

Williamsburg Recreation Center  
939 South Highland  
Williamsburg, IA 52361  
(319) 668-1636

# Club Automation: Member Portal



ClubAutomation

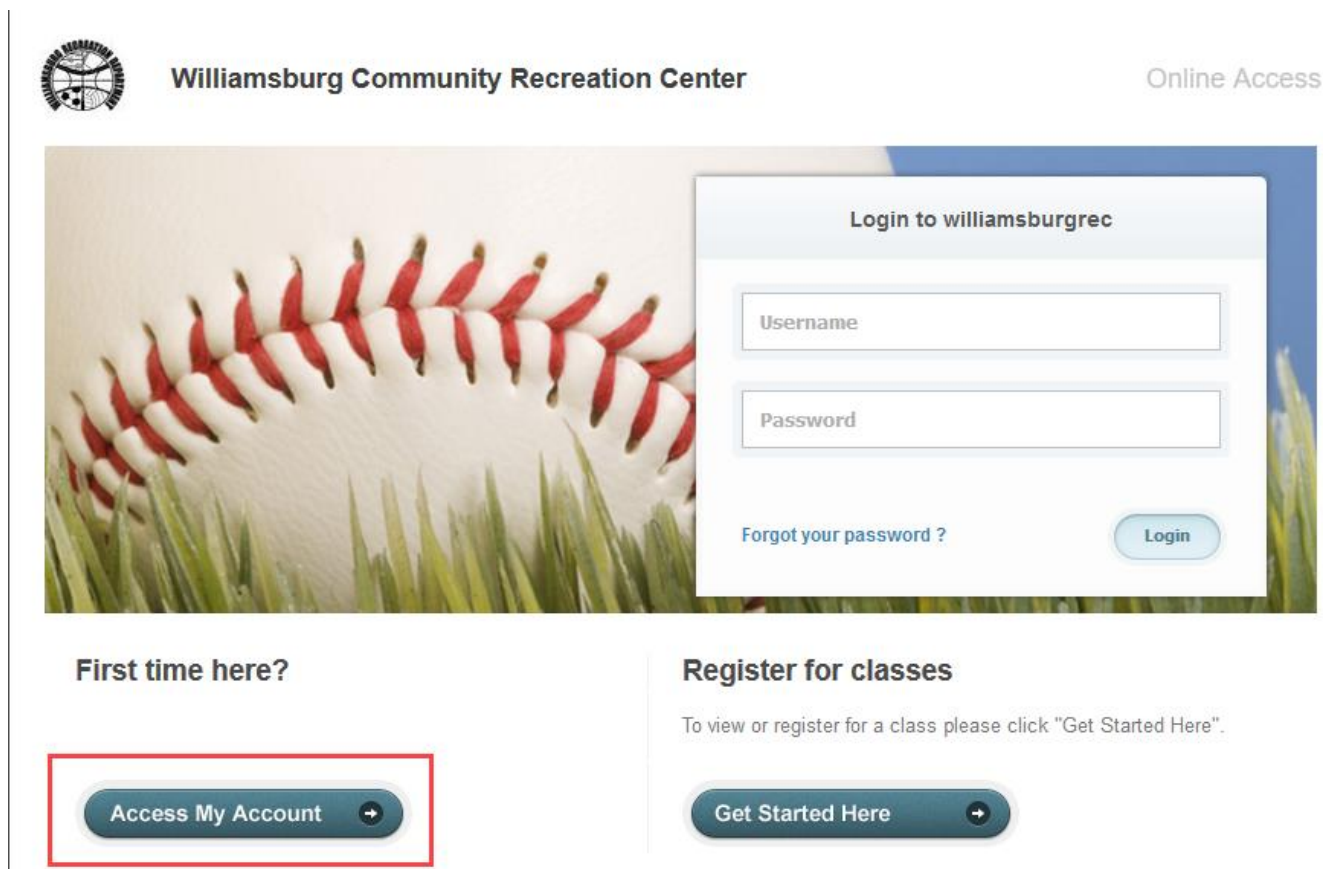


Welcome to the your new Williamsburg Community Rec Center Member Portal. Accessing your member portal allows you to view and update personal information, view your statement, pay balances, and more! The guide below outlines the various features available to allow for effective use of your member portal.

