



The Health & Fitness Center

AT WASHTENAW COMMUNITY COLLEGE

Live life to the fittest.

Member Self Service User Guide

www.wccfitness.org

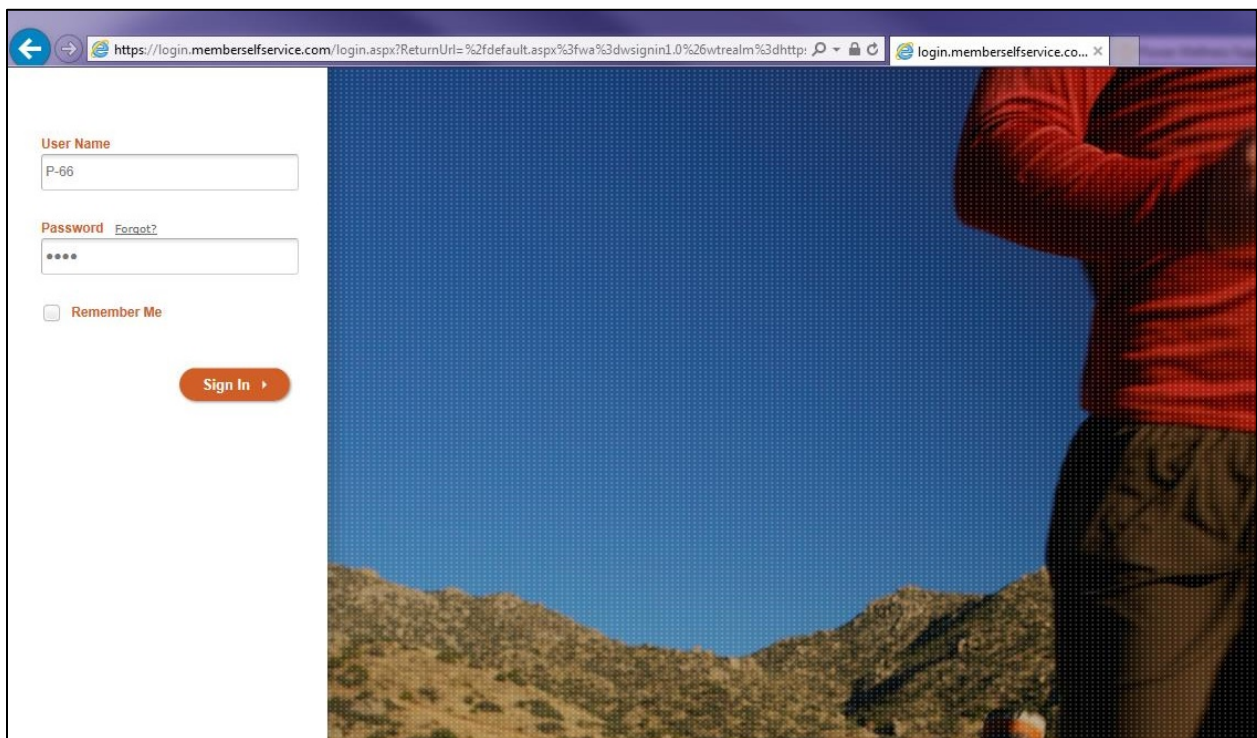
Click on the topic you would like to view:

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Getting Started

To log in to Member Self Service:

1. Open a browser and go to The Health & Fitness Center at Washtenaw Community College webpage, www.wccfitness.org.
2. Hover the mouse over **Services** in the main navigation bar; click **Member Self Service** from the drop down.
3. The **Log In** screen appears.

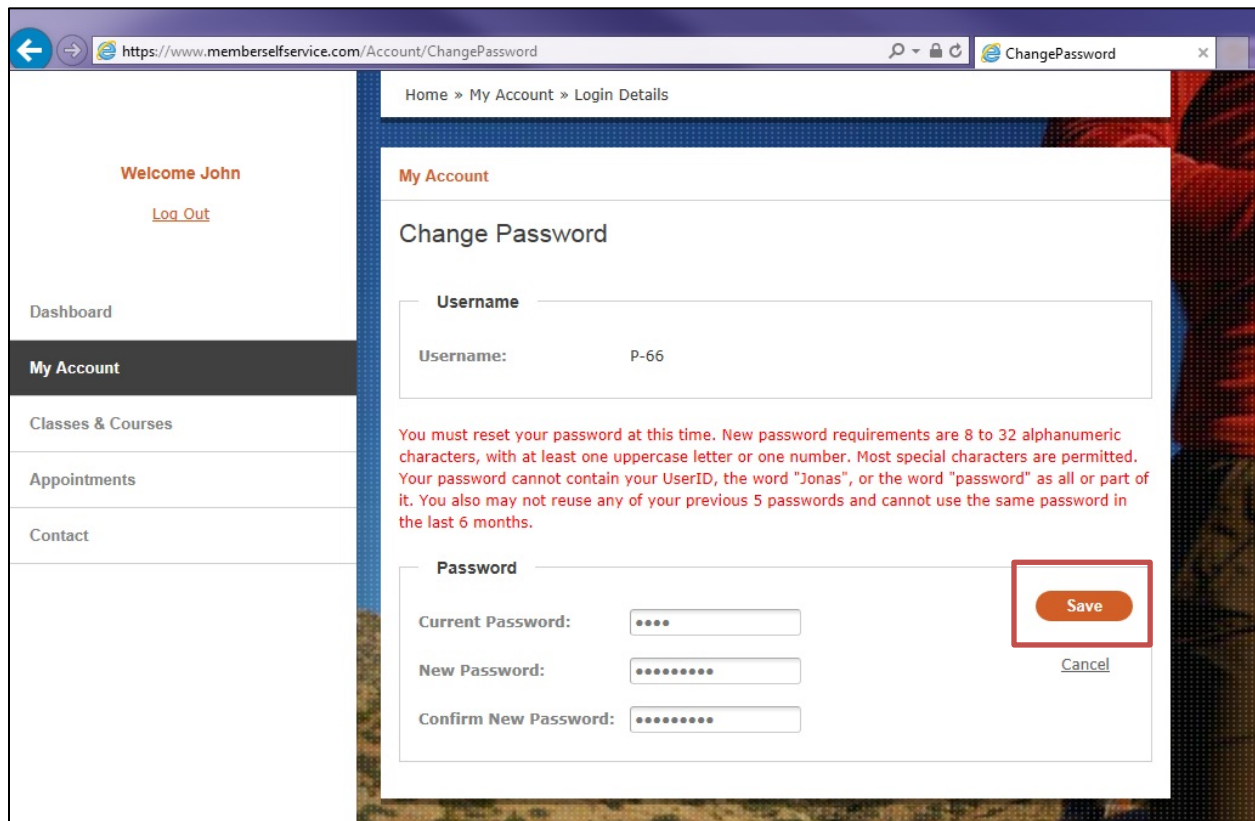


4. Enter your user name and password. The first time you login the Member ID number that appears on the back of your membership ID card will need to be entered as your **User Name** and **Password**.



