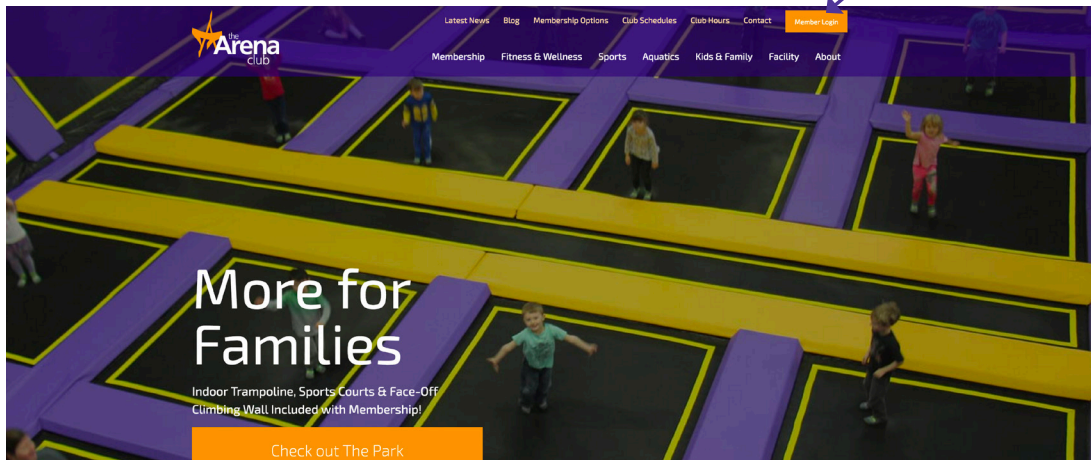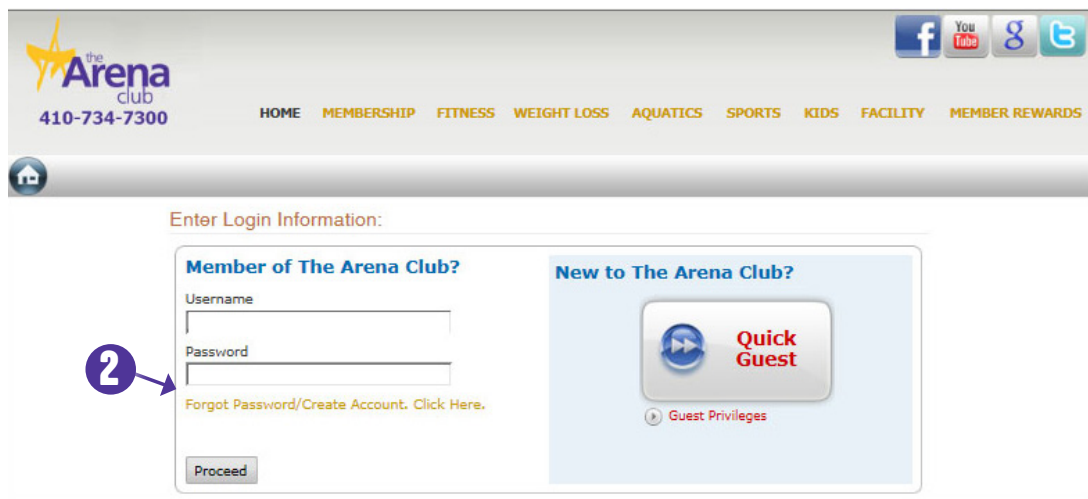# Arena Club Member Portal
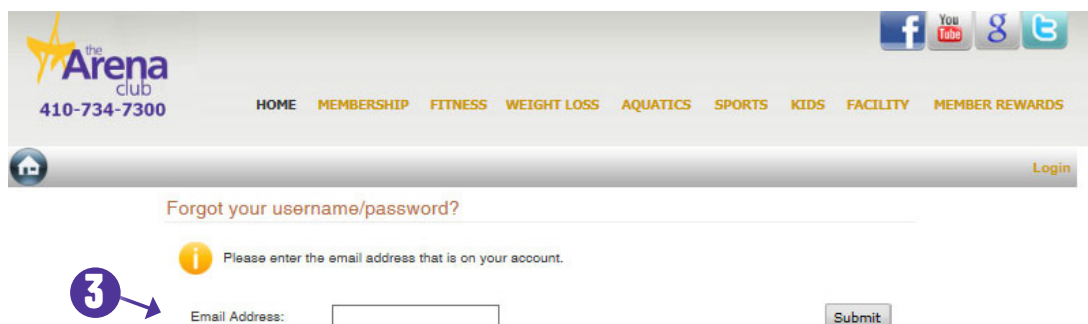## Online Services Instructions

Creating Your Account

1. Visit www.thearenaclub.com website and click on "Member Login."

2. Click on "Forgot Password/CreateAccount" to create your password.

3. Enter your email address and submit. (If you do not have a valid email address on file at The Arena Club, you will need to call us first to get set up in our system at 410-734-7300).

