



# Club Automation: Online Portal



**ClubAutomation**



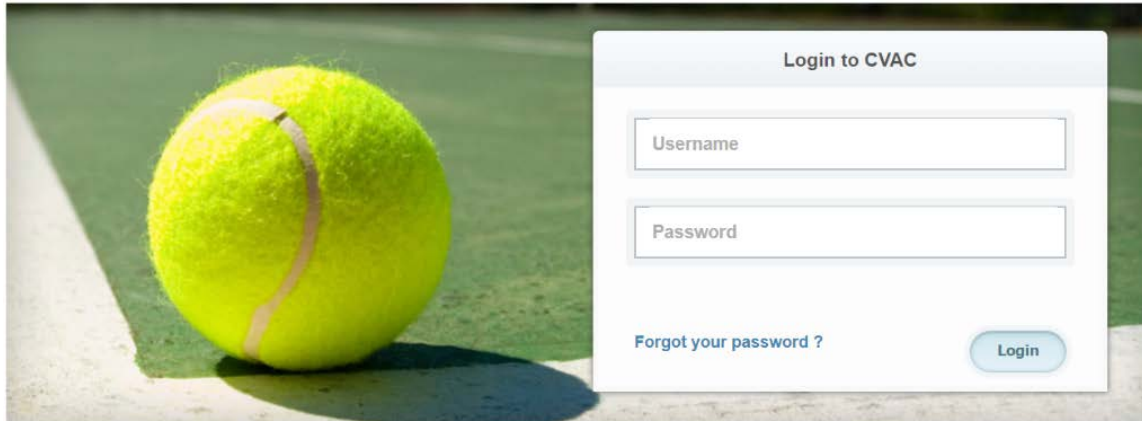
## Welcome to our new Carmel Valley Athletic Club member portal.

Accessing the member portal allows you to update personal information, view your statement, register for classes, and more! This guide outlines the features available within the portal.

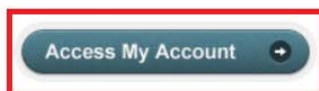
### 1 HOW TO LOG IN

#### Initial Login:

To access the member portal for the first time, Click Here: <https://cvac.clubautomation>.



#### First time here?

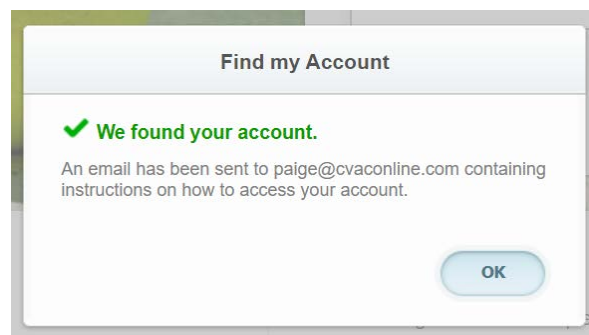


#### Register for classes

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



Once on the site, locate the “Access My Account” button listed under “First time here?”. In the “Register Now” window, enter your first name, last name, and email address that is on your CVAC account file. After entering your information, select the “Search” button. Once your account has been identified, you will receive a “We found your account.” prompt.





A verification email will be sent to your email address with the final login instructions. Please open your email to access these instructions. **Please reach out to [Paige@CVACLife.com](mailto:Paige@CVACLife.com) if your account access cannot be completed or if you need to confirm the email on file.** If you have accessed your member portal but need help registering for a class please contact the CVAC Conierge.

Carmel Valley A... New Online access to Carmel Valley Athletic Club - CVAC Carmel Valley Athletic Club Hi PAIGE, You recently a...

