

**Cedardale Health & Fitness**

931 Boston Road

Haverhill, MA

(978)373-1596

# Club Automation: Online Portal



**CEDARDALE**  
HEALTH + FITNESS

Welcome to your new Cedardale Health & Fitness online portal. Accessing your member portal allows you to view and update personal information, create or edit reservations, view your statement, pay balances, 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://cedardale.clubautomation.com>. Be sure to not include www. when opening the member portal.

If this is your first time logging in, please use the temporary username and password from your welcome email.



Cedardale Health & Fitness

Online Access



Login to Cedardale

Username

Password

[Forgot your password ?](#)

Login

### First time here?

Click on Access My Account to register for online access for Cedardale Health & Fitness.

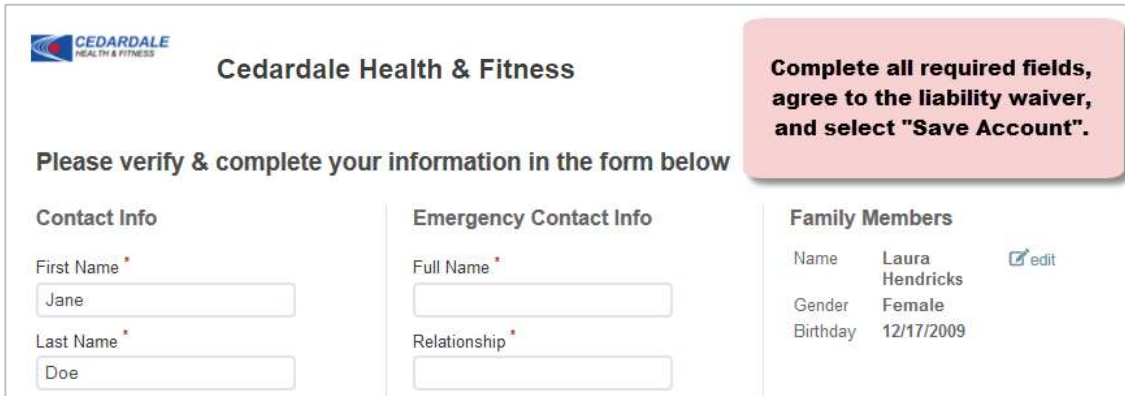
Access My Account

### Register for classes

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

Get Started Here

On the initial login screen, 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!



**Cedardale Health & Fitness**

**Please verify & complete your information in the form below**

**Contact Info**

First Name \*  
Jane

Last Name \*  
Doe

**Emergency Contact Info**

Full Name \*

Relationship \*

**Family Members**

Name	Laura Hendricks	<a href="#">edit</a>
Gender	Female	
Birthday	12/17/2009	

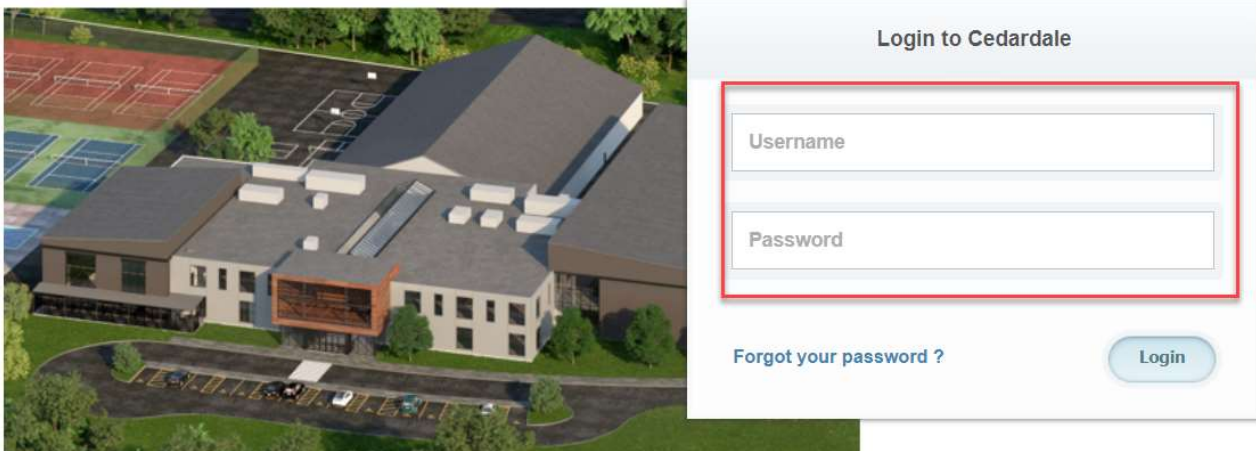
**Complete all required fields, agree to the liability waiver, and select “Save Account”.**

**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 Cedardale” box.



**Cedardale Health & Fitness**

Online Access



**Login to Cedardale**

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 (978-373-1596 for further assistance.