4. An email will be sent to you with your username and password. Once you have the password, click on "Member Login" again from our website to log in.

Account Information
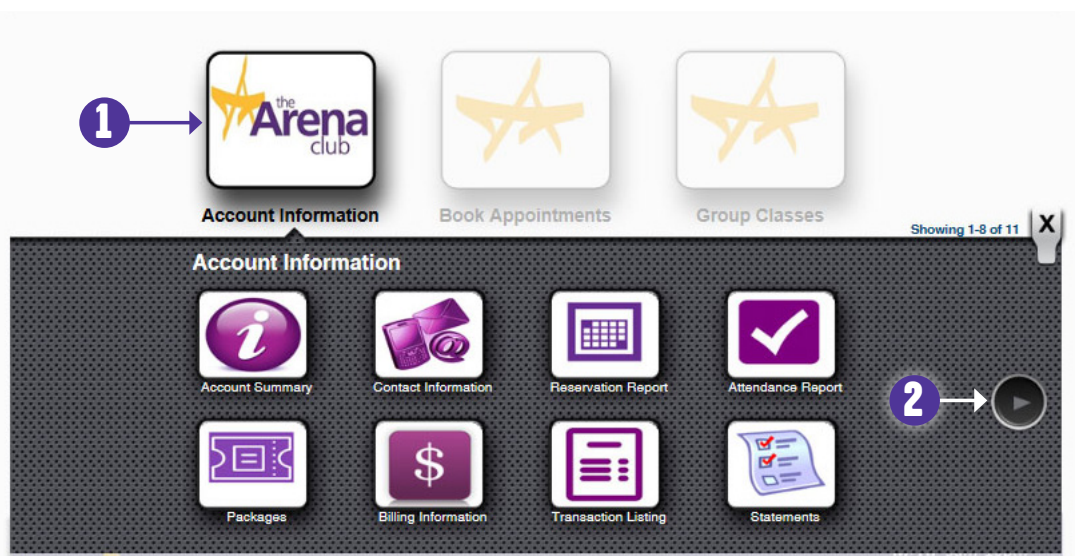
1. When you click on the "Account Information" button a black screen appears with the following options:
- Account Summary: to view your current reservations and messages
- Contact Information: to view/update your personal and contact information
- Reservation Report: to view your past reservations
- Attendance Report: to view your attendance
- Packages: to view purchased personal training packages
- Billing Information: to view/update your billing information
- Transaction Listing: to view your transaction history
- Statements: to view, download, and/or print past statements in .pdf format

