Member Self-Service Quick Guide

Member Self-Service (MSS) is a website offered by Mountain Park that allows you to:

- View and edit your personal and billing information.

- View your current statement.

- View your charges and payments.

- View your membership plans and their expiration dates.

- View information about check-ins, classes, and appointments.

- Enroll in classes and courses.

- Schedule appointments.

- Make a payment on your account.

- Send the club a message.

Mt. Park will provide you with the url, and your user name and password needed to access MSS.

URL: https:www.memberselfservice.com/510277

User Name: (member ID #) *This can be found under the barcode of your member card.*

Initial Password: (member ID#) *You will be prompted to change this after your first sign on.*

Note: In MSS, you can only update your own information, schedule appointments for yourself, or enroll yourself in a class or course.

Supported Devices

MSS can be accessed using one of the following devices:

- PC with operating system Windows XP SP3; Windows Microsoft® Windows® XP Professional with Service Pack 3; Windows Vista® Business, Ultimate, or Enterprise with Service Pack 2; or Windows 7® Professional, or Ultimate and Windows 10

- iPad and iPhone with operating system iOS 5.1.1 or higher

- Android devices with operating system 2.3.5 or higher

Supported Browsers

MSS can be accessed using one of the following browsers:

- Microsoft Internet Explorer 8 or higher and Microsoft Edge

- Mozilla Firefox 12.0 or higher

- Google Chrome 19.0 or higher

- Safari 5.1 or higher (on a PC)

MSS Dashboard

When you log in to MSS, the first screen that you see is the MSS Dashboard. The dashboard is divided into several parts:

- The navigation bar on the left side – click the buttons to go to the different pages in the site.

- Payments – this area displays your recent payments. You can make a payment by clicking the Pay link. You can also view statements by clicking the View Statement link.

- Activity Meter – this area shows your check ins for the week, month, and year.

- My Classes and Courses – this area shows the classes (complimentary group exercise classes that do not require registration) and courses (for-a-fee programs, e.g., group swim lessons, Booty Barre) that you have enrolled in.

- My Appointments – this area shows the appointments that you have scheduled. ***Reminder-appointments can only be booked after sessions have been bought.***

- Club contact information – this area displays the contact and location information for the club and links to external websites that the club has added to their Member Self-Service website.

Note: If you cannot see all of the dashboard, adjust your view settings for your browser.

Viewing and Editing Your Information

1. Click **My Account**.
2. Click **Go to My Info**. Your personal information and fitness information appear. Any credit cards that you have on file at the club also appear.
3. Click **Edit** to update your information.
4. After making the changes, click **Save**.

Note: To make any changes to your automatic monthly payments for Patron memberships, please contact the club.

Viewing Your Current Statement

In the Payments area, click **View Statement**. Your most recent statement appears. You can print the statement using the Print link.

Viewing Your Charges and Payments

1. Click **My Account**.
2. Click **Go to My Account History**. A list of charges and payments on your account appears.
3. Click **Details** to see the invoice for a charge or receipt for a payment.

Viewing Your Membership Plans and Expiration Dates

1. Click **My Account**.
2. Click **Go to My Plans**. A list of your membership plans appears, including their expiration date.

Viewing Your Usage History

Note: The Activity Meter on the dashboard gives you a snapshot of your club usage.

1. Click **My Account**.
2. Click **Go to My Usage History**. A list of times that you checked in to the club appears.

Enrolling in a Course (e.g. Booty Barre, Group Swim Lessons)

1. Click **Classes & Courses**.
2. Click **Enroll in New Course**.

   - To see a list of all courses offered at Mountain Park, click **View All Course Times**.
   - To select a specific type of course, click **Enroll in Course** for the type of course you want to take.

3. Click the time for the course.
4. Click **Enroll in Class**.
5. Select **Pay Now** to pay by credit card. You can then pay using either your credit card on file with the club or another credit card. Click **Make Payment**. After you verify the information for the credit card and enter the security code for the credit card, click **Make Payment**.

Note: If you want to cancel your enrollment, you will need to contact Mountain Park.

Purchasing a Service or Training

1. Click **Appointments**.

2. Click **Purchase an Appointment**.

3. Select the details for the appointment.

4. Select how many sessions you want to purchase.

5. Click the **Next** button.

6. Select the method of payment.

   - Select **Pay Later** to be billed for the amount. An invoice will be added to your account.

   - Select **Pay Now** to pay by credit card. You can then pay using either your credit card on file with the club or another credit card. Click **Make Payment**. After you verify the information for the credit card and enter the security code for the credit card, click **Make Payment**.

Scheduling an Appointment

1. Click **Appointments**.

2. Click **Schedule an Appointment**.

3. Select the details for the appointment.

4. Click **View Available Appointments**. A list of available appointments appears.

5. Select the time for the appointment.

6. Click **Schedule Appointment**. The appointment details screen appears.

7. Click **Schedule Appointment**. You have scheduled the appointment.

Note: When you check in for the appointment, you can either pay for the appointment using a prepaid session or pay for it at the time you check in. If you want to cancel your appointment, you will need to contact Mountain Park.

Making a Payment

1. In the Payments area of the dashboard, click **Pay**.

2. Enter the amount to pay.

3. Select the credit card to use for making the payment.

4. Verify the information for the credit card.

5. Click **Make Payment**.

Sending Mountain Park a Message

1. Click **Contact**.

2. Enter the required information and the message.

3. Click **Send**.

Changing Your Password

1. Click **My Account**.

2. Click **Change Username or Password**.

3. Click **Edit**.

4. Change the information.

5. Click **Save**.

Note: When you change your password, you are required to enter a password that is at least 8 characters long. You can use letters, numbers, and most special characters. However, your password cannot:

- Contain your complete member ID, such as *jsmith11* where jsmith is your user ID.
- Contain the complete word *password*.
- Be the same as one of your previous 5 passwords.
- Be the same as a password that you used in the last 6 months.