



CENTER FOR FITNESS

Member Self Service User Guide

www.loyolafitness.org

Click on the topic you would like to view:

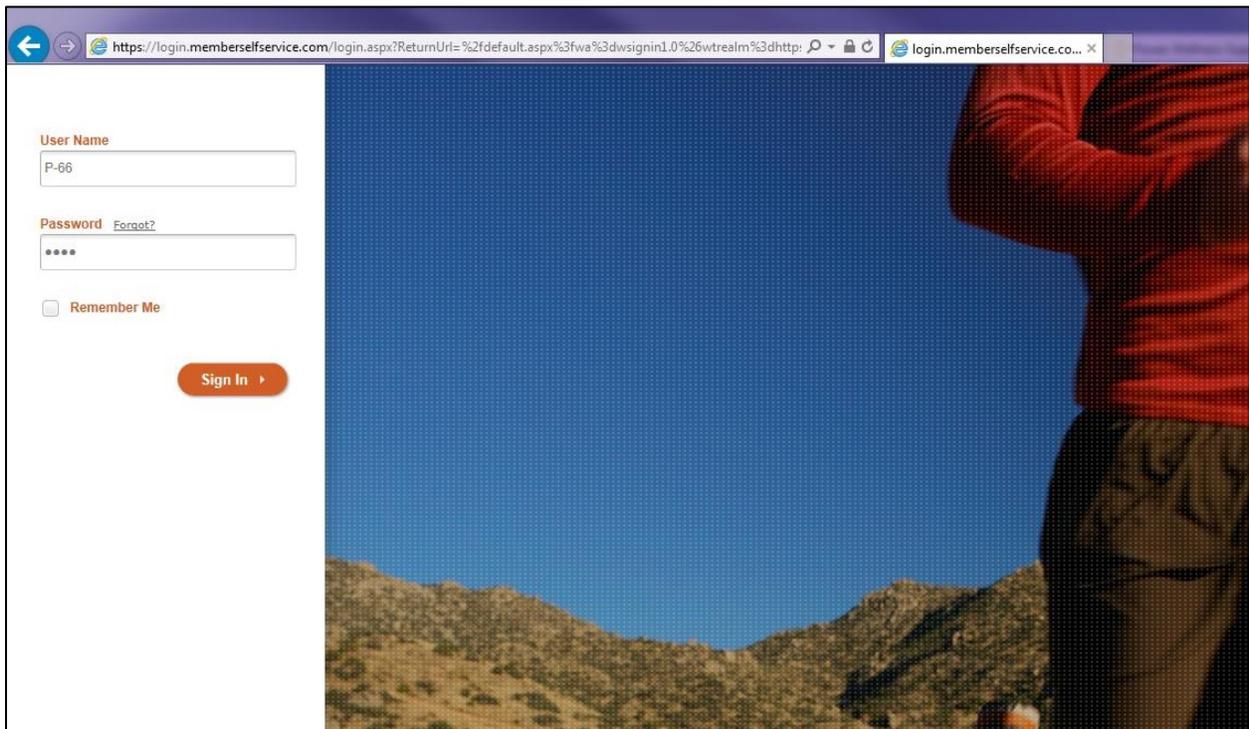
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*The *My Classes & Courses* and *My Appointments* sections of the MSS website are not fully available. Please contact your center to purchase a package, schedule an appointment or enroll in a class.

Getting Started

To log in to Member Self Service:

1. Open a browser and go to the Loyola Center for Fitness webpage, www.loyolafitness.org.
2. Click **Member Login** located on the navigation bar at the top of the home page. The **Member Self Service** webpage appears.
3. Click the **Member Login** icon and the **Log In** screen appears.



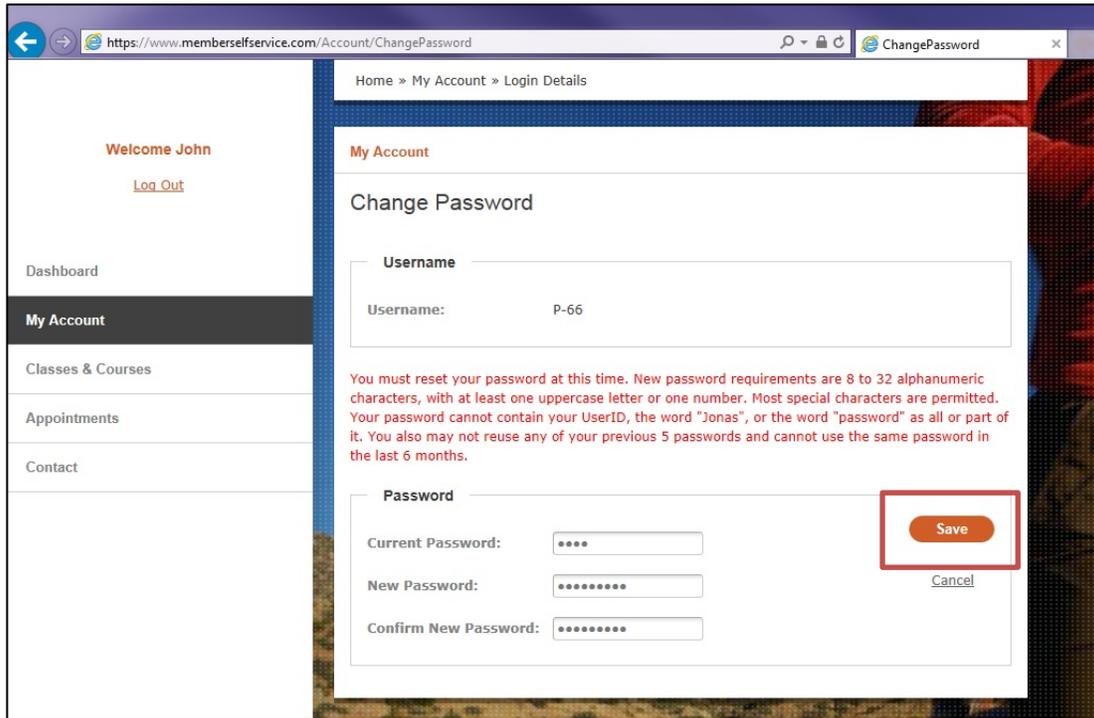
The screenshot shows a web browser window with the URL <https://login.memberselfservice.com/login.aspx?ReturnUrl=%2fdefault.aspx%3fwa%3dwsignin1.0%26wtrealm%3dhttp>. The login form includes a 'User Name' field with the value 'P-66', a 'Password' field with masked characters, a 'Remember Me' checkbox, and a 'Sign In' button. The background image shows a person in a red shirt standing in a desert landscape.

4. Enter your user name and password. The first time you login, the Member ID number that appears on the back of your membership ID card will need to be entered as your **User Name** and **Password**.