## 1 HOW TO LOG IN

**Initial Login:** To access the member portal for the first time, begin by opening <https://williamsburgrec.clubautomation.com>. Be sure to not include www. when opening the member portal.

Once on the site, locate the “Access My Account” button listed under “First time here?”.



**Williamsburg Community Recreation Center** Online Access

**Login to williamsburgrec**

Username

Password

[Forgot your password ?](#) [Login](#)

**First time here?**

[Access My Account](#)

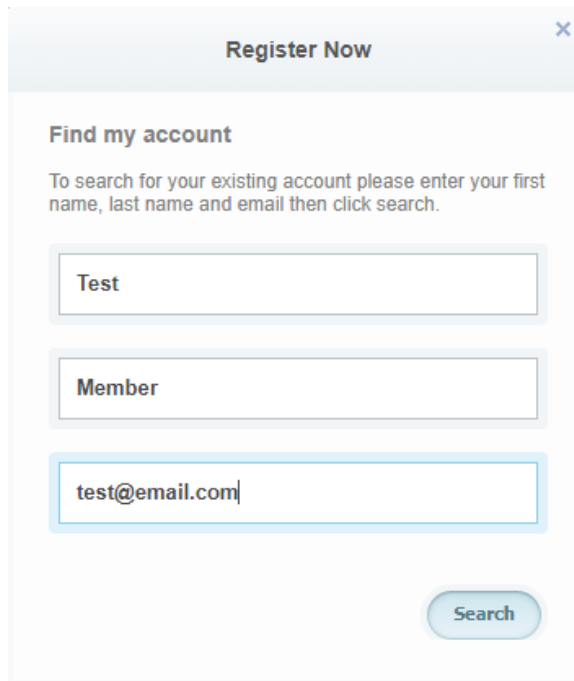
**Register for classes**

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

[Get Started Here](#)

In the “Register Now” window, enter your first name, last name, and email address. After entering your information, select “Search” in the bottom right corner.

Once your account has been identified, you will receive a “We found your account.” prompt. *A verification email will then be sent to your email address with the final login instructions.* Please open your email to access these instructions.



**Register Now** ×

**Find my account**

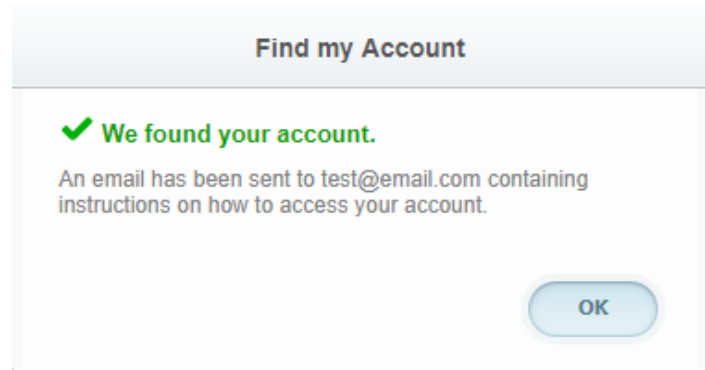
To search for your existing account please enter your first name, last name and email then click search.

Test

Member

test@email.com

Search



**Find my Account**

✓ **We found your account.**

An email has been sent to test@email.com containing instructions on how to access your account.

OK

The email you will receive includes a verification link that must be opened to complete the setup of process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

**Note:** *You will only be directed to this information page during your initial log in. Future logins will not require this additional step.*

Finally, complete all required fields on the information page, agree to the standard liability waiver (at the bottom of the page), and select “Save Account”. You will then be directed to the member portal home page!