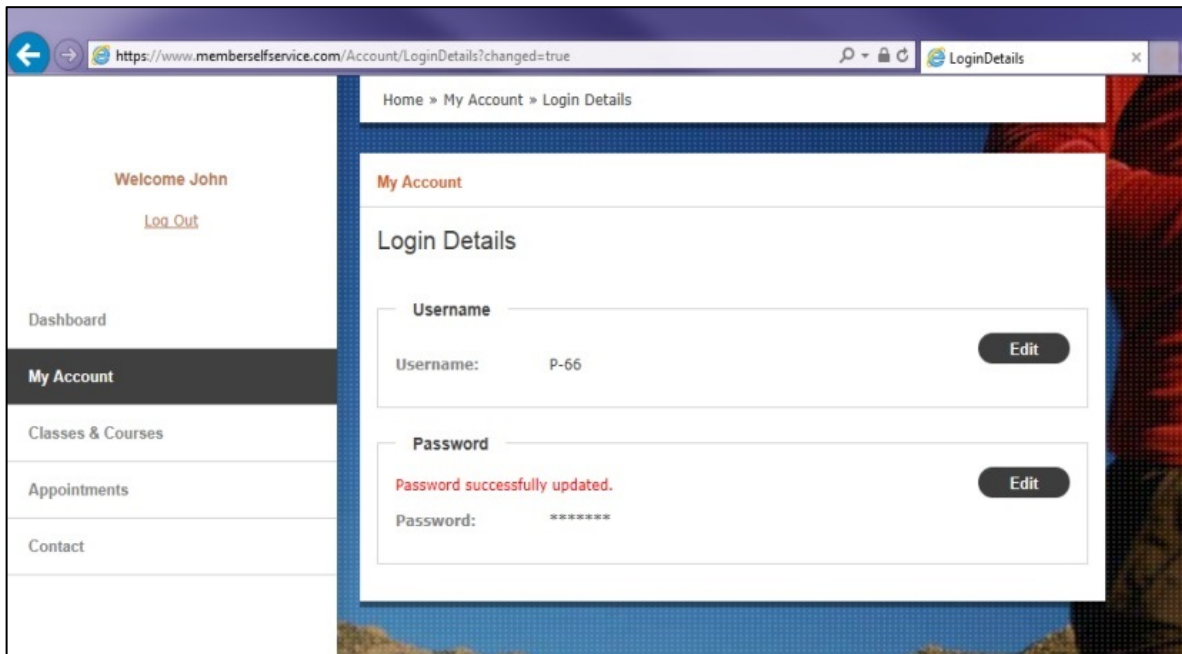
Note: If you want your device to remember your user name, check the **Remember Me** box.

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.

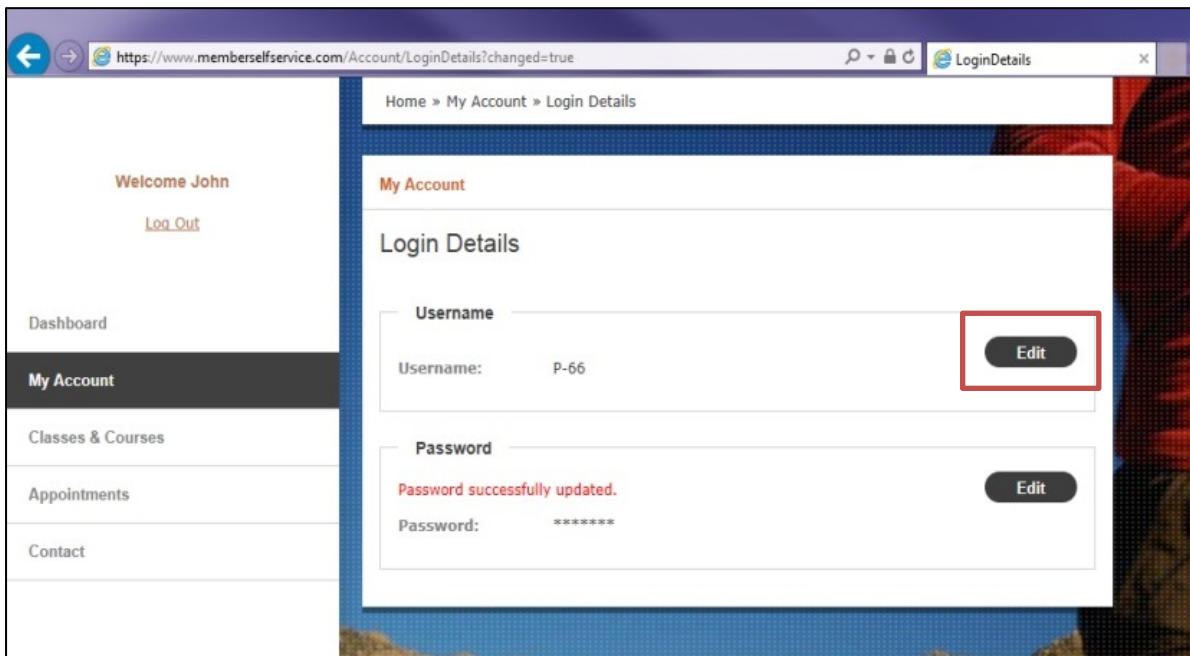


The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/ChangePassword>. The page has a navigation bar at the top with "Home » My Account » Login Details". On the left is a sidebar menu with links: "Welcome John", "Log Out", "Dashboard", "My Account" (highlighted), "Classes & Courses", "Appointments", and "Contact". The main content area is titled "My Account" and "Change Password". It displays the "Username" as "P-66". A red warning message states: "You must 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. Your password cannot contain your UserID, the word 'Jonas', 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." Below this, there are three password input fields: "Current Password:", "New Password:", and "Confirm New Password:". To the right of these fields are two buttons: "Save" (highlighted with a red box) and "Cancel".

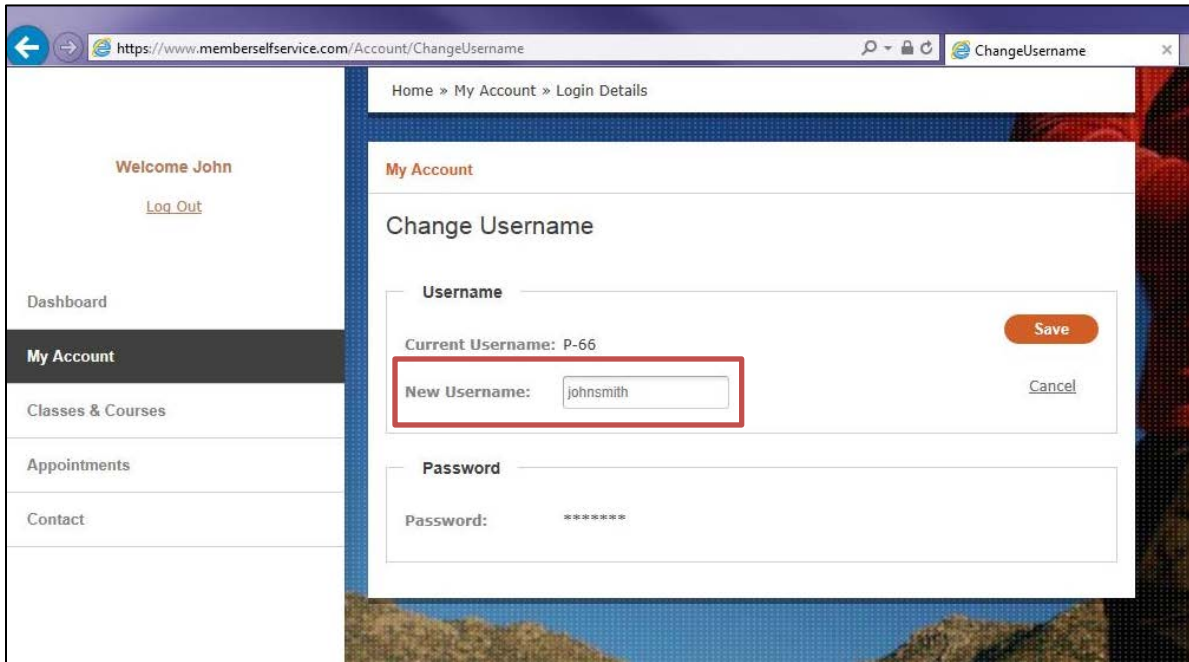
6. Click **Save**. The *Password successfully updated* message appears.



