



SISTERS

ATHLETIC CLUB

Sisters Athletic Club

1001 Desperado Trail

Sisters, OR

97759

(541) 549-6878

Club Automation: Member Portal

Welcome to the your Sisters Athletic Club member portal. Accessing your member portal allows you to view and update personal information, view your statement, pay your bill, and more! The guide below outlines the various features available to allow for effective use of your member portal.

1 HOW TO LOG IN

Initial Login: To access the member portal for the first time, begin by opening <https://sistersac.clubautomation.com/>. Be sure to not include www. when opening the member portal. You can also select “Login” from the top of www.sistersathleticclub.com.

Once on the site, locate the “**Access My Account**” button listed under “First time here?”.



Sisters Athletic Club

Online Access



Login to sistersac

[Forgot your password ?](#)

Login

First time here?

Click on Access My Account to register for online access for Sisters Athletic Club.

Access My Account

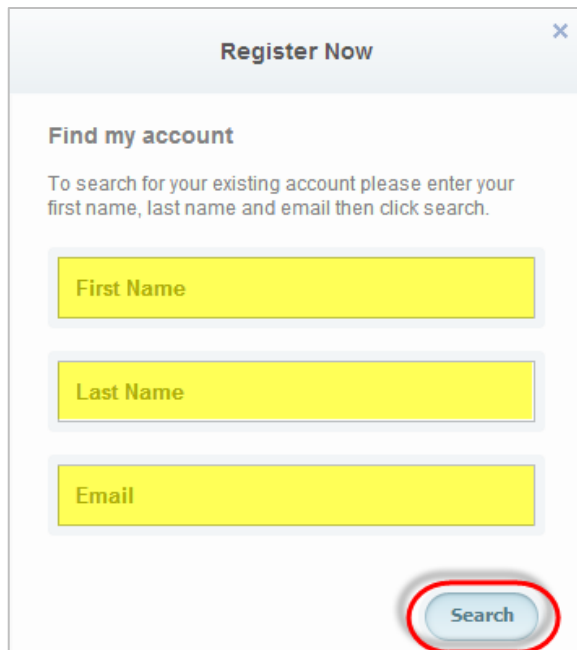
Register for classes

To view or register for a class please click "Get Started Here".

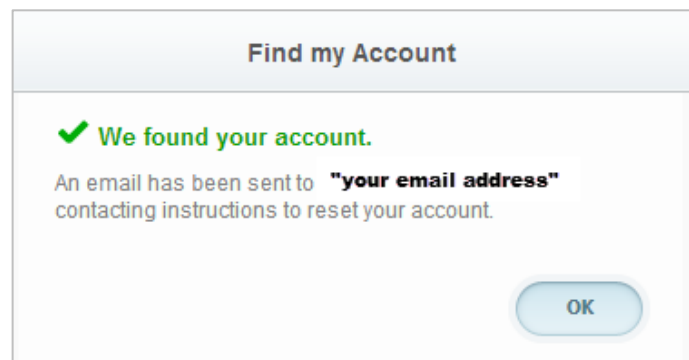
Get Started Here

In the “Register Now” window, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner.

Once your account has been identified, you will receive a “We found your account.” prompt. *A verification email will then be sent to your email address with the final login instructions.* Please open your email to access these instructions.