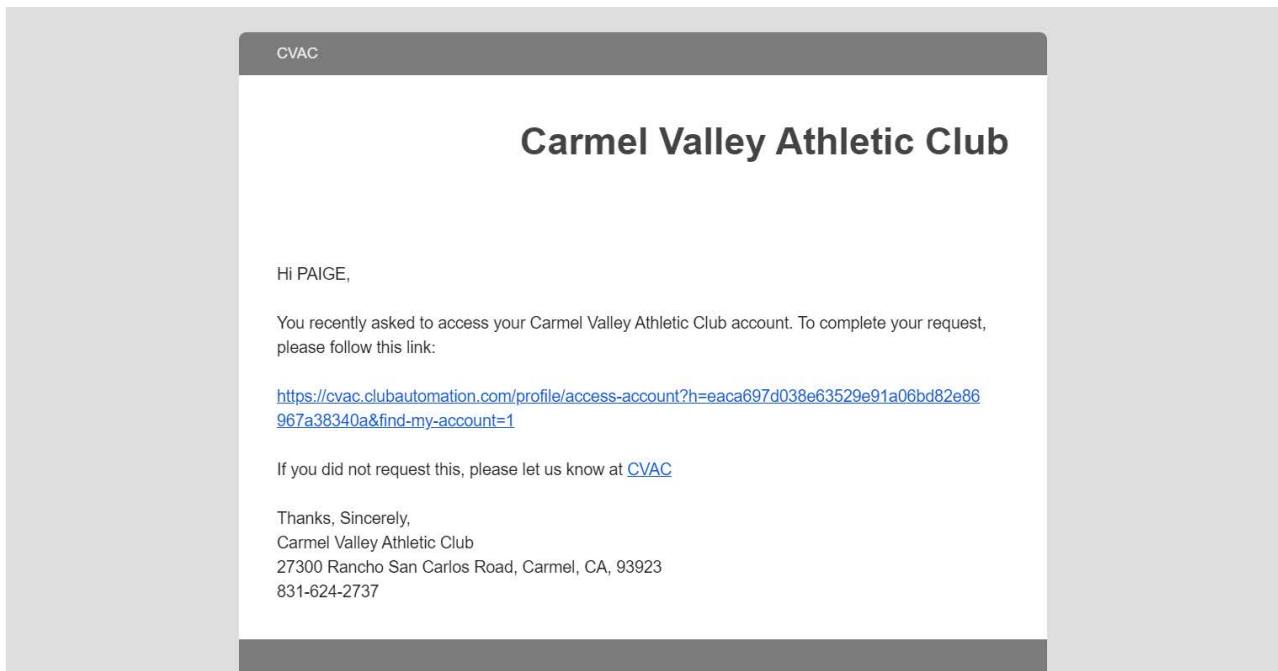
The email you receive includes a verification link that needs to be opened to complete the setup of process. Once the link is selected, you will be directed to an information page where you will enter/verify your personal information.

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

Online access to Carmel Valley Athletic Club Inbox x

Carmel Valley Athletic Club [Unsubscribe](#)  
to PAIGE ▾

11:35 AM (0 minutes ago)





Finally, 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!

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

### Contact Info

First Name \*  
PAIGE

Last Name \*  
MCKAY

Address \*  
27200 RANCHO SAN CARLOS

City \*  
CARMEL

State \*  
California

Zip Code \*  
93923

Mobile Phone \*  
555 - 555 - 555

Home Phone  
555 - 555 - 555

Gender \*  
 male  female

Birthday \*  
01/04/1993

### Login Details

Email \*  
paige@cvaonline.com

Password \*

Confirm Password \*

### Emergency Contact Info

Full Name \*  
Kyle McKay

Relationship \*  
sister

Phone \*  
555 - 555 - 555

### Family Members

There are no family members connected to this account

### Liability Release

In checking the box below I agree that Carmel Valley Athletic Club is in no way responsible for the safekeeping of my personal belongings while I attend class. I understand that classes at Carmel Valley Athletic Club may be physically strenuous and I voluntarily participate in them with full knowledge that there is a risk of personal injury, property loss or death. I agree that neither I, my heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against Carmel Valley Athletic Club or its members for any personal injury, property damage/loss, or wrongful death, whether caused by negligence or otherwise. I understand that all persons currently under treatment for any health condition and any pregnant women must present written permission from a licensed physician before participating in any exercise class. I understand that any person with any kind of back or knee injuries must consult with a physician before attending exercise class. I agree to disclose upon my first visit to the front desk any history or injury and/or physical limitation or concern.