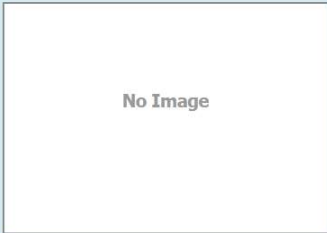
## 2 ONLINE PORTAL OVERVIEW

**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
- *Club announcements* – be sure to review for any updates or announcements from the Cedardale Team
- *Upcoming events and registrations* – listed on the right side of the home screen will be any upcoming court reservations as well as your future class registrations
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name (highlighted in yellow below) to navigate to different family members' profiles

Test Account ▾

ACTIVE



No Image

**\$1512.70** Current Balance

Health Family | \$204.00 to bill next on 05/01/2018

---

House Charge: credit card

CLUB ANNOUNCEMENTS

Welcome!

March 28, 2018

MY EVENTS

Next 7 days













APR 10

9:30am - 10:30am

Greatest Results

Greatest Results Summer Slim Down

**Online Portal Tabs:** Located on the left side of the member portal are the various tabs you will use to access courts reservations, classes, member statement, etc. Below is the list of tabs you can access through your member portal.

	Home
	View My Info
	Reserve a Court
	Childcare Reservation
	Register for Classes
	Group Activities
	View My Statement
	Pay my Bill
	Packages
	Account Access
	Notifications
	Contact Us

- **Home:** This will navigate you back to the “Home” screen outlined above
- **View My Info:**
  - **Reserve a Court:** Select to book new and/or edit your existing tennis court or pool pod reservations
- **Childcare Reservation:** Make a reservation for Childcare
- **Register for Classes:** View and sign-up for classes
- **Group Activities:**
- **View My Statement:** Select to review charges and payments posted to your statement
- **Pay my Bill:** This will allow you to make online payments for any outstanding charges on your account
- **Packages:** View current or past package activity
- **Account Access:** Determine what linked family members are able to access on their unique member portal, i.e. view charges or reserve courts
- **Notifications:** This feature allows you to opt in or out of club email communications

### 3 VIEW MY INFO

From this tab you can update your personal and billing information, along with any linked members' information.

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

PERSONAL INFORMATION		<a href="#">Edit</a>	
Name	Jane Doe	Phone Number	(123) 456-789 [H] (987) 654-321 [C] (555) 555-5555 [E] (John Doe, Husband)
Access Card	-not set-		

Items that can be entered/updated in this section include:

- Phone number and address
- Email
- Login and password
- Member special needs

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

BILLING INFORMATION		<a href="#">Edit</a>	
House Charge	Credit Card	Credit Card Type	Visa
Statement Delivery Method	email	Credit Card #	*****1111
Tax exempt	No	Name on Card	Laura
		Card Expiration	06/01/2017
		Billing Address	Same as Contact

Items that can be entered/updated in this section include:

- Credit card number and expiration date
- Billing address
- Statement delivery method preference

## 4 RESERVE A COURT

Reserve a court allows you to create, edit or cancel a tennis court reservation or pool pod reservation online. The view has been changed in the portal so members see the actual scheduling grid and can select their desired court or pod as opposed to just the time as shown below.

Be sure to select the appropriate Service i.e. Tennis or Swimming as well as “Reserve a Court” or “Reserve a Lane” before you select the court/pod and time.

### MAKE A NEW RESERVATION

What Service?

Tennis

Where?

Cedardale Healt...

Any Surface

Select location and/or court area

Who will host?

Jared Vadenais

Enter participants

Add Participant

When?

10/04/2018

30 Min

60 Min

90 Min

Search for available times
From

02:00 PM

To

10:00 PM

Search

Select date, desired duration, desired time range and search

Pick a Time

Haverhill - Courts 9-10

2:15 pm  
2:30 pm  
2:45 pm  
3:00 pm  
3:15 pm

Haverhill - Courts 5-8

2:15 pm  
2:30 pm  
6:30 pm  
6:45 pm  
7:00 pm

Haverhill - Courts 1-4 - Indoor

2:15 pm  
2:30 pm  
2:45 pm  
3:00 pm  
3:15 pm

Select time

After selecting save, a reservation summary will generate where you can review the reservation details and select “Confirm” to complete your reservation.

