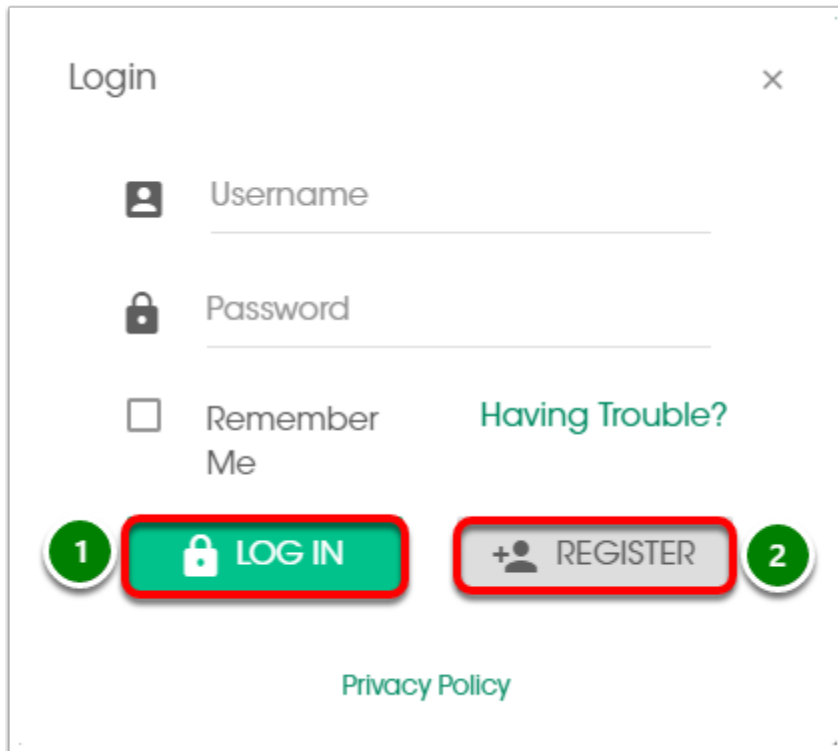


Self Service: Log in and Register

Log in and Registration page

The Self-Service log in page can have two options depending on the facility settings. This article will explain the log in and registration process.



The screenshot shows a 'Login' dialog box with a close button (X) in the top right corner. It contains two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below these fields is a checkbox labeled 'Remember Me' and a link 'Having Trouble?' in green. At the bottom, there are two buttons: a green 'LOG IN' button with a lock icon and a grey 'REGISTER' button with a plus and person icon. Both buttons are highlighted with a red border. A green circle with the number '1' is next to the 'LOG IN' button, and a green circle with the number '2' is next to the 'REGISTER' button. A 'Privacy Policy' link is located at the bottom center.

1. **Log in** - If you have already created a Self-Service account simply enter your user name and password then click **Log in**.

2. **Register** - Click this button if you want to join the facility and create a Self-Service account. The images below are examples of the registration process.

- Step 1: Enter your information into each field.

**** Trainer Tip:** This step is mandatory for all registrants.

First Name
Franklin

Last Name
Doe

Email
mmetzger@ezfacility.com

Username
Franklin123

Password
.....

Confirm Password
....

Password must be between 8 and 100 characters long and requires at least one lowercase letter, one uppercase letter, and one number.

The Password and Confirmation Password do not match.

I'm not a robot

reCAPTCHA
Privacy - Terms

CANCEL REGISTER

- Step 2: Click "I'm not a robot", then click REGISTER. Immediately, you will be redirected to the log in window and a complete registration email will be sent to your email address. This could be your last step creating a Self-Service account depending on the facility's configuration. Otherwise, you will have to complete step three before you can log in.

****Trainer Tip:** if you attempt to log in but can't right after this step would be a sign that the facility has enabled the complete registration setting.

Thank you for registering! Please check your email to complete the registration. ×

 Username

 Password

Remember Me

[Having Trouble?](#)

 LOG IN

 REGISTER

Thank you for registering! Please check your email to complete the registration. ×

- Step 3: access your email and complete the registration, by clicking on the **Complete Registration** link.

Please complete your registration

Dear Franklin Doe,

Thank you for registering at Empire SportFit's self-service portal.

Your self-service portal user name is Franklin123.

Click the button below to complete your registration.

Complete Registration

Part of completing the registration will include the option to opt in or out of **email campaigns, session reminders, and credit card expiration notifications.**

The image shows a registration form with the following elements:

- Input field for ZIP
- Input field for Home Phone (with a phone icon)
- A list of notification preferences, each with a green checkmark in a red box and an information icon:
 - Email Campaigns
 - Session Reminders
 - Credit Card Expirations
- A green SUBMIT button

Once completed, you can log into Self-Service.

****Trainer Tip:** These can be updated on the customer profile page once the customer email is validated.