

Gym Assistant Member Portal 2.0

July 10, 2023

We are excited to release a new version of the Gym Assistant Member Portal!

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What Members Will See

Note: You must enable some of these new features in Gym Assistant. Please see “New Gym Assistant Portal Settings” below to turn these features on.


New Member Sign Up

Step 1 of 5: Select a Membership Plan

Club Demo - XYZ

New Member Signup Form 🖱️

Please use this form to sign up for a new membership.
For renewals please contact us at [877-496-2778](tel:877-496-2778)



Step 1 of 5

Membership Info

Select a Plan*

Basic + 24/7 / \$35.00 (+ \$3.33 tax) X ▾

Billing Option*


Monthly CC-Recurring X ▾

Mobile Number* **Email***

(999) 999-9999 newmember@clubdemogym.com

Note: by entering your mobile phone you agree to receive text messages related to your membership. Your carrier may charge you for these messages.

I agree to the [Terms of Service](#)

I'm not a robot  [Privacy](#) - [Terms](#)

Continue

Step 2 of 5: Demographic Information

Step 2 of 5

Contact Info

First Name* **Last Name***

Birth Date* **Gender**

Address*

City* **State*** **Postal Code***

Home Phone **Work Phone**

Emergency Contact

Name* **Phone*** **Relationship***

Step 3 of 5: Sign Waiver (optional)

Step 3 of 5


Sign Documents

Waiver and Release of Liability Club Demo - XYZ

07/11/2023
Membership #N/A
Sally Member
123 Cherry Lane
Anytown CA 94501

Waiver and Release of Liability
It is understood and agreed that THE MEMBER has his/her physician's permission to engage in physical exercise and/or tanning and that THE GYM does not make any warranties or representations with respect to the advisability/non-advisability of the THE MEMBER to engage in such exercise and/or tanning. THE MEMBER does hereby remise, release, and forever discharge Seller of and from all actions and causes of actions, suits, claims, and demands arising out of injuries sustained on Seller's promises.


Express assumption of risk: I, the undersigned, am aware that there are significant risks involved in all aspects of physical training. These risks include, but are not limited to: falls which can result in serious injury or death; injury or death due to negligence on the part of myself, my training partner, or other people around me; injury or death due to improper use or failure of equipment; strains and sprains. I am aware that any of these above mentioned risks may result in serious injury or death to myself and or my partner(s). I willingly assume full responsibility for the risks that I am exposing myself to and accept full responsibility for any injury or death that may result from participation in any activity or class while at, or under direction of THE GYM.



Step 4 of 5: Payment

Step 4 of 5

Payment Details

Card Number*
4111 1111 1111 1111 

Expiration Date* CVV*
03 X 2025 X ...

Billing address is the same as Contact Address

Address*
123 Cherry Lane

City* State* Postal Code*
Anytown CA 94501

[Previous Step](#) [Continue](#)


Step 5 of 5: Upload Photo ID and Photo (optional)

Step 5 of 5

Upload Photo


Proof of Age*

Please upload a picture of your photo ID so that we can confirm your age. Feel free to crop out any information not related to your date of birth. **We respect your privacy.** The uploaded image will be confirmed by staff and then deleted from the system. The image will not be stored or retained in any form.



[Upload ID Card](#) [Delete](#)


Photo*



[Upload Photo](#) [Delete](#)

[Previous Step](#) [Continue](#)

Final Step: Message after signup

Club Demo - XYZ 

Thank you for signing up!
You will receive a text or email as soon as we process your new membership.

Member Portal Page

The screenshot shows a member portal interface. At the top left, there is a logo for 'Club Demo' and a user profile for 'Charlie Chaplin' with ID: 1. A navigation menu on the left includes 'Home', 'Billing history', 'Visit history', 'Statements', and 'Settings'. The main content area is divided into three sections: 1. Club Information: 'Club Demo - XYZ' with the 'Club Muscle' logo and address '123 Cherry Lane Anytown, USA 12345'. 2. Member Profile: A circular profile picture placeholder, the name 'Charlie Chaplin', 'Member since Jun 6, 2023', and an 'Active' status. Below this is a 'PERSONAL INFORMATION' section with fields for 'Member ID' (1), 'Mobile Phone' (5103014628), and 'Email' (testmember@gymassistant.com). 3. Membership Information: A table showing 'Your Membership' as 'SilverSneakers' for '\$0.00', 'Current Balance' as 'Includes \$37.89 member balance', and 'Next Billing' as 'June 1, 2026'. A blue 'Make a Payment' button is located below the table.

Make a Payment

Pay current balance, including saving card info for future billing.

Billing History

View past charges and payments.

Visit History

View past visits to the club.

Statements

View past billing statements.

