

# Welcome to TriHealth Fitness & Health Pavilion's Online Member Portal, Empower M.E.

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## Logging into the TriHealth Fitness & Health Pavilion Member Portal

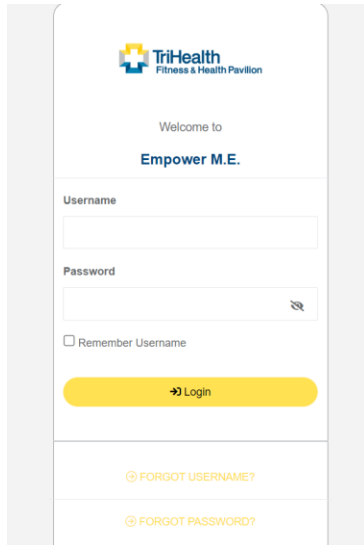
Begin by following the link or QR code below:

<https://www.ourclublogin.com/510676>



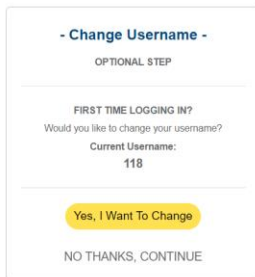
# Welcome to TriHealth Fitness & Health Pavilion's Online Member Portal, Empower M.E.

- Your initial Username and Password will be the numbers located on the reverse side of your membership card underneath the barcode.



The screenshot shows the login interface for the Empower M.E. portal. At the top, there is the TriHealth Fitness & Health Pavilion logo. Below the logo, it says "Welcome to Empower M.E.". There are two input fields: "Username" and "Password". The "Password" field has a small icon to toggle visibility. Below the input fields is a checkbox labeled "Remember Username". A yellow 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?".

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



The screenshot shows a dialog box titled "- Change Username -". It is labeled as an "OPTIONAL STEP". The text inside asks "FIRST TIME LOGGING IN? Would you like to change your username?". It displays the "Current Username:" as "118". There are two buttons: a yellow button labeled "Yes, I Want To Change" and a text link "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.

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**- 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 Password

Passwords Match!

[Change Password](#)

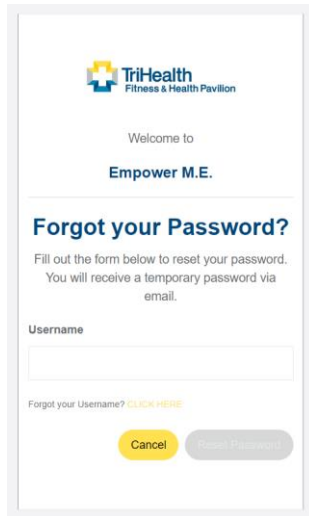
- You may change your password at any time in Empower M.E. using [My Account > Manage Profile > Password](#). When you change your password, you cannot use any of their 5 previous passwords or any password that was used in the last 6 months.

## Resetting a Password

1. You can reset your own password by clicking **Forgot Password** from the Member Portal link
2. You will enter User Name and a password reset option will be sent to the email you have on file.



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The screenshot shows a web form for password recovery. At the top is the TriHealth Fitness & Health Pavilion logo. Below it, the text reads 'Welcome to Empower M.E.'. The main heading is 'Forgot your Password?'. The instructions state: 'Fill out the form below to reset your password. You will receive a temporary password via email.' There is a text input field labeled 'Username'. Below the field is a link: 'Forgot your Username? [CLICK HERE](#)'. At the bottom are two buttons: a yellow 'Cancel' button and a grey 'Reset Password' button.

## DASHBOARD OPTIONS

My Account, My Info, My Upcoming Appointments, My Upcoming Classes, My Upcoming Courses/Events, Additional Links, My Family and Visits by Month

\*Red asterisks indicate that options may be accessible on the dashboard.

