

Empower M.E. Member Portal

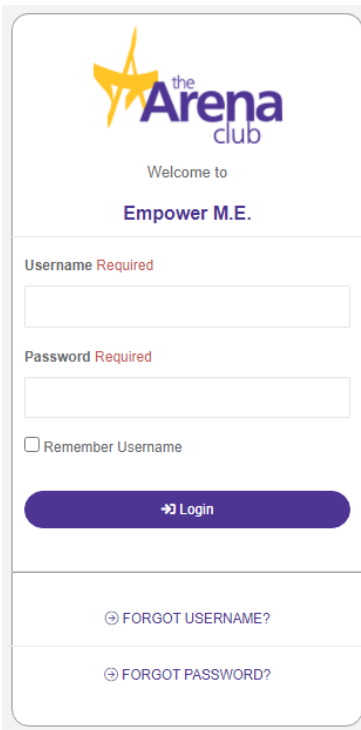
Table of Contents

1. Logging in
2. Resetting a Password
3. Dashboard
4. My Activities
 - Class Schedule
 - Book Appointment
 - My Calendar*
5. My Account
 - Pay Balance*
 - Manage Payment Methods
 - Update billing ACH
 - Update billing Credit Card
 - Add a card on file
 - Manage Profile
 - **Manage Family
 - Account History
 - Packages
 - Check-In History

Empower M.E. Member Portal

Logging In

- Visit the club website and at the top right-hand corner you will see a Member Login button. Click on it to visit the Member Login (Empower ME).
- The user name and password are your Member ID for both. Your Member ID is the number associated with the barcode on the back of your Arena Club Keytag. If you do not know this number, please contact the front desk at 410-734-7300.



The screenshot shows the login interface for the Empower M.E. Member Portal. At the top, there is the logo for 'the Arena club' with a yellow star icon. Below the logo, it says 'Welcome to Empower M.E.'. The form contains two input fields: 'Username Required' and 'Password Required'. Below these fields is a checkbox labeled 'Remember Username'. A purple button with a right-pointing arrow and the text 'Login' is positioned below the checkbox. At the bottom of the form, there are two links: 'FORGOT USERNAME?' and 'FORGOT PASSWORD?', each with a circular arrow icon to its left.

- When you log on to Empower M.E. the first time, you will need to change your password. You also have the option of changing your user name, which we suggest you do as a good security practice.

Empower M.E. Member Portal

- Change Username -

OPTIONAL STEP

FIRST TIME LOGGING IN?
Would you like to change your username?
Current Username:
T9025

YES, I WANT TO CHANGE

NO THANKS, CONTINUE

- The password must be 8 to 32 alphanumeric characters and contain 1 lower-case character, 1 uppercase character, and 1 special character. It cannot contain spaces, the word “password”, or your user name.

- 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

- You can change your password at any time in Empower M.E. using My Account > Manage Profile > Password. When you change your password, you cannot use any of your 5 previous passwords or any password that was used in the last 6 months.

Resetting a Password

1. You can reset your password by clicking **Forgot Password** from the Member Portal link.

Empower M.E. Member Portal

the Arena club
Welcome to
Empower M.E.

Username Required

Password Required

Remember Username

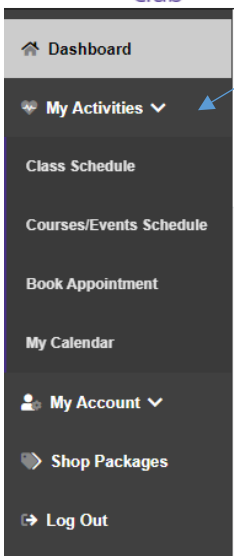
→ Login

⊕ FORGOT USERNAME?

⊕ FORGOT PASSWORD?