**Williamsburg Community Recreation Center**

Online Access

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

**Contact Info**

First Name \*  
Test

Last Name \*  
Member

Address \*

**Emergency Contact Info**

Full Name \*

Relationship \*

Phone \*  
 -  -

**Family Members**

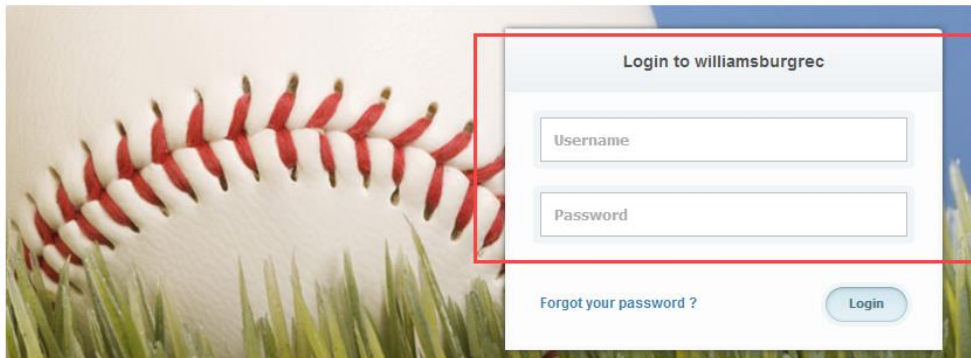
There are no family members connected to this account