## MY ACTIVITIES

### **My Activities**

**Class Schedule\***

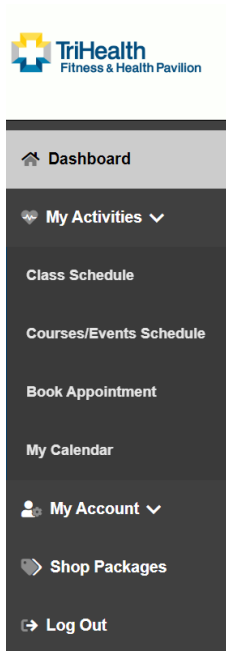
**Course/Events Schedule\***

**Book Appointment**

**My Calendar**



# Welcome to TriHealth Fitness & Health Pavilion's Online Member Portal, Empower M.E.



## Schedule Class

A login page for the Empower M.E. member portal. It features the TriHealth logo at the top, followed by the text 'Welcome to Empower M.E.'. Below this are input fields for 'Username' and 'Password'. There is a checkbox for 'Remember Username' and a yellow 'Login' button. At the bottom, there are two links: 'FORGOT USERNAME?' and 'FORGOT PASSWORD?'. A black arrow points to the 'FORGOT PASSWORD?' link.

1. Log into the member portal and select My Activities
2. Click Class Schedule



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- To drill down for specific classes
  - Select "Pavilion"
  - Select Category
- Select More Filters to use Key Words or Instructors
- Classes meeting the search criteria will populate the screen
  - Class Detail Includes
    - Time
    - Duration
    - Class Name
    - Instructor
    - Logged in Member Name and Family Members if applicable.
    - Price per Member or Package if applicable
- Select the Class to enroll.
  - Class Detail popup gives you the option to sign up.
  - Select Family Members you want to register for the class
  - Select "Sign Up" to enroll and pay.

Class Filters

Select Date: Day Of | Week Of | 9/6/2022



Select Club: Pavilion

Select Category: General Group Ex

MORE FILTERS

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**Tuesday** 9/6/22

 <b>9:00 AM</b> 60 Min	<b>SPINNING</b> Inst: Jen Test Pro, Marshall: Free Test, Shaylie: Free	>
 <b>10:00 AM</b> 60 Min	<b>DANCE FIT</b> Inst: Julie Laux Test Pro, Marshall: Free Test, Shaylie: Free	>

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## Cardio & Weights x

Class Instructor: **Jan**  
Class Length: **60 min**  
Date: **09/06/2022**  
Time: **6:15 PM**

### - CLASS DESCRIPTION -

A little cardio mixed with weights to challenge all fitness parameters. Level 2,3 (intermediate-advanced)

Test Pro, Marshall

Test, Shaylie

Cancel

Sign Up

## Course / Events Schedule

1. Log into the member portal and select My Activities
2. Click **Course / Events Schedule**
3. To drill down for specific classes
  - a. Select Month
  - b. Select "Pavilion"
  - c. Select Category
  - d. Select More Filters to use Key Words or Instructors/Resources
4. Select the desired class
  - a. Course Detail popup gives you the option to sign up.

If payment is required you will be prompted to pay the fee.



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## Select Courses / Events

Dashboard / Select Courses / Events

Course Filters

Select Year: 2022

Select Month: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Select Club: Pavilion

Select Category: ALL

[MORE FILTERS](#)

---

SEP 2022

**9:30 AM**  
60 Min

**DEEPLY FIT FRIDAY**  
09/01/2022 - 12/31/2023  
FRI  
Inst: Jamie  
👤 Test Pro, Marshall: Free  
👤 Test, Shaylie: Free

### Aquabatas

Course Instructor: **Megan Farrugia**  
Class Length: **60 min**  
Date: **09/01/2022 - 12/31/2023**  
Time: **10:30 AM**  
Days: **TUE**

**- COURSE DESCRIPTION -**

: Using the Tabata method for training (4-minute segments 20-second high intensity exercise followed by 10-second recovery) this class will take your shallow end workout to new heights. Located in the lap pool.