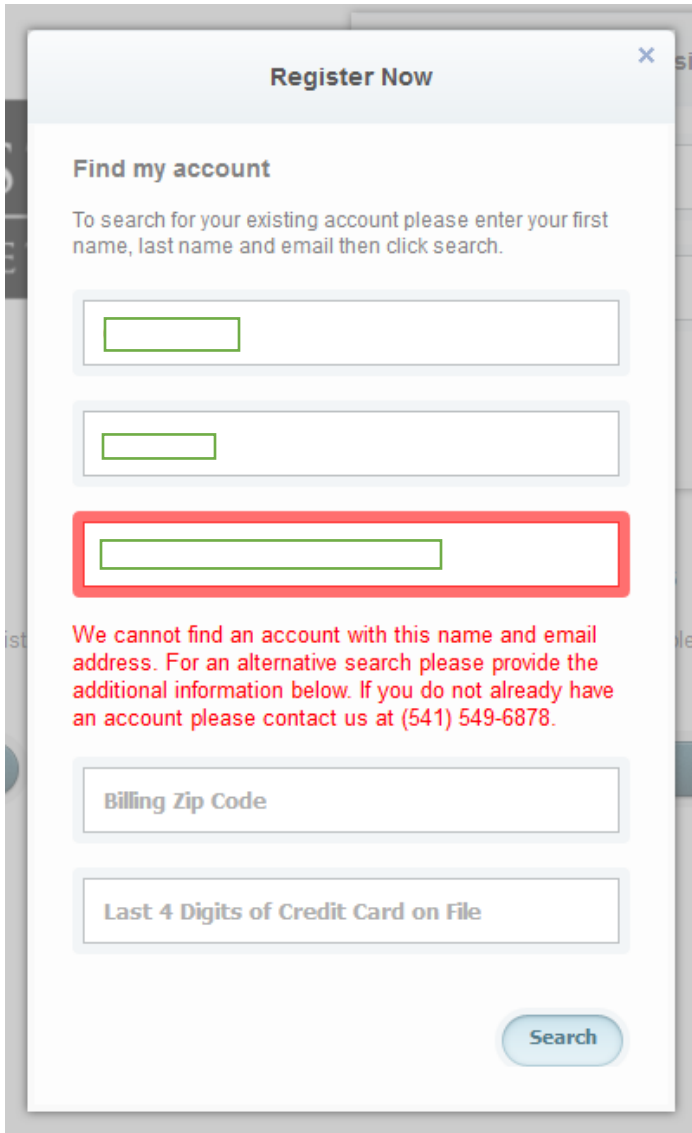
The "Register Now" window has a title bar with a close button (X). Below the title bar is a section titled "Find my account" with a subtitle: "To search for your existing account please enter your first name, last name and email then click search." There are three yellow input fields labeled "First Name", "Last Name", and "Email". At the bottom right, there is a blue "Search" button, which is highlighted with a red circle.



The "Find my Account" window has a title bar. Below the title bar, there is a green checkmark icon followed by the text "We found your account." Below this, it says "An email has been sent to 'your email address' contacting instructions to reset your account." At the bottom right, there is a blue "OK" button.

The email you receive includes a verification link that **must** be opened to complete the setup process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

If we don't have your email address already in the system you will be asked to provide your billing zip code and bank information on file to confirm your identity.



Register Now ×

Find my account

To search for your existing account please enter your first name, last name and email then click search.

We cannot find an account with this name and email address. For an alternative search please provide the additional information below. If you do not already have an account please contact us at (541) 549-6878.

Note: You will only be directed to this information page during your initial log in. Future logins will not require this additional step.

Finally, complete all required fields on the information page, agree to the standard liability waiver, and select “Save Account”. You will then be directed to the member portal home page!



Sisters Athletic Club

[Online Access](#)

Please verify & complete your information in the form below

Contact Info

First Name *

Last Name *

Emergency Contact Info

Full Name *

Relationship *

Family Members

There are no family members connected to this account

Standard login: After completing the initial log in steps, your account has been created and you no longer need to use “Access My Account” to log in. Going forward, you will enter your “Username” (your email address) and “Password” in the “Login to sistersac” box.



Sisters Athletic Club

[Online Access](#)



Login to sistersac

Username

Password

Forgot your password ?

Login

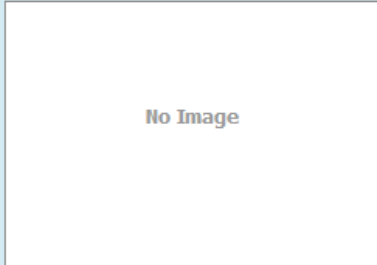
Questions: If you have any problems accessing your account, select “Forgot your password?” and a new verification link will be sent to your email. If you need to set up a new account or if the email address you provided isn’t recognized by the system, contact the club at (541) 549-6878 for further assistance.

2 MEMBER PORTAL OVERVIEW

Home Page: When logging in you will be directed to your “Home” page. The home page lists the following:

- *Current balance and membership type* – these will be listed just below your name
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name to navigate to different family members’ profiles

Welcome, Test Account



No Image

\$0.00 Current Balance

Single | \$0.00

House Charge: credit card

Current member balance and active membership will be listed below your name. If you have family members linked to you, you can use the drop down next to your name to view their member portal profile.