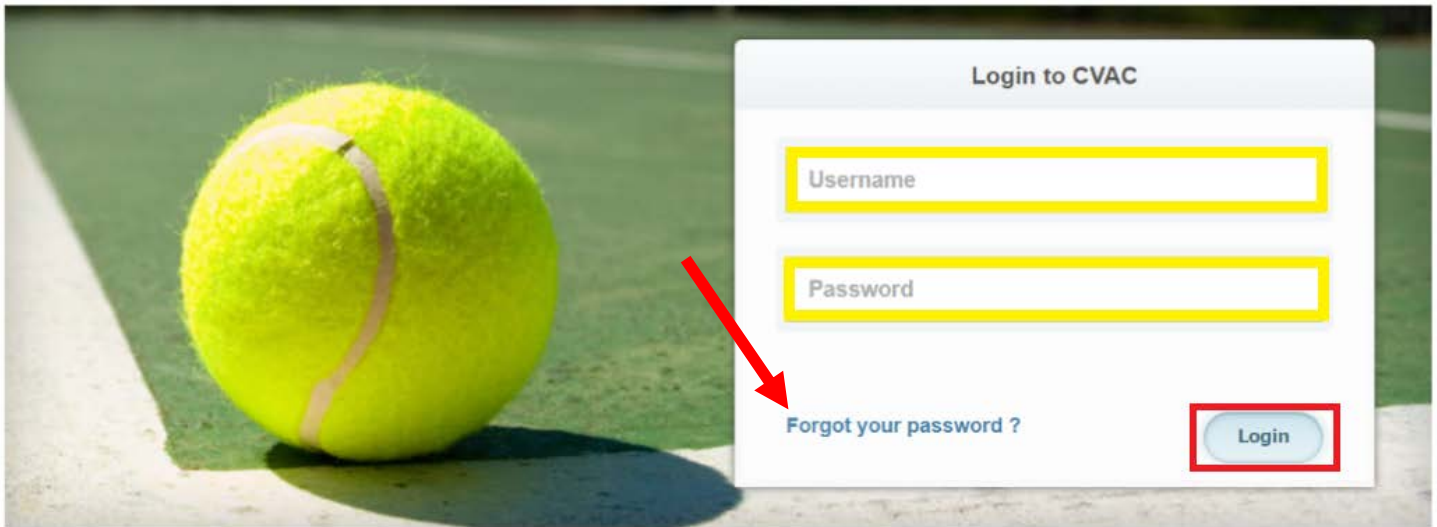
I agree with the above terms

**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 box.



**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 help accessing your account or the email you provided isn’t recognized by the system, contact the CVAC Concierge at 831-624-2737 for further assistance.

**Note:** If you are using a mobile device to log in, make sure "Auto Rotate" is on and turn your phone sideways for easier navigation. Some information is not visible when phones are in portrait mode.