**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 williamsburgrec” box.



**Williamsburg Community Recreation Center**

Online Access



**First time here?**

[Access My Account](#) +

**Register for classes**

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

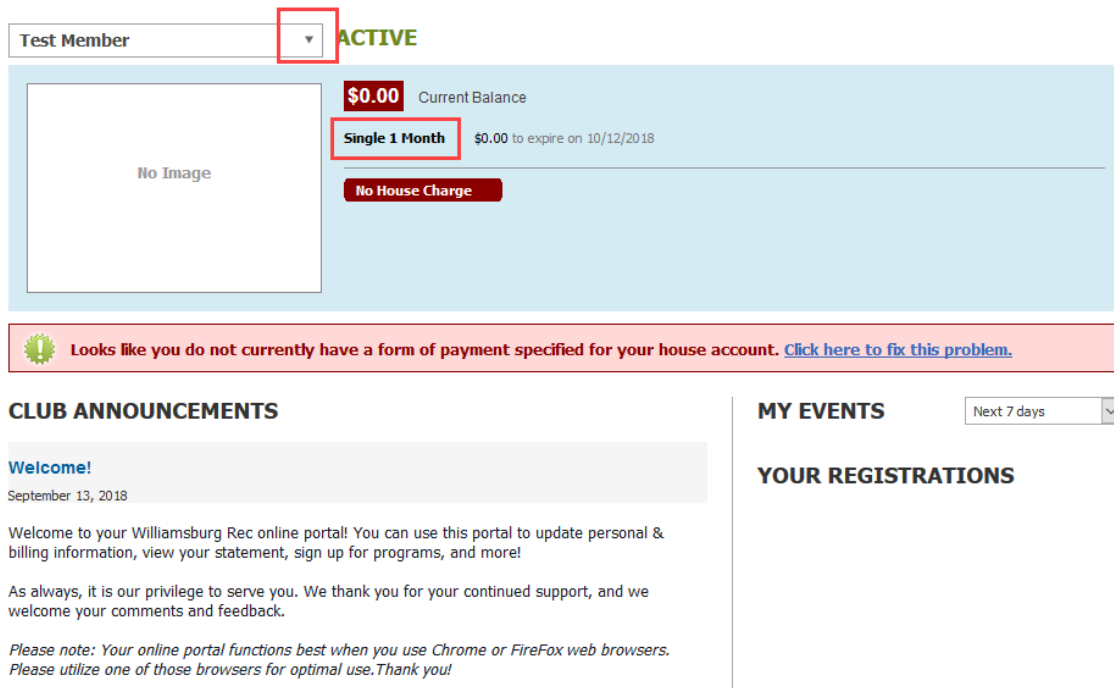
[Get Started Here](#) +

**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 Nichole/Nikki at (319) 668-1636 for further assistance.

## 2 MEMBER PORTAL OVERVIEW

**Home Page:** When logging in you will be directed to your “Home” page. The home page lists the following:

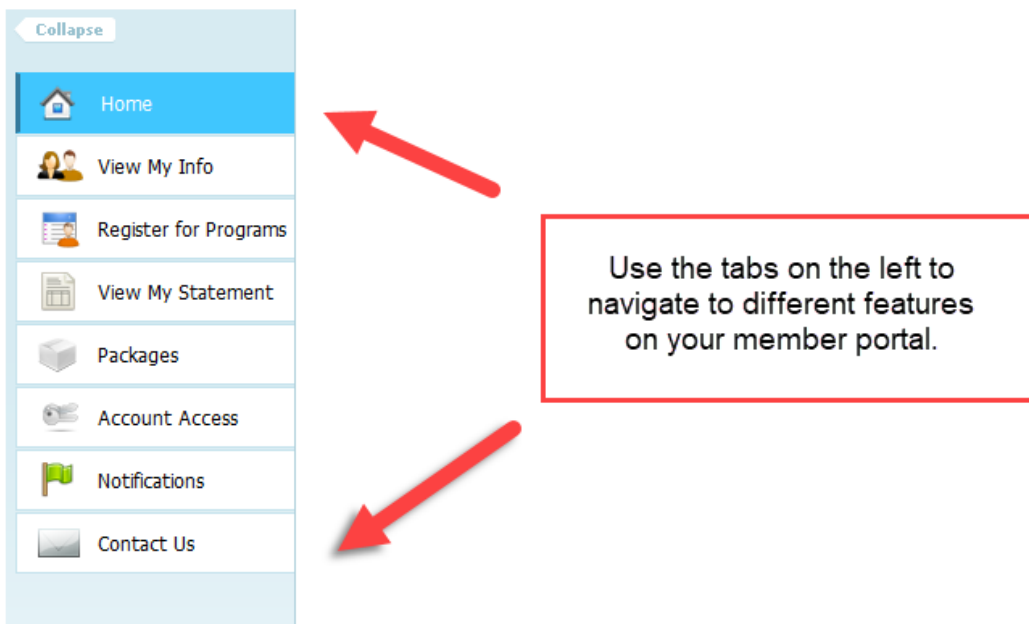
- *Current balance and membership type* – these will be listed just below your name
- *Club Announcements* – be sure to review for any updates or announcements from the team at Williamsburg!
- *Upcoming events and registrations* – listed on the right side of the home screen will be upcoming class or program registrations, reservations, etc.
- *Note:* if you are the primary account holder, select the dropdown menu to the right of your name to navigate to different family members’ profiles



The screenshot shows the member portal interface for a user named "Test Member". At the top left, there is a dropdown menu with a red box around it. To the right of the name, the status "ACTIVE" is displayed in green. Below the name, there is a light blue box containing account information: "Current Balance" is \$0.00, "Single 1 Month" membership is \$0.00 to expire on 10/12/2018, and there is a "No House Charge" button. To the left of this information is a placeholder for a profile picture labeled "No Image". Below the account information, there is a red warning box with a green exclamation mark icon: "Looks like you do not currently have a form of payment specified for your house account. Click here to fix this problem." The page is divided into two main sections: "CLUB ANNOUNCEMENTS" on the left and "MY EVENTS" and "YOUR REGISTRATIONS" on the right. The "CLUB ANNOUNCEMENTS" section includes a "Welcome!" message dated September 13, 2018, and a note about browser compatibility. The "MY EVENTS" section has a "Next 7 days" dropdown menu.

**Member Portal Tabs:** Located on the left side of the member portal are the tabs you will use to access your profile, classes, member statement, etc.

