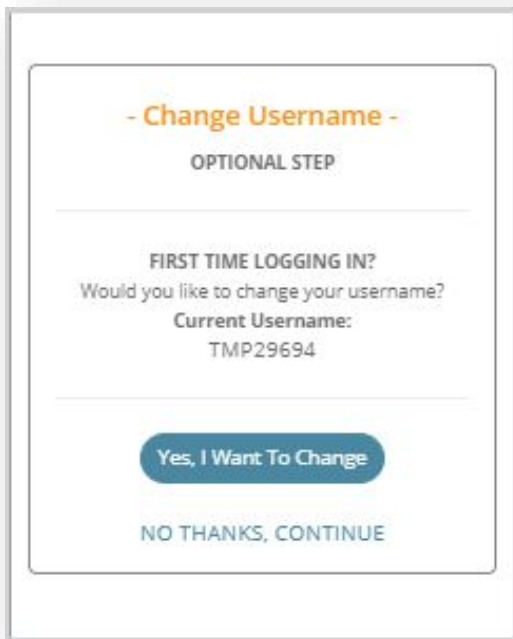


Empower M.E. Member Portal

How to make a Reservation for an On-Site Group Exercise Class

1. Bookmark the Empower M.E. Portal link on your home computer or mobile device: www.ourclublogin.com/500092
2. First time users: your default username AND password will be your member ID # (found on the back of your key tag)
 - a. If you need your member #, please email smac.fitness@smccd.edu
3. You MAY change your username:



- Change Username -
OPTIONAL STEP

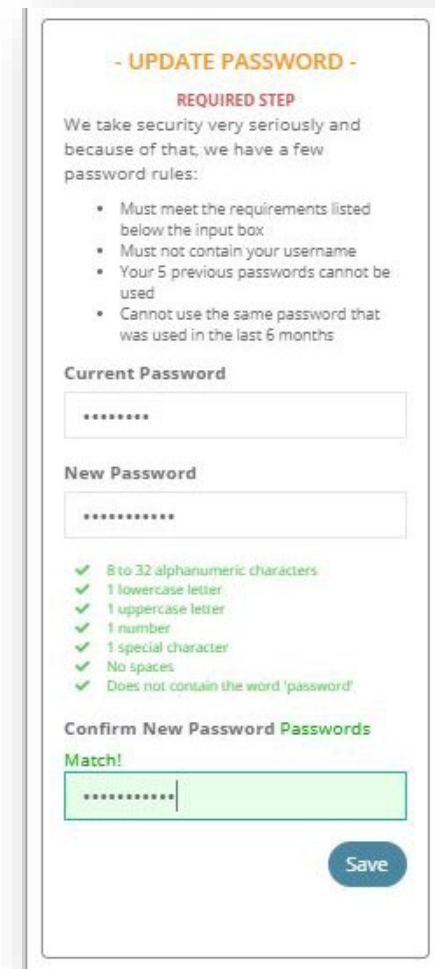
FIRST TIME LOGGING IN?
Would you like to change your username?
Current Username:
TMP29694

Yes, I Want To Change

NO THANKS, CONTINUE

3. You MUST change your password:

>Meeting the specified criteria
(everything ✓ green)



- UPDATE PASSWORD -
REQUIRED STEP

We take security very seriously and because of that, we have a few password rules:

- Must meet the requirements listed below the input box
- Must not contain your username
- Your 5 previous passwords cannot be used
- Cannot use the same password that was used in the last 6 months

Current Password
.....

