

# GUIDE TO - ACCESS YOUR MEMBER AREA ONLINE

## Trainfresh.com

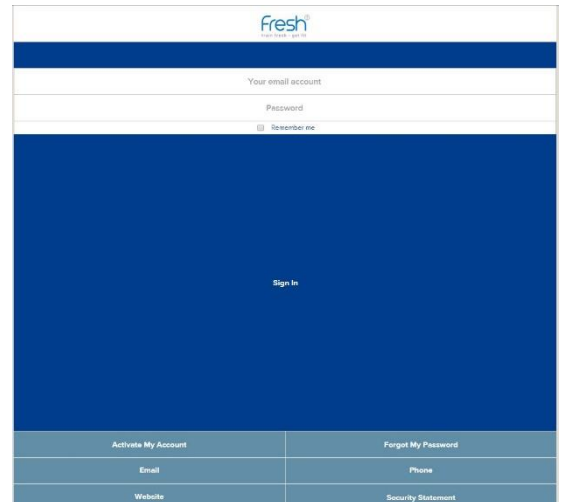
Go to website, Membership, Member Area

Loads the CW4Members page (ClubWise 4 Members)

*Note: If you have difficulty Activating Your Account*

*Please check:*

- *we have the current email address you are using to log on, entered on our system (call 01932 225 953)*



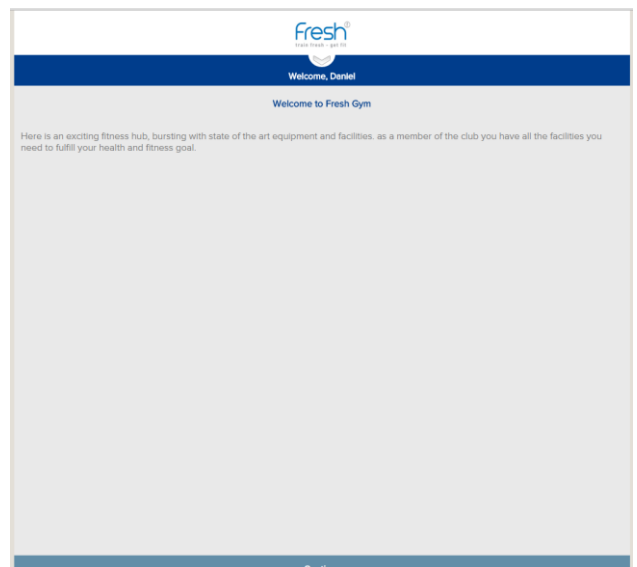
### • Step 1 – Activate My Account

- First time use. Click on Activate My Account
- Add First Name, Surname and Email or DOB
- ClubWise will email you a temporary password
- Use this to Log In initially

*Please Note: For future use, if you need to locate your Password, Fresh Reception can locate this for you.*

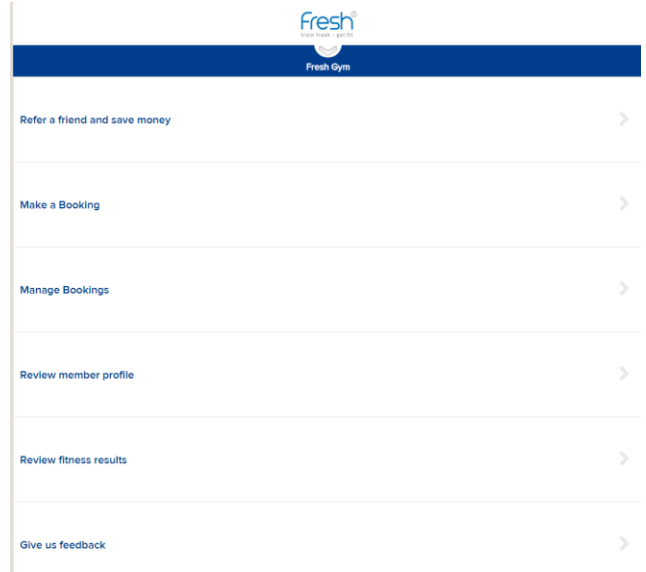
### • Step 2 – Brings you to Welcome Screen

- Click Continue



### Step 3 – Options

- Refer a friend and save money
- Make a booking
- Manage bookings
- Review Member profile
- Review Fitness results
- Give us feedback



