

Member Portal

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Member Portal Instructions

1. Logging In

1. Two emails will be provided to the member/guest with their log in steps.
2. The link to the member portal is <https://www.ourclublogin.com/login/510775>

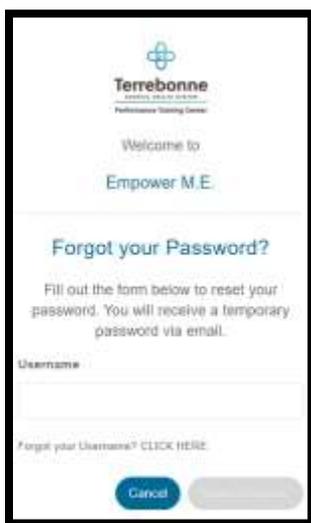
2. Resetting a Password

1. The member can reset their own password by clicking **Forgot Password** from the Member Portal link.



The screenshot shows the login page for Terrebonne Empower M.E. At the top is the Terrebonne logo and the text "Welcome to Empower M.E.". Below this are two input fields: "Username" and "Password". There is a "Remember Username" checkbox and a "Login" button. At the bottom, there are two links: "@ FORGOT USERNAME?" and "@ FORGOT PASSWORD?".

2. The member will enter their username and a password reset option will be sent to the email they have on file.



The screenshot shows the "Forgot your Password?" page. It features the Terrebonne logo and "Welcome to Empower M.E." at the top. The main heading is "Forgot your Password?". Below this is a paragraph: "Fill out the form below to reset your password. You will receive a temporary password via email." There is a "Username" input field and a link "Forgot your Username? CLICK HERE". At the bottom, there are "Cancel" and "Submit" buttons.

3. If the member has an issue, make sure to update the member's email address using **Change Request** in **Front Desk**.

3. Dashboard

*Tasks with a red asterisk below indicate that this can also be done in the dashboard.

4. My Activities

- **Class Schedule***

1. Log into the member portal and select My Activities
2. Click **Class Schedule**
3. To drill down for specific classes
 - a. Select Category
4. Select More Filters to use Key Words or Instructors/Resources
5. Select the desired class
 - a. Class Detail popup gives you the option to sign up.
6. If payment is required, you will be prompted to pay the fee.

- **Course / Events Schedule***

1. Log into the member portal and select My Activities
2. Click **Course / Events Schedule**
3. To drill down for specific classes
 - a. Select Month
 - b. Select Club (if applicable)
 - c. Select Category
 - d. Select More Filters to use Key Words or Instructors/Resources
4. Select the desired class
 - a. Course Detail popup gives you the option to sign up.

If payment is required, you will be prompted to pay the fee

- **Book Appointment***

1. Log into the member portal and select My Activities
2. Click **Book Appointment**
3. To drill down for a specific appointment type
 - a. Select Club (if applicable)
 - b. Select Category
 - c. Select Product
 - d. Select "All Resources" or a Specific Resource
 - e. Select the Day
 - i. This brings up a popup where you select the time range
 - ii. Select the Time Range
 - iii. Select specific time
 - iv. If additional resources are needed, you will be prompted to select.

If payment is required, you will see the cost that will be charged at the club or if you have a package, it will deduct a session when you check-In for your appointment.

- **My Calendar**

1. Log into the member portal and select My Activities
2. Click **My Calendar**
3. Activities will be listed in chronological order.
4. Select Additional Filters if needed

Note: Based on club policy you can unenroll or cancel/Edit appointments here.

5. MY ACCOUNT

- **Pay Balance***

1. Log into the member portal and select My Account
2. Click **Pay Balance**
3. Enter the payment amount, if different than the total balance
4. To pay using the card on file, click the **PAY WITH THIS METHOD** button in the SAVED CARDS area. The PAY page appears.
5. To pay with a card not on file:
 - a. Click **NEW CREDIT CARD**. The fields for entering the credit card appear.
 - b. Complete the fields.
 - c. To **Save** this card, click the check box to **Save** for use in the future
 - d. Click the **Submit** button. The PAY page appears.
6. Click the **Pay** button. The payment is processed.

- **Manage Payment Methods**

A member can update their own credit card or Bank Account information.