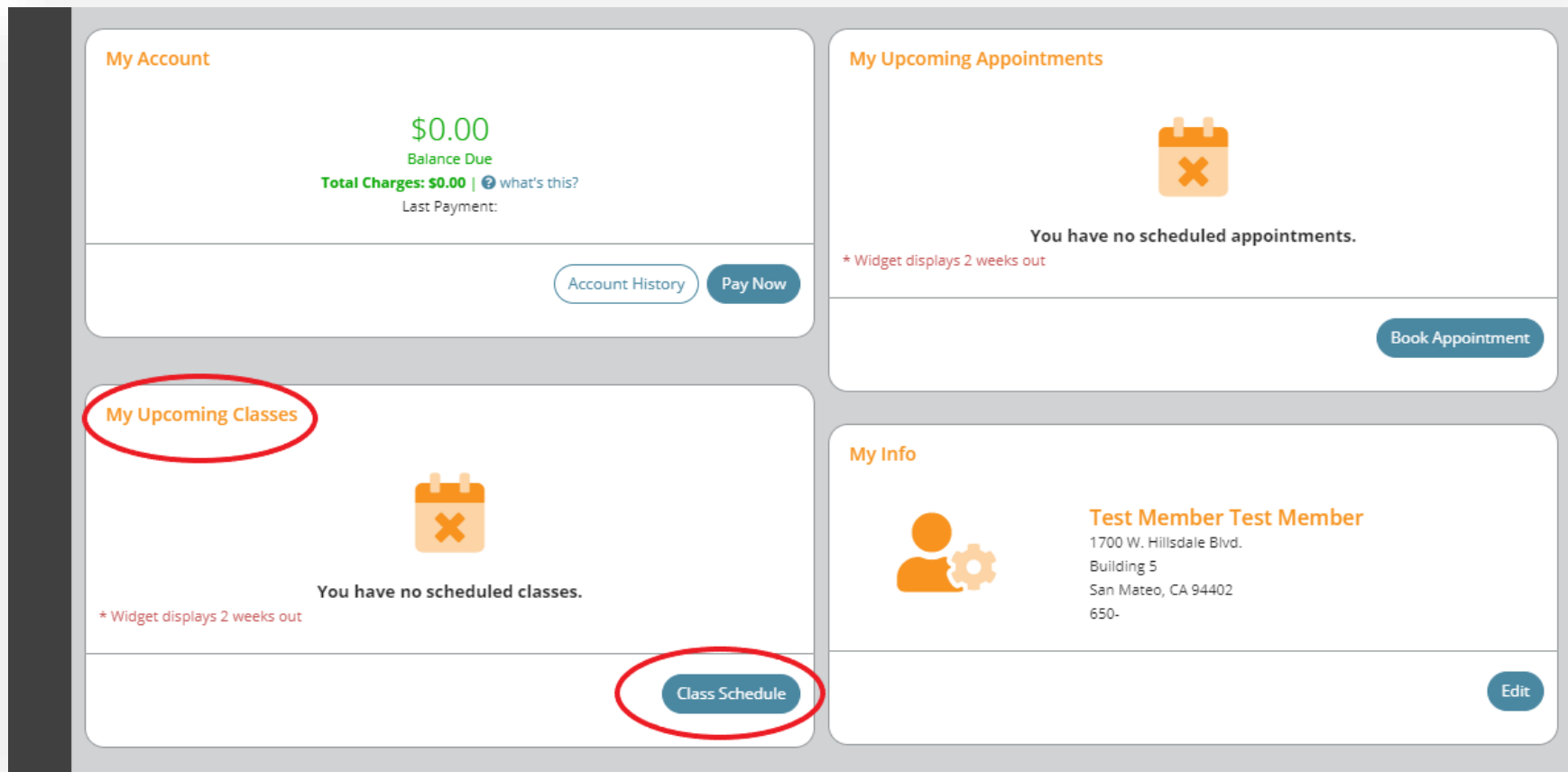
New Password
.....

- ✓ 8 to 32 alphanumeric characters
- ✓ 1 lowercase letter
- ✓ 1 uppercase letter
- ✓ 1 number
- ✓ 1 special character
- ✓ No spaces
- ✓ Does not contain the word 'password'

Confirm New Password Passwords
Match!
.....