- **Home:** Navigate back to the “Home” screen outlined above
- **View My Info:** Update personal and billing information
- **Register for Programs:** Register for programs
- **View My Statement:** Review charges and payments posted to your statement
- **Packages:** View punch cards (full facility and spinning punch cards) and usage
- **Account Access:** Determine what linked family members can access on their portal
- **Notifications:** Opt in or out of club email communications
- **Contacts Us:** Send the club a question



### 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				Edit
Name	Test Member	Phone Number	(123) 456-7890 [C]	
Access Card	-not set-	Email	test@email.com	
Gender	Female	Login	test@email.com	
Age	000	Address	NY	

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				Edit
House Charge	Credit Card	Card Name	Test Card	
Statement Delivery Method	Email	Credit Card Type	Visa	
Tax exempt	No	Credit Card #	41*****1111	
		Name on Card	Test Member	
		Card Expiration	03/01/2018	
		Billing Address	Same as Contact	
		Available on POS	Yes	

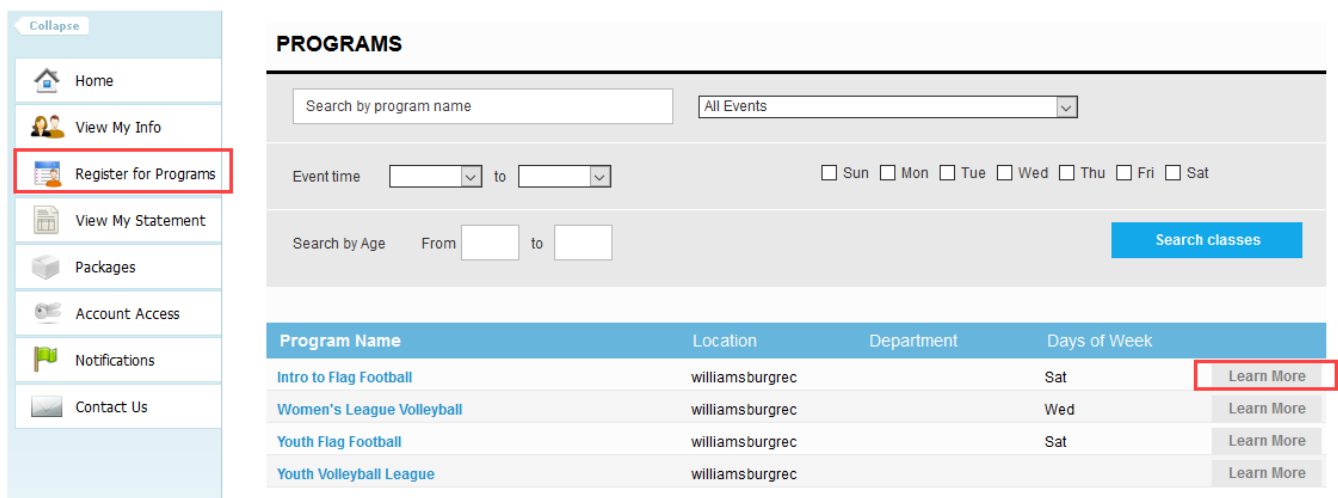
Items that can be entered/updated in this section include:

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

## 4 REGISTER FOR PROGRAMS

The Register for Programs tab will allow you to register for prepaid sessions. To complete your registration:

- Begin by locating the program from the list provided. You can narrow your search using the filters provided at the top of the page, i.e. keyword or event type.
- Once you have identified the class, click on the class name or select “Learn More” to the right of the program name.



**PROGRAMS**

Search by program name  All Events

Event time  to   Sun  Mon  Tue  Wed  Thu  Fri  Sat

Search by Age From  to  [Search classes](#)

Program Name	Location	Department	Days of Week	
<a href="#">Intro to Flag Football</a>	williamsburgrec		Sat	<a href="#">Learn More</a>
<a href="#">Women's League Volleyball</a>	williamsburgrec		Wed	<a href="#">Learn More</a>
<a href="#">Youth Flag Football</a>	williamsburgrec		Sat	<a href="#">Learn More</a>
<a href="#">Youth Volleyball League</a>	williamsburgrec			<a href="#">Learn More</a>