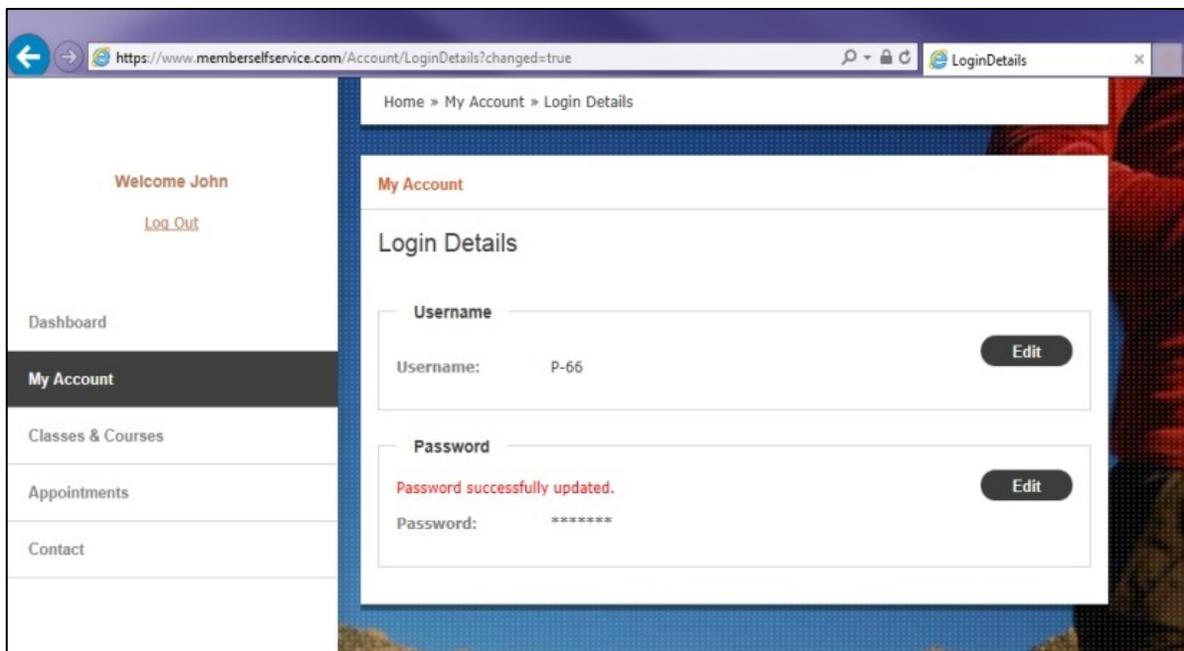


Note: If you want your device to remember your user name, check the **Remember Me** box.

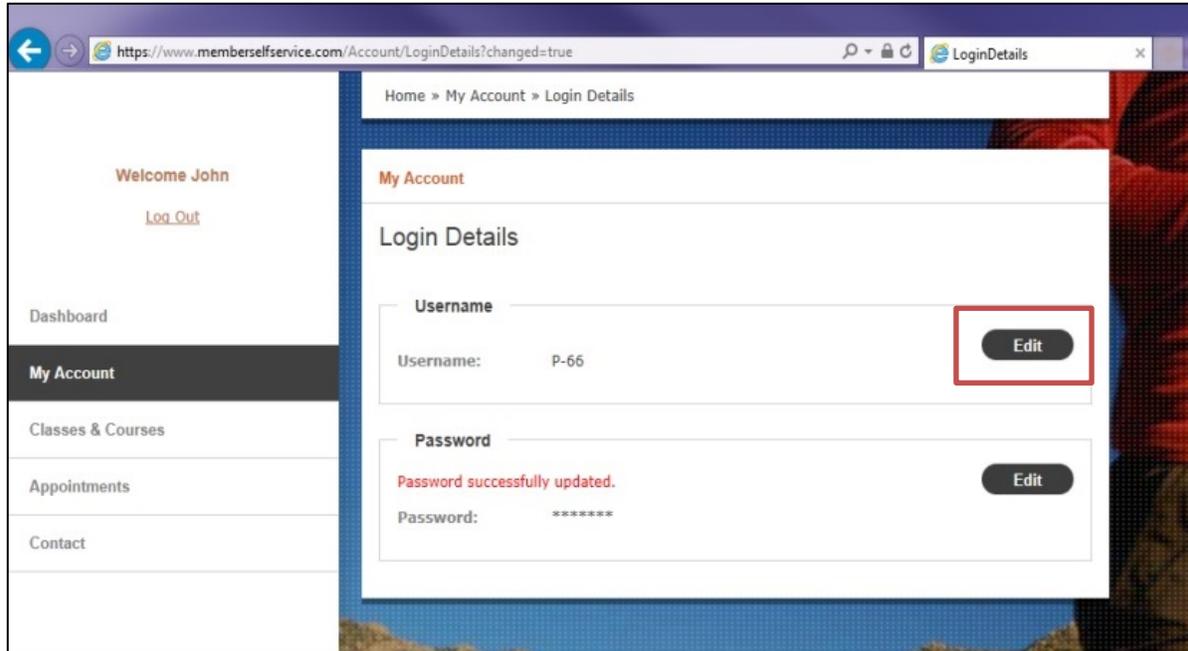
5. Click the **Sign In** button. The **Change Password** screen appears prompting you to reset your password at this time. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted.
6. Click **Save**.



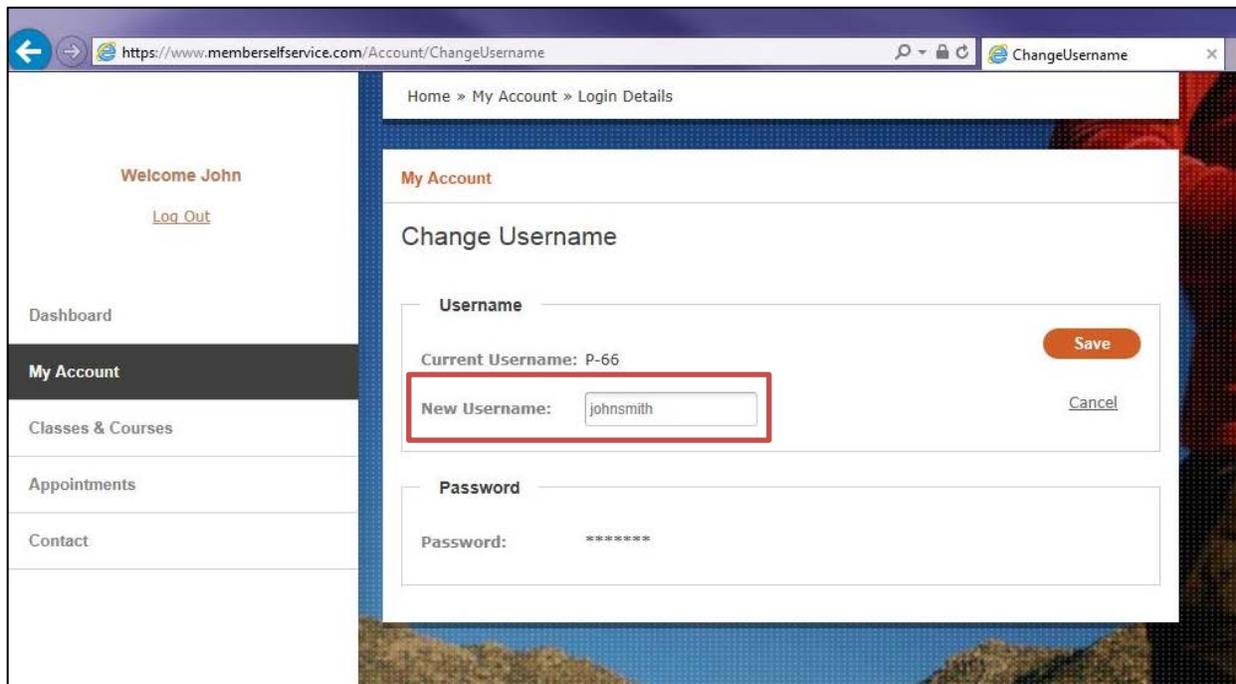
7. The *Password successfully updated* message appears.



