

# How To Use Empire Gym Membership System (Leisure Hub)

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# How To Use Empire Gym Membership System (Leisure Hub)

## Registering To Leisure Hub

This section below details how a new customer can register to Leisure Hub and how an existing Empire Gym member can do so.

### Registration Page

The screenshot shows the Leisure Hub login and registration interface. At the top left is the 'NB LEISURE TRUST' logo. In the center, the text 'Log in' is displayed in orange. Below this, a prompt reads 'Log into your account below to continue:'. There are two input fields: 'Enter your email address' and 'Enter your password', each with a password visibility icon. Below the fields is a 'Remember Me' checkbox and a dark purple 'Log In' button. A link for 'Forgot password?' is located below the button. At the bottom, there are two registration options in purple boxes: 'I'm a member... but I need to create an online account' with a 'Select' button, and 'I'm new... and would like to sign up' with a 'Select' button.

From the login page, existing registered Leisure Hub users can login, or retrieve a forgotten password. Non-registered users have two registration options:

This is a close-up of the registration options from the previous screenshot. It shows two purple buttons with white text and 'Select' buttons. The top button reads 'I'm a member... but I need to create an online account' and the bottom button reads 'I'm new... and would like to sign up'.

1. **I'm a member... but I need to create an online account** – This option is for existing Empire members who do not have a Leisure Hub account. This will link your Leisure Hub account to your previous membership record.
2. **I'm new... and would like to sign up** – This option is for new customers who are not members of Empire Gym. This option will create a new membership record when you activate your Leisure Hub account

### New Member Registration Page

New members must fill in the required fields and tick the Registration Terms and Conditions to be able to register. The marketing communications option is optional. If you have any issues joining as a member online, please feel free to contact Empire Gym or visit the gym to complete your application.

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## Existing Membership Registration

When an existing Empire member registers to Leisure Hub, the information they provide will be used to match to their current member record. Only if you enter enough information to match to a single record (fields must match exactly) will you be able to link your previous account to a newly registered Leisure Hub account.

When you register the 'Email' option will be ticked for non-marketing communications against your membership record.

## Activation Email

An activation email will be sent to the email address entered when registering. You will need to click the activation link within this email to activate your Leisure Hub account.

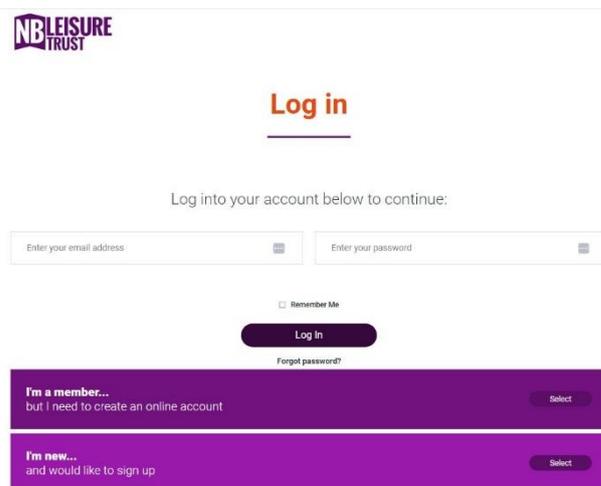
Please ensure you activate your account before the time expires.

If you do not activate your email address, when you attempt to login you will receive a Two Factor Authentication code via email which can be used to activate your Leisure Hub account.

## Once registered, you can now log in to your account

When you have completed the registration process you can login to Leisure Hub. If required, you can decide to switch on Two Factor Authentication for additional security when logging in. Two Factor Authentication can be switched on from your **My Details** page.

## Logging In



When you first navigate to Leisure Hub, you will be presented with the Login Page. From this page you can login or change your password.

You log in by entering the email you registered with and your password and either pressing Enter on your keyboard or clicking LOG IN.

If you are locked out or have entered any details incorrectly too many times, then you will be locked out of your account. When locked out, an email will be sent to you with a link to unlock your account

immediately. You will also be given the option to change your password via this email.