Settings

- Upload photo ID as proof of age
- Update Emergency Contact info

New Gym Assistant Portal Settings

Member Portal Settings

Enable Member Portal

Admin Email:

Password:

Club ID:

Tablet Password: (Only needed if using tablet for eSignature)

Online Payments / Signups

Allow online payments (uncheck if using eSignatures only)

TEST Mode (use for testing only)

Add Portal link to notifications

Display notification for processed payments

Require Photo at signup

Require Proof of ID at signup

Require waiver at signup (Waiver)

eSignatures

Wait for eSignature to be signed

Automatic Portal Syncing

Handle Automatic Portal syncing on this computer

Upload Member Updates every minutes

Download eSignatures

Download Member Payments

Debug communications

Online Payments / Signups

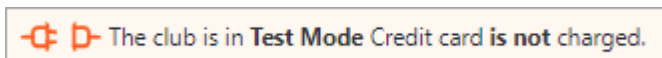
Allow online payments

Check this box to allow members to make payments online and signup for new memberships.

TEST Mode

Check this box to put your portal account in Test Mode. Test Mode is useful when you first setup your portal account, as it will allow you to run test transactions.

In Test Mode member credit cards will NOT be charged or stored. The Test Mode indicator below will appear in all payment screens.



Add Portal link to notifications

Check this box to automatically add the Member Portal Link to all notifications sent to members. This will allow members to quickly go to the portal to make payments on their membership.

Display notification for processed payments

Check this box to display a notification in the bottom right corner when portal payments are processed.

Require Photo at signup

Check this box to require that new members upload a photo during the signup process.

Require Proof of ID at signup

Check this box to require that new members upload a photo ID during the signup process. You can use this photo ID to confirm proof of age when the signup is imported. The Photo ID is not currently saved after it is reviewed.

Require waiver at signup

Check this box to require that new members electronically Sign a waiver during the signup process. Click **Select Waiver** to select which waiver should be signed.

eSignatures

Wait for signature to be signed

Check this box if you want to wait for a member to eSign a document before proceeding. Checking this box assumes that the member is in-person to sign the document in real time.

Automatic Portal Syncing

Member Portal Settings

Enable Member Portal

Admin Email:

Password:

Club ID:

Tablet Password: (Only needed if using tablet for eSignature)

Online Payments / Signups

Allow online payments (uncheck if using eSignatures only)

TEST Mode (use for testing only)

Add Portal link to notifications

Display notification for processed payments

Require Photo at signup

Require Proof of ID at signup

Require waiver at signup (Waiver)

eSignatures

Wait for eSignature to be signed

Automatic Portal Syncing

Handle Automatic Portal syncing on this computer

Upload Member Updates every minutes

Download eSignatures

Download Member Payments

Debug communications

Handle Automatic Portal syncing on this computer

Check this box to automatically download from the Portal and upload to the Portal on this workstation. If you have multiple computers running Gym Assistant, then you should only check this box on one workstation.

Note that Automatic Portal Syncing occurs in the **BackOffice** application.

Upload Member Updates

Check this box to automatically upload member updates. This ensures that members will see their current info in the portal.

Download eSignatures

Check this box to automatically download signed documents and attach to the member record.

Download Member Payments

Check this box to automatically download and process membership payments. Members will receive a notification (by SMS or email) when their payments are processed.

Debug communications

Check this box only if instructed to do so by Gym Assistant Technical Support.

New Portal Admin Settings

To login to Portal Admin go to:

<https://portal.gymassistant.com/admin/login>

General Settings

The screenshot shows the 'General Settings' page for a club named 'Club Demo - XYZ'. The user is logged in as 'Demo Admin'. The left sidebar contains navigation options: Home, Members, Admins, Plans, and Settings (highlighted with a red circle). Below the sidebar is a 'Test Mode' notification: 'The club is in Test Mode. Credit card is not charged. Change settings'. The main content area is titled 'General' and includes sections for 'CLUB SETTINGS', 'TEST MODE', and 'SIGN-UP SETTINGS'. The 'Club Name' is set to 'Club Demo - XYZ'. The 'TEST MODE' toggle is turned on. The 'SIGN-UP SETTINGS' section includes 'Proof of Age. Require Photo ID upload' and 'Require member photo upload', both toggled on. The 'Message After Signup' section has a rich text editor with the message: 'Thank you for signing up! You will receive a text or email as soon as we process your new membership.'

Most of these settings should be set in Gym Assistant only, as the Gym Assistant values will override what you set in the Portal.

Message After Signup

This is the message that appears after a new member successfully finishes the signup process.

- Click the **Settings** tab on the left.
- Click the **General** tab in the center.
- Edit the **Message After Signup**

- Click **Save Changes** in the bottom right corner.

Club Info Page

The Club Info Page allows you to present general information about your club to members and potential members. You should use this space to add business website, contact info and hours of operation.

You can also include your Facebook, Instagram and Twitter pages.

Terms of Service

You can edit your Terms of Service to cover any legal terminology that you need to address.

Payment Settings

Most of these settings should be set in Gym Assistant only, as the Gym Assistant values will override what you set in the Portal.

Message After Payment

Edit the message that will appear to member members after they make a payment.

Notifications

Notification Settings

Notify me when	Email Turn off all email	SMS Turn off all SMS
New member sign-up	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Member payments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Member e-signature	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Email

One or several emails separated by a comma

Mobile Phone

One or several phone numbers separated by a comma

[Cancel](#) [Save changes](#)

Specify when you would like to be notified of Portal updates.

Enter one or more email addresses, separated by commas.

Enter one or more mobile phone numbers, separated by commas.