8. (Optional) To change Username:
9. In the Username section, click the **Edit** button.

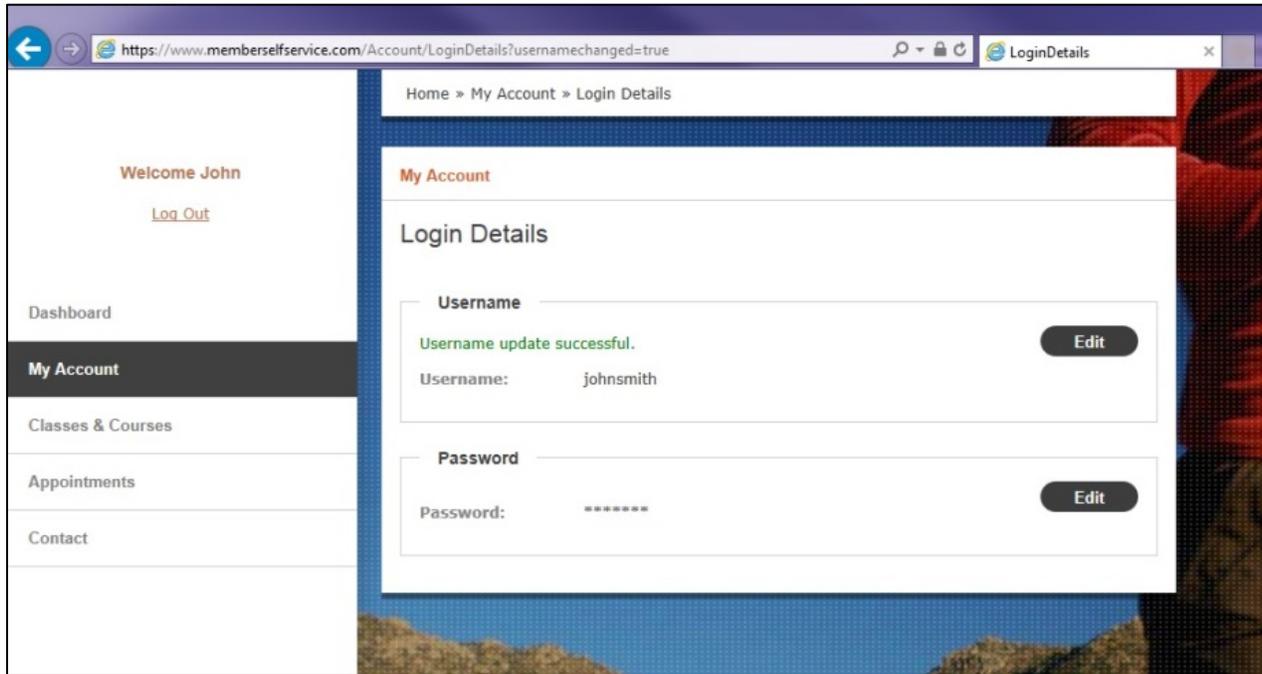


10. In the **New Username** field, enter a new username.





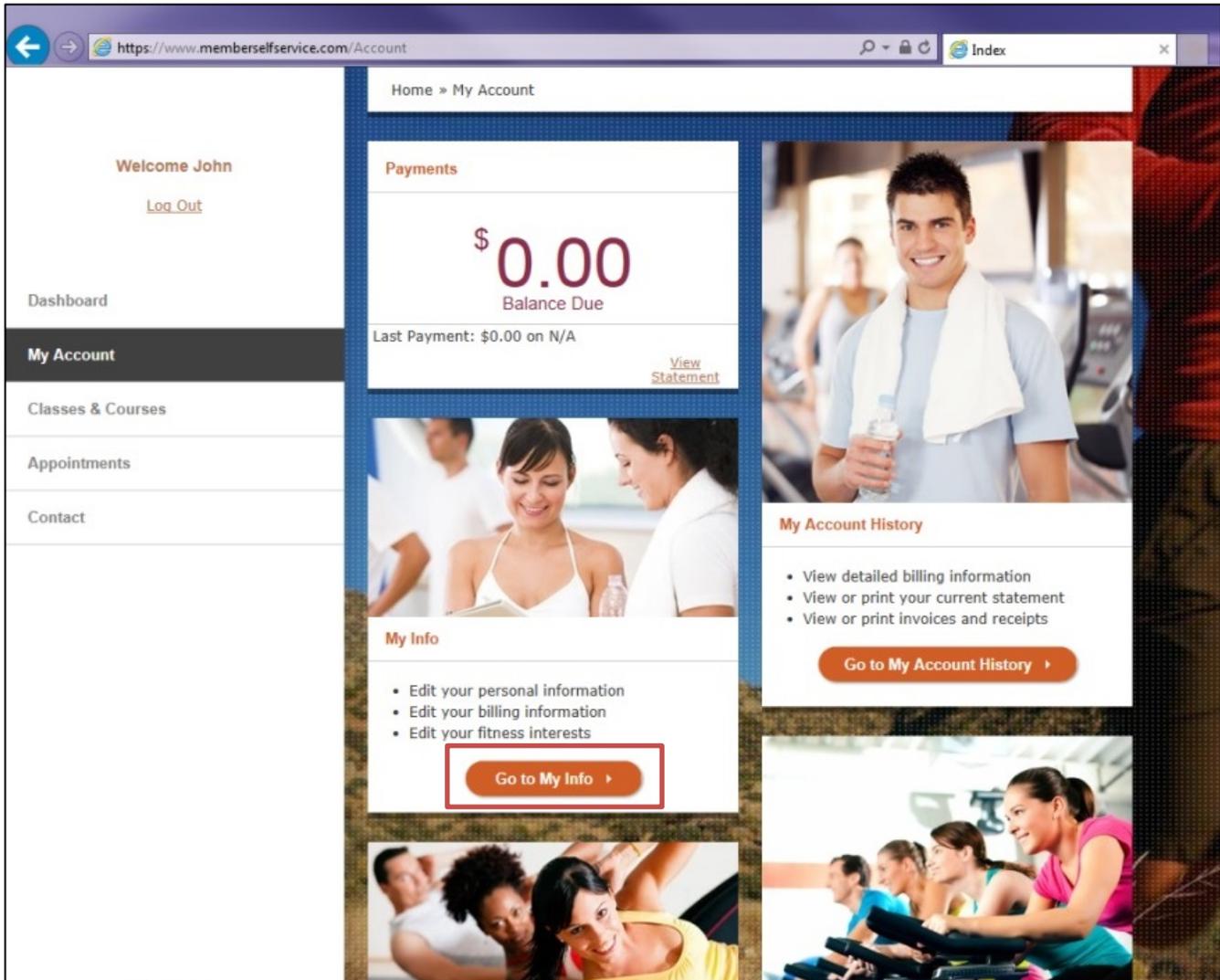
11. Click **Save**. The *Username update successful* message appears.