2. Click the "next" button for more options.
- Buddy List
- Contracts: list of contracts that apply to your membership account
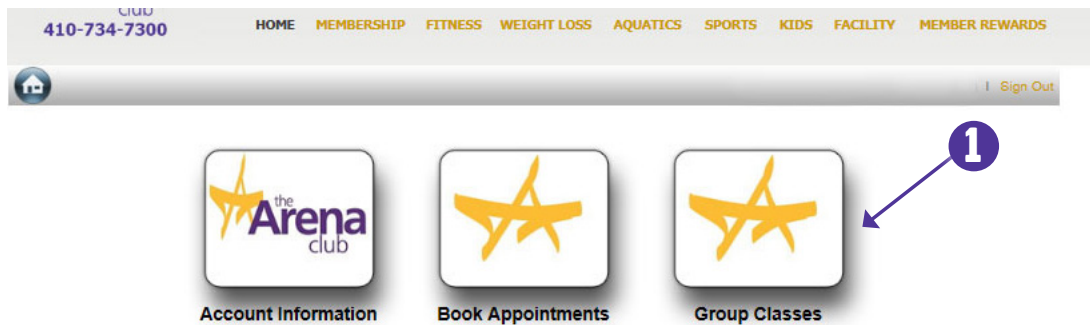- Change Password
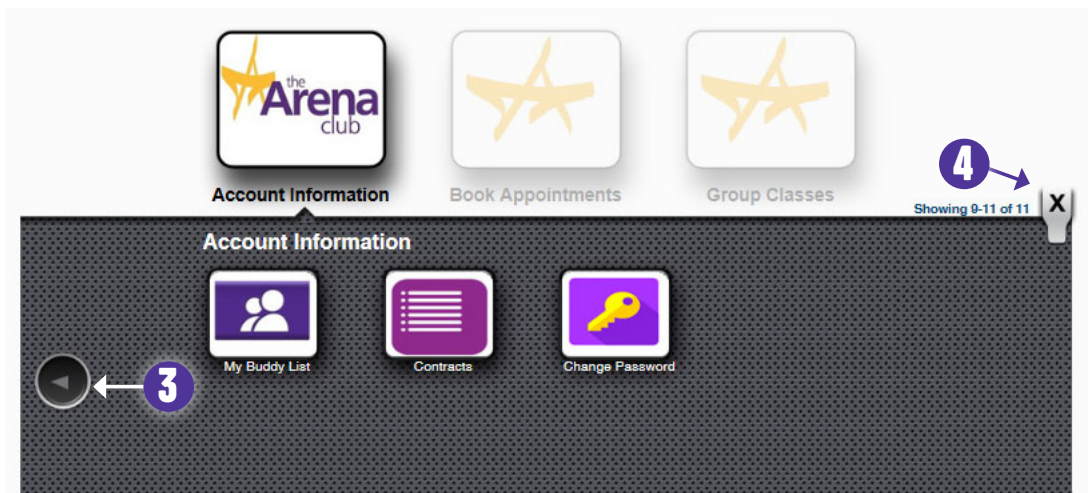
3. Click the "back" button to go to previous screen.
4. Click the "X" button to go back to the home screen.

Group Fitness Registration

1. From the main menu, click "Group Classes."

1

Account Information   **Book Appointments**   **Group Classes**

2. You may select various options such as "category" to narrow down to classes that are good for all levels, advanced levels, aquatic classes, or mind/body classes.

3. You may click to view the schedule for "today" or "tomorrow."

4. Click on "select" to register for a class time.

2

3

4

Class Schedules

Selected Criteria

Site: **The Arena Club**
Category: All Categories
Class: All Classes   Member/Guest: Members
Sort By: Start Time
Date: (mm/dd/yyyy)   Today   Tomorrow   10/20/2014

Selected Date: 10/21/2014

|	Start Time	End Time	Class	Location	$	Capacity	Category
Select	05:30 AM	06:30 AM	PUMP/CXWORX	Studio 1			Advance Level
FULL	08:00 AM	08:45 AM	Tapout H2O	TBA			Aquatic
FULL	09:00 AM	09:45 AM	Walk & Sculpt	Therapy Pool Side A			Aquatic
Select	09:15 AM	10:15 AM	BodyPump	Studio 1			All Levels
FULL	09:15 AM	10:30 AM	Step I.T.	Studio 2			All Levels
Select	09:15 AM	10:00 AM	Cycle Road Trip	Cycling Studio			All Levels
FULL	09:30 AM	10:15 AM	Tabata	Indoor Side B			Advance Level
FULL	10:30 AM	11:15 AM	Pilates Mat	Studio 2			Mind Body

5. You will be prompted with a waiver, to which you must click "I agree." A message will appear on the screen reading, "Thank You" after you have successfully registered.