You can also view options on the task bar at the top by clicking on the centre down arrow:



### Task Bar options (left to right)

- Phone symbol – for use if you have Skype
- Envelope – send us an email direct from this screen
- (i) Shows company info such as address and registered number
- Arrow – Log out button



### Make a Referral – want to refer a friend to Fresh?

- Input a Friend's details
- Click Make Referral
- Thank you message appears with option to:
  - Make another referral
  - Review your referrals

*Please Note: Referral gifts are available or an option to discount your membership by £1 for every month your friend is a member.*

*Each friend introduced means £1 discount per month, off of your membership. Ask for details.*

A screenshot of the 'Refer a friend' form in the Fresh Gym mobile app. The form has a dark blue header bar with a left-pointing chevron icon on the left and a house icon on the right. Below the header is a light grey bar with the text 'Refer a friend' and a sub-header 'To add a new referral please enter your friends details below and save'. The main form area contains four input fields: 'Friend's Name', 'Friend's Surname', 'Friend's Mobile No.', and 'Friend's Email'. At the bottom of the form is a dark blue bar with the text 'Make Referral'.

## Make a Booking

Book and manage activities online

- Click Book A Class (ignore the other two)
- Shows the timetable for the remaining week

*Please Note: Members can book 1 DAY in advance only (you will be able to view other days for reference only)*

- Click on required Class
- Please confirm your booking
- Click Confirm (or Cancel)
- Shows the 'Booking Confirmed' screen
- Option to Book Another Activity
- Or use Go Back arrow (top left) or Home to return to Menu

## Manage Bookings

- Shows sessions booked with option to Cancel a Booking, if required.

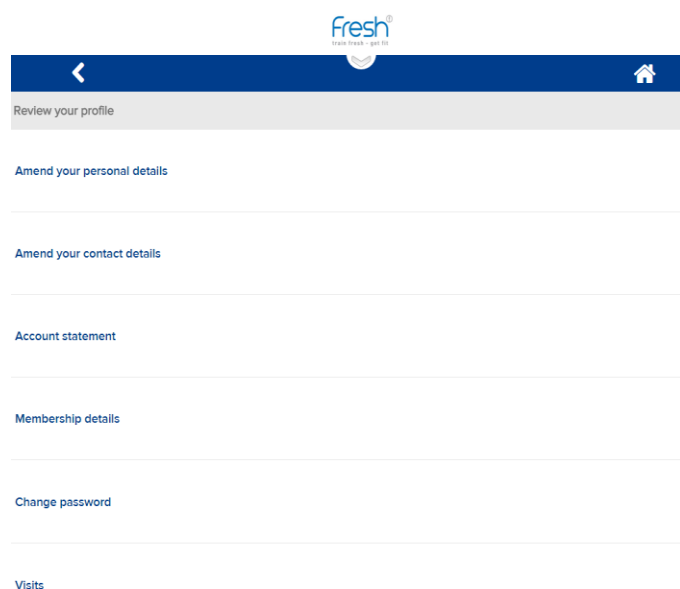
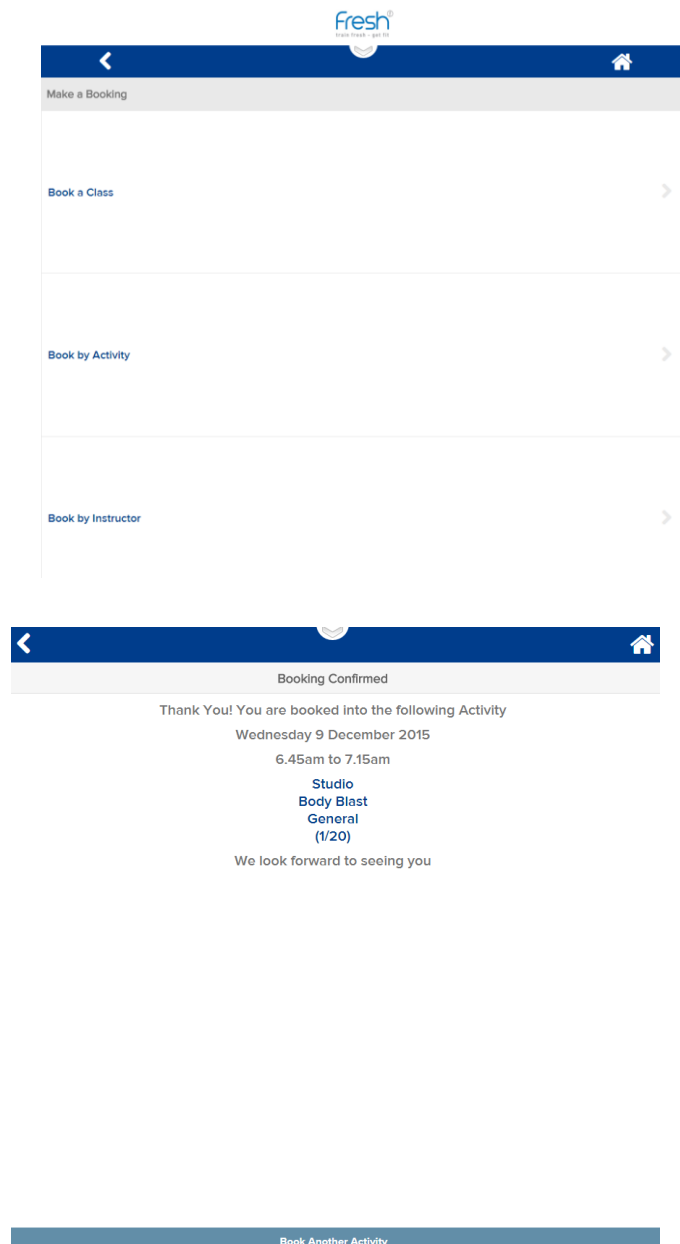
## Review Your Profile