Save

4. After logging in, you should see the box for **MY UPCOMING CLASSES**. Select **CLASS SCHEDULE** button.

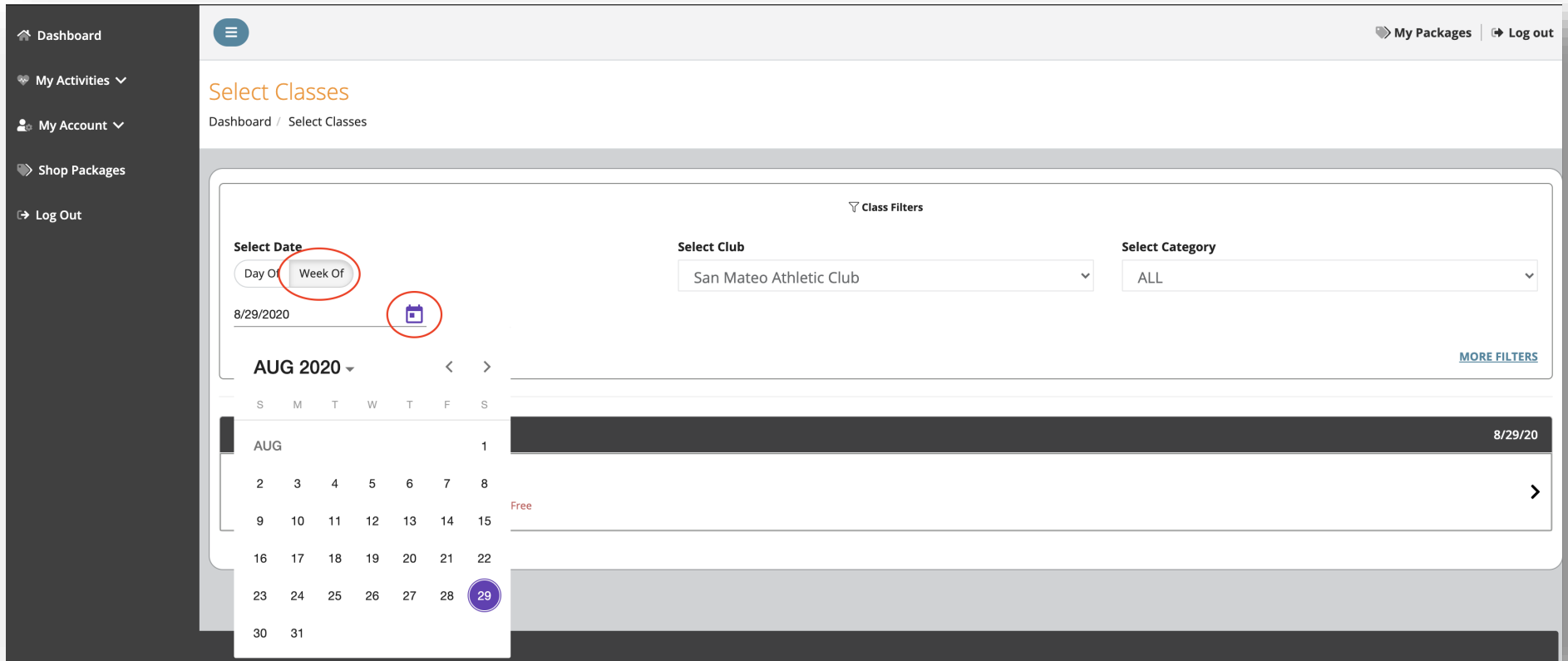


The screenshot displays a user dashboard with four main sections:

- My Account:** Shows a balance due of \$0.00, total charges of \$0.00, and a 'Pay Now' button. A 'Class Schedule' button is also visible in this section.
- My Upcoming Appointments:** Displays a calendar icon with an 'X' and the message 'You have no scheduled appointments.' A 'Book Appointment' button is located at the bottom right.
- My Upcoming Classes:** Displays a calendar icon with an 'X' and the message 'You have no scheduled classes.' A 'Class Schedule' button is located at the bottom right.
- My Info:** Shows the user's name 'Test Member Test Member' and their address: '1700 W. Hillsdale Blvd. Building 5 San Mateo, CA 94402 650-'. An 'Edit' button is located at the bottom right.