View and Update Personal Information

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Info* section, click **Go to My Info**.



3. The **My Info** screen appears. Click **Edit**.

The screenshot shows a web browser window with the URL <https://www.memberservice.com/Account/Info>. The page title is "My Info". The breadcrumb trail is "Home » My Account » My Info".

On the left sidebar, the navigation menu includes: Dashboard, My Account (highlighted), Classes & Courses, Appointments, and Contact. The user is logged in as "John" and has a "Log Out" link.

The main content area is titled "My Account" and "My Info". It contains a table of personal information:

Personal Info	
First Name	John
Last Name	Smith
Street Address 1	111 Lakeshore Way
Street Address 2	
City	Ann Arbor
State	MI
Zip	55555-
Home Phone	555-555-5555
Work Phone	
Work Phone Ext.	
Cell Phone	
Preferred Phone	Mobile
Email Address	example@example.com
Emergency Contact	Jane Smith
Emergency Phone	555-555-5555

An "Edit" button is located to the right of the "First Name" field, highlighted with a red box.

At the bottom left of the page, it says "Last Login:".



4. Update the asterisked/required fields as appropriate.
5. From the **Reason Code** drop down menu, select **P-Update General Information**.
6. In the **Description** field, additional notes may be added if necessary.
7. Click **Save**.

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

First Name * John

Last Name * Smith

Street Address 1 * 111 Lakeshore Way

Street Address 2

City * Ann Arbor

State * MI

Zip * 55555

Home Phone * 5555555555

Work Phone

Work Phone Ext.