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

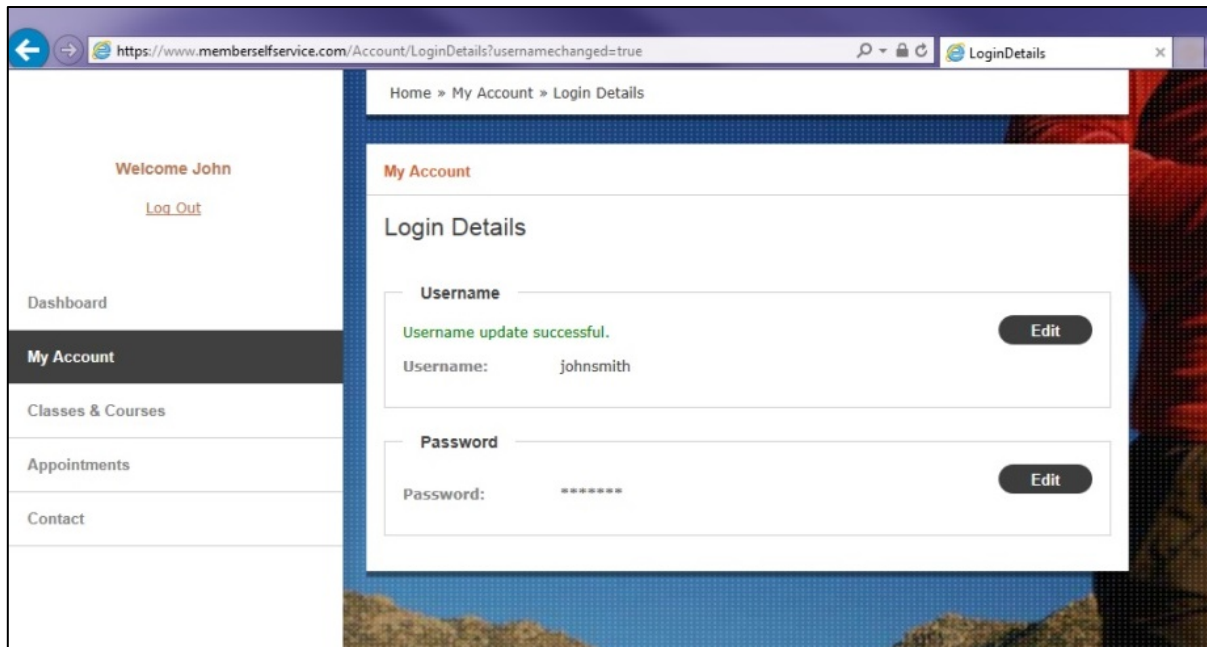


9. In the **New Username** field, enter a new username.



The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/ChangeUsername>. The page title is "Change Username". On the left is a sidebar with a "Welcome John" message, a "Log Out" link, and a menu with "Dashboard", "My Account", "Classes & Courses", "Appointments", and "Contact". The "My Account" section is active. The main content area shows the "Change Username" form. It has a "Username" section with "Current Username: P-66" and a "New Username" field containing "johnsmith". There are "Save" and "Cancel" buttons. Below is a "Password" section with a "Password:" label and a masked input field with "*****".

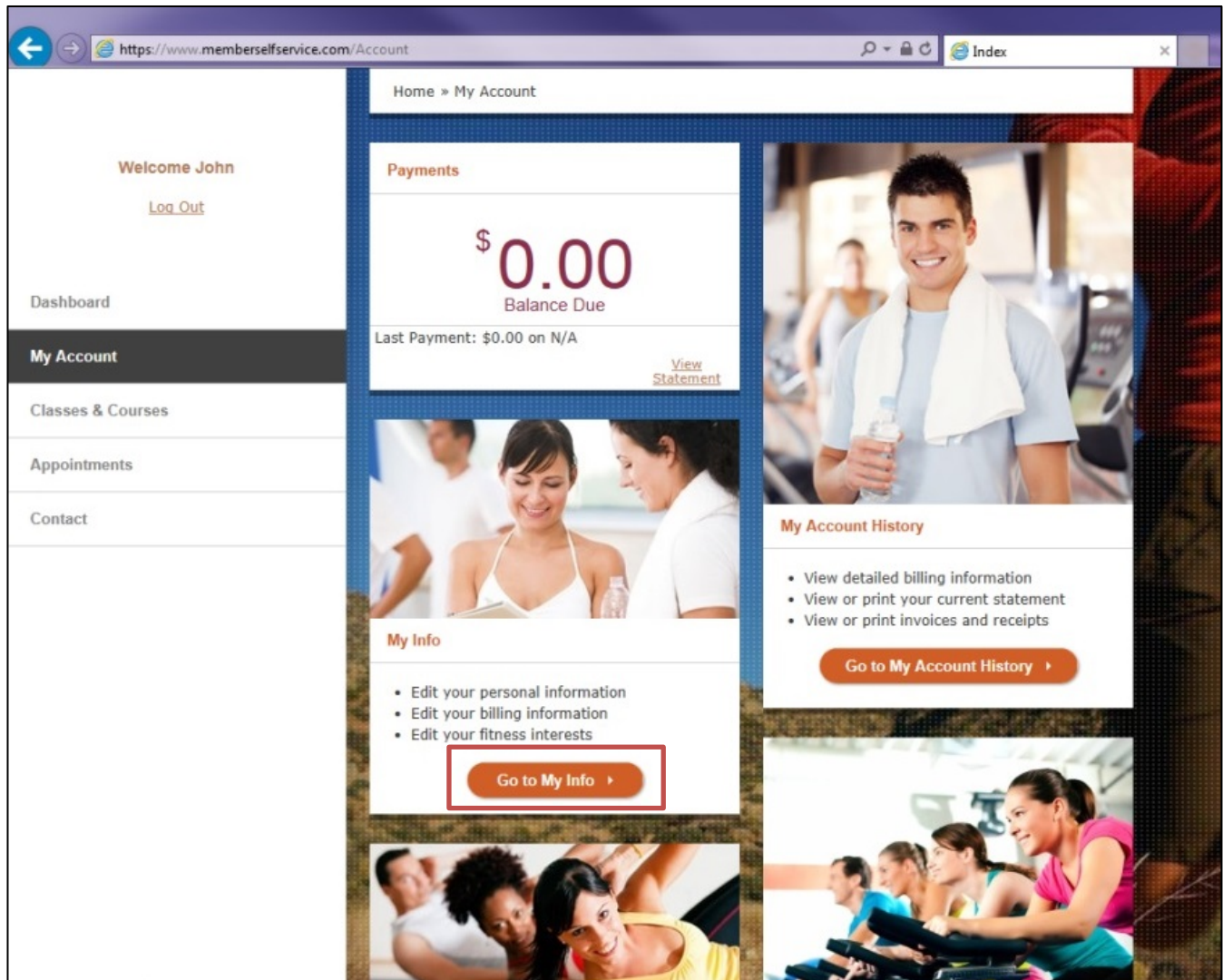
10. Click **Save**. The *Username update successful* message appears.