Test Pro, Marshall

Test, Shaylie

[Cancel](#) [Sign Up](#)

## My Calendar





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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

Note: Based on club policy you can unenroll or cancel/Edit appointments here.

## My Calendar

Dashboard / My Calendar

The screenshot displays the 'My Calendar' interface. At the top, there is a dropdown menu labeled 'VIEW ACTIVITIES AT' with 'ALL' selected. Below this is a section for 'ADDITIONAL FILTERS'. The interface includes navigation options: 'List View', 'Calendar View' (which is active), and 'History'. A 'Print Schedule' button is located on the right side. The calendar shows 'September 2022'. A single activity is listed: 'Marshall Test Pro' on '09/06/2022' at '5:00 PM'. The activity details are: 'SPIN', 'General', '60 Min', 'Type: Class', and 'Pavillion'. A settings gear icon is visible on the right side of the activity card.

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## MY ACCOUNT



- Dashboard
- My Activities ▾
- My Account ▾
- Pay Balance
- Manage Payment Methods
- Manage Profile
- Manage Family
- Account History
- Packages
- Check-In History
- Shop Packages
- Log Out



# Welcome to TriHealth Fitness & Health Pavilion's Online Member Portal, Empower M.E.

## 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

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



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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

1. 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

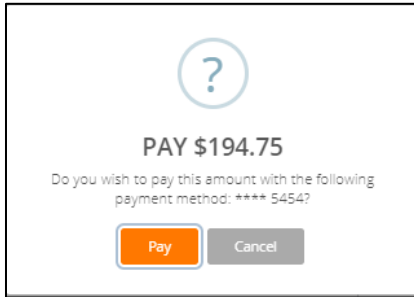
Use For House Account?

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

SUBMIT

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

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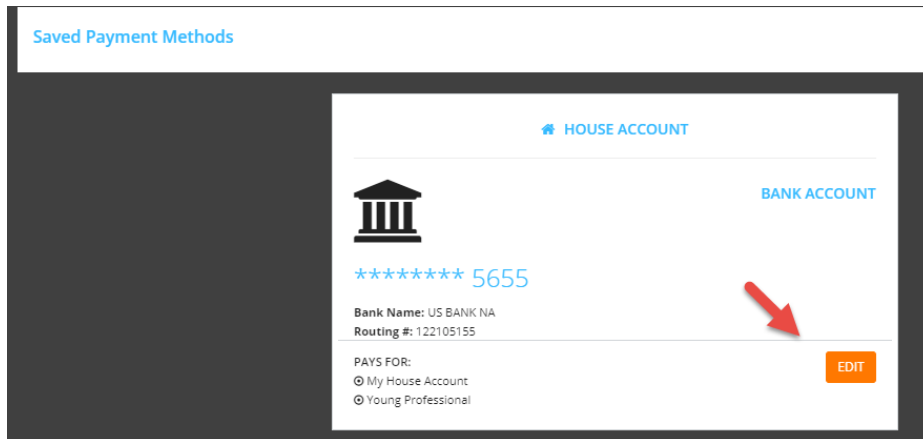
## Manage Payment Methods

A member 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

## Update ACH Information

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



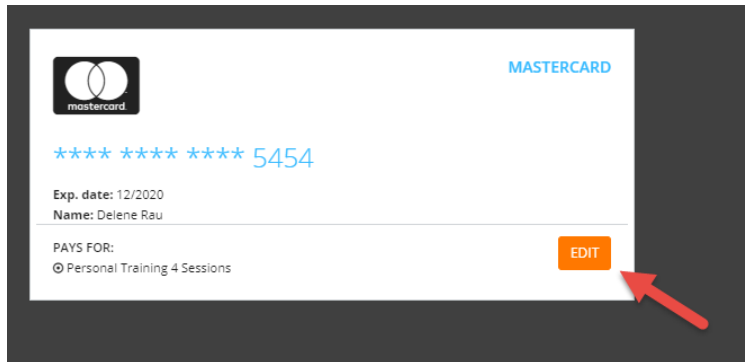
1. Updating an existing Bank Account allows you to update the account number, routing number, and type of account