Confirm Reservation

Day/Time: Thu 6:30PM-7:30PM

Location: Haverhill

Event Date: 10/04/2018

The following members will be invoiced for the reservation:

Jared Vadenais

No photo

Invoice #1: \$28.00 (billed on 10/04/2018)

Cancel

Confirm

Once complete, your reservation will appear on the top of the screen

YOUR RESERVATIONS		Host	Activity	Players
Thu, Oct 04, 2018	6:30 PM - 7:30 PM	Jared Vadenais	Tennis Reservation (Haverhill Courts 5-8)	<a href="#">Edit</a> <a href="#">Cancel</a>

**Edit/Cancel Reservations:** To edit/cancel a reservation, simply click the corresponding icons.



## 5 CHILDCARE RESERVATION

The Childcare Reservation tab allows you to make a childcare reservation online

[Home](#)  
[View My Info](#)  
[Reserve a Court](#)  
**[Childcare Reservation](#)**  
[Register for Classes](#)  
[Group Activities](#)  
[View My Statement](#)  
[Pay my Bill](#)  
[Packages](#)  
[Account Access](#)  
[Notifications](#)  
[Contact Us](#)

### MAKE A NEW RESERVATION

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**What Service?** Childcare **Select Child & Room**

---

**Who?** ☒ Test Child Kids Corner

---

**When?** 04/10/2018 1 Hour

---

**Pick a time**

**Available times**

- [08:15am](#)
- [08:30am](#)
- [08:45am](#)
- [09:00am](#)
- [09:15am](#)
- [09:30am](#)
- [09:45am](#)
- [10:00am](#)
- [10:15am](#)
- [10:30am](#)
- [10:45am](#)

**Select date and desired location & select reservation time**

Confirm the reservation time and invoice amount

Confirm Reservation

Day/Time: Tue 08:30am - 09:30am  
Location: Child Care  
Event Date: 04/10/2018

The following children are part of this reservation.  

No photo

**Test Child - Kids Corner**  
Invoice #1: \$0 (billed on 10/04/2018)

Confirm

Cancel

Your reservation will display at the top of the screen

YOUR RESERVATIONS		Child Name	Room	Status
Tue, Apr 10, 2018	8:30 AM - 9:30 AM	Test Child	Kids Corner	Reserved

For further questions, please contact us:  
Phone: (978) 373-1596

Club Automation | Online Portal

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## **6 REGISTER FOR CLASSES**

This tab will allow you to register for all programs currently available for online registration. To complete your registration:

- Begin by locating the program from the list provided. You can also narrow your search using the filters provided at the top of the page, i.e. , location, keyword or event time.
- Once you have identified the class, either click on the class name or select “Learn More” to the right of the program name.
- Note: Some classes are age restricted. You will only see classes for which you or someone in your family are eligible.