1. Log into the member portal
2. Click **My Account**
3. Click **Manage Payment Methods** to update the form of payment on file

Update Bank Account Information

1. To **Edit** the existing ACH on file – click **Edit** on the Saved **Bank Account**
2. Updating an existing Bank Account allows you to update the account number, routing number, and type of account
3. Sign to acknowledge the terms and conditions
4. The member will need to click **Save Changes** on the bottom right

Update Credit Card Information

1. To **Edit** the existing Credit Card on file – click **Edit** on the Saved **Credit Card**
2. Updating an existing credit card allows you to change:

- a. Expiration Date
- b. Billing address
- c. Update whether or not the card can be used for in-club purchases
3. Any change will require a signature and acknowledgment of terms and conditions
4. The member will need to click **Save Changes** on the bottom right

Add a Card on File

1. To add a **new** card on file, select credit card and input required fields below:
 - a. Name on the card
 - b. Card number
 - c. Card expiration
 - d. Review the billing address to be sure the one on file matches OR uncheck the box and add the billing address for the card
 - e. Use for House Account – **House Account is used for any charges generated as a result of billing declines**
 - f. Use for in-club Purchases – **This is used for any purchases made at the club using this card on file if answered yes**
 - g. The check box indicates whether or not the member would like to pay for the membership agreement using this card
 - h. The member will require a signature and acknowledgment of terms and conditions
 - i. Click **Add Credit Card** to complete the process

• Manage Profile*

A member can update their phone number, address, or email.

1. Log into the member portal
2. Click **My Account**
3. Click **Manage Profile** to update
 - a. Username
 - b. Password
 - c. General Information such as address, phone number and email address. A member can update their preferred communication methods and identify if they consent to be contacted through these methods.
 - d. Group Activity Options gives the member the option to opt in or out. This will allow others to search for and include you in group activities.
 - e. Interests
4. Click **Save Changes** after making any updates

• Manage Family*

1. Log into the member portal
2. Click **My Account**
3. Click **Manage Family**
4. Select Family Member to

- a. Pay Balance
- b. Mark as HOH (Head of Household)
- c. Invite a family member to activate their EME account.

● **Account History***

1. Click **Account History**
2. Enter the **Date Range** and click **Search Dates**
3. Click **Print History** to generate a printable format with detail
4. Click on the individual receipt numbers to view more detail about a transaction

Note:

Primary members can view all account history placed on their account. Secondary members only see their individual invoices.

If a member is using a mobile device to access Empower M.E. and wants to view their account history, they can click the menu icon and then select Account > Account History.

● **Packages***

1. Log into the member portal
2. In the menu on the left, click **My Account**
3. Click **Packages**
4. View previously purchased packages for member and family member if HOH.

● **Check-In History***

1. Log into the member portal
2. In the menu on the left, click **My Account**
3. Click **Check-In History**
4. Enter the **Date Range** to view and click **Search Dates**
5. Click **Print History** to generate a printable format

6. Shop Packages*

1. Log into the member portal
2. In the menu on the left, click **Shop Packages**
3. To drill down for a specific package
 - a. Select Club if applicable
 - b. Select Type
 - c. Enter "Key Words"

7. Troubleshooting and General Information

Member Portal Link:

<https://www.ourclublogin.com/login/510775>

Browsers:

- Microsoft supported browsers

Menu:

- If the menu is hidden, click on the button with the three lines to reveal the menu listing

Logging In:

- If the member is having trouble logging in, make sure the member has their most up-to-date email on file. It may be necessary to submit a change request with an updated email. This will allow a member to reset their password on their own.
- If a member has forgotten their username, they can recover using their name, phone, and email.



<https://www.ourclublogin.com/login/510775>

Empower ME – Performance Training Center Member Portal

8. Saving Member Portal to Phone

Our new club management software offers an outstanding member interface that you can save to your phone, similar to an app.

To access your member portal from your phone's home screen, follow these simple steps.

Apple

- In Safari, go to the login page.
- At the bottom of your screen click the middle or “share” button.
- Scroll down to “Add to Home Screen”
- Type in the name you want to appear for this tile.
- Click Add at the top of the screen.
- This tile will appear on your Home Screen and will look like an App. Click this to go directly to the portal to register for classes or schedule an appointment.

Android

- In your browser, go to the login page.
- At the top right of your screen, click the 3 vertical dots.
- Click “Add to Home Screen”
- Type in the name you want to appear for this tile.
- Click “Add.”
- This tile will appear on your Home Screen and will look like an App. Click this to go directly to the portal to register for classes or schedule an appointment.