to change your password regularly for security reasons.**
  - Enter the password you are currently using to login to your member account in the first box and enter a new password of your choice into the next 2 boxes. Press the tab **Change Password**.

**Don't forget to press **change password**.** If not, your new password will NOT be saved.

**Don't forget to make a note of your new password.**

## **Manage your Billing**

You can change the registered card at any time, but you will only ever see an image of one card and that card will be the one from which our merchant will attempt to take payments.

When your bank sends you a new card with a new expiry date, you must update the card on your member account. We advise that you do this immediately. If you forget, your payment may be declined if payment is attempted after the expiry date.

If your bank puts a stop on your bank card in certain circumstances such as you have reported it lost or stolen, you must change the registered card in time for your next payment to be taken. If you forget, your payment may be declined at the next renewal.

- From your dashboard, press **Manage my Billing** either on the **pink** panel on the left-hand side of the page or the tab on the right-hand side of the page. **Manage my Billing** in the **pink** panel will turn **blue**. On this page, you can see an image of a bank card with the last 4 digits of your bank card number. You can also see the expiry date. This is the card that you have registered for your recurring monthly subscriptions and any other one-off payments you make.
- Complete the sections adjacent to the image of the bank card with the card number, expiry date, and the CVC number (the last 3 numbers on the reverse of your bank card). Once you have done this, press **Submit**. Your new card details will appear.

**Don't forget to press **SUBMIT**. If not, your new bank card details will NOT be registered.**

The boxes Country and Postal Code at the bottom are details pertaining to our merchant, Stripe. **They should not be altered.**

## **Book Private Lessons**

From your dashboard, you can only access this area by pressing **Book Private Lessons** on the **pink** panel on the left-hand side of the page. **Book Private Lessons** will turn **blue**.

You will be asked what type of lesson you want. Refer to our website for details or take a leaflet about our lessons from the studio. You will be offered various days and times. Choose the appropriate day/time. All lessons except posture assessments are 60 minutes long. Click a 90-minute session for a posture assessment.

You will be asked if you want to use one credit/token. You can use one credit/token only. Confirm if you do want to use a credit/token. Ignore if you don't. The payment for the lesson will be taken from the card registered on your member account. When payment is taken from your card, if you confirmed that you wish to use a credit/token, the system will automatically deduct the value of the credit/token from the cost of the lesson. You will receive an automatic email notification confirming the lesson. Contact us immediately if you don't.