All Events

Cedardale Health & Fitness

Event time
to

☐ Sun
☐ Mon
☐ Tue
☐ Wed
☐ Thu
☐ Fri
☐ Sat

Search by Age
From
to

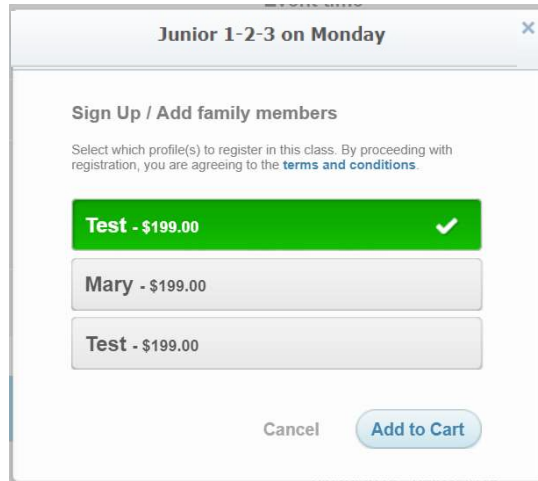
Search classes

Program Name	Location	Department	Days of Week	
Adult Swim Workout	Cedardale Health & Fitness		Mon	<a href="#">Learn More</a>
Anxious Swimmer	Cedardale Health & Fitness		Tue, Sat	<a href="#">Learn More</a>
Future Champs	Cedardale Health & Fitness		Mon, Tue, Wed, Thu	<a href="#">Learn More</a>
Future Champs	Cedardale Andover		Mon, Wed, Fri	<a href="#">Learn More</a>
Intro to Red Cross	Cedardale Health & Fitness		Mon, Tue, Wed, Thu, Sat	<a href="#">Learn More</a>
Junior 1-2-3	Cedardale Health & Fitness		Mon, Tue, Wed, Thu	<a href="#">Learn More</a>
Junior 1-2-3	Cedardale Andover		Mon, Wed, Fri	<a href="#">Learn More</a>
Junior Academy	Cedardale Health & Fitness		Mon, Tue, Thu, Fri	<a href="#">Learn More</a>
Junior Academy	Cedardale Andover		Tue, Thu, Fri	<a href="#">Learn More</a>

Once you have selected the program, all available sessions for the program will be listed. Select the green “Sign Up” for the session you would like to register.

Class #	Date/Time	Location	Session	Price	
681	Mon 03:30pm - 04:30pm	Cedardale Health & Fitness	Session 1 09/17/2018 - 10/26/2018	\$120.00	<a href="#">Sign Up</a>

- You will then be asked to select the member who will be registering for the class
  - Note:** if you are the primary account holder and have family members linked to your account, all eligible members will be listed in this screen
    - After selecting the member name, click “Add to Cart” to proceed with registration



- The program has now been added to your “cart” and payment can be taken
- Select “View Cart” in the top right corner to process payment and complete your registration to process



**Cedardale Health & Fitness**



**View Cart**

**1 item**  
\$60.00

- In your cart, confirm the charges and select the green “Continue to check out” button
- Follow the prompts to enter payment and complete registration
- Once you have processed your payment, the student will now be registered for the program and their spot secured on the roster!
- To navigate back to the home page, select the home icon in the top right corner

## 7 GROUP ACTIVITIES

Group Activities allows you to view and sign-up for drop-in classes. When viewing the schedule, you will see all classes in the next 7 days and have the ability to filter by department. Classes that require sign-up will have a “Sign-Up” icon.

By Class

By Date

### CLASSES

All Events

All Facilities

< > 10/04/2018 Today

Search by Age From to

Search classes

Thursday   October 04, 2018			
09:00am - 10:00am	Spinning Thu 9am		Closed
Facility: Andover	Department: Andover - Spinning Studio	0 Registered	29 Open
Instructor: Kelley Meade	Location: Andover - Spinning Studio		
Friday   October 05, 2018			
09:00am - 10:00am	Spinning Fri 9am	<a href="#">Sign Up</a>	
Facility: Andover	Department: Andover - Spinning Studio	0 Registered	29 Open
Instructor: Mary Lynch	Location: Andover - Spinning Studio		
Saturday   October 06, 2018			
08:00am - 09:00am	Spinning Sat 8:15am	Not Yet Open	
Facility: Andover	Department: Andover - Spinning Studio	0 Registered	
Instructor: N/A	Location: Andover - Spinning Studio		
Wednesday   October 10, 2018			
06:00pm - 07:00pm	Spinning Wed 6:15pm	Not Yet Open	
Facility: Andover	Department: Andover - Spinning Studio	0 Registered	29 Open
Instructor: Rosa Gallo	Location: Andover - Spinning Studio		

To reserve your spot in a class, simply click “Sign-Up” on the desired class and time to the see class fee, if applicable, and select the family member you are registering.

Spinning Fri 9am on 10/05/2018

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.

Jared - \$0.00 ✓

Finley - \$0.00

Mary - \$0.00

Cancel

Register

Registration Confirmation

✓ Your registration is complete!

You have successfully registered for Spinning Fri 9am on October 05, 2018 from 09:00am - 10:00am

OK

## 8 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 bottom left side of the statement screen – boxed in red below.