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2. Sign to acknowledge the terms and conditions
3. 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**



1. 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
2. Any change will require a signature and acknowledgment of terms and conditions
3. You will need to click **Save Changes** on the bottom right

## 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
  - 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 you would like to pay for the membership agreement using this card

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- h. Your signature will be required and acknowledgment of terms and conditions
- i. Click **Add Credit Card** to complete the process

## Manage Profile

The screenshot displays the 'Manage Profile' interface. On the left is a dark sidebar with a 'My Account' dropdown menu and several menu items: Pay Balance, Manage Payment Methods, Manage Profile (highlighted), Manage Family, Account History, Packages, Check-In History, Shop Packages, and Log Out. The main content area has a breadcrumb trail 'Dashboard / Manage Profile' and a heading 'What Would You Like To Edit?'. Below this heading are five dark grey buttons with icons and text: a person icon for 'Username', an asterisk 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

## 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**



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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 'Who Would You Like To Manage?' page for Michael Rau. The page is divided into several sections:

- Member Profile:** Michael Rau, Member Balance: \$0.00, DUE, Pay Now button.
- Barcode ID:** 27
- MEMBER OPTIONS:** Includes a 'HEAD OF HOUSEHOLD' toggle (ON) and an 'INVITE MICHAEL' button.
- INVITE MICHAEL:** A form to enter an email address (michael@gmail.com) and a 'Send' button.
- Family Members List:** Loren Rau, Aaron Rau, Hunter Rau.

## Account History

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





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Transactions

Date Range  
Choose a start date  
8/1/2022  
Choose an end date  
10/31/2022  
Search Dates

Search  
Search in table

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

	Due Date	Transaction Date	Description	Payment	Invoice Amount	Balance	Transaction ID
Details	09/30/2022	09/06/2022	Invoice (2)		\$0.00	\$0.00	285
Details	09/07/2022	09/07/2022	POS Payment	\$134.00		\$0.00	294
Details	09/07/2022	09/07/2022	Invoice (2)		\$134.00	\$134.00	294
Details	09/05/2022	09/05/2022	Payment	\$260.00		\$0.00	239
Details	09/02/2022	09/02/2022	MBS Payment	\$882.00		\$260.00	199
Details	09/02/2022	09/02/2022	Invoice (2)		\$882.00	\$1,142.00	199

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 wants to view their account history, they can click the menu icon and then select Account > Account History.


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

## 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.



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 MARSHALL TEST PRO	
EIM Membership <small>EXP: 11/27/2022</small>	12 <small>UNIT(S) LEFT</small>
EIM Membership <small>EXP: 11/28/2022</small>	12 <small>UNIT(S) LEFT</small>
PT Small Group <small>EXP: 02/27/2023</small>	10 <small>UNIT(S) LEFT</small>
60 Minute Pilates Reformer Class <small>EXP: 03/06/2023</small>	5 <small>UNIT(S) LEFT</small>

## 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**

[Check In History For Marshall Test Pro](#)

[Print History](#)

MARSHALL TEST PRO  
123 Sesame St.  
Cincinnati, OH 45242

PAVILION  
6200 Pfeiffer Rd  
Cincinnati, OH 45242

**Date Range**  
Choose a start date: 8/1/2022  
Choose an end date: 9/7/2022  
[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
09/03/2022	1:21 PM	General Check-In	Pavilion
09/03/2022	1:21 PM	General Check-In	Pavilion
09/03/2022	1:19 PM	General Check-In	Pavilion

9. Click **Print History** to generate a printable format. **You can update your preferred communication methods and identify if you consent to be contacted through these methods.**