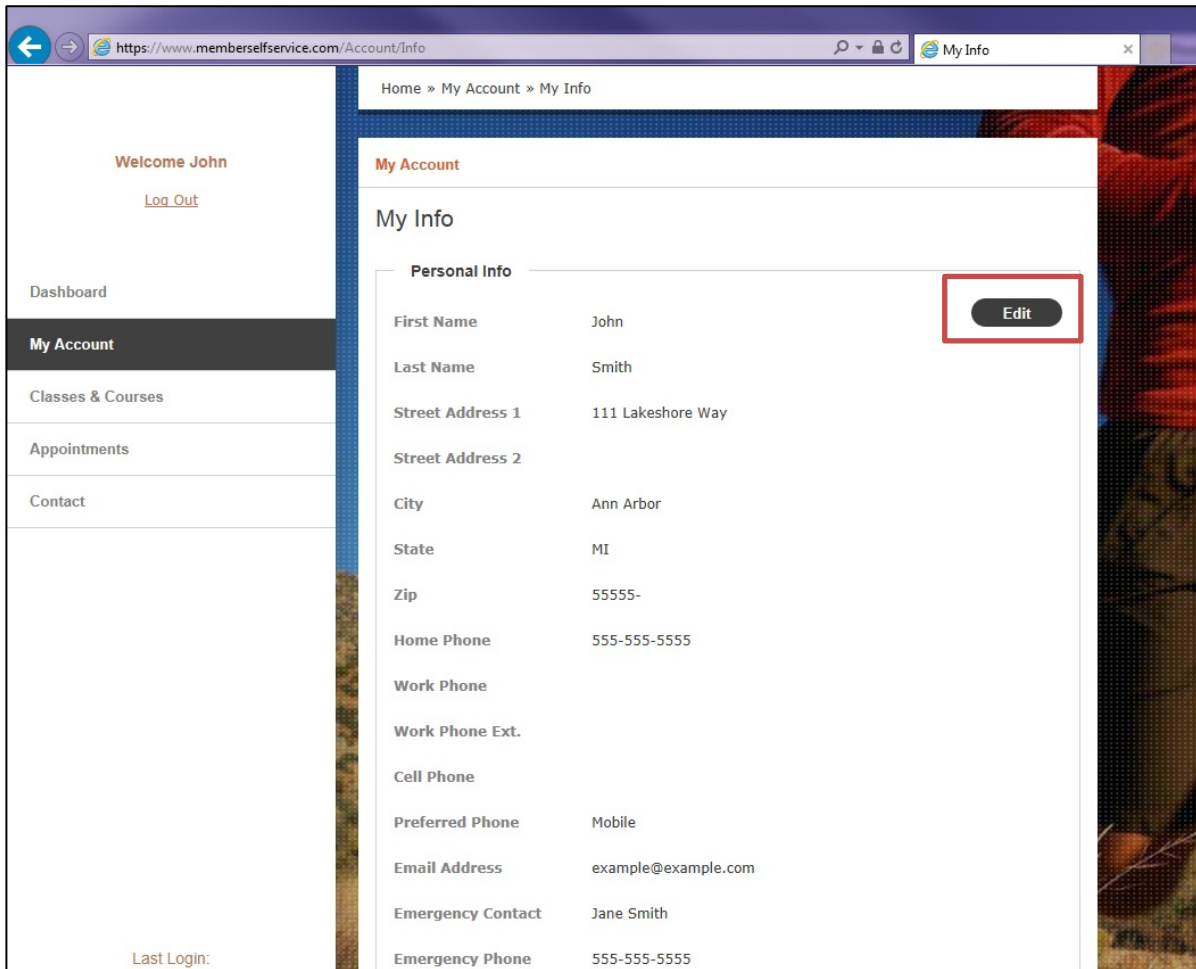
The screenshot shows the same web browser window, but the URL is now <https://www.memberselfservice.com/Account/LoginDetails?usernamechanged=true>. The page title is "Login Details". The sidebar is identical. The main content area shows the "Login Details" form. It has a "Username" section with a green message "Username update successful." and a "Username:" label with the value "johnsmith". There is an "Edit" button. Below is a "Password" section with a "Password:" label and a masked input field with "*****". There is also an "Edit" button.

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.



Home » My Account » My Info

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

My Account

My Info

Personal Info

First Name	John	Edit
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. Click **Edit**.

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 * 555555555

Work Phone

Work Phone Ext.