Cancel A Group Fitness Reservation

1. From the main menu, click "Account Information."
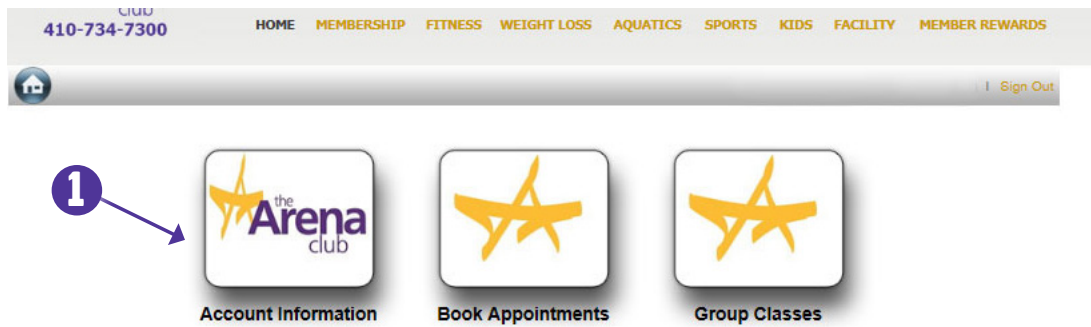
2. Choose "Account Summary."
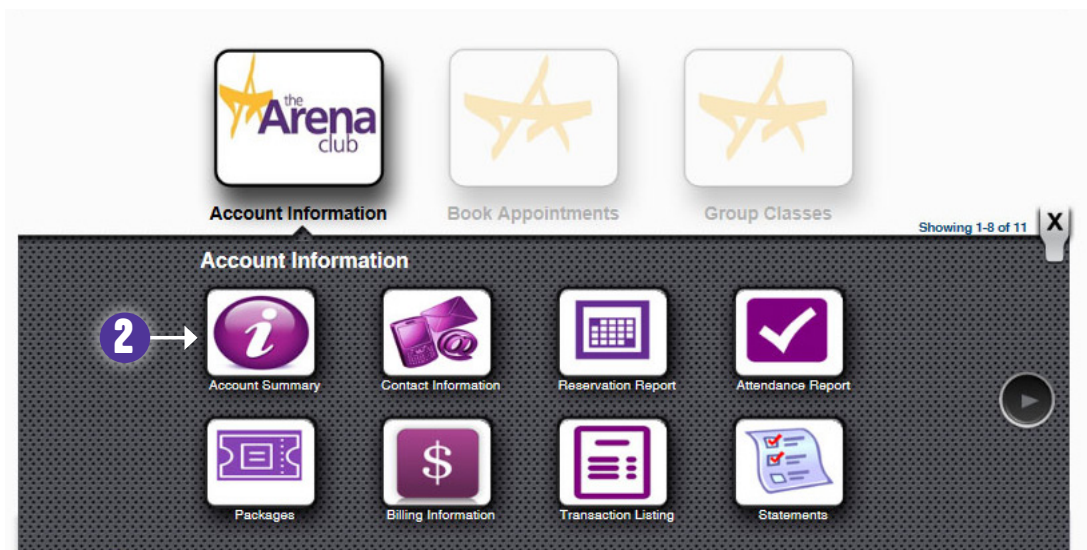
3. Scroll all the way to the bottom until you see "schedules."
4. Choose the class you want to cancel by clicking on the name of the class (in yellow).

5. Choose "Cancel Booking."

Group Exercise - Booking Details

| Class Name: | Zumba | Class Date: | November 03 2014 (07:00 PM - 08:00 PM) |
| Resources: | Studio 2 | Instructor: | Justine H. |

Cancel Booking   Back

410.734.7300   2304 Churchville Road Bel Air, MD 21015   M-Th 5am-10pm Fri 5am-9pm Sa-Su 7am-6pm

6. A message will appear letting you know that the booking has been canceled.

| Class Name: | Tapout H2O | Class Date: | November 04 2014 (08:00 AM - 08:45 AM) |
| Resources: | TBA | Instructor: | Kathy W. |

Cancel Booking   Back

Booking cancelled successfully.