CLUB ANNOUNCEMENTS

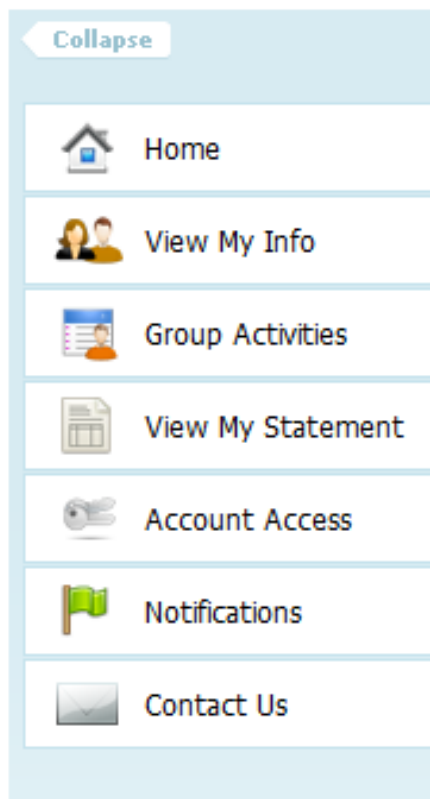
Welcome!

August 7, 2014

Welcome, Member!

Member Portal Tabs: Located on the left side of the member portal are the various tabs you will use to access class sign-ups, member statement, notifications, etc. Below is the list of tabs you can access through your member portal.

- **Home:** This will navigate you back to the “Home” screen outlined above
- **View My Info:** Update personal and billing information
- **Group Activities:** Sign up for classes that are offered online
- **View My Statement:** Select to review charges and payments posted to your statement
- **Account Access:** Determine what linked family members are able to access on their unique login
- **Notifications:** This feature allows you to opt in or out of club email communications
- **Contact Us:** This feature allows you to send Sisters Athletic Club a message or question



3 VIEW MY INFO

From this tab you can update your personal and billing information, along with any linked members' information if logged in as the primary member.

Personal Information: To update your personal information, begin by selecting "Edit" in the top right corner of the Personal Information box.

PERSONAL INFORMATION		Edit	
Name	Test Account	Phone Number	(123) 456-7890 [H]
Access Card	-not set-	Email	test@email.com
Gender	Female	Login	test@email.com
Date of Birth	01/11/1960	Address	Sisters, OR 97759

Billing Information: To update your payment method, begin by selecting "Edit" in the top right corner of the Billing Information box. Billing information can be updated on the primary account.

BILLING INFORMATION		Edit	
House Charge	Credit Card	Card Name	Test Card
Statement Delivery Method	None	Credit Card Type	Visa
Tax exempt	No	Credit Card #	41*****1111
		Name on Card	Test Card
		Card Expiration	01/01/2030
		Billing Address	Same as Contact
		Available on POS	Yes


4 GROUP ACTIVITIES

By clicking into this tab you can see any class that is offered for online registration. To search for a specific class, use the filters at the top of the screen, or leave these blank to see a list of all the offered classes that are available for online sign-ups. Just like at the front desk, classes are available one week in advance.

- Click “Sign Up” to begin the registration process.

CLASSES

Search by keyword All Events

◀ ▶ 07/06/2017  Today Search by Age From to [Search classes](#)

Thursday | July 06, 2017

09:30am - 10:30am Q Club Closed

Facility: Sisters Department: Fitness
Instructor: N/A

12:00pm - 01:00pm Spin NOON Sign Up

Facility: Sisters Department: Fitness
Instructor: N/A

- Select which member to register for the class and click “Register.”

Spin AM on 09/12/2018 ×

Sign Up / Add family members

Select which profile(s) to register in this class. By proceeding with registration, you are agreeing to the [terms and conditions](#).

Member - \$0.00

Cancel [Register](#)

Spin AM on 09/12/2018 ×

Sign Up / Add family members

Select which profile(s) to register in this class. By proceeding with registration, you are agreeing to the [terms and conditions](#).