Cell Phone

Preferred Phone Home Work Mobile

Email Address * jsmith@none.com

Emergency Contact * Jane Smith

Emergency Phone * 5555555555

Drivers License #

Reason Code P-Update General Infor... ▾

Description

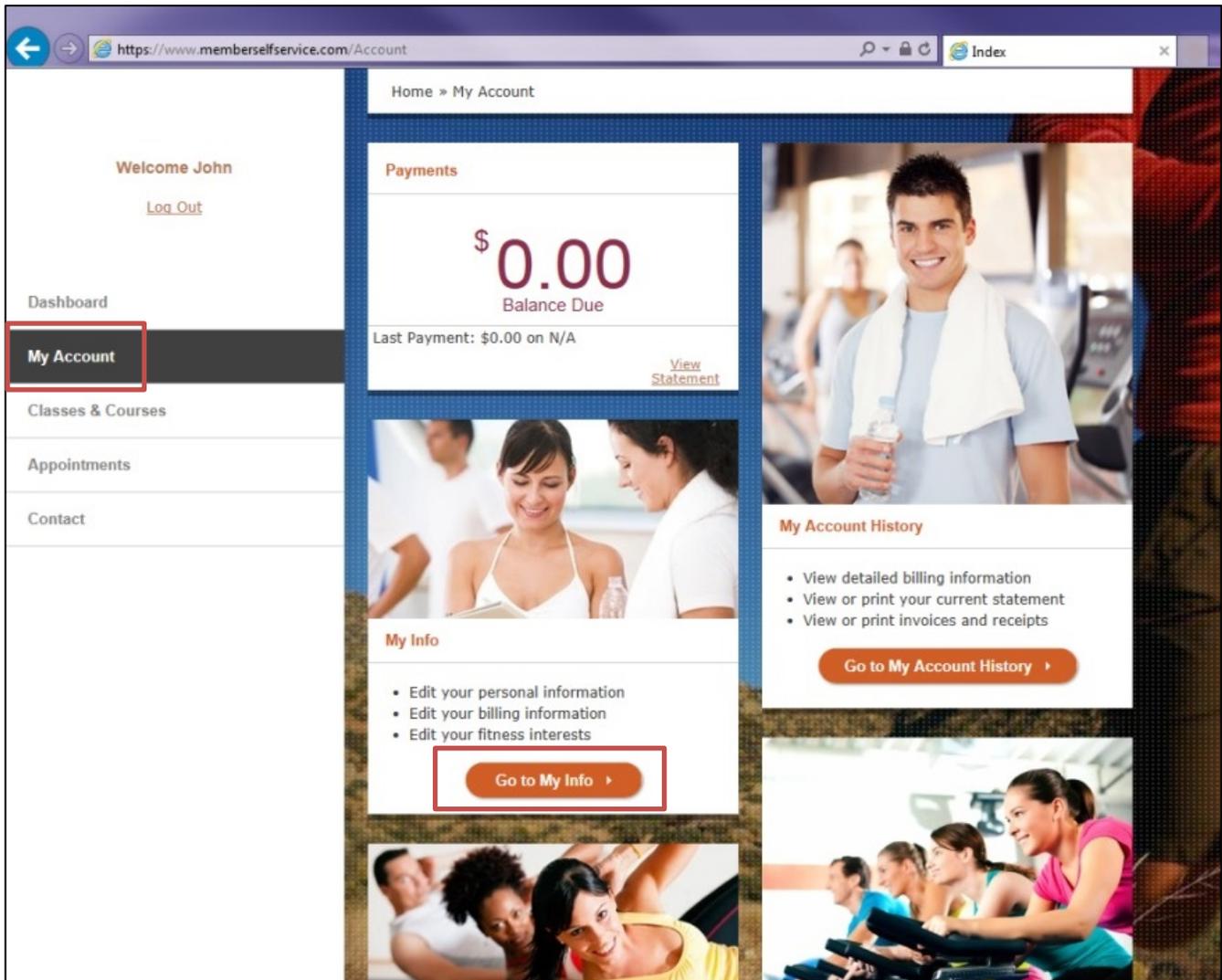
Save

Cancel

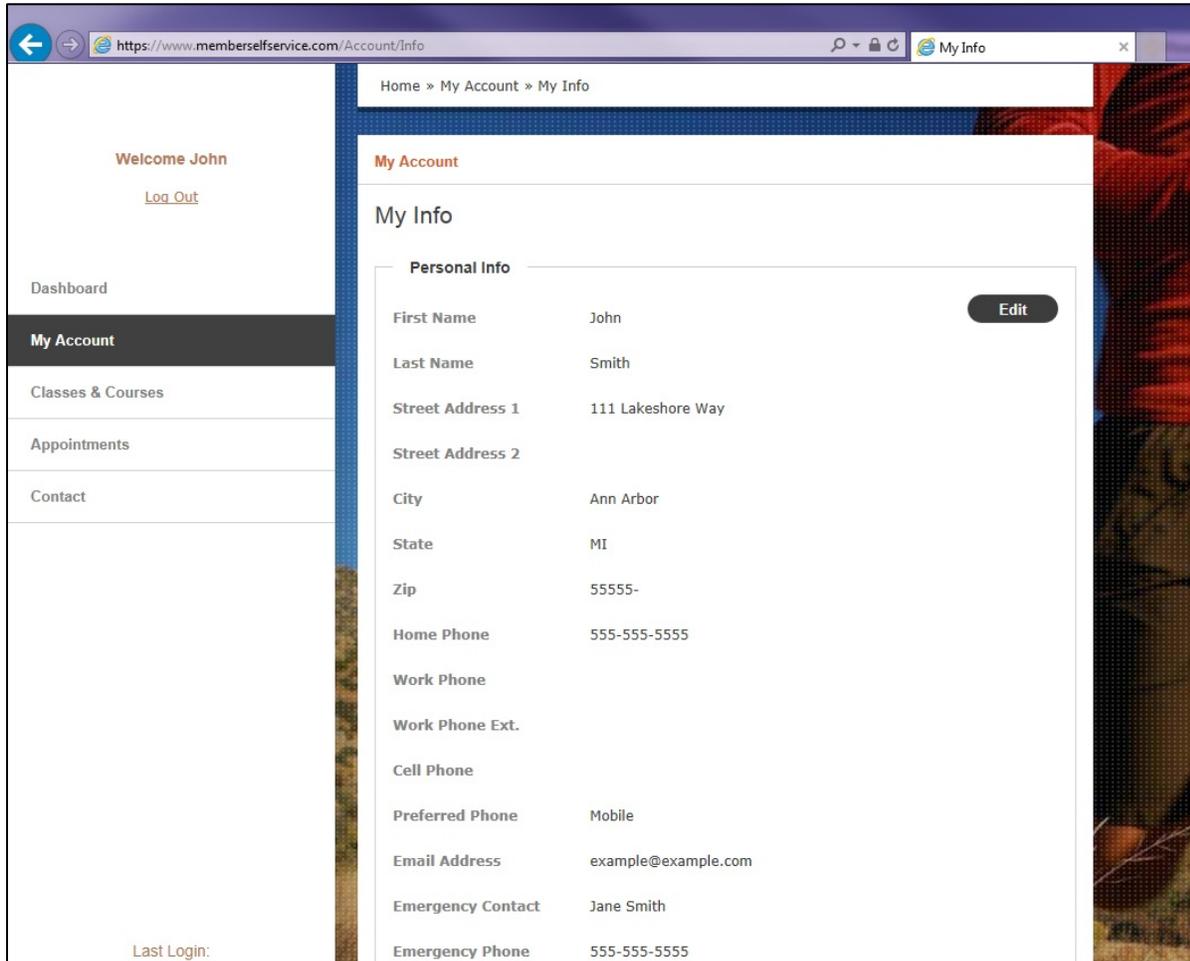


Edit a Form of Payment - (For use when a form of payment is on file)

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Info* section, click **Go to My Info**.



3. The **My Info** screen appears.



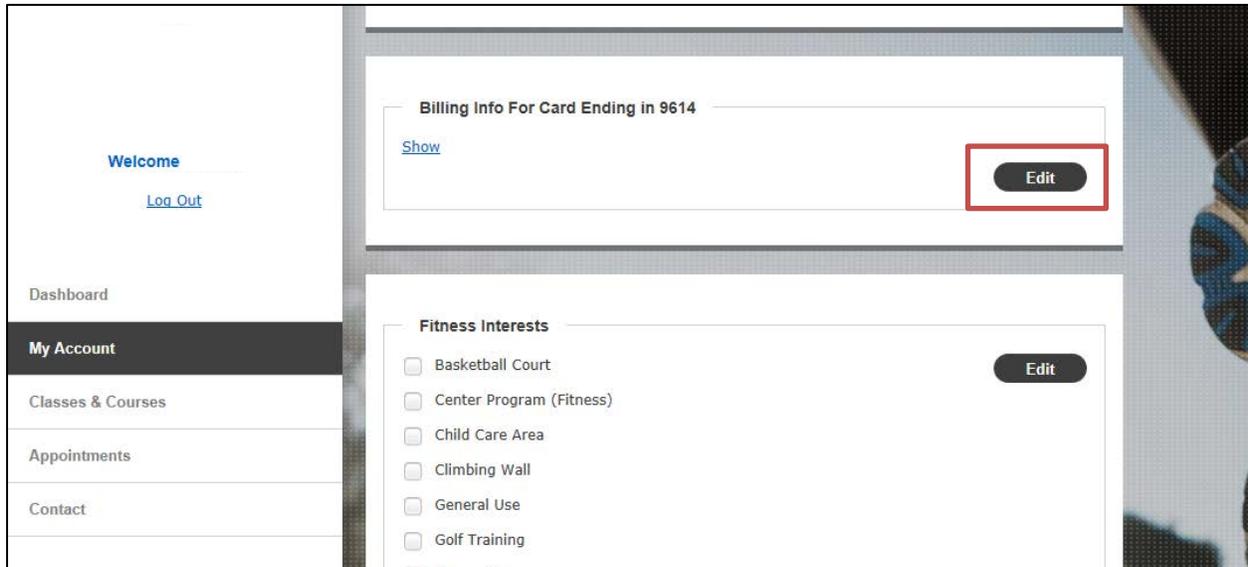
The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/Info>. The page title is "My Info". The breadcrumb navigation is "Home » My Account » My Info".

On the left side, there is a navigation menu with the following items: "Welcome John", "Log Out", "Dashboard", "My Account" (highlighted), "Classes & Courses", "Appointments", and "Contact". At the bottom of the menu, it says "Last Login:".

The main content area is titled "My Account" and "My Info". It contains a "Personal Info" section with an "Edit" button. The information displayed is as follows:

Personal Info		Edit
First Name	John	
Last Name	Smith	
Street Address 1	111 Lakeshore Way	
Street Address 2		
City	Ann Arbor	
State	MI	
Zip	55555-	
Home Phone	555-555-5555	
Work Phone		
Work Phone Ext.		
Cell Phone		
Preferred Phone	Mobile	
Email Address	example@example.com	
Emergency Contact	Jane Smith	
Emergency Phone	555-555-5555	

4. Scroll down to the **Billing Info For Credit Card/ACH Form of Payment** section. Click **Edit**.



5. The *Change Billing Info* screen appears.



Note: If the current form of payment on file is a credit card, only a different credit card may replace the original card on file. Likewise, if the form of payment on file is a draft account, only a different draft account may replace the original draft on file.



Note: If you choose to change your credit card to a draft form of payment, or vice versa, please stop by the Service Desk on your next visit.