Ok

410.734.7300   M-Th 5am-10pm Fri 5am-9pm Sa-Su 7am-6pm

the Arena club

Infant Reservations

1. From the main menu, click "Book Appointments."

Please note: In order to make an infant reservation, the child MUST have a birth date registered in the system. If they do not, you will not be able to get beyond step #2 (Please call us at 410-734-7300 if you need to have a birth date entered in for your child.)
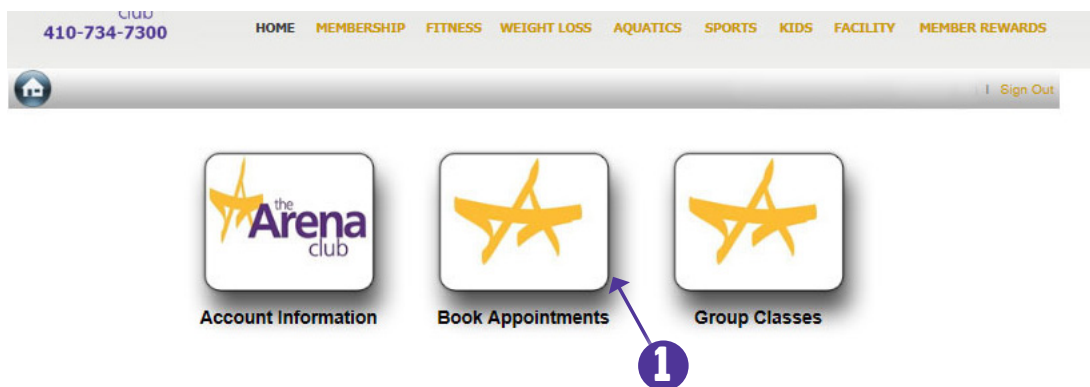
2. Choose either today, tomorrow or fill in a date (Please note: childcare reservations can only be made 72 hours in advance. If you choose a date beyond 72 hours, you will get an error message when you submit the request).

3. Click the drop-down arrow to choose your preferred time of day.

4. Click on Infant Reservations on the left-hand side of the screen.

5. Click on the time duration of the appointment (up to 90 minutes).

6. Click on "Submit Request."
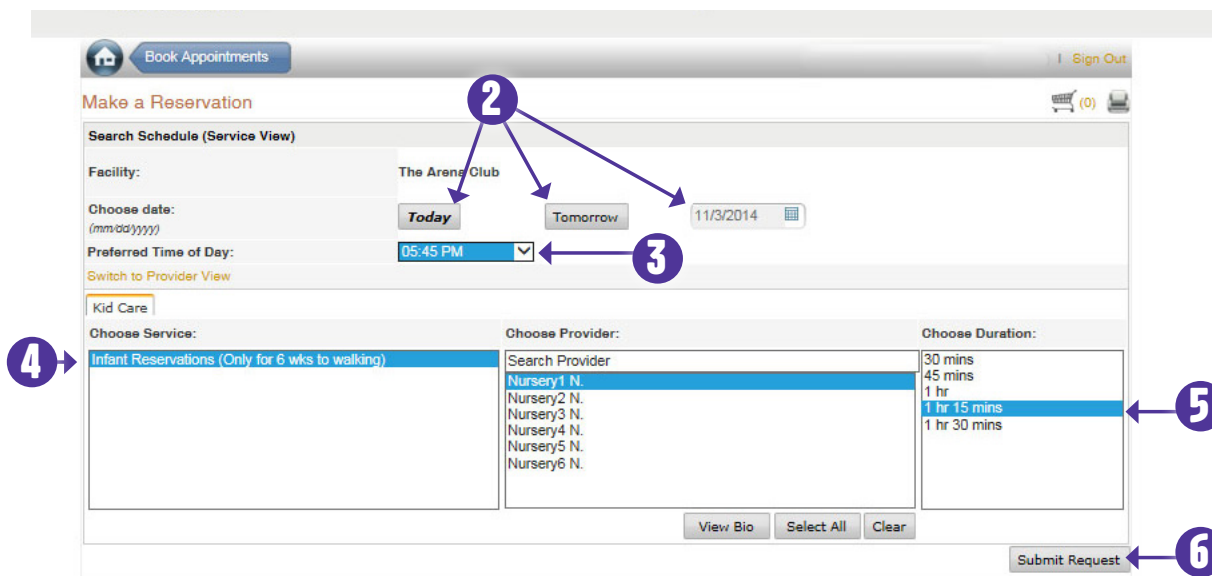
Infant Reservations (con't)

7. Click to put a checkmark in the "Accept" box to agree to the waiver.
8. Click the "Continue" button.

9. This is the confirmation screen to show your reservation has been made.

Kid Care Reservations (con't)
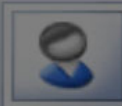
8. Click on "complete reservation." A "thank you" message will appear, letting you know your reservation was successfully completed.