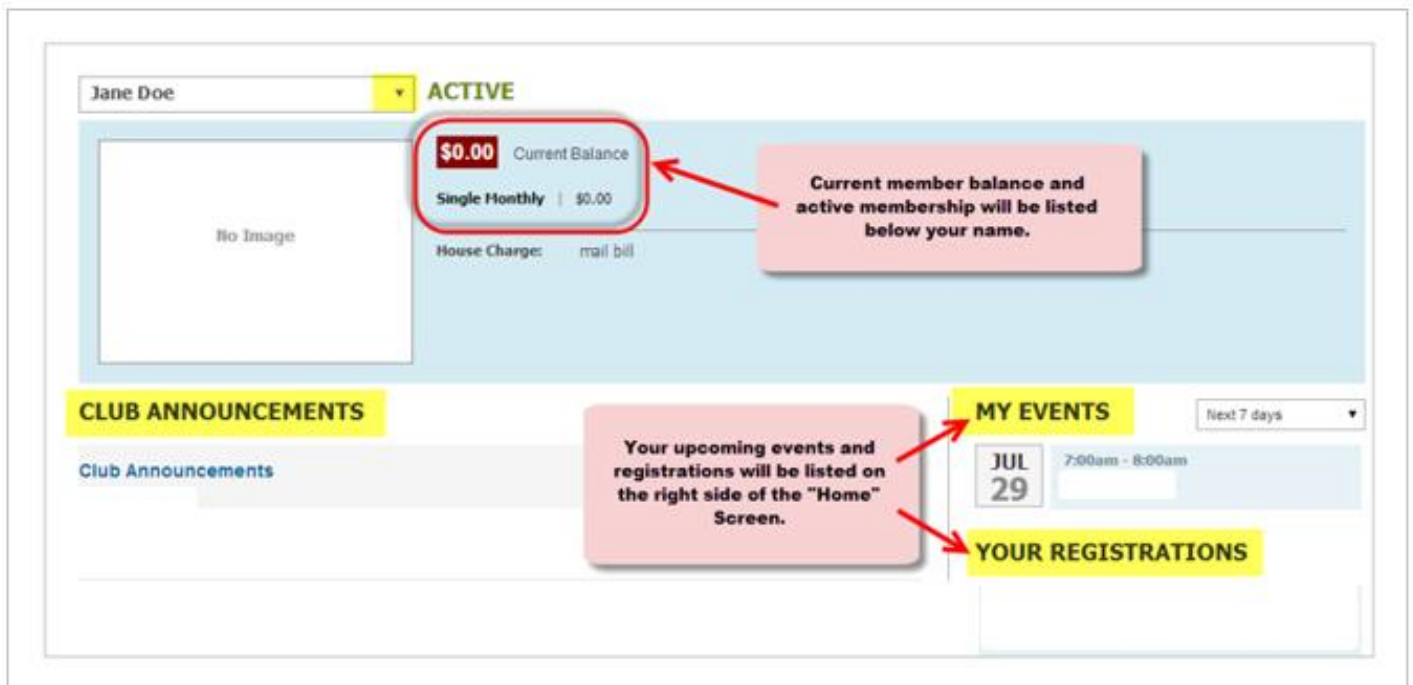
## 2 MEMBER PORTAL OVERVIEW

### Home Page:

When logging in you will be directed to your “Home” page.

The home page includes 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 the Carmel Valley Athletic Club.
- *Upcoming events and registrations* – listed on the right side of the home screen will be upcoming class or program registrations, personal training sessions, lap lane reservations, tennis court 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

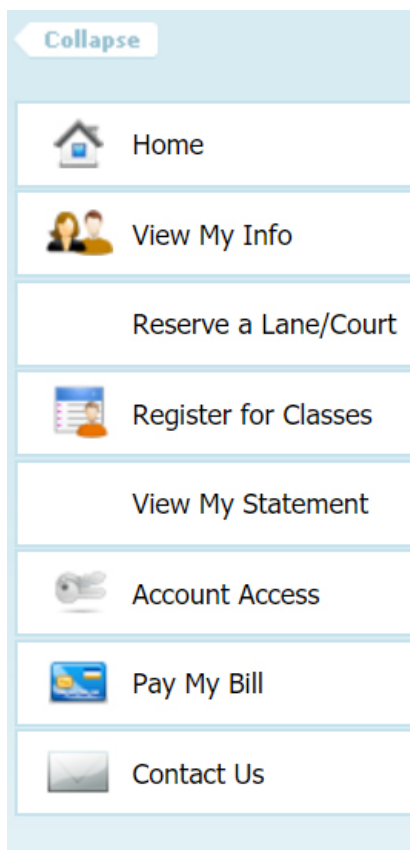




## Member Portal Tabs:

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
- **Reserve a Lane/Court:** Book new and/or edit existing tennis court or lap lane reservations
- **Register for Classes:** Register for drop-in classes, i.e. Yoga, Aqua, Private Tub, Recreational Swim, etc.
- **View My Statement:** Review charges and payments posted to your statement
- **Pay My Bill:** Pay your account balance
- **Contact Us:** Send the Club a question



**Use the tabs on the left to navigate to different features on your member portal.**



## 3 VIEW MY INFO

From this tab you can update your personal and billing information, along with any linked members' information when logged in as the primary member.

### Personal Information:

To update your personal information, select "Edit" in the top right corner of the Personal Information box.

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

### Billing Information:

To update your payment method, select "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>	
<b>House Charge</b>	Credit Card	<b>Credit Card Type</b>	Visa
<b>Statement Delivery Method</b>	email	<b>Credit Card #</b>	*****1111
<b>Tax exempt</b>	No	<b>Name on Card</b>	Laura
		<b>Card Expiration</b>	06/01/2017
		<b>Billing Address</b>	Same as Contact



# 4 RESERVE A TENNIS COURT

Select "Reserve a Lane/Court" and follow the steps below to complete the reservation.

1. **What Service:** Begin by selecting "Tennis" in the drop-down.
2. **Where:** Select "Outdoor" and the court number you would like to play on.