Member - \$0.00 ✓

Cancel [Register](#)

5 VIEW MY STATEMENT


On the “View My Statement” tab, you can review all charges and payments on your member statement.

- When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name – highlighted in yellow in the picture below.
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the right side of the statement screen – boxed in red below.

Collapse

- Home
- View My Info
- View My Statement**
- Pay my Bill
- Packages
- Account Access
- Notifications
- Contact Us

Combined Statement **ACTIVE**



No Image

\$0.00 Current Balance

Silver Sneakers | \$0.00

House Charge: mail bill

Trans #	User Name	Date	Description	Type	Amount \$
1102	Test Person	10/04/16 3:23pm	Kids Club (Member) - 1 Hour	Charge	2.00
T-64	Test Person	10/04/16 3:23pm	Payment: Cash	Payment	-2.00
R-1102	Test Person	10/04/16 4:17pm	Kids Club (Member) - 1 Hour (Credit: \$2.00)	Refund	1102
T-70	Test Person	10/05/16 2:33am	\$1,224.00 Account Credit Applied	Credit	
T-71	Test Person	10/05/16 2:33am	\$154.00 Account Credit Applied	Credit	
T-72	Test Person	10/05/16 2:33am	\$132.00 Account Credit Applied	Credit	
1133	Test Person	10/05/16 7:40am	Ear Buds	Charge	4.00
T-87	Test Person	10/05/16 7:40am	Payment: Credit card (Master Card **** 4330)	Payment	-4.00
6068	Test Person	10/05/16 5:33pm	Personal Training - 30 Minute (12 pack) (10% discount applied)	Charge	378.00
T-490	Test Person	10/06/16 11:18am	Account Credit Issued: Account Credit for refunded Personal Training - 30 Minute (12 pack) (10% discount applied)	Credit	-378.00
T-578	Test Person	10/07/16 2:30am	\$131.13 Account Credit Applied	Credit	
T-705	Test Person	10/08/16 2:30am	\$246.87 Account Credit Applied	Credit	

Previous Balance (September, 2016) 0.00

Payments -6.00

Charges 384.00

Credits -378.00

New Balance (October, 2016) 0.00

October, 2016

Payment Status

All Transaction Types

Search

Generate PDF

6 ACCOUNT ACCESS

This tab allows primary account holders to determine what linked members can access on their member portals. For example, if a mother is the primary account holder and her children are linked to her account, she can allow or deny access to specific member portal features on her children's accounts.

The three features the primary account holder can allow/deny access to are listed below. Select the feature to allow access and uncheck to deny. Select "Save" in the bottom right to confirm changes.

View charges – if unchecked, the "View My Statement" tab is not visible on the members' portal

ACCOUNT ACCESS

Select the access levels you would like for your account dependants.

Give access to [Everyone](#) | [No one](#)

<input checked="" type="checkbox"/> Test Account	<input checked="" type="checkbox"/> View Charges	Account Holder
<input checked="" type="checkbox"/> Test Dependent	<input checked="" type="checkbox"/> View Charges	

7 NOTIFICATIONS

Through the notifications tab you can turn on and off various forms of club email communication. To edit your notification settings, select “Edit” in the top right corner of the Notifications box.

Note: Only email notifications are currently available.

- *To turn notifications on:* ensure the “E-mail” box is checked to the right of the notification type
- *To turn notifications off:* uncheck the “E-mail” box to the right of the notification type

Once the desired notifications have been selected, click “Save changes” in the bottom left corner to confirm notification preferences.

NOTIFICATIONS

Currently editing

Table below summarizes the member’s communication preferences for notifications.

Notification Type	E-mail	SMS
Private Lesson Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Court Time Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Group Event Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Private Lesson Created Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Court Time Booked Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Group Event Registration Notification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General Club Communications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Statement	<input type="checkbox"/>	<input type="checkbox"/>

Save changes

or Cancel

8 CONTACT US

If you have any questions regarding the Club, please do not hesitate to reach out to us! The “Contact Us” tab allows you to send an email directly to the team using the “What did you want to ask us?” box. You can also reach us directly at (541) 549-6878. We are excited for you to begin using the member portal! Please don’t hesitate to reach out with any questions, we are happy to help however we can.