Cell Phone

Preferred Phone ☐ Home ☐ Work ☒ Mobile

Email Address * jsmith@none.com

Emergency Contact * Jane Smith

Emergency Phone * 555555555

Drivers License #

Reason Code P-Update General Infor... ▾

Description

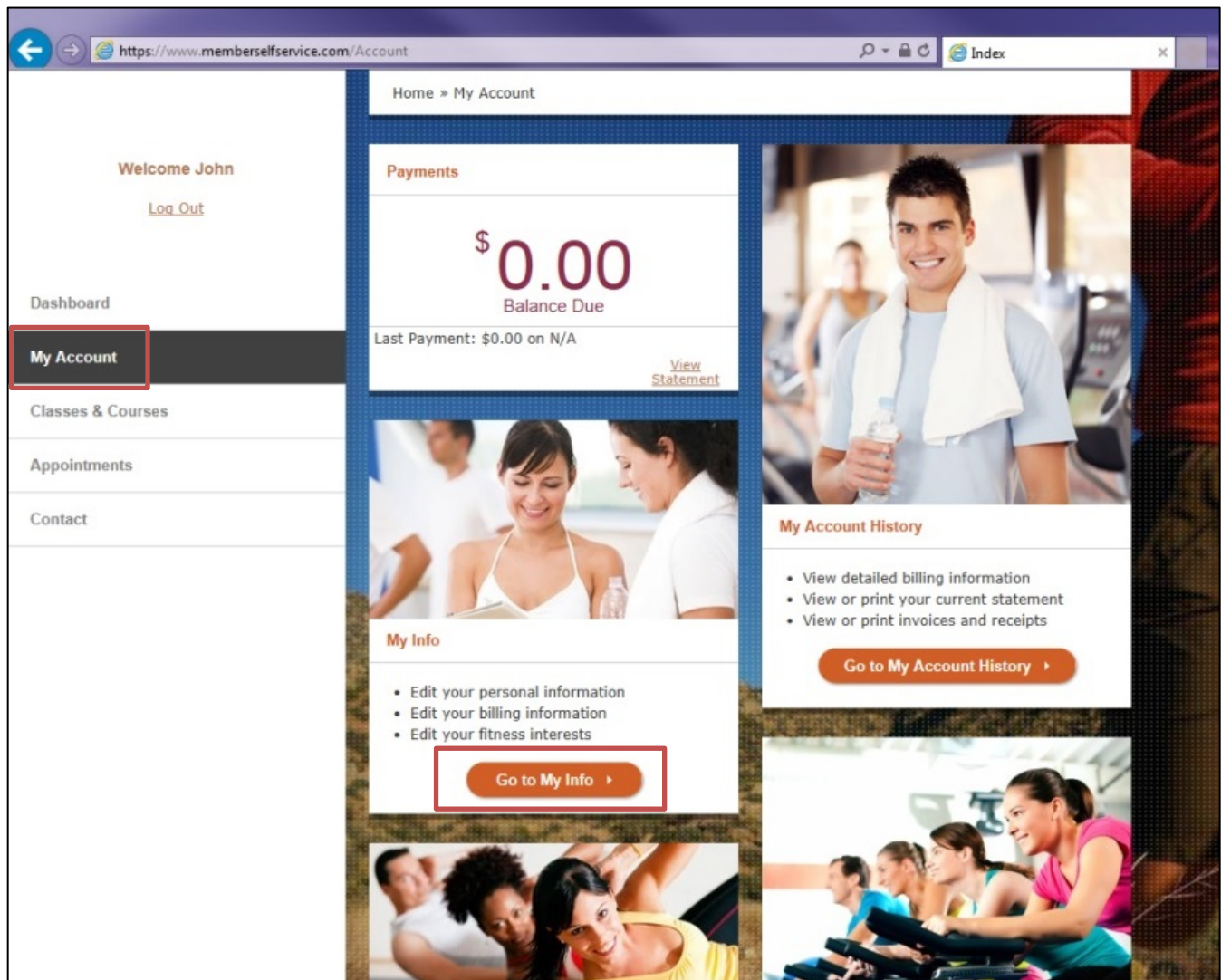
Save

Cancel

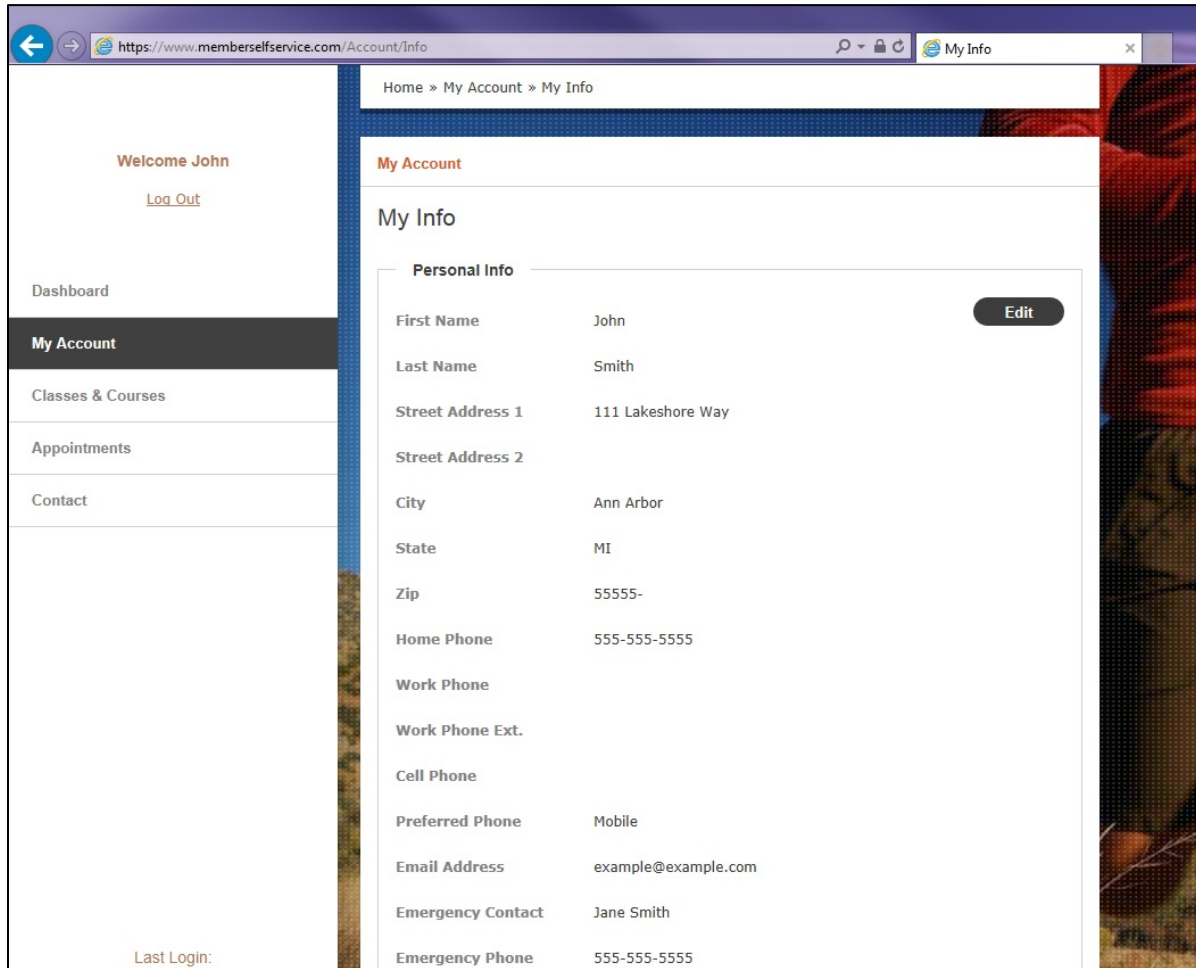
5. Update the asterisked/required fields as appropriate.
6. From the **Reason Code** drop down menu, select **P-Update General Information**.
7. In the **Description** field, additional notes may be added if necessary.
8. Click **Save**.

Edit a Form of Payment - (For use when a form of payment is already 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.



Home » My Account » My Info

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

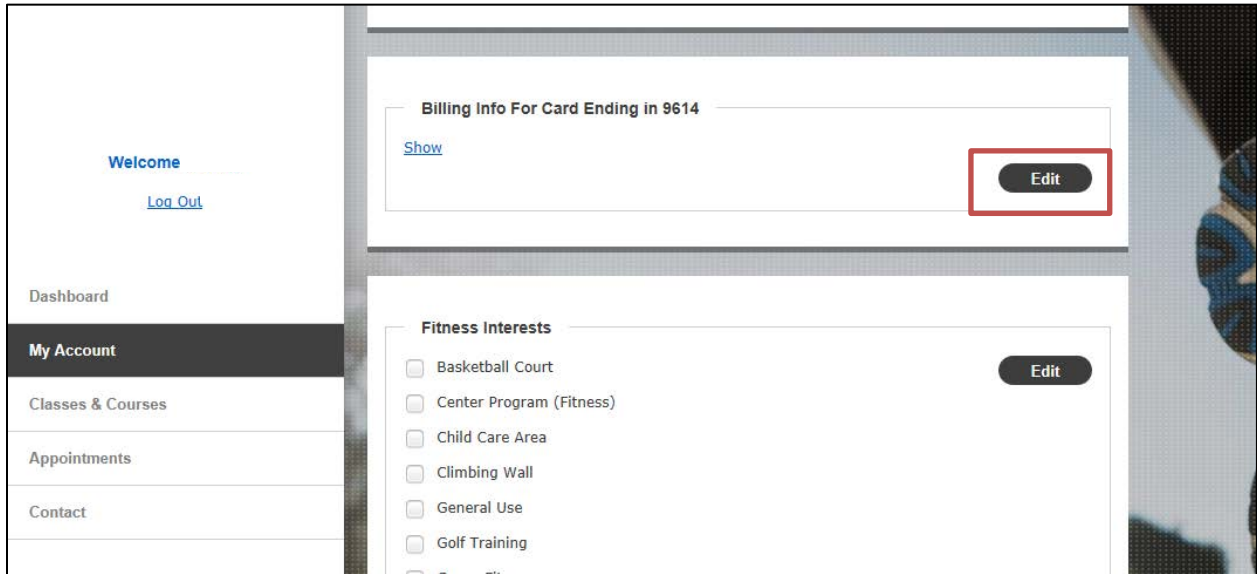
My Account

My Info

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.