6. Enter the appropriate form of payment information in the required fields.



Example of Editing Credit Card Information:

My Account

Change Billing Info

Billing Info For Card Ending in 9614

Name on Card	Christy Bachara	Save
Card Type	VISA	Cancel
Credit Card Number	****	
Expiration Date	November / 2018	
Use Member's Address	<input type="checkbox"/>	
Billing Address 1:	101 Test Drive	
Billing Address 2:		
City	Test City	
State	IL	
Zip Code	11111	
House Account	Yes	
# of Agreements	0	
Recurring Amount	\$	
Reason Code	B-Update Credit Card	
Description		

[Example of Editing Bank Account/ACH Information:](#)

The screenshot shows a web interface for editing ACH billing information. On the left is a navigation menu with 'My Account' selected. The main content area is titled 'Change Billing Info' and contains a form with the following fields:

Billing Info For ACH Form of Payment	
Account Holder	John Smith
Routing Number	272483316 Change
Bank Account Number	XXXXXX7890
Bank Account Type	Checking
Business Account	<input type="checkbox"/>
House Account	<input type="checkbox"/>
# of Agreements	0
Recurring Amount	\$
Reason Code	
Description	

Buttons for 'Save' and 'Cancel' are located in the top right corner of the form area.

7. For the **Reason Code** field, select either **B-Update Credit Card** or **B-Update Bank Account**.
8. In the **Description** field, additional notes may be added if necessary.
9. Click **Save**.



View/Print Account History

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Account History* section, click **Go to My Account History**.



3. The **My Account History** page appears. A list of charges and payments on your account appears.

Home » My Account » My Account History

My Account [Print](#)

My Account History

Current Statement: [View](#) Last Billing Date: 10/1/2015

Type	Due	Description	Receipt #	Debit	Credit	Link
Payment	10/5/2015	EFT Payment	525299		\$107.00	Details
Charge	10/1/2015	Senior Couple - Standard: Smith, John	520917	\$107.00		Details
Payment	9/5/2015	EFT Payment	513622		\$107.00	Details
Charge	9/1/2015	Senior Couple - Standard: Smith, John	509214	\$107.00		Details
Payment	8/5/2015	EFT Payment	501765		\$107.00	Details
Charge	8/1/2015	Senior Couple - Standard: Smith, John	497510	\$107.00		Details
Payment	7/5/2015	EFT Payment	489728		\$107.00	Details
Charge	7/1/2015	Senior Couple - Standard: Smith, John	485449	\$107.00		Details
Payment	6/5/2015	EFT Payment	477933		\$107.00	Details
Charge	6/1/2015	Senior Couple - Standard: Smith, John	473724	\$107.00		Details

Welcome John
[Log Out](#)

[Dashboard](#)
My Account
[Classes & Courses](#)
[Appointments](#)
[Contact](#)

Last Login:
 Thursday, October 22, 2015 2:55 PM
 Eastern Standard Time

4. Click **Details** to view the details for a charge or a payment.



- For charges, the invoice appears. Click **Print** to print the invoice. Click the red **X** in the upper right corner to close the invoice.

https://www.memberselfservice.com/Account/InvoiceDetail/859070

INVOICE 10/2/2015

FROM **SOLD TO** **BILLED TO**

Invoice # 520917

Qty	Description	Unit Price	Total Price
1	Senior Couple - Standard: Smith, John	\$107.00	\$107.00

Subtotal: \$107.00
Sales Tax: \$0.00
Grand Total: \$107.00

Print



- For payments, the receipt appears. Click **Print** to print the receipt. Click the red **X** in the upper right corner to close the receipt.

RECEIPT 10/5/2015

FROM

SOLD TO
John Smith

OTHER DETAILS
Description: EFT Payment

Receipt # 525299

Purchases

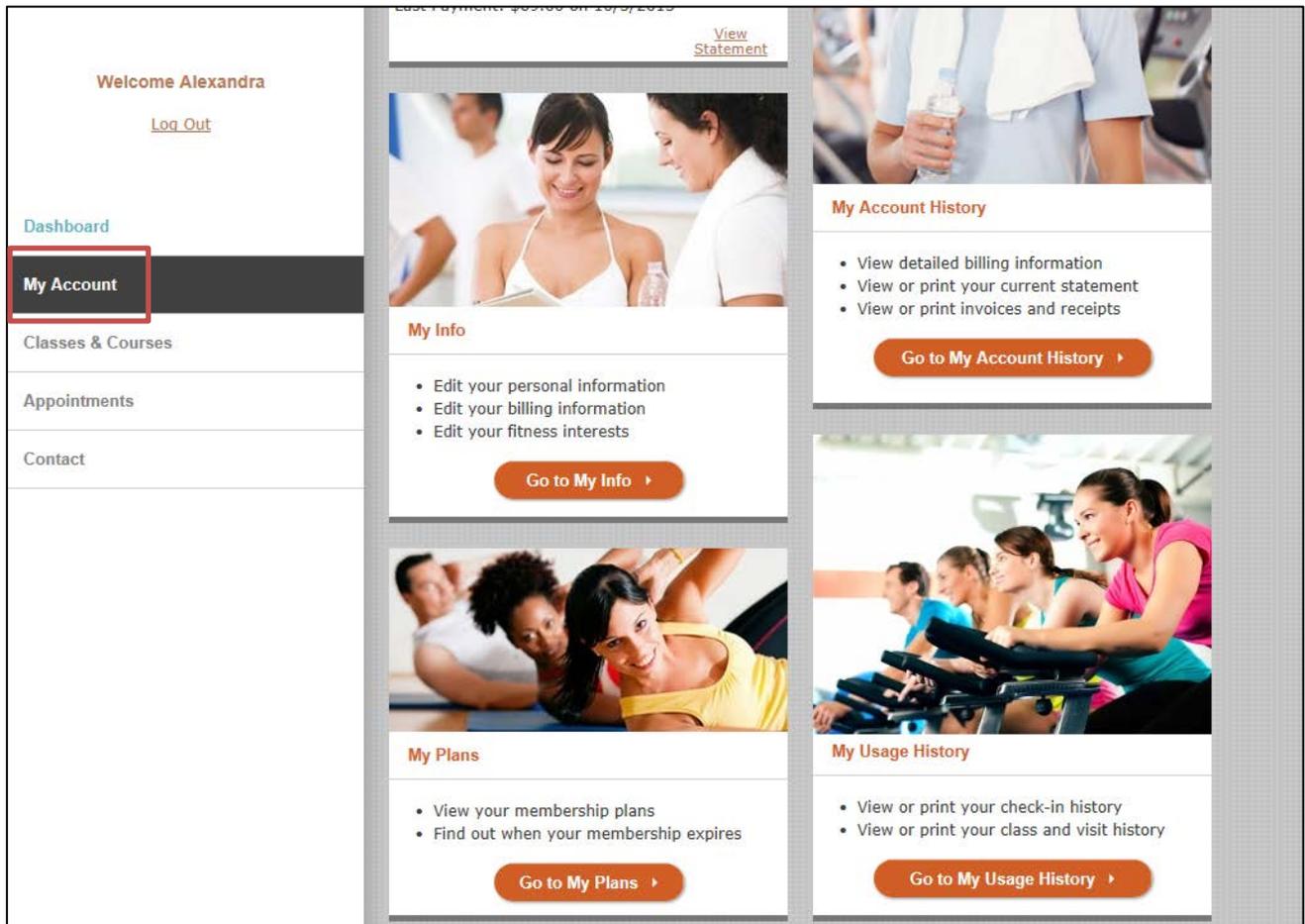
Post Date	Receipt Number	Invoice Amount	Amount Paid
10/2/2015	520917	\$107.00	\$107.00

Item Details

Receipt Number	Description	Quantity	Unit Price	Amount
520917	Senior Couple - Standard: Smith, John	1	\$107.00	\$107.00

View/Print Usage History

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Usage History* section, click **Go to My Usage History**.