2. Enter your user name and a password reset option will be sent to the email you have on file.

MY ACTIVITIES



Empower M.E. Member Portal

Class Schedule

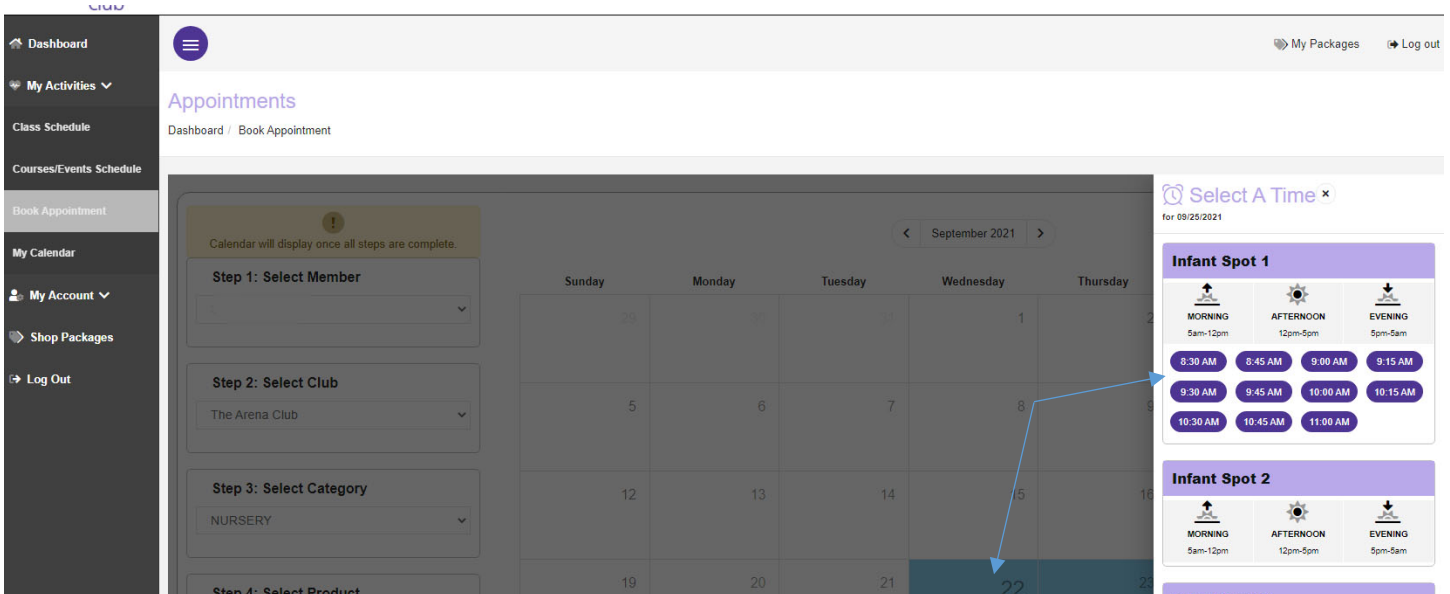
1. Log into the member portal and select My Activities
2. Click **Class Schedule**
3. Select the date of the class you'd like to register for
4. Select More Filters to use Key Words or Instructors/Resources
5. Select the desired class
 - a. Class Detail popup gives you the option to sign up.
6. If payment is required you will be prompted to pay the fee.

The screenshot displays the 'Select Classes' interface in the Empower M.E. Member Portal. On the left is a dark sidebar with navigation links: Dashboard, My Activities, Class Schedule, Courses/Events Schedule, Book Appointment, My Calendar, My Account, Shop Packages, and Log Out. The main content area has a header with a hamburger menu, 'My Packages', and 'Log out'. Below the header, the page title is 'Select Classes' with a breadcrumb 'Dashboard / Select Classes'. The main content area contains a 'Class Filters' section with three dropdown menus: 'Select Date' (set to 9/23/2021), 'Select Club' (set to The Arena Club), and 'Select Category' (set to ALL). A 'MORE FILTERS' link is located to the right of the 'Select Category' dropdown. Below the filters, a table lists classes for 'Thursday 9/23/21'. The first class is 'CYCLING' at 5:45 AM, 45 Min, by Andy Walsh. The second class is 'CYCLING' at 9:15 AM, 45 Min, by Justine Hendricks. Both class entries have a right-pointing arrow.

Empower M.E. Member Portal

Book Childcare Appointment

1. Log into the member portal and select My Activities
2. Click **Book Appointment**
3. To drill down for a specific appointment type
 - a. Select Club if applicable
 - b. Select Category
 - c. Select Product
 - d. Select “All Resources” or a Specific Resource
 - e. Select the Day
 - i. This brings up a popup where you select the time range
 - ii. Select the Time Range
 - iii. Select specific time
 - iv. If additional resources are needed you will be prompted to select.

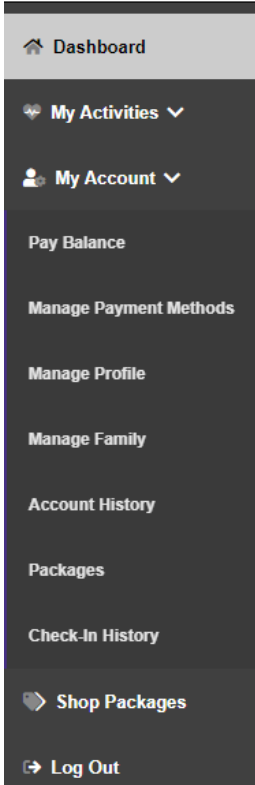


My Calendar

1. Log into the member portal and select My Activities
2. Click **My Calendar**
3. Activities will be listed in chronological order.
4. Select Additional Filters if needed