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## Logging In Without Activating Leisure Hub Account

If you register to Leisure Hub and attempt to login without activating your account, you will be presented with a verification page. An email will be sent to you the member with an activation code. Entering this code will log you in and activate your account.

Once you log in with the activation code, you will not need to enter a code to login again unless you enable Two Factor Authentication.

## Two Factor Authentication

From your My Details page, you enable Two Factor Authentication.

When attempting to enable Two Factor Authentication you will be prevented from saving your details if any of the required fields on the My Details page are left blank.

When Two Factor Authentication is enabled, you will be sent a verification code via email every time you attempt to login, this code will need to be entered into Leisure Hub in order for you to login.

Once you enter your verification code you can either press enter or click **LET ME IN** to login to Leisure Hub.

## Change Password

If your password becomes compromised or you forget your password, you can change it on the Leisure Hub Login page by clicking Forgotten Password.



### Forgotten password

Please enter your registered email address to receive a reset link.

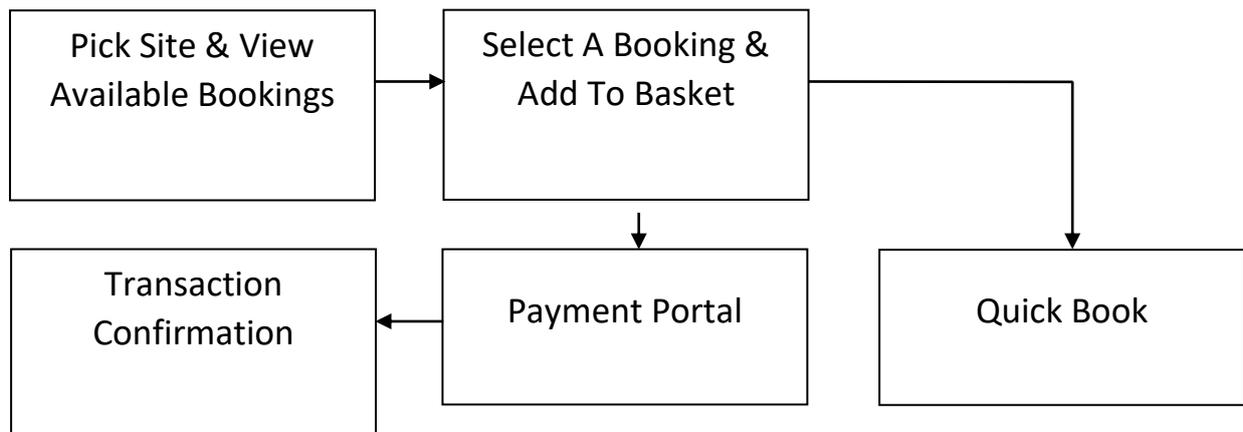
To ensure it's you attempting to change the Leisure Hub account's password, you will need to enter your email address. Once you have entered your email address and clicked send, you will receive an email with a link that will allow you to change your password.

Clicking the link in the email will open a page where you can reset your password.

Your new password will need to meet the current password policy as set in the Leisure Hub Configuration. The Password Policy requirements will be displayed on the reset password page. When you have successfully changed your password, a confirmation message will appear.

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## Online Bookings



Above is the standard flow chart for you to follow when making an Activity Booking or booking onto a Class through Leisure Hub.

## Available Bookings



### Available Bookings

These are the bookings that are available:

The screenshot shows the 'Available Bookings' interface. At the top, there is a purple header with the 'NBLEISURE TRUST' logo. Below the logo, the text 'Available Bookings' is displayed. Underneath, it says 'These are the bookings that are available:'. A purple box contains the site name 'Empire Gym and Studios' and a 'Change Site' button. Below this, there are two buttons: 'Classes' and 'Activities'. A search bar labeled 'Search activities' is present. Below the search bar, there is a 'Current Filter:' section with a 'Select' button. At the bottom, there are buttons for 'Save My Filter' and 'Clear Current Filter'. A calendar navigation bar shows the current date as 'Today 28<sup>th</sup> Jun' and the next days: 'Tomorrow 29<sup>th</sup> Jun', 'Sunday 30<sup>th</sup> Jun', 'Monday 1<sup>st</sup> Jul', and 'Tuesday 2<sup>nd</sup> Jul'. A message at the bottom states: 'There are no bookings which match the selected criteria.'