**Note:** To book the Ball Machine or Pickleball court please call the CVAC Concierge at (831) 624-2737.

Collapse

- Home
- View My Info
- Reserve a Lane/Court**
- Register for Classes
- View My Statement
- Pay My Bill
- Contact Us

YOUR RESERVATIONS		Host	Activity	Players
Fri, Jul 10, 2020	2:30 PM - 4:00 PM	Testing McTester	Tennis Reservation (Outdoor Court 1)	PAIGE MCKAY <a href="#">Edit</a> <a href="#">Cancel</a>

### MAKE A NEW RESERVATION

What Service? <sup>1</sup>

Where? <sup>2</sup>

Who will host? <sup>3</sup> 

- Kyle Mckay x
- Heidi Mckay x
- Paige Mckay x

 + Add Participant

When? <sup>4</sup>

<sup>5</sup> Search for available times From  To

<sup>6</sup>

Pick a Time <sup>7</sup>

- Outdoor
- 
- [3:30 pm](#)
- [5:00 pm](#)
- [6:30 pm](#)



- Who will Host:** Select the family member scheduling the reservation and add additional players as needed.
  - When you are logged in, your name is auto filled in as the host
  - To add additional players, type their name in the “Add Participant” box and select the name from the list that will generate.
  - To remove a name, select the blue “X” to the right of the name

- When:** Select the date of the reservation. The reservation length is automatically set for 90 minutes. Reservations open up a week in advance.
- Search for available times:** Select the time frame in which you would like to search for court availability.
- Search:** Click the "Search" button and available times will populate below.
- Pick a Time:** Choose the time that you want to reserve.
- The “Confirm Reservation” window will appear. Press Confirm and then OK to finalize the reservation.



## 5 RESERVE A LAP LANE

1. Select "Reserve a Lane/Court" and follow the steps below to complete the reservation.
2. **What Service:** Begin by selecting "Swimming" in the drop-down.
3. **Who will host:** Select the family member scheduling the reservation. You will not be able to book the appointment if you use the "Add Participant" feature.
4. **When:** Select the date of the reservation.
5. 60 minute & 30 minute reservation are available. 60-Min includes 45-min of swim time. 30-min includes 25-min of swim time. The last 15-min are used to prep for our next reservation or class. Reservations open up at 12 pm the day before.
6. **Search:** Click the "Search" button and available times will populate below.
7. **Pick a Time:** Choose the time that you want to reserve.

The screenshot shows the 'Reserve a Lane/Court' process. On the left is a navigation sidebar with 'Reserve a Lane/Court' highlighted (1). The main area shows 'YOUR RESERVATIONS' with two entries. Below is the 'MAKE A NEW RESERVATION' form: 'What Service?' is set to 'Swimming' (2), 'Who will host?' is 'Paige testing' (3), 'When?' is '07/31/2020' (4) with '30 Min' and '60 Min' options (5), and a 'Search' button (6). A 'Pick a Time' list for the 'Swimming Pool' shows times from 5:30 am to 7:30 pm, with '4:30 pm' selected (7). A 'Confirm Reservation' modal window is open, showing 'Day/Time: Wed 4:30PM-5:30PM', 'Location: swimming pool', and 'Event Date: 07/08/2020'. It also lists the member 'Testing McTester' with 'No photo' and 'No Invoice'. 'Cancel' and 'Confirm' buttons are at the bottom.

8. The "Confirm Reservation" window will appear. Press Confirm and then OK to finalize the reservation.

**Note:** To reserve a Private Tub or use the recreational swim area please use the Register for Classes tab.



**Your Reservations:** Your active reservations will display at the top of the screen under Your Reservations.

**Edit/Cancel:** If you need to edit or cancel, please click on the appropriate action to the far right of your reservation and follow the steps. Edit will allow you to change the names of the players or the time/day. Canceling a reservation will remove your reservation and free up the court. Please remember that cancellation policies still apply if you cancel your court within the cancellation period.

Collapse		<b>YOUR RESERVATIONS</b>		Host	Activity	Players
	Home	Wed, Jul 08, 2020	4:30 PM - 5:30 PM	Testing McTester	Swimming Reservation (swimming pool)	<a href="#">Edit</a> <a href="#">Cancel</a>
	View My Info	Fri, Jul 10, 2020	10:30 AM - 12:00 PM	Testing McTester	Tennis Reservation (Outdoor Court 1)	<a href="#">Edit</a> <a href="#">Cancel</a>
<a href="#">Reserve a Lane/Court</a>						

**Note:** If you are unable to make a reservation at the time of your choice, try refreshing the page. Members can cancel their own reservations and our system updates in real time so you can book appointments as they become available. If swim lanes are completely unavailable, please call the CVAC Concierge at (831) 624-2737 to book a lane for the following day.