Empower M.E. Member Portal

MY ACCOUNT



My Account

Pay Balance*

Manage Payment Methods

Manage Profile

****Manage Family**

Account History

Packages

Check-In History

**Only members with HOH designation can view the manage family tab.

Pay Balance

5. Log into the member portal and select My Account
 6. Click **Pay Now**
 7. Enter the payment amount, if different than the total balance
 8. To pay using the card on file, click the **PAY WITH THIS METHOD** button in the SAVED CARDS area. The PAY page appears.
-

Empower M.E. Member Portal

2. SELECT PAYMENT METHOD

NEW CREDIT CARD

SAVED CARDS

Select Card On File

To pay with a card on file, simply find the card you wish to use and select "PAY WITH THIS METHOD"

HOUSE ACCOUNT

DISCOVER

**** * 9763

Exp. date: 09/2019
Name: Tandeh Disc Test 2

PAY WITH THIS METHOD

9. To pay with a card not on file:
 - a. Click **NEW CREDIT CARD**. The fields for entering the credit card appear.
 - b. Complete the fields.
 - c. To **Save** this card, click the check box to **Save** for use in the future

BILLING ADDRESS

Same As My Home Address
35 North Street
Charlotte, NC 28105

Save Card For Future Use

Use For House Account?

To save the card for future use, click **Save** and click **Submit**

SUBMIT

- d. Click the **Submit** button. The PAY page appears.
10. Click the **Pay** button. The payment is processed.

?

PAY \$194.75

Do you wish to pay this amount with the following payment method: **** 5454?

Pay Cancel

Manage Payment Methods

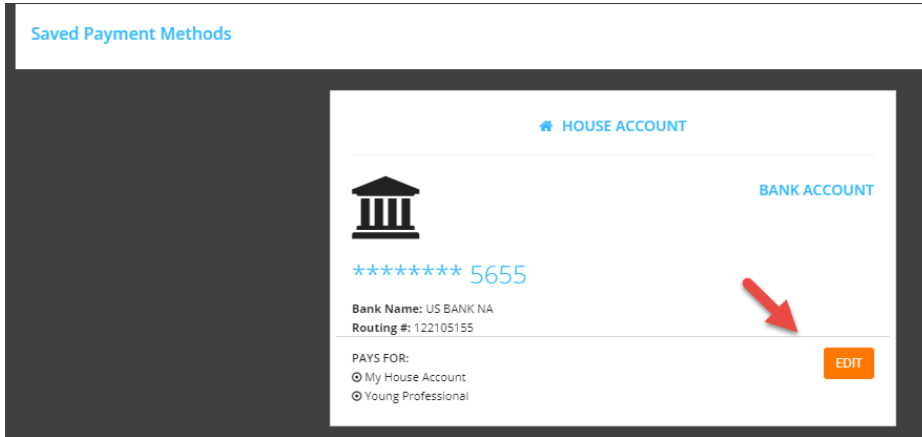
You can update their own credit card or ACH information.

1. Log into the member portal
2. Click **My Account**
3. Click **Manage Payment Methods** to update the form of payment on file

Empower M.E. Member Portal

Update ACH Information

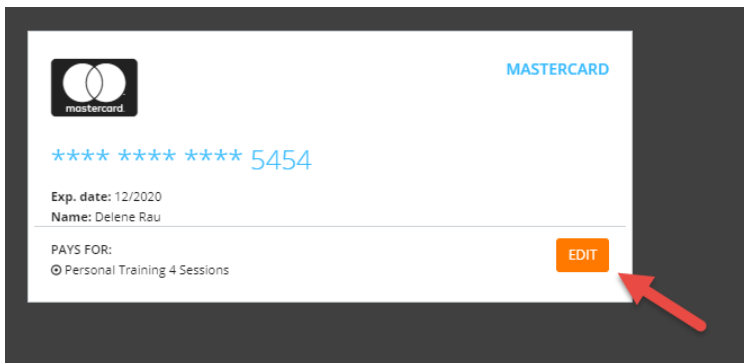
1. To **Edit** the existing ACH on file – click **Edit** on the Saved **Bank Account**



2. Updating an existing Bank Account allows you to update the account number, routing number, and type of account
3. Sign to acknowledge the terms and conditions
4. You will need to click **Save Changes** on the bottom right

Update Credit Card Information

1. To **Edit** the existing Credit Card on file – click **Edit** on the Saved **Credit Card**



2. Updating an existing credit card allows you to change:
 - a. Expiration Date
 - b. Billing address
 - c. Update whether or not the card can be used for in-club purchases
3. Any change will require a signature and acknowledgment of terms and conditions
4. You will need to click **Save Changes** on the bottom right.