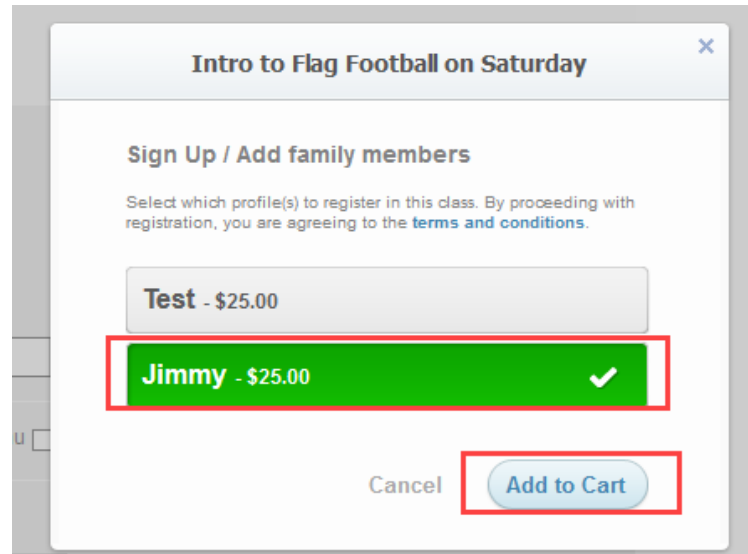
- Once you have selected the program, all available sessions will be listed. Select the green “Sign Up” for the session you would like to register for

Class #	Date/Time	Location	Session	Price	
16	Sat 09:00am - 10:00am		Intro to Flag Football 09/08/2018 - 09/29/2018	\$25.00	<a href="#">Sign Up</a>

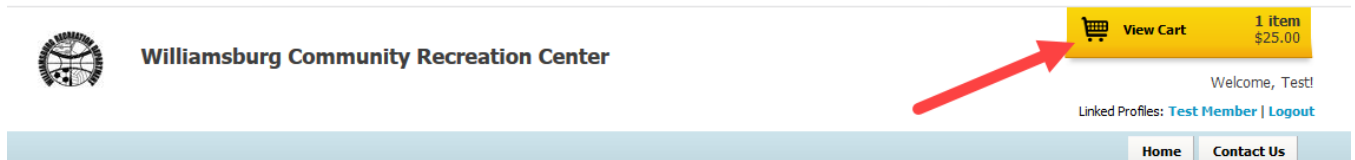
- You will then be asked to select the user who will be registering for the class. If you are the primary account holder and have family members linked to your account, all eligible members will be listed.



- After selecting the user name, click “Add to Cart” to proceed with registration




- The program has now been added to your “cart” and payment can be taken. Multiple class registrations can be completed prior to processing payment through your cart.
- Select “View Cart” in the top right corner to process payment and complete your registration




- In your cart, confirm the registration and select the green “Continue to check out” button
- Follow the prompts to enter payment (when applicable) and complete registration
- Once you have completed the cart checkout, the user will be registered for the class and their spot secured on the roster!

## SHOPPING CART

Please review the items in your shopping cart before checking out

- To remove an item, click the  icon on the item you would like to remove
- When you are ready to pay, click the "SUBMIT PAYMENT" button to check out

**SHOPPING CART ITEMS**

	Member	Remove	Price	Quantity	Total
Intro to Flag Football   Intro to Flag Football   Saturdays 09:00am - 10:00am	Jimmy Test		\$25.00	1	\$25.00
				Sub Total	\$25.00
				<b>Total</b>	<b>\$25.00</b>


Select Payment Method

Payment Amount

Total: **\$25.00**

**SUBMIT PAYMENT**

or [Cancel & Clear the Cart](#)