## 7 REGISTER FOR CLASSES

1. Select "Register for Classes" and follow the steps below to complete the reservation.
2. Then select the "By Date" tab and the day you would like to review from the calendar provided.
3. Choose the date of the class you are looking for.
4. Select the "Search classes" button. Classes scheduled for that date will now display.
5. Scroll down to identify the class you would like to register for and select "Sign Up" to register for the day. Click on the class name to view all days the class is offered.

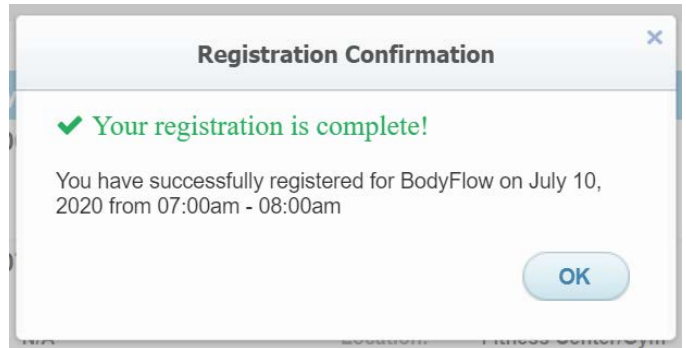
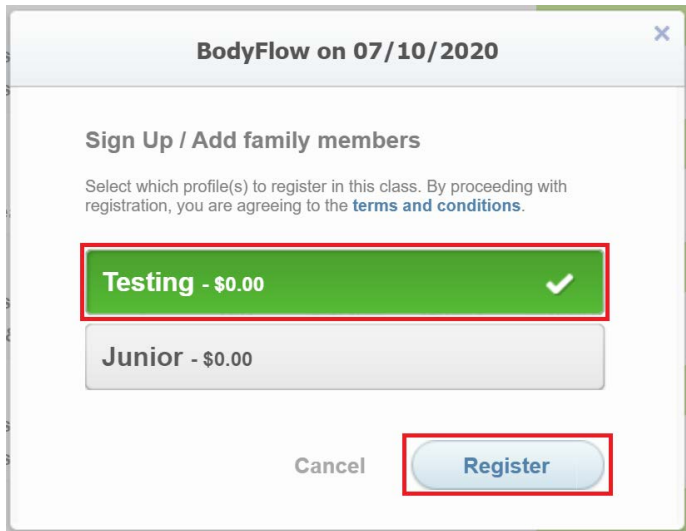
**Note: All Events:** This menu displays the different departments when clicked. At this time, you can search for classes under the Fitness or Swimming Pool categories only.

The screenshot shows the 'Register for Classes' interface. On the left is a navigation sidebar with a 'Collapse' button and menu items: Home, View My Info, Reserve a Lane/Court, Register for Classes (highlighted with a red box and number 1), View My Statement, Account Access, Pay My Bill, and Contact Us. The main content area has two tabs: 'By Class' and 'By Date' (highlighted with a red box and number 2). Below the tabs is a 'CLASSES' section with a dropdown menu set to 'All Events'. A calendar shows '07/10/2020' (highlighted with a red box and number 3) as 'Today'. There are input fields for 'Search by Age' and 'From' to 'to'. A blue 'Search classes' button (highlighted with a red box and number 4) is located below these fields. The search results are for 'Friday | July 10, 2020' and list five classes. The '07:00am - 08:00am BodyFlow' class (highlighted with a red box and number 5) is selected, showing details: Facility: indoor, Department: Fitness, Instructor: MITSUKO NISHIYAMA, Location: Mind & Body Center, 0 Registered, 12 Open, and a green 'Sign Up' button.