The screenshot displays a web interface for a member's account. On the left is a navigation menu with links: Welcome, Log Out, Dashboard, My Account (highlighted), Classes & Courses, Appointments, and Contact. The main content area is divided into two sections. The top section, titled 'Billing Info For Card Ending in 9614', contains a 'Show' link and an 'Edit' button, which is highlighted with a red rectangular box. The bottom section, titled 'Fitness Interests', lists several options with checkboxes: Basketball Court, Center Program (Fitness), Child Care Area, Climbing Wall, General Use, and Golf Training. An 'Edit' button is also present in this section.

5. Click **Edit**. The *Change Billing Info* screen appears.



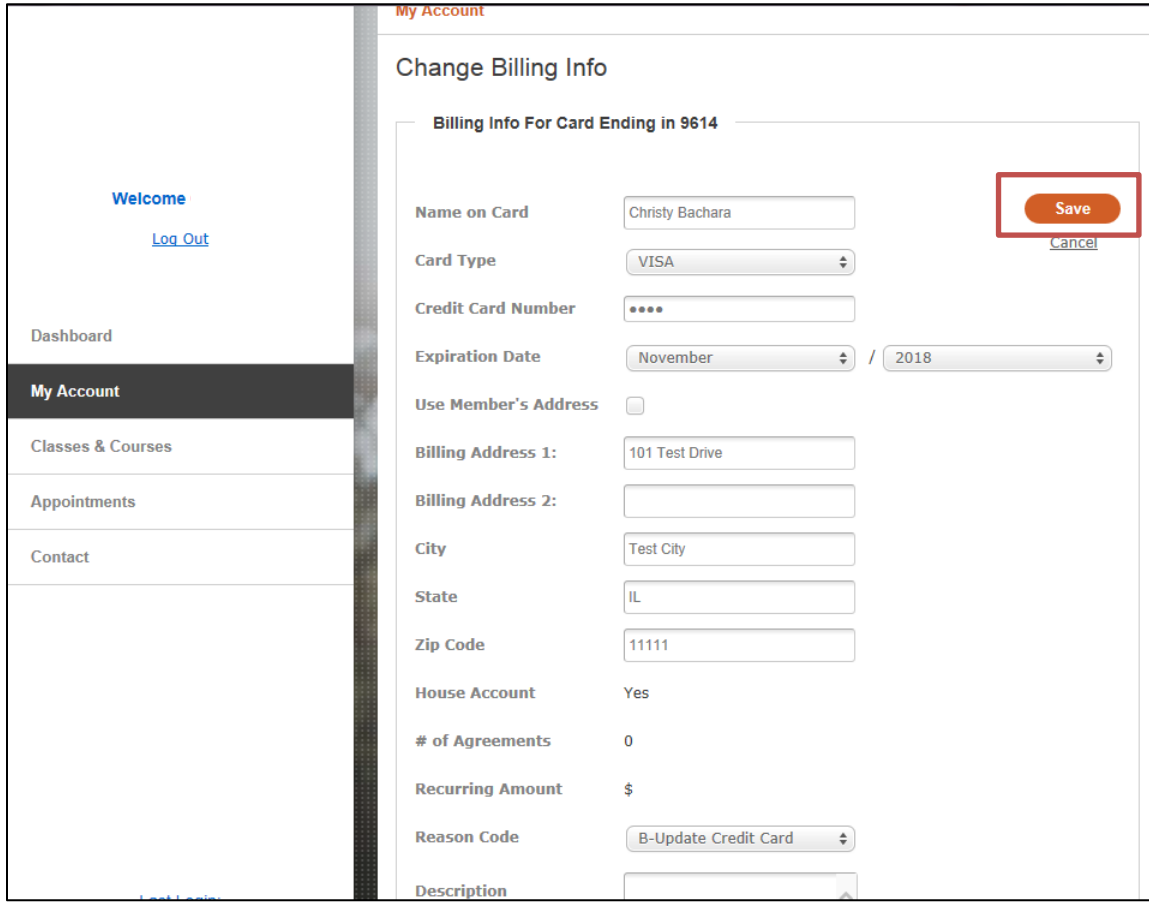
Note: If the current form of payment on file is a credit card, only a different credit card may replace the original card on file. Likewise, if the form of payment on file is a draft account, only a different draft account may replace the original draft on file.



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.

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

Example of Editing Credit Card Information:

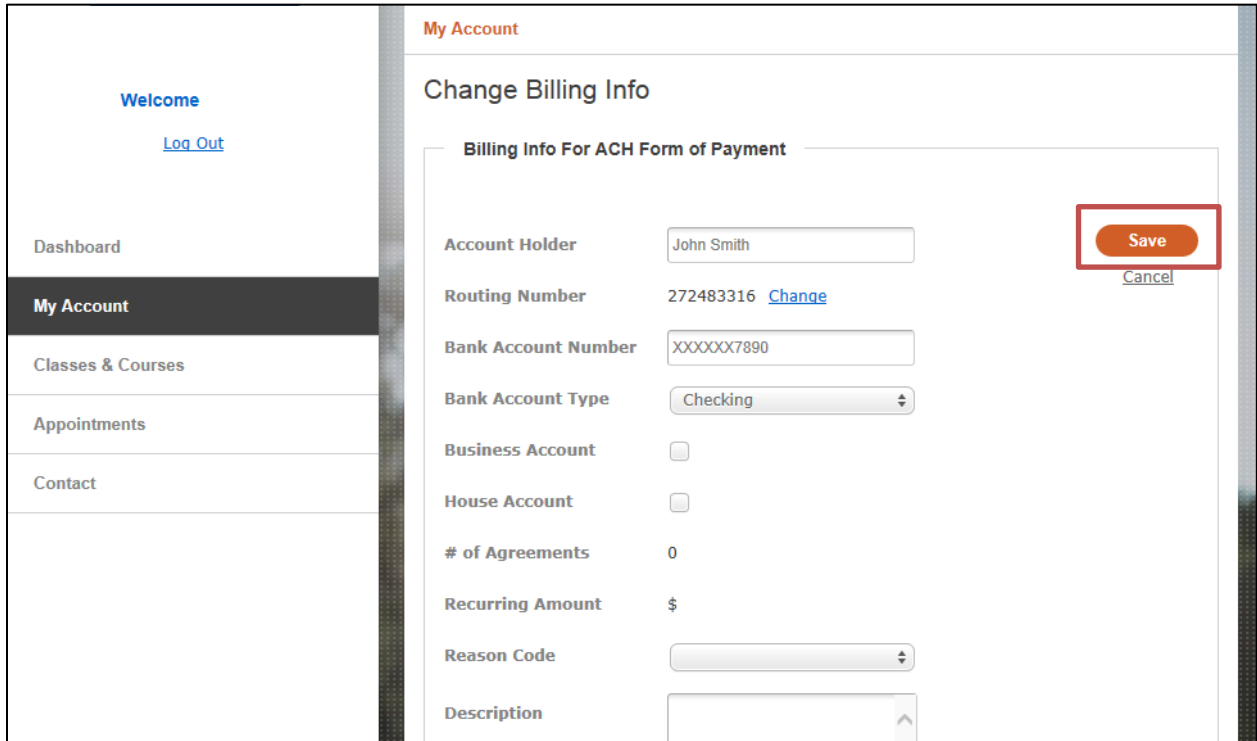


The screenshot shows a web interface for 'My Account'. On the left is a sidebar with links: Welcome, Log Out, Dashboard, My Account (highlighted), Classes & Courses, Appointments, and Contact. The main content area is titled 'Change Billing Info' and contains a form for 'Billing Info For Card Ending in 9614'. The form fields include:

- Name on Card: Christy Bachara
- Card Type: VISA
- Credit Card Number: ****
- Expiration Date: November / 2018
- Use Member's Address: ☐
- 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:

At the top right of the form, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

Example of Editing Bank Account/ACH Information:

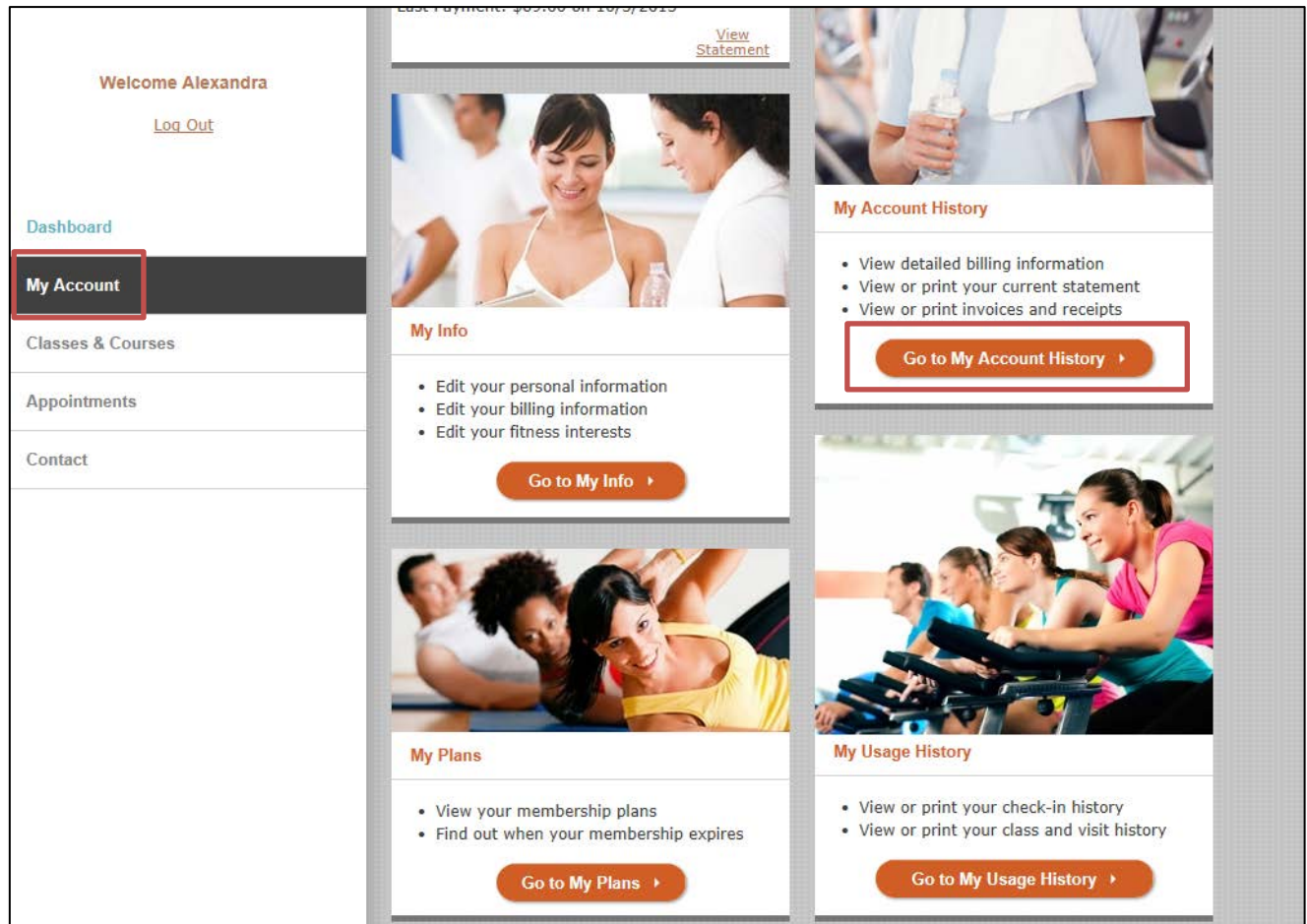


The screenshot shows a web interface for 'My Account'. On the left is a sidebar with links: 'Welcome', 'Log Out', 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area is titled 'My Account' and 'Change Billing Info'. Below this is a section 'Billing Info For ACH Form of Payment' containing several fields: 'Account Holder' (John Smith), 'Routing Number' (272483316 with a 'Change' link), 'Bank Account Number' (XXXXXX7890), 'Bank Account Type' (Checking dropdown), 'Business Account' (checkbox), 'House Account' (checkbox), '# of Agreements' (0), 'Recurring Amount' (\$), 'Reason Code' (dropdown), and 'Description' (text area). In the top right corner of the form, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red rectangle.

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.

Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

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

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

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

5. 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

[Print](#)

INVOICE

10/2/2015

FROM	SOLD TO	BILLED TO
	John Smith	John Smith

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

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

[Print](#)