- Home
- View My Info
- Reserve a Court
- Childcare Reservation
- Register for Classes
- Group Activities
- View My Statement**
- Pay my Bill
- Packages
- Account Access
- Notifications
- Contact Us

Combined Statement ▾
**ACTIVE**

No Image

**\$1547.70** Current Balance

**Health Family** | \$204.00 to bill next on 05/01/2018  


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**House Charge:** credit card

Trans #	User Name	Date	Description	Type	Amount \$
		<b>04/01/18</b>	Balance from March, 2018	Transfer	1,464.72
		12:00am			
3676	Test	<b>04/02/18</b>	Private Lesson with Sharie Kingman (04/02/2018)	Charge	75.00
	Account	12:00pm			
3692	Test	<b>04/09/18</b>	Program: Summer Camp   June 11-15   Mondays 11:00am -	registered Charge	60.00
	Account	1:19pm	04:00pm		
T-29	Test	<b>04/09/18</b>	Payment: Cash	Payment	-60.00
	Account	1:21pm			

April, 2018 ▾

Payment Status ▾

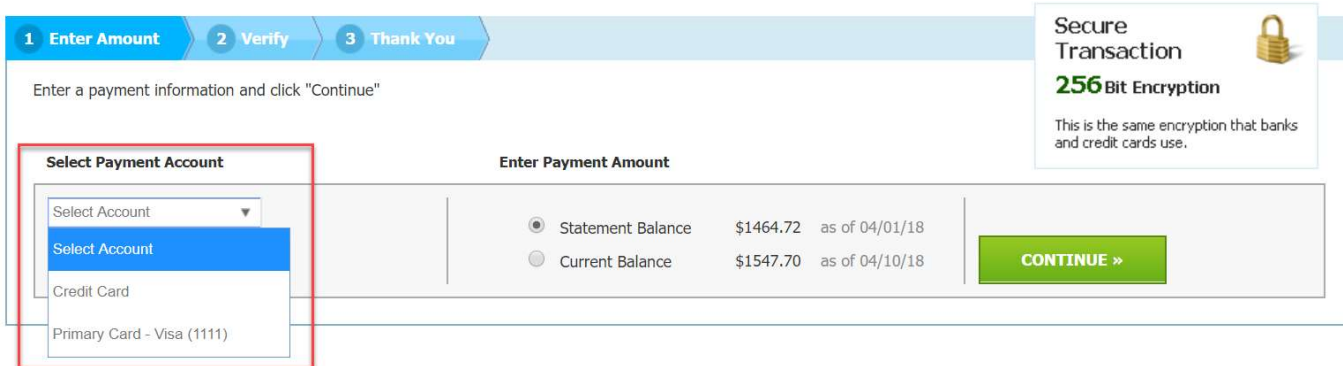
All Transaction Types ▾

Search

[Generate PDF](#)

## 9 PAY MY BILL

Navigate to this tab to pay any outstanding balances. To begin, locate the “Select Payment Account” menu. Next, select the payment type you will be using for the transaction. Once the payment type is selected, enter the account information in the fields provided.



**1 Enter Amount** **2 Verify** **3 Thank You**

Enter a payment information and click "Continue"

**Select Payment Account**

Select Account  
Select Account  
Credit Card  
Primary Card - Visa (1111)

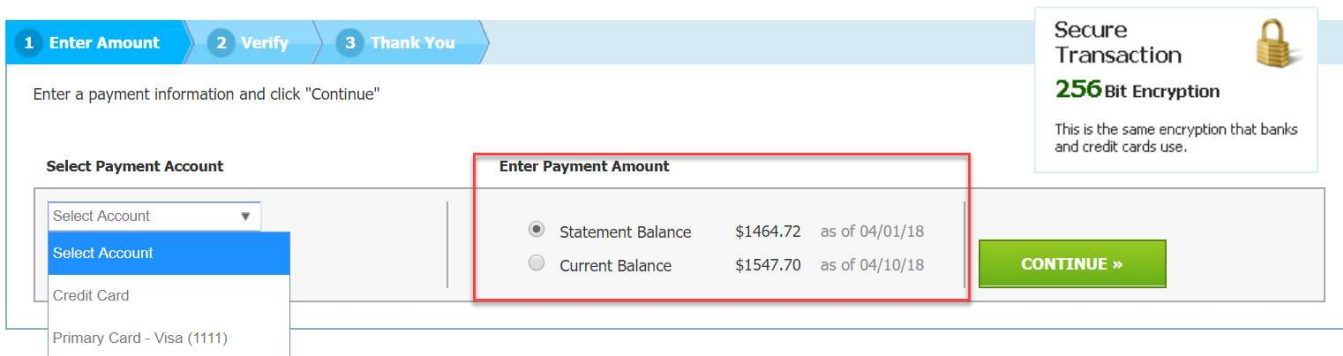
**Enter Payment Amount**

☒ Statement Balance \$1464.72 as of 04/01/18  
☐ Current Balance \$1547.70 as of 04/10/18

**CONTINUE »**

**Secure Transaction**  
**256Bit Encryption**  
This is the same encryption that banks and credit cards use.

Next, select the payment amount, which will either be “Statement Balance” or “Current Balance”. After selecting the balance amount, click on the green “Continue” button to proceed with payment.