3. The **My Usage History** page appears. A list of times that you checked in to the club appears.
4. Click **Print** to print a list of your check-ins.

Home » My Account » My Usage History

Welcome
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

My Account [Print](#)

My Usage History

Show History From to

Date	Time	Type	Location
10/17/2015	9:10 AM	Check In	
10/10/2015	10:15 AM	Check In	
10/3/2015	9:15 AM	Check In	
9/29/2015	5:49 PM	Check In	
9/26/2015	10:27 AM	Check In	
9/19/2015	8:35 AM	Check In	
9/7/2015	8:25 AM	Check In	
9/5/2015	11:03 AM	Check In	
8/29/2015	8:18 AM	Check In	

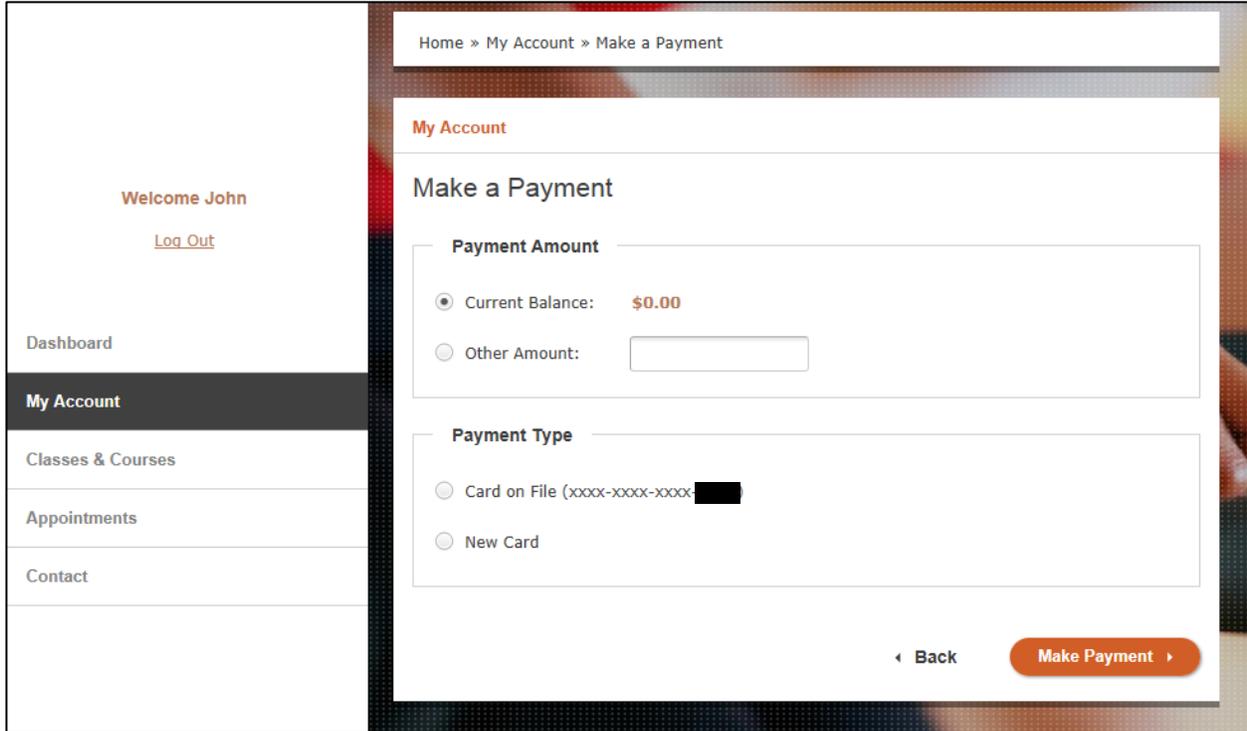


Make a Payment

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *Payments* section, click **Pay**.

The screenshot shows the 'My Account' page. On the left is a navigation menu with 'My Account' highlighted. The main content area has a breadcrumb 'Home » My Account'. Below this is a 'Payments' section with a large '\$ 0.00 Balance Due' display. A 'Pay' button is highlighted with a red box. Below the balance is a 'Last Payment: \$69.00 on 10/5/2015' and a 'View Statement' link. To the right is a photo of a man with a towel. Below that is a 'My Account History' section with a list of actions and a 'Go to My Account History' button. At the bottom is a photo of a woman.

3. The **Make a Payment** page appears.



Home » My Account » Make a Payment

My Account

Make a Payment

Payment Amount

Current Balance: **\$0.00**

Other Amount:

Payment Type

Card on File (xxxx-xxxx-xxxx-xxxx)

New Card

◀ Back **Make Payment** ▶

4. In the **Payment Amount** section, select **Current Balance** to pay the current balance or select **Other Amount** and enter another amount.
5. In the **Payment Type** section, select to use either the credit card on file or a different credit card. The fields for verifying information or entering new information appear.



Note: The only difference in the fields is that, if you select the credit card on file, the information appears, and if you select a new card, the fields are blank.

6. Verify the information for the credit card on file, or enter the information for the new credit card.

Home » My Account » Make a Payment

My Account

Welcome John
[Log Out](#)

Dashboard
My Account
Classes & Courses
Appointments
Contact

Make a Payment

Payment Amount

Current Balance: **\$0.00**

Other Amount:

Payment Type

Card on File (xxxx-xxxx-xxxx-████)

New Card

Existing Card Info

Name on Card*

Card Type *

Card Number *

Expiration Date *

Security Code * [Where do I find this?](#)