Allows you to:

- Amend personal details and contact details
- Shows your Account Statement
- Shows Membership details (Contract status - such as start and commitment end date)

*Please Note: the Commitment End dates are not always true (due to the transfer to a new system) so please always check with Fresh Reception, 01932 225 953.*

- Allows member to change password
- Shows number of visits made

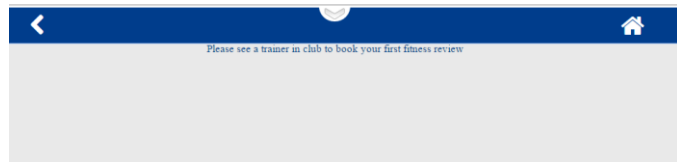


## Review Fitness Results

Currently states:

*Please see a trainer in club to book your first fitness review*

*Please Note: A review can be made by booking an appointment with a Fitness Instructor for a Review or new programme, call 01932 225 953 to book.*

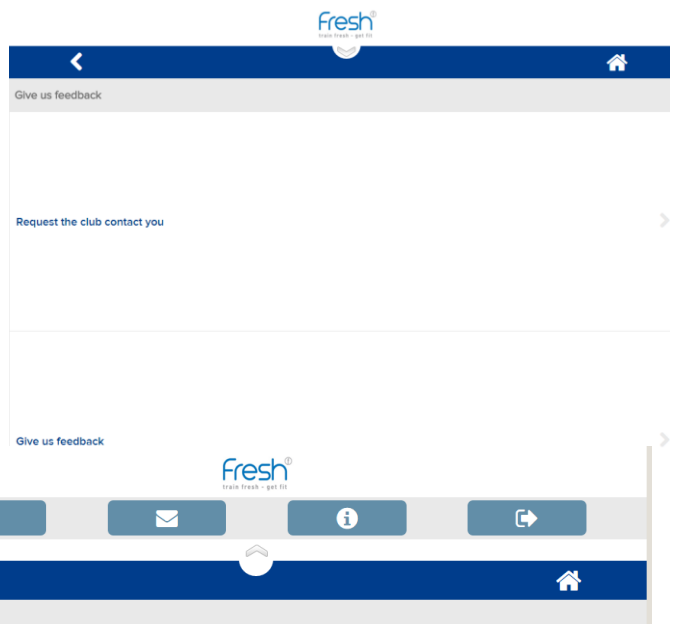


## Give Us Feedback

Option to:

Request the Club Contact you

Give us Feedback (opens a dialog box to type message and automatically send to Fresh)



Remember to LOG OUT

Use the Arrow on the right hand side

of the Task Bar