Recreation and Wellbeing
Online Membership Portal

Welcome to the Recreation and Wellbeing Online Portal. On this new, user-friendly portal, we hope the steps below help you navigate the system and answers questions you may have. If you need further assistance, please contact Member Services at (312) 413-5162.

HOME SCREEN

View as

In the top right corner of the screen, you will see a "Welcome, [Name]": this indicates who is logged into the portal at the time. If you are the primary member on the account, you will see directly below that, a "Linked Profiles" drop downlist. This list identifies all profiles linked to your account. If you want to view the portal as someone linked in your profile, simply click the drop-down menu, and select the individual you would like to view the portal as.

Member Information

Under this section, you can see some basic information about your membership. Things such as:

- Current balance
- House Charge – how you are billed
- The current membership you have
- Amount and next charge date for your membership

Club Announcements

If the facility has any announcements to make, you can view those under our Club Announcement section on the main screen.

My Events/Registrations

If you have group fitness classes, program enrollments, or bookings, you can see any upcoming information.

VIEW MY INFO

Personal Information

View your current personal information in this section. Select Edit on the Personal Information section to make changes. Most fields can be updated. Once changes are made, click Save Changes.

Things you can change:

- Gender
- Email
- Login (and password)
- Phone Number(s)
- Emergency Contact Information
- Address

Things you cannot change:

- Name
- Access Card
- Date of Birth

Membership Information

Here you can view your active, pending, or cancelled memberships on your account. This section will show the member's name, status, amount and date of next billing cycle (if applicable).

Billing Information

Under the billing information section, you can view how your current membership is getting billed and how you receive a statement for your monthly dues.

Add a credit card to your profile

1. If you need to add a credit card to your account, click Edit in the top corner of this section.
2. From the drop-down menu next to House Charge, change it from "Mail Bill" to "Credit Card"
3. In the Credit Card section, enter your card information.
    a. If you want to be able to use this credit card at the Membership Desk point of sale, indicate "Yes" next to Available at POS.
4. Click Save Changes once you have added the card.
5. By adding this card to your profile, it does not automatically link to your membership billing. Please contact Member Services and let them know you have added this card to your account and would like to use it for your membership dues. The staff will gladly assist you with assigning this card to your membership.

Paying For

Under this section, you can see who is linked to your profile via billing (who you are responsible for financially for their membership to Recreation and Wellbeing).

VIEW MY STATEMENT

- Click **View my Statement** tab from the left menu.
- Primary account members can choose to view the statement as a combined statement for all linked users or as individual member statements by clicking on drop down next to the name at the main screen.
- The status of charges will appear as Paid, Not Paid, Reversed, or Refunded.
- Members can filter by month, payment status, and transaction type.
- Members can generate a PDF of their own statements.

PAY MY BILL

Note, you cannot pay a partial payment on your account, you can only make a statement balance or current balance payment.

1. Click on **Pay my Bill** tab from the left menu.
2. Select which linked account balance to pay.
3. Select the payment type. (Credit Card, or Card on File)

4. Select 'Statement Balance' or 'Current Balance'
    a. Statement Balance: Any prior charges up to the last statement date
    b. Current Balance: Balance from all charges to date
5. Click Continue.
6. Enter your Payment Information if you are not using a card already stored on file.

ACCOUNT ACCESS

This is the member portal view of the primary's account access control setting. This feature allows account primaries to control the level of access their account dependents have when logging into the member portal under their own account.

1. Click **Account Access** from the left menu.
2. This view allows primary account holders to adjust the account access of their dependents.
3. You can opt to give everyone access or no one access to use the portal.
    a. By checking/unchecking boxes, you can deny dependents from accessing the online log in
    b. Access can be controlled for each dependent in the areas of **View Charges**, **Reserve a fitness class**, and **Program Registration**.
4. Click **Save** after you make your desired changes.

PACKAGES

While you cannot purchase or “use” a package on the portal, you can view your active packages and the recent usage of packages here. Packages must be purchased at the **Member Services Desk** or **FitWell Center.** You may also purchase packages (personal training and massage) via the **Rec App**. (Refer to the billing section for payment instructions).

Viewing your active packages and the recent usage of packages here.

1. Click on the **Packages** tab from the left menu.
2. From here you can view all active and recently used packages.
3. Active Packages:
    a. All active packages will display how many sessions are available out of how many sessions were originally purchased (i.e. 2/5 would mean you have two sessions left of the five originally purchased).
    b. If a package is set to automatically renew based on usage or expiration, two arrows forming a circle will display to the right of the package name.
    c. If the package is set to expire, it will display the date that it will expire.
4. Recently Used Packages:
    a. After a package is used, it will display in Recently Used Packages for quick reference.

PROGRAM REGISTRATION

As the primary member, you can register anyone in your household for a program via the portal without having to login as the individual. Follow the steps below to register for one of our great programs. Note: if a program is age restrictive, you will not see the program if you don't meet the requirements.

Register for a Program:

1. Click the **Program Registration** tab on the left menu.
2. From here, you can sort the list by a specific program name, category (events drop down menu), even time, day of the week, or age range. Click **Search Classes** if you added any filters to your search.
3. Click on the **Program Name** or **View** next to the Program Name for which you want to see the available classes/sessions.
4. Within a specific program, you can filter down the availability even further.
5. Once you find the class(es) you would like to register for, click the green **Sign Up** button next to the day/time option.
    a. In the Pop-up, select the family member(s) you would like to register for the program. Only those that are eligible for the program will appear.
    b. Click **Add to Cart** once the desired family members are selected.
    c. Your class registration is guaranteed for the next 20 minutes. You may still register after this time but your spot is no longer guaranteed.
6. Repeat steps for any additional classes you wish to enroll in.
7. Once you are finished, scroll to the top of the screen, and click **Cart** to check out.
8. Review your cart with all items you have selected. If everything looks correct, proceed to payments.
9. Under Select Payment Method, you can select a card saved on file or add a new card. If you add a new card, you can check the box next to "Save on File" to store this card on your account for future use.
10. After entering your card, click **Submit Payment** to compete your registration.
11. If payment was successful, a confirmation page with receipt details will generate. Users can print this page for their records.