Red circles highlight the 'My Upcoming Classes' header and the 'Class Schedule' button in the bottom right of the 'My Upcoming Classes' section.

5. Under Select Date, click on WEEK OF. Select the week you would like to view:



Dashboard / Select Classes

Select Date

Day Of **Week Of**

8/29/2020

Select Club

San Mateo Athletic Club

Select Category

ALL

AUG 2020

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Free

8/29/20

MORE FILTERS

6. Classes will only unlock for reservations 2 DAYS IN ADVANCE at Midnight.

- a. You will be able to view the schedule for the week you select, but the class will be listed as “NOT ELIGIBLE” until registration opens.

Example: On Monday at 12:00AM you will see that all Wednesday Classes will unlock to become eligible and noted as “FREE” (except for fee-based Fit Pass Small Group Sessions). On Tuesday at 12:00AM you will see that all Thursday Classes unlock, and so forth.

Select Date

Day Of

Week Of

8/30/2020

Select Club

San Mateo Athletic Club
v

Select Category

ALL
v

[MORE FILTERS](#)

Tuesday		9/1/20
 6:00 AM 60 min	<p>GROUP CYCLE TUE 6AM- SMAC OUTSIDE</p> <p>Inst: Jory</p> <p> Test Member, Test Member: Not Eligible</p>	➤
Wednesday		9/2/20
 9:00 AM 60 min	<p>GROUP CYCLE WED 9AM- SMAC OUTSIDE</p> <p>Inst: Cherie</p> <p> Test Member, Test Member: Not Eligible</p>	➤
Thursday		9/3/20
 6:00 AM 60 min	<p>GROUP CYCLE THU 6AM- SMAC OUTSIDE</p> <p>Inst: Jory</p> <p> Test Member, Test Member: Not Eligible</p>	➤

7. You may filter your selection by:

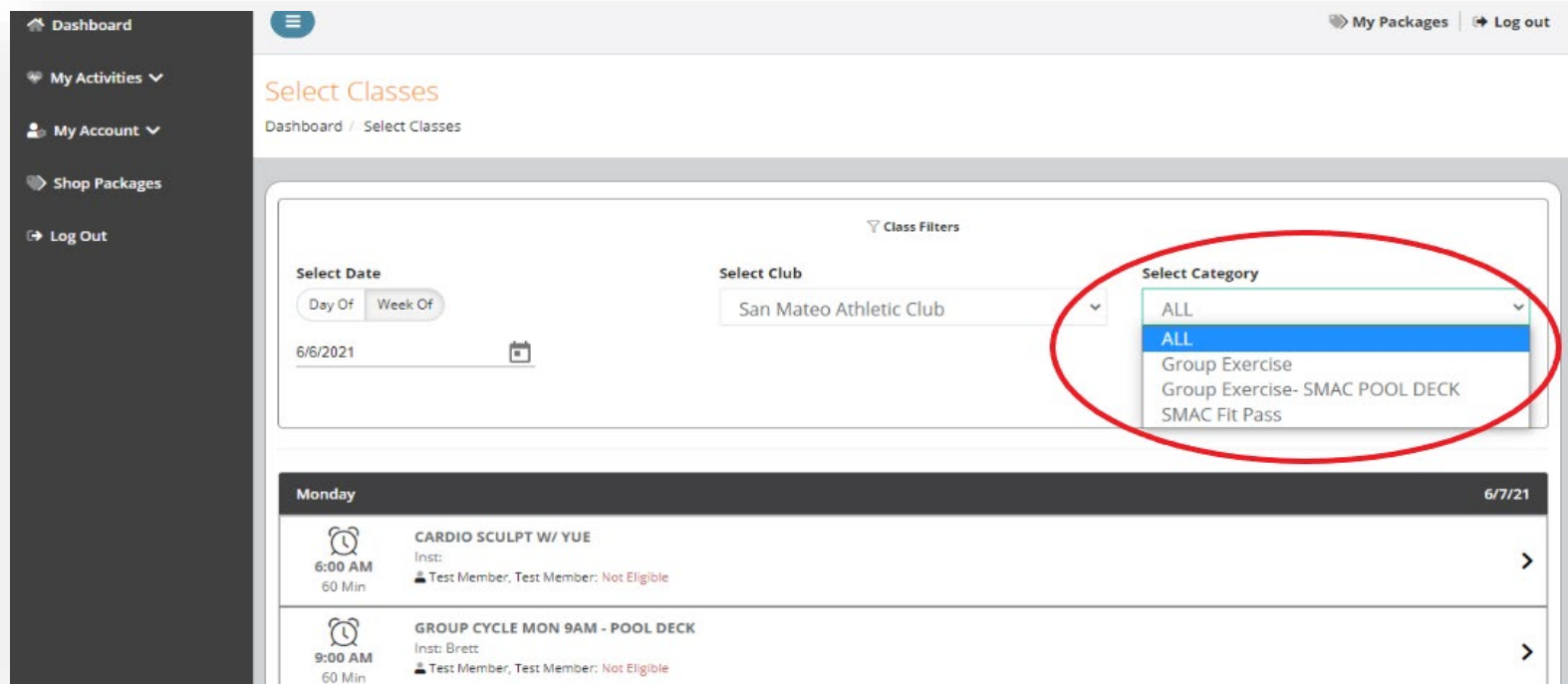
a. Select Category:

- i. **ALL** (*recommended)
- ii. **Group Exercise**
- iii. **Group Exercise- SMAC Pool Deck** (Group Cycle “Spin” Classes)
- iv. **SMAC Fit Pass** (Fee-based Small Group Training Sessions):

<https://sanmateoathleticclub.smccd.edu/small-group-training/>

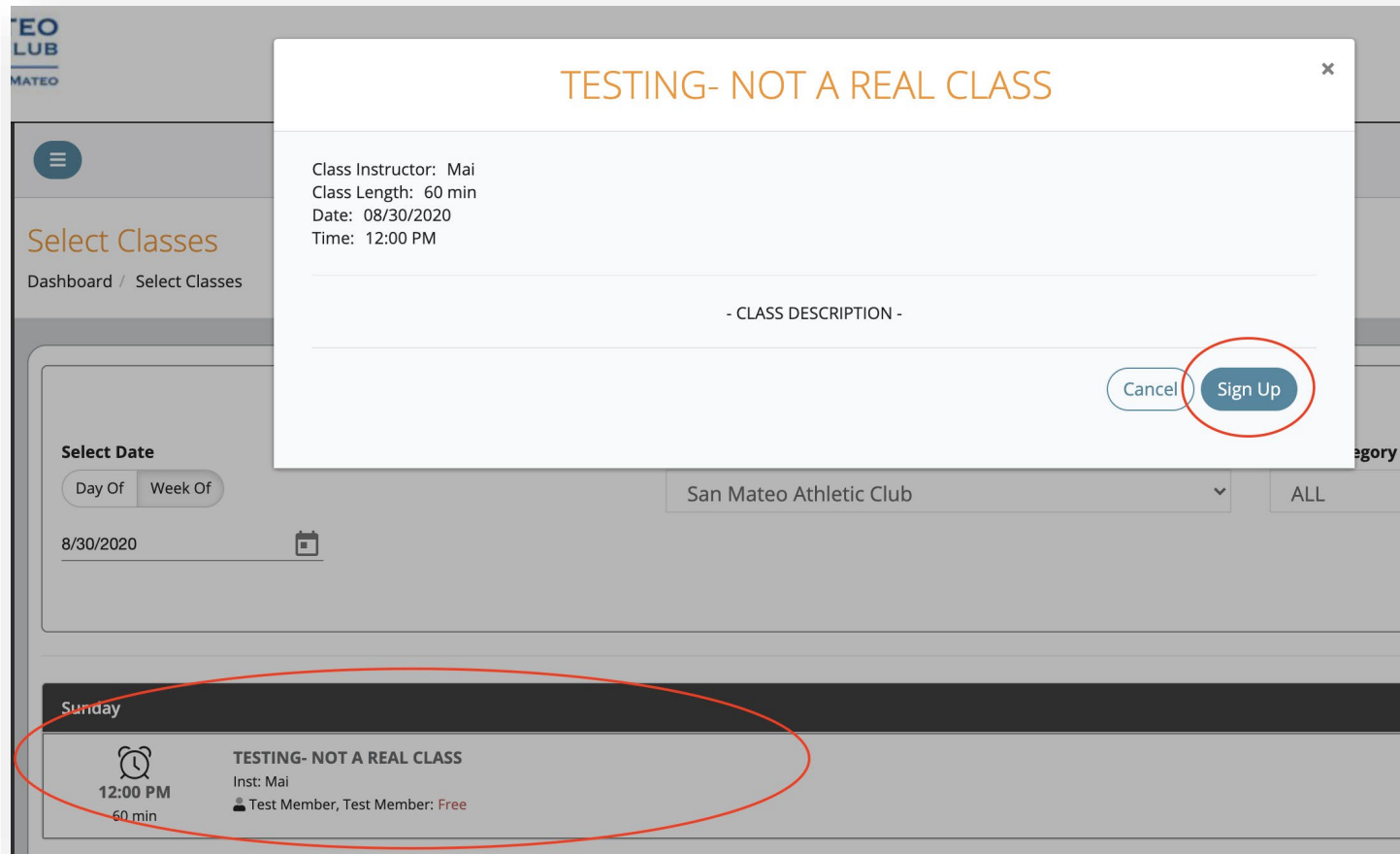
b. You can explore ‘More Filters’ which allows you to search by:

- i. Entering a keyword of a Class Name
- ii. Filter by Instructor Name (applicable to select Group Cycle Classes and Fit Pass Sessions only)



The screenshot shows the 'Select Classes' page on the San Mateo Athletic Club website. The page features a sidebar with navigation options: Dashboard, My Activities, My Account, Shop Packages, and Log Out. The main content area is titled 'Select Classes' and includes a 'Class Filters' section. This section has three dropdown menus: 'Select Date' (with 'Day Of' and 'Week Of' options), 'Select Club' (set to 'San Mateo Athletic Club'), and 'Select Category'. The 'Select Category' dropdown is highlighted with a red circle and shows the following options: ALL (selected), Group Exercise, Group Exercise- SMAC POOL DECK, and SMAC Fit Pass. Below the filters, the page displays a list of classes for Monday, 6/7/21. The first class is 'CARDIO SCULPT W/ YUE' at 6:00 AM, 60 minutes, with instructors 'Test Member, Test Member' and a note 'Not Eligible'. The second class is 'GROUP CYCLE MON 9AM - POOL DECK' at 9:00 AM, 60 minutes, with instructor 'Brett' and a note 'Not Eligible'.

8. Select the **ELIGIBLE** class you would like to reserve a spot for.
 - a. Select **SIGN-UP**
 - b. Select **CONTINUE** to confirm your Reservation
 - i. See example below “TESTING- NOT A REAL CLASS”