**1 Enter Amount** **2 Verify** **3 Thank You**

Enter a payment information and click "Continue"

**Select Payment Account**

Select Account  
Select Account  
Credit Card  
Primary Card - Visa (1111)

**Enter Payment Amount**

☒ Statement Balance \$1464.72 as of 04/01/18  
☐ Current Balance \$1547.70 as of 04/10/18

**CONTINUE »**

**Secure Transaction**  
**256Bit Encryption**  
This is the same encryption that banks and credit cards use.

After selecting continue you will be prompted to verify your payment information and complete your payment. You will receive confirmation that your payment was completed and has been posted to your statement.

## 10 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 has the ability to 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.

1. *View charges* – if unchecked, the "View My Statement" tab is not visible on the members' portal
2. *Reserve Courts* – if unchecked, the "Reserve a Court" tab is not visible and the user cannot book courts
3. *Register for Classes* – if unchecked, the "Register for Classes" tab is not visible and registrations cannot be completed



ACCOUNT ACCESS

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

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

<input checked="" type="checkbox"/> John Doe	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Reserve Courts	<input checked="" type="checkbox"/> Register for Classes
<input checked="" type="checkbox"/> Jane Doe	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Reserve Courts	<input checked="" type="checkbox"/> Register for Classes

Account Holder

[Cancel](#) or [Save](#)

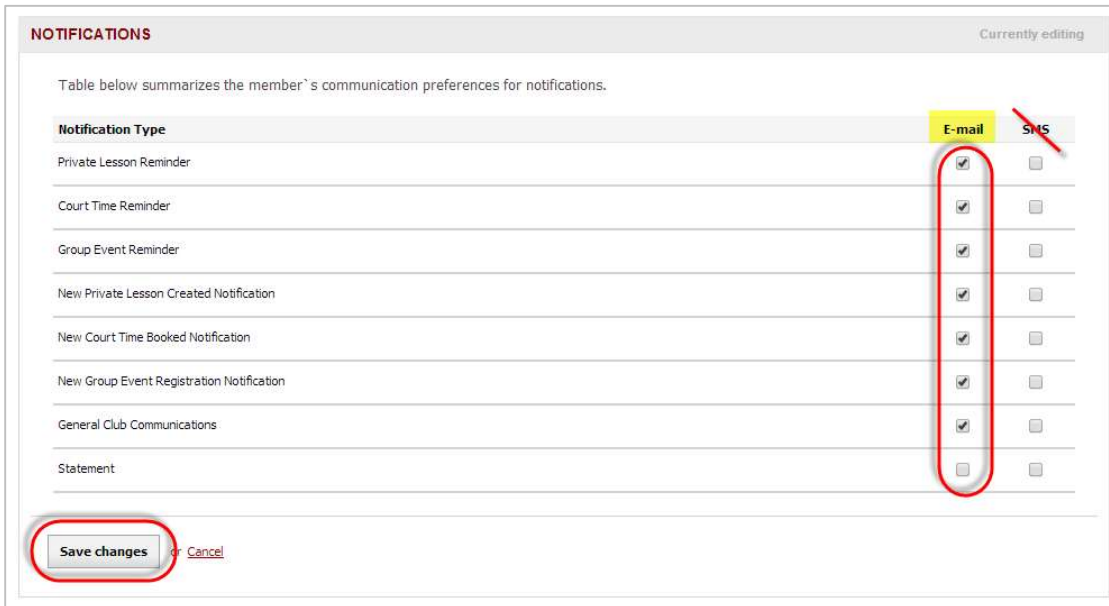
## 11 NOTIFICATIONS

Through the notifications tab you have the ability to 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. SMS notifications will be available in the future.

- *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** [Cancel](#)

## 12 CONTACT US

If you have any questions regarding the member portal or mobile app 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 (978) 373-1596.

We are excited for you to begin using the online portal! Please don't hesitate to reach out with any questions, we are happy to help however we can.