

Introducing Great Lakes Athletic Club's
Member Self-Service Website

Dear GLAC Member,

Great Lakes Athletic Club is pleased to present our new Member Self-Service website. This website can be used in a variety of ways and is a great compliment to our other 5 Star services.

The website offers our members the ability to:

- View membership information
- View membership account activity
- View individual invoices posted to the account
- View payment detail
- Make real-time credit card payments
- Enroll in classes/programs and purchase classes/programs in real-time
- View list of classes/programs currently enrolled in
- Book new appointments such as racquetball courts, Personal Training etc. (not yet available online)
- View current appointments

In order to access the Member Self-Service website, a link has been placed on the Home page of our website, www.greatlakesathleticclub.com and click the link that says "**Member Self-Service**".

This will take you to the log-in screen. Your *username* will be your **member id** number printed on your membership card. Your *initial password* is your **member id** number as well. Once you have entered this information, the site will prompt you to create your own password; however, your username will always be your member id number.

After you have changed your password, you will then be directed to your home page which will have your name off to the left of the page and a menu bar of options listed down the left hand side.

From here, you can chose what you want to do such as view your account Membership Info, Account History, Class Enrollment, Manage Appointments, Payments etc.

We will outline two of the most common functions:

Make a payment

- From the Home page, click on the **Payment tab** (located down the left hand-side of the page)
- The **Make Payment** will appear
- Choose between two options: **Use Card on File** or **Use Alternative Credit Card**
- If choose **Use Card on File**, then the card that GLAC uses to charge your monthly membership dues will used to make the payment
- Or you can choose to **Use Alternative Credit Card** method. You must then input the new payment information.
- **Verify your Billing Address** (please note that if you use Alternative Credit Card, you will need to input your address).
- Under **Input Amount and Pay**, either choose **Pay current balance** or **Pay other Amount**
- Click **Submit**
- The next screen will want you to confirm this payment by clicking on **Confirm** or **Change**
- Click **Confirm**

Enroll in and Purchase a Class/Program (See below on instruction on how to enroll children in programs)

- On the Home page, click on the **Class Enrollment tab** (located down the left hand-side of the page)
- This will take you to a page titled **Enrolled Classes**
- Click on **Enroll in Another Class**
- The page will change to **Enroll in Daily classes**
- You will then select **Courses**
- This page is **Enroll for a Course** and will give you a list of classes/programs
- Search the list to find the one you are looking for

- You will notice that this screen gives you information about the class like the **Class Name, Price, Class Start/End Date, Class Time** (i.e. 12:00pm-1:00pm), **Availability (will show openings or capacity full)** and **Actions**
- Once you find the class, click on **Sign Up**
- The next screen is **Enroll for a Course - Confirm**
- This screen requires you to select **Pay Now, Pay Later** or **Cancel**
- For **Pay Now**, you will be taken to the **Payment** screen and you will follow the **Make Payment** directions
- For **Pay Later**, when you select **Pay Later** (*the charge goes on your membership account to be billed with your monthly dues*) and a confirmation message will appear saying "**Class Enrolled Successfully**"
- If you happened to select a class where the capacity was **full**, then you will receive a message saying "**Class Enrolled Standby**"
- This Standby message will mean that the class was put on your membership account for payment; however, you are **not** actually *enrolled* in the class until you receive confirmation from the Member Services Department that a new class will be open to accommodate the people on **Standby**.
- If a new class is not opened to take **Standby** participants, then a refund will be placed on the account and the **Standby** status will be removed.
- **Standby** status **does not** mean that you are enrolled in the class, however, you must pay for the class in order to be placed in a **Standby** status.
- Once enrolled in a class, you may **only** select "**Unenroll**" before the class start date; *see Program book for Class Cancellation policy or Member Services Department and a refund will be requested for the class/program.*__

***To enroll your children in a class/program:**

- You will need your child(ren)'s **member id** number (Member id number maybe obtained by calling *GLAC*)
- You must then use your child's member id number to log in as your child
- Follow the procedure to **Enroll in and purchase a class/program**