When you browse to the **Available Bookings** component for the very first time from the Leisure Hub home page, you will be prompted to select a site. Select Empire Gym & Studios where you will see Activities and Classes.

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As a logged in member, you will have the option to select a Preferred Site (this option is not available if you are not logged into Leisure Hub). Selecting a Preferred Site will mean that this site is selected every time you browse to the Available Bookings component or the Membership Selection component in the future. The Preferred Site can be changed by selecting the Change Site Button.

Scroll down to view the available bookings.

The screenshot displays the booking interface with the following elements:

- Availability:** A dropdown menu.
- Current Filter:** A button labeled "Select".
- Filter Actions:** Buttons for "Save My Filter" and "Clear Current Filter".
- Calendar:** A navigation bar showing days: "Tomorrow 29<sup>th</sup> Jun", "Sunday 30<sup>th</sup> Jun", "Monday 1<sup>st</sup> Jul", "Tuesday 2<sup>nd</sup> Jul", and "Wednesday 3<sup>rd</sup> Jul".
- Order By:** A dropdown menu set to "Time (Early-Late)".
- Class Listings:**
  - Keiser I.O.:** Location: Spin Studio, Time: 08:15, Duration: 45 mins, Spaces: Fully Booked, Cost: £5.00, Instructor: John Ennim. Includes a "Notify me of a space" button.
  - Rig Circuit:** Location: Main Gym, Time: 09:10, Duration: 45 mins, Spaces: 10 Spaces, Cost: Free, Instructor: John Ennim. Includes "Quick Book" and "Add to Basket" buttons.

From the Available Bookings component, you can browse and add items (Bookable Activities or Classes) to your basket. Activities in the past will not appear.

Fully booked class activities will continue to display on the Available Bookings page (until they are in the past). You will be able to add yourself to **the notify** me list for any fully booked class activities and if a space become available you will be contacted automatically.

### Booking Confirmation

When the Confirmation component displays, it shows you that your basket checkout process is complete.

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### Transaction Confirmation

Thank you for your booking(s)/purchase(s) made on 07/01/2020 09:12. Your reference is 5dd2e1c1-8ef4-458d-b108-4cf533fb6086. We're happy to confirm the following:

Item	Price	Qty	Item Total
Tennis At 10:15 AM on 1/7/2020 At Xn Leisure Centre Xn Outdoor Tennis Courts : Court 1	£0.00	1	£0.00
Basket Total:			£0.00

No payment was taken for this transaction.  
We hope you enjoy your activities at our centre(s).  
Please refer to our booking conditions in the [My Documents area](#).

A confirmation email will also be sent to you.

## Member's Homepage



### Members' Homepage

#### Options

Online Booking	My Bookings
My Payments	My Debts
My Memberships	Membership Prices
My Details	My Documents

From the member homepage you can manage all areas of your membership. You can view your **Online Bookings** which will show you any recent Group Fitness Class bookings currently available. You can easily book your next class from here and check availability.

**My Payments** shows you payments you have made during your gym membership

**My Memberships** is to show the membership you are signed up for to and when your membership renewal is due.

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**My Details** allows you to view all your personal details, you can edit your details here including changing your address or email.

**My Bookings** show any previous and future Fitness Class bookings you have made.

**My Debts** will highlight any money that maybe owing on your account.

**Membership Prices** will show all the types of memberships we have available. You can also use this area to buy a new membership.

**My Documents** allows you to store any relevant documents such as your membership form, terms and conditions, and invoices in either Word or PDF format.

If you have any further questions on accessing and using Leisure Hub, please contact Empire Gym & Studios on **024 76400 500**