Program Registration

When you click on the "Program Registration" button a screen appears with the following options:
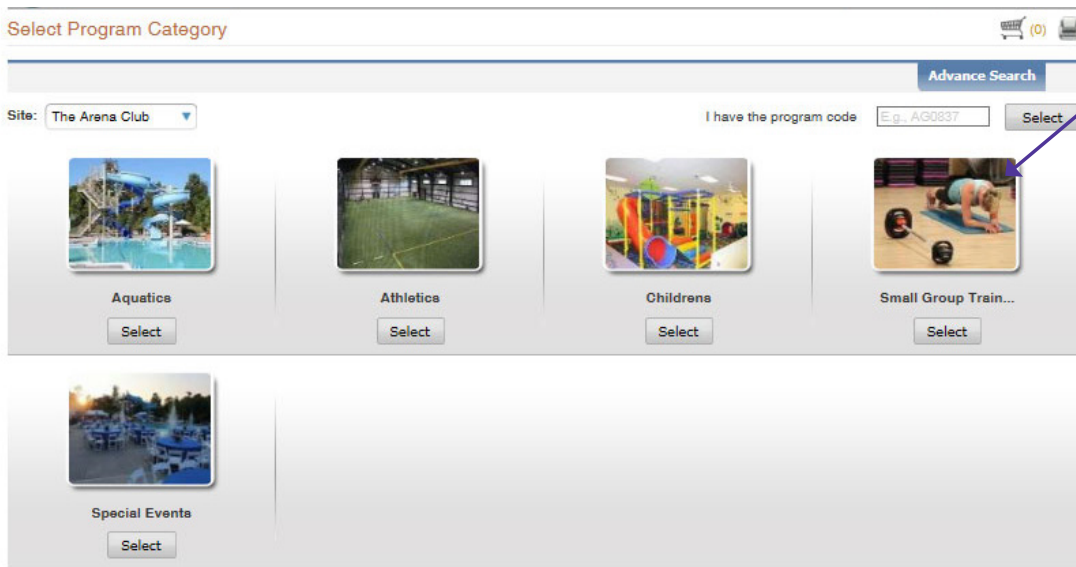
1. Choose the category you want to register for. For this example, we'll use "Small Group Training."
2. You will then see a list of the programs that fall under Small Group Training.
3. For this example, we will use "Aerial Yoga." Click on "view programs" under Aerial Yoga.
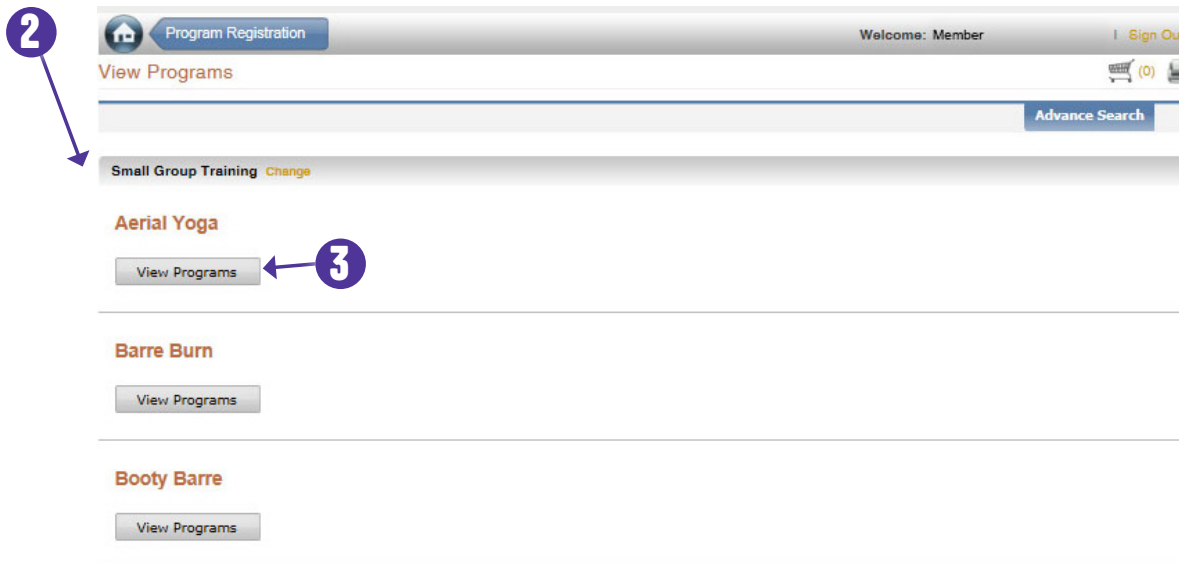
Program Registration (con't)

4. Review class times/options and click on "Add to Cart."

5. You will then be presented with the class waiver. Choose "continue" to be taken to a payment page. You will be prompted to input payment information to complete the transaction.