GROUP FITNESS MEMBERSHIPS

Group Fitness is membership-based. A Group Fitness Pass grants unlimited access to these classes. Purchase details are available in the **Fitness Passes** section. Once you purchase your Group Fitness or F45 Pass, you will be able to reserve a spot in class via the online portal or the **Rec App** (see the reserve your spot for fitness classes section).

F45 MEMBERSHIPS

F45 is membership-based. A F45 Pass grants unlimited access to these classes. Purchase details are available in the **Fitness Passes** section. Once you purchase your F45 Pass, you will be able to reserve a spot in class via the online portal or **Rec App** (see the reserve your spot for fitness classes section).

FITNESS PASSES

Our new Fitness Pass system is designed to simplify access and enhance your fitness experience. For those new to exercise or looking for a challenge, there's a pass option to help you stay active and connected. All Group Fitness and F45 Passes (Monthly or Semester Memberships) must be purchased **on-site at the Member Services Desk or the FitWell Center**. The membership desk will determine your appropriate membership type (Student or Member) and take payment

Fitness Pass Options

1. **Group Fitness Pass**
    a. Unlimited access to high-energy classes (yoga, Zumba, spin, strength formats).
    b. Flexible, drop-in workouts across all RecWell locations.
2. **F45 Pass**
    a. Unlimited access to F45 Training (45-minute functional team workouts).

b. Includes full access to all Group Fitness classes.

How to Purchase

- **In Person:** Visit the **Member Services Desk** or **FitWell Center.**
- **Contact:** Email *fitness@uic.edu* or call (312) 413-5154.

Note: Active passes will appear on the Home Screen

RESERVE YOUR SPOT FOR FITNESS CLASSES

After purchasing your membership, follow the steps below to reserve your spot in one of our fitness classes.

1. Click the **Group Fitness** tab from the left menu.
2. There are two filter options: By Class or By Date. Select the one that best suits your needs.
    a. By Class: all future options for a certain class type
    b. By Date: view all class options on a specific date
3. Choose to search for a specific class or use the All-Events dropdown menu to narrow down the category. You can also narrow down class offerings by age requirements and day of the week. Click Search Classes once you are ready to view available classes.
4. Find the class you would like to enroll in and click the blue **Learn More** button next to the Class Name.
5. By Class: if Once in the class type, all available classes that you may add to your schedule will appear.
    a. The classes that are open for enrollment will show a green **Sign Up** button next to the class date and time.
6. Once you find the class you want to register for, click the green **Sign Up** button next to the class date and time.
7. Select the family member(s) on your profile that you want to enroll in the class.
8. A registration confirmation pop-up will appear to confirm your enrollment in the program.
9. On the home page, you can now see your upcoming group fitness registrations and if necessary you can unregister from the program from the main screen as well.

NOTIFICATIONS

To manage the notifications that you receive from Recreation and Wellbeing, you can navigate to the Notifications tab on the portal to customize those notifications.

1. Click **Notifications** from the left menu.
2. After clicking on the Notifications tab, you will see the following information:
    a. Current Account information
    b. SMS Settings – whether you are opted in/verified for SMS notifications.
    c. Notifications – which notifications are you currently signed up for to receive via Email or SMS (if opted in)
3. In the Notification section, you can click **Edit** in the top right corner of the Notifications section and customize the notifications you wish to use.
    a. We recommend keeping General Club Communications checked to ensure you are receiving the general facility announcements that could include closures, promotions, and adjusted hours.
4. Click **Save Changes** once you make your edits.

CONTACT US

If you have a question for the Recreation and Wellbeing staff, you are welcome to use the Contact Us section on the portal to submit emails to the staff.

1. Click **Contact Us** from the left menu.
2. In the **How Do We Get Back To You?** Section, your default information will appear. If you would like us to reach out to a different email or phone number, please enter that here.
3. In the **What Did You Want to Ask Us?** Section, please enter your question or comment.
4. Click **Send** once complete and our staff will be in touch with you as soon as possible.

THE REC APP

The Rec App is a mobile companion to the online portal, providing convenient access to facilities, classes, and account management on the go.

Key Features

- **Class Registration:** Sign up for fitness classes.
- **Account Management:** View memberships, passes, and billing.
- **Facility Schedules:** Check hours and availability.

How to Access

1. **Download**: Available on iOS and Android.
2. **Log In**: Use your portal credentials (same as the online portal).
3. **Sync Data**: Your memberships, passes, and registrations will auto-populate.

BROWSER VS. THE REC APP

Here is a quick summary of what is available using your online member portal versus The Rec App.

Feature	Online Browser	The Rec App
View and Edit Profile Information	✓	✓
View Statement	✓	✓
Pay My Bill	✓	✓
Manage Dependent Accounts	✓	
View Current Packages/Package History	✓	
Purchase a new Package		✓
Register for a Program	✓	✓
Register for a Fitness Class (Group Fitness or F45)	✓	✓
Purchase a Fitness Pass (Group Fitness for F45)*		
Manage Notifications	✓	✓
Contact Us*	✓	

*Our team would love to assist you with in person at any Member Services desk or the FitWell Center.