Secure Transaction 

**256 Bit Encryption**

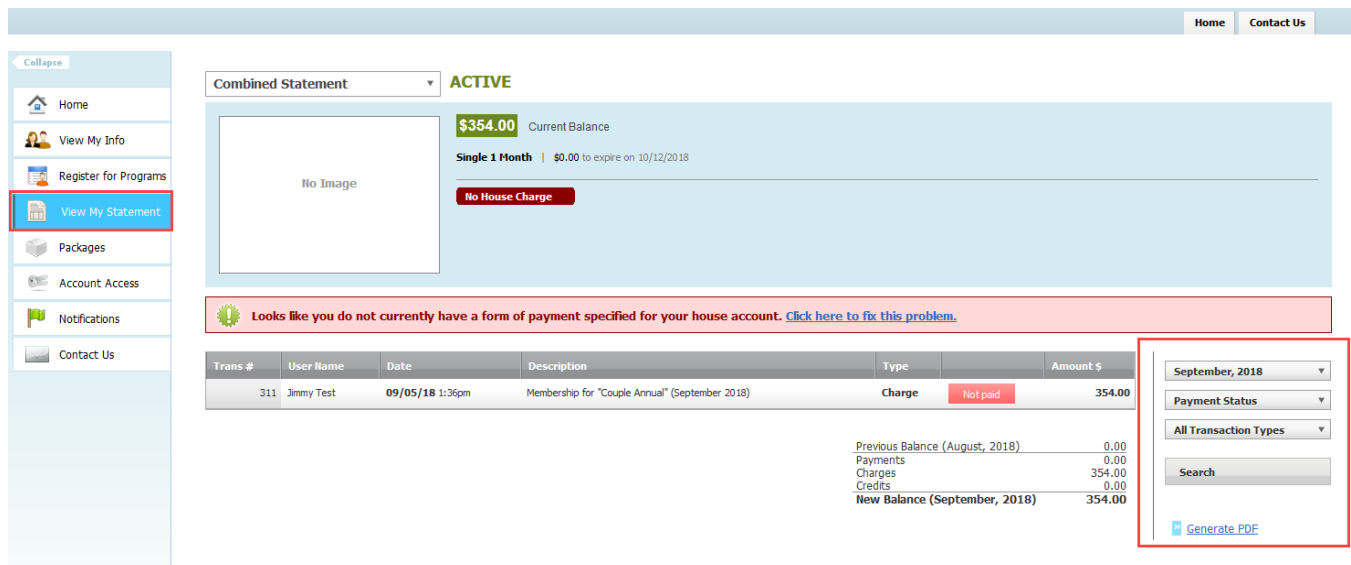
This is the same encryption that banks and credit cards use.

- To navigate back to the home page, select the home icon in the top right corner

## 5 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
- 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 Contact Us

Collapse

- Home
- View My Info
- Register for Programs
- View My Statement**
- Packages
- Account Access
- Notifications
- Contact Us

Combined Statement **ACTIVE**

**\$354.00** Current Balance

Single 1 Month | \$0.00 to expire on 10/12/2018

**No House Charge**

**!** Looks like you do not currently have a form of payment specified for your house account. [Click here to fix this problem.](#)

Trans #	User Name	Date	Description	Type	Amount \$
311	Jimmy Test	09/05/18 1:36pm	Membership for "Couple Annual" (September 2018)	Charge	Not paid 354.00

Previous Balance (August, 2018)	0.00
Payments	0.00
Charges	354.00
Credits	0.00
<b>New Balance (September, 2018)</b>	<b>354.00</b>

September, 2018

Payment Status

All Transaction Types

Search

Generate PDF

## 6 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 can allow or deny access to view charges on the statement.

### ACCOUNT ACCESS

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

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

<input checked="" type="checkbox"/> Jimmy Test	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Register for Classes	
<input checked="" type="checkbox"/> Test Member	<input checked="" type="checkbox"/> View Charges	<input checked="" type="checkbox"/> Register for Classes	Account Holder

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

## 7 NOTIFICATIONS

Through the notifications tab you can 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.

Once the desired notifications have been selected, click “Save changes” in the bottom left corner to confirm notification preferences.

NOTIFICATIONS		<a href="#">Edit</a>
Table below summarizes the member’s communication preferences for notifications.		
Notification Type	E-mail	
Private Lesson Reminder	✓	
Court Time Reminder	✓	
Group Event Reminder	✓	
New Private Lesson Created Notification	✓	
New Court Time Booked Notification	✓	
New Group Event Registration Notification	✓	
Statement	✓	
Package Expiration	✓	
Package Renewal	✓	
General Club Communications	✓	
Receipts	✓	

## 8 CONTACT US

If you have any questions regarding the membership, 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 at (319) 668-1636 or [rec@iowatelecom.net](mailto:rec@iowatelecom.net).

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