Verify Billing Address

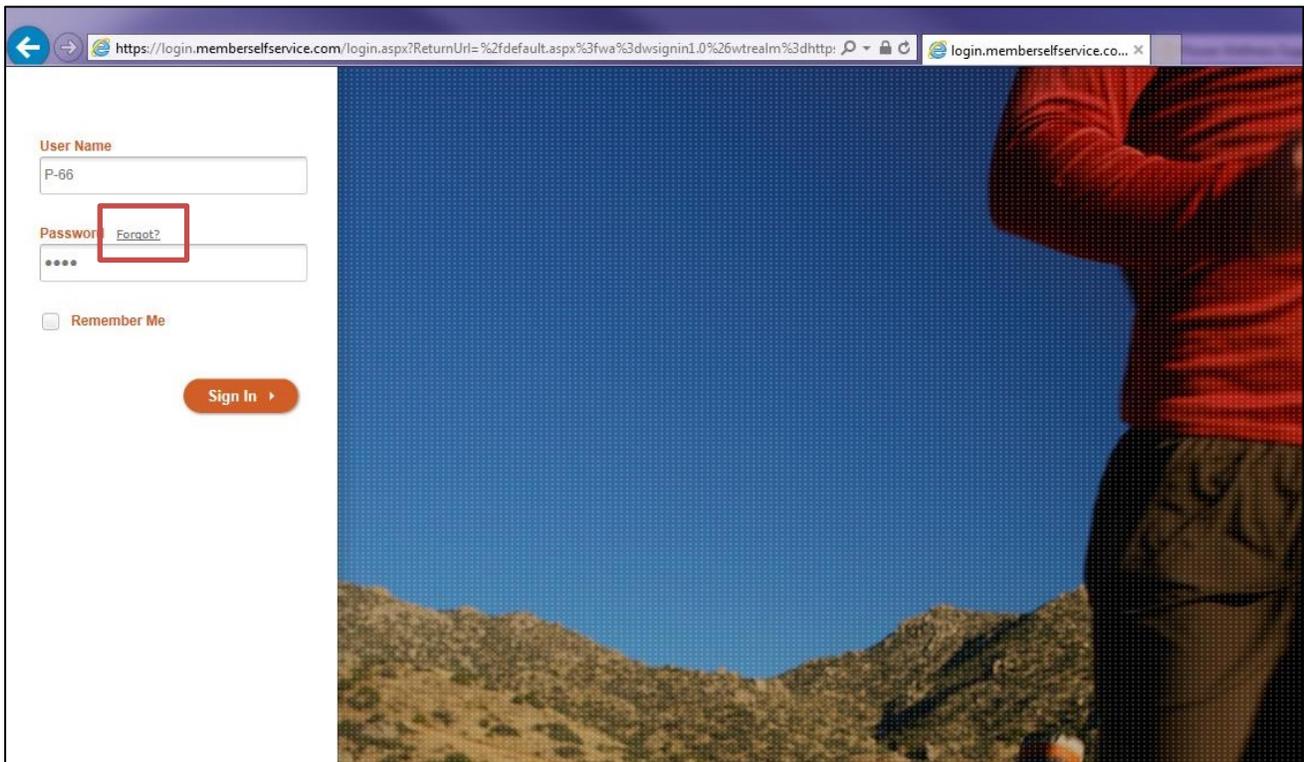
7. Click **Make Payment**. The payment confirmation page appears.



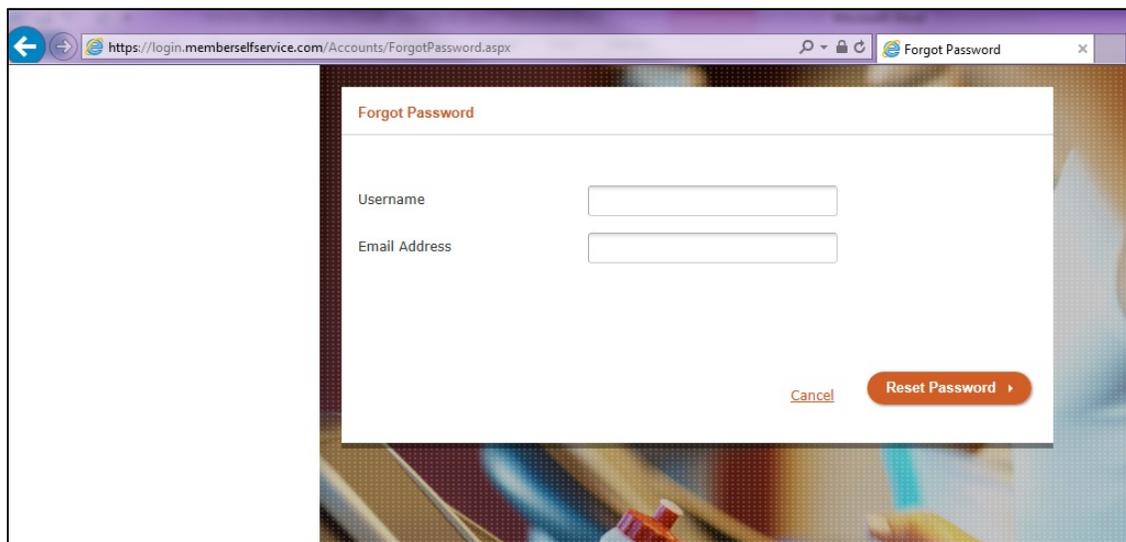
Note: Payments on account may not be applied to the current balance if the billing process is already in motion.

Reset/Forgot Password

1. Open a browser and use the Member Self Service URL that the club has provided. The **Log In** screen appears.
2. Click the **Forgot?** hyperlink located above the **Password** field.



3. Enter your **Username** and the exact **Email Address** on file at the center. Click **Reset Password**.





- An email will be sent to your email address with a hyperlink to complete the password reset process.



Note: The link will be active for 30 minutes after which if the reset process has not been completed you will need to again use the **Forgot Password** link on the MSS login page to request a new email with a new link.

- Once the email link has been clicked, the browser will open the **Reset Password** webpage. Complete the required fields and click **Reset Password** to complete the process.

Reset Password

Use the form below to reset your password.
New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted. Your password cannot contain your UserID, the word "Fiserv", or the word "password" as all or part of it. You also may not reuse any of your previous 5 passwords and cannot use the same password in the last 6 months.

Username

Email Address

New Password

Confirm New Password

Reset Password ▶



Change Username/Password

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Login Details* section, click **Change Username or Password**.

Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:
Thursday, October 22, 2015 3:29 PM

My Info

- Edit your personal information
- Edit your billing information
- Edit your fitness interests

[Go to My Info](#)

My Account History

- View detailed billing information
- View or print your current statement
- View or print invoices and receipts

[Go to My Account History](#)

My Plans

- View your membership plans
- Find out when your membership expires

[Go to My Plans](#)

My Usage History

- View or print your check-in history
- View or print your class and visit history

[Go to My Usage History](#)

My Login Details

[Change Username or Password](#)



3. The *Login Details* page appears.

Home » My Account » Login Details

My Account

Login Details

Username

Username: 12-019353 **Edit**

Password

Password: ***** **Edit**

4. Click **Edit** in the **Username** section to update your username.
5. Click **Edit** in the **Password** section to update your password. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted.
6. Click **Save** to save changes.

Contact Club

1. On the dashboard, click **Contact**. The **Contact** page appears.

Home » Contact

Contact

Contact Us

First Name *

Last Name *

Email Address *

Phone Number *

Your Message *

2. In the *Contact Us* section, enter the required information and message.
3. Click **Send**. The message is sent.



Login Troubleshooting/FAQs

Issue	Steps to Take
Forgot Your Password	Refer to <i>Reset/Forgot Password</i> section of the <i>MSS User Guide</i> .
Forgot Your Username	Call the <i>Loyola Center for Fitness</i> at (708) 327-2348.
Forgot the Email Address You Have On File with the Center	Call the <i>Loyola Center for Fitness</i> at (708) 327-2348.
You Have Not Received Email with Password Reset	Check your email's Spam/Junk folder. The email sender is noreply@jfissoftware.com . Remember to select "Never Block Sender" so that future emails are sent to your inbox. If no email is found, contact the <i>Loyola Center for Fitness</i> at (708) 327-2348.