TESTING- NOT A REAL CLASS

Class Instructor: Mai
Class Length: 60 min
Date: 08/30/2020
Time: 12:00 PM

- CLASS DESCRIPTION -

Cancel Sign Up

Select Classes
Dashboard / Select Classes

Select Date
Day Of Week Of
8/30/2020

San Mateo Athletic Club

ALL

Sunday

12:00 PM
60 min

TESTING- NOT A REAL CLASS
Inst: Mai
Test Member, Test Member: Free

TESTING- NOT A REAL CLASS

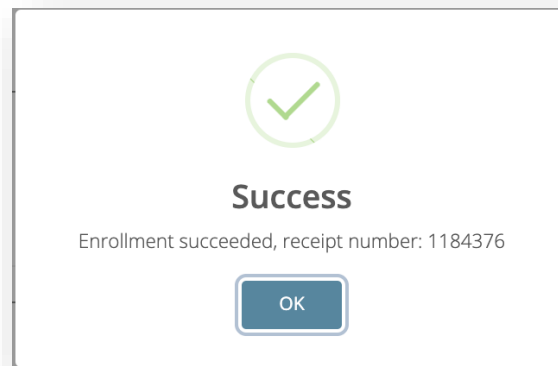
 Start Time: 12:00 PM
Date: 08/30/2020
Class Instructor: Mai

 Test Member, Test Member
Payment Options

Free

Cancellation Policy
Please contact your club regarding the cancellation policy.

- c. **A SUCCESS window will pop up to verify your reservation went through.** The reservation will show up on your Dashboard under *My Upcoming Classes*.

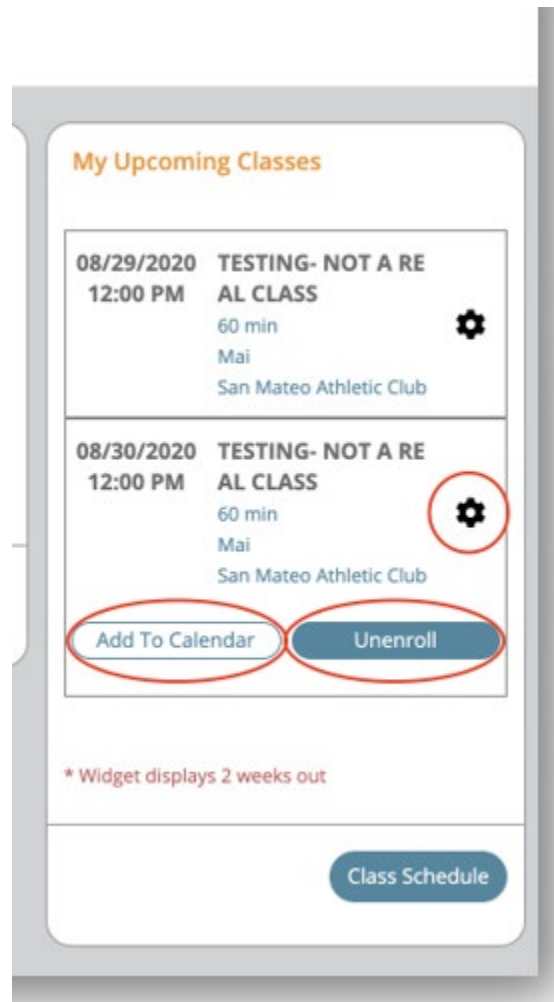


9. Click on the  icon if you would like to:

a. Add the appointment to your personal calendar

b. **UNENROLL / Cancel Your Reservation**

i. *Please be respectful of other members and reservation capacities and be sure to Unenroll for any class that you do not intend to attend. The club reserves the right to impose a penalty or cancellation fee for any 'no-show' appointments.*





- ii. Be sure to select UNENROLL to complete your Reservation Cancellation. *You may need to scroll down on your device to see the Red 'Unenroll' Button.

Details

TESTING- NOT A REAL CLASS

Type: **Class**
Date: **08/30/2020**
Start Time: **12:00 PM**
Duration: **60 min**
Instructor / Trainer: **Mai**
Location: **San Mateo Athletic Club**
Category: **Group Exercise- SMAC OUTSIDE**

Restrictions

There are no cancellation fees for unenrolling in this class.


Refund

This class is non-refundable.

Cancel Unenroll

Please call San Mateo Athletic Club at (650) 378-7373 with questions and concerns.

- iii. An UNENROLLED window will pop up to verify the unenrollment went through.



Unenrolled

You are no longer enrolled for this class.

OK

The Reservation will no longer appear in your *My Upcoming Classes* box.