Time	Class Name	Facility	Instructor	Department	Location	Registered	Open	Action
05:30am - 06:30am	5:30 am - Gym Reservation	indoor	N/A	Fitness	Fitness Center/Gym	0	16	Sign Up
06:30am - 07:30am	6:30 am - Gym Reservation	indoor	N/A	Fitness	Fitness Center/Gym	0	16	Sign Up
06:30am - 08:00am	6:30 am - Pool Rec	swimming pool	N/A		Recreation Area	0	3	Sign Up
07:00am - 08:00am	BodyFlow	indoor	MITSUKO NISHIYAMA	Fitness	Mind & Body Center	0	12	Sign Up
07:30am - 08:30am	7:30 am - Gym Reservation	indoor	N/A	Fitness	Fitness Center/Gym	0	16	Sign Up



6. After selecting "Sign Up", you will be asked to select the user who will be registering for the class (multiple users can be selected). Click the name of the user until their name turn green and a check mark appears on the right corner.
7. Click "Register" to proceed with your registration
8. A "Registration Confirmation" message will appear. Click "OK" to finalize the reservation.



**Note:** Online reservations can be made up to 30-minutes in advance. If you would like to book within 30-minutes of the start time, please call the front desk to confirm your spot.

## AVAILABLE RESERVATIONS

In addition to being able to make a reservation for our GroupX classes, you will be able to make reservations for the following areas.

**OUTDOOR-Gym:** 45-Minutes in our outdoor fitness center. Includes access to treadmills, rowers, free-weights, and more.

**Pool Deck:** 45-Minutes of relaxation in our poolside lounge chairs. Limited to three families and a maximum of 5 people per family. Pool use is not included in this reservation.

**Private Tub:** 45-Minutes of free swim in one of our private tubs set at 82 Degrees Fahrenheit. Each tub is limited to one family and a maximum of 5 people in this space.

**Recreational Swim:** 85-Minutes of free swim in our recreational pool. This space is limited to one family and a maximum of 5 people in this space at one time. This is not a lap lane.

**Note:** The last 5-minutes of the designated 90-minute reservation is used to prep for our next reservation.



## 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.

Collapse

- Home
- View My Info
- Reserve a Court
- Childcare Reservation
- Programs
- Classes
- View My Statement
- Pay my Bill
- Packages
- Account Access
- Notifications
- Contact Us

Combined Statement
ACTIVE

No Image

\$1115.00

Current Balance

**Kids Program Pass** | \$215.00 to cancel on 03/31/2017

**Single II** | \$0.00

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House Charge: credit card

Trans #	User Name	Date	Description	Type	Amount \$
8406	Test Member	03/10/17 1:17pm	Fee for Kids Program Pass March 2017	Charge <span style="background-color: red; color: white; padding: 2px;">Not paid</span>	215.00
8654	Test Member	03/24/17 9:48am	Pilates Private Session 1 hour (6 pack)	Charge <span style="background-color: red; color: white; padding: 2px;">Not paid</span>	420.00
8655	Test Member	03/24/17 9:49am	Pilates Duo Session 1 Hr (12 pack)	Charge <span style="background-color: red; color: white; padding: 2px;">Not paid</span>	480.00

Previous Balance (February, 2017) 0.00

Payments 0.00

Charges 1,115.00

Credits 0.00

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**New Balance (March, 2017) 1,115.00**

March, 2017

Payment Status

All Transaction Types

Search

[Generate PDF](#)



## 9 PAY MY BILL

Navigate to this tab to pay 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

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

Enter a payment information and click "Continue"

Select Payment Account

Enter Payment Amount

Select Account  
Select Account  
Credit Card  
Checking Account

Statement Balance \$0.00 due 07/01/10  
 Current Balance \$5.50 due 07/29/14

CONTINUE >>

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

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

Enter a payment information and click "Continue"

Select Payment Account

Enter Payment Amount

Credit Card

Name on Card: Jane Doe  
Card Number: \*\*\*\*\*1111  
Exp. Date (MMYY): 01 / 2018  
Billing Zip Code: 12345

Statement Balance \$0.00 due 07/22/14  
 Current Balance \$21.50 due 07/29/14

CONTINUE >>

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.



## 12 CONTACT 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 831-624-2737.

### CONTACT US

#### HOW DO WE GET BACK TO YOU?



One of our friendly staff members will get back to you as soon as possible. If your question is urgent, please feel free to give us a call.

**Corpus Christi Athletic Club**  
2101 Airline Rd  
Corpus Christi, TX. 78414

Tel: [361-992-7100](tel:361-992-7100)  
Fax: (361) 992-7100

#### WHAT DID YOU WANT TO ASK US?