Empower M.E. Member Portal

Add a Card on File

1. To add a **new** card on file, complete the left side including:
 - a. Name on the card
 - b. Card number
 - c. Card expiration
 - d. Review the billing address to be sure the one on file matches OR uncheck the box and add the billing address for the card
 - e. Use for House Account – **House Account is used for any charges generated as a result of billing declines**
 - f. Use for in-club Purchases – **This is used for any purchases made at the club using this card on file if answered yes**
 - g. The check box indicates whether or not the member would like to pay for the membership agreement using this card
 - h. You will need to add a signature and acknowledgment of terms and conditions
 - i. Click **Add Credit Card** to complete the process

Manage Profile

The screenshot shows the 'Manage Profile' interface. On the left is a dark sidebar with an orange header for 'Manage Profile'. Below it are links for 'Manage Family', 'Account History', 'Packages', 'Check-In History', 'Shop Packages', and 'Cart'. The main content area on the right is dark grey and contains five sections, each with an icon and a label: a person icon for 'Username', an asterisk icon for 'Password', a house icon for 'General Information', a group of people icon for 'Group Activity Options', and a bicycle icon for 'Interests'.

1. Log into the member portal
2. Click **My Account**
3. Click **Manage Profile** to update
 - a. Username
 - b. Password
 - c. General Information such as address, phone number and email address
 - d. Group Activity Options gives the member the option to opt in or out. This will allow others to search for, and include you in group activities.
 - e. Interests
4. Click **Save Changes** after making any updates

Empower M.E. Member Portal

Manage Family

You can update your phone number, address, or email.

1. Log into the member portal
2. Click **My Account**
3. Click **Manage Family**
4. Select Family Member to
 - a. Pay Balance
 - b. Mark as HOH (Head of Household)
 - c. Invite a family member to activate their EME account.
 - d. General Information such as address, phone number and email address

The screenshot shows the 'Manage Family' interface for Michael Rau. On the left is a dark sidebar with navigation options: Pay Balance, Manage Payment Methods, Manage Profile, Manage Family (highlighted), Account History, Packages, Check-In History, Shop Packages, Cart, and Log Out. The main content area is titled 'Who Would You Like To Manage?' and features a profile card for Michael Rau with a 'Member Balance' of \$0.00 and a 'Pay Now' button. Below this is a 'MEMBER OPTIONS' section with three actions: 'HEAD OF HOUSEHOLD' (with a 'Go' button), 'INVITE MICHAEL' (with an email input field containing 'michael@gmail.com' and a 'Send' button), and a list of other family members: Loren Rau, Aaron Rau, and Hunter Rau.

Empower M.E. Member Portal

Account History

1. Click **Account History**
2. Enter the **Date Range** and click **Search Dates**

LESLEY SILVESTRE
2137 Norcal St
Sacramento, CA 95864

JONAS SPORTS-PLEX
16969 S Texas Ave
Webster, TX 77598

PRINT HISTORY

Date Range
Choose a start date: 2/1/2019 | Choose an end date: 5/8/2019 | **SEARCH DATES**

Search
Search in table
You can search by any of the column fields such as date, description, etc.

Due Date	Invoice Date	Description	Payment	Invoice Amount	Balance	Receipt #
04/01/2019	03/27/2019	PT 60 Mins: Silvestre, Lesley		\$194.75	\$194.75	486
03/04/2019		Online Payment	\$25.00		\$0.00	384
03/04/2019		Online Balance Payment	\$5.00		\$25.00	386
03/01/2019	03/04/2019	Membership Dues		\$5.00	\$30.00	385
02/12/2019		Payment	\$422.96		\$25.00	360
02/01/2019	03/04/2019	Membership Dues		\$25.00	\$447.96	383

PRINT HISTORY

3. Click **Print History** to generate a printable format with detail
4. Click on the individual receipt numbers to view more detail about a transaction

Note:

- Primary members can view all account history placed on their account. Secondary members only see their individual invoices.
- If you are using a mobile device to access Empower M.E. and want to view your account history, you can click the menu icon and then select Account > Account History.

If you want to view the details about an invoice, you can click the + after Due Date. The details appear.

Empower M.E. Member Portal

Packages

1. Log into the member portal
2. In the menu on the left, click **My Account**
3. Click **Packages**
4. View previously purchased packages for member and family member if HOH.

View Check-In History

5. Log into the member portal
6. In the menu on the left, click **My Account**
7. Click **Check-In History**
8. Enter the **Date Range** to view and click **Search Dates**

LESLEY SILVESTRE
2137 Norcal St
Sacramento, CA 95864

JONAS SPORTS-PLEX
16969 S Texas Ave
Webster, TX 77598

Date Range
Choose a start date: 11/1/2018 to Choose an end date: 5/8/2019 **SEARCH DATES**

Search
Search in table
You can search by any of the column fields such as time, description or club

Date	Time	Description	Club
02/13/2019	3:16 PM	General Facility	Jonas Sports-Plex

PRINT HISTORY (top right)

PRINT HISTORY (bottom right)

9. Click **Print History** to generate a printable format