RECEIPT

10/5/2015

FROM

SOLD TO
 John Smith

OTHER DETAILS
 Description: EFT Payment

Receipt # 525299

Purchases

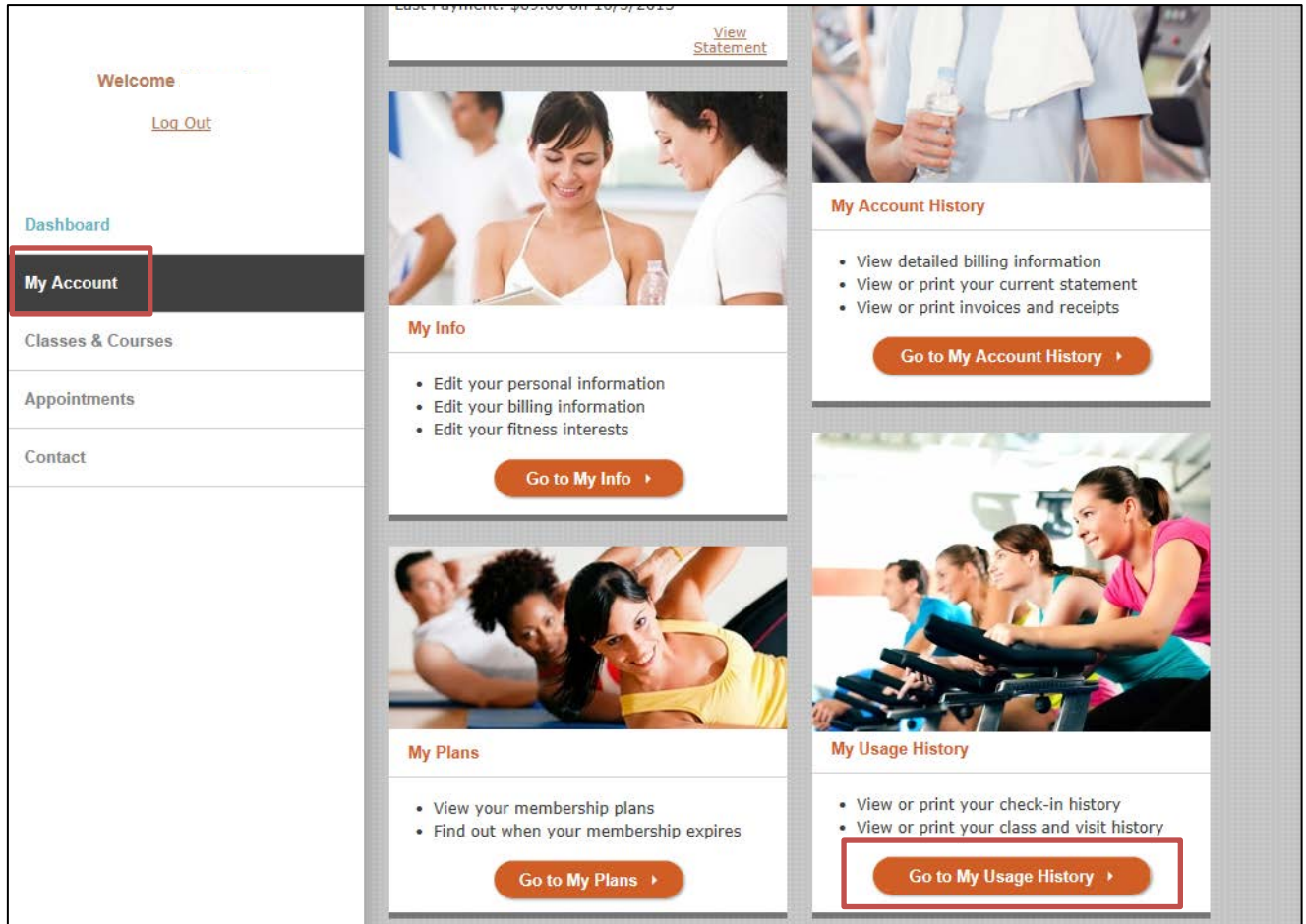
Post Date	Receipt Number	Invoice Amount	Amount Paid
10/2/2015	520917	\$107.00	\$107.00

Item Details

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

View/Print Usage History

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



The screenshot displays the Member Self Service User Guide dashboard. On the left, a sidebar menu includes 'Welcome', 'Log Out', 'Dashboard', 'My Account' (highlighted with a red box), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area is divided into three columns. The first column contains 'My Info' (with options to edit personal, billing, and fitness information) and 'My Plans' (with options to view membership plans and expiration dates). The second column contains 'My Account History' (with options to view billing information, statements, and invoices) and 'My Usage History' (with options to view check-in history and class/visit history). The 'Go to My Usage History' button in the 'My Usage History' section is highlighted with a red box.

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

Welcome

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Home » My Account » My Usage History

My Account

[Print](#)

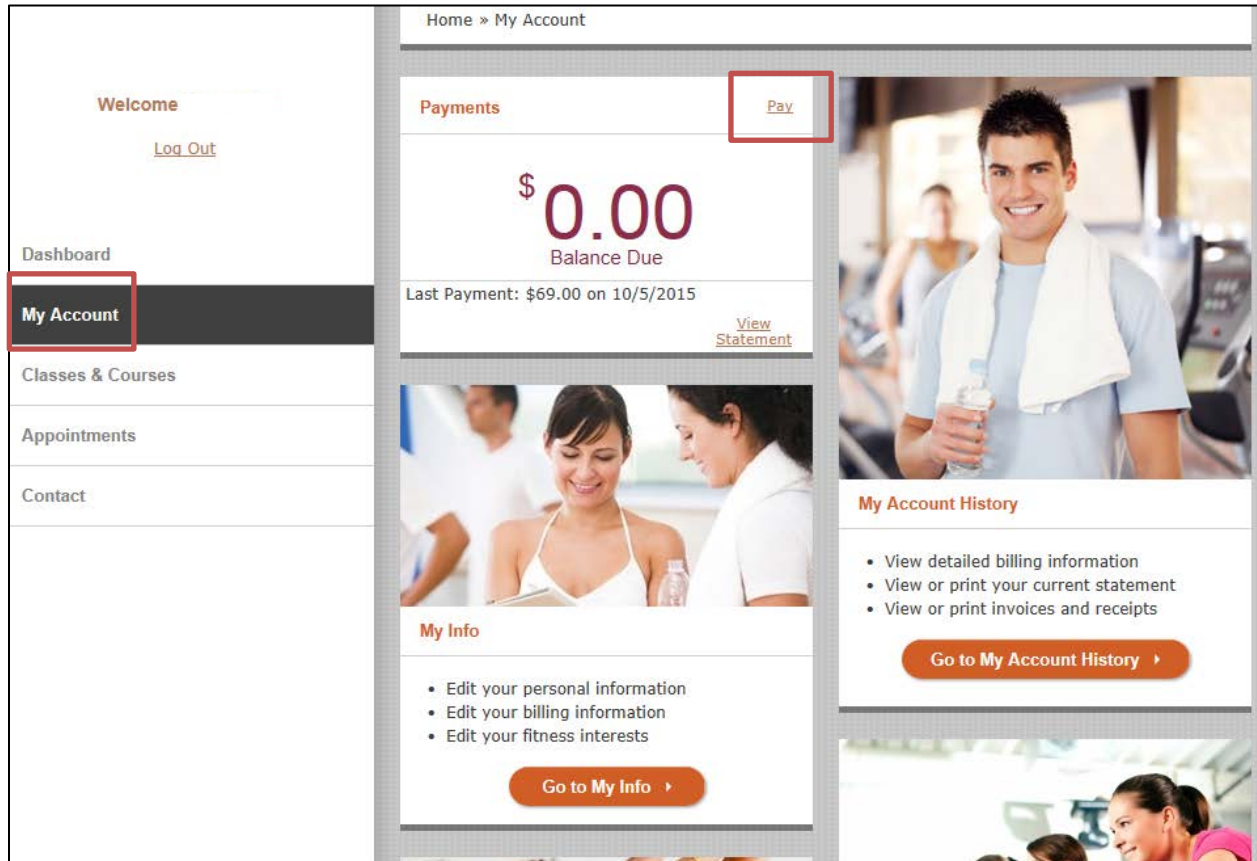
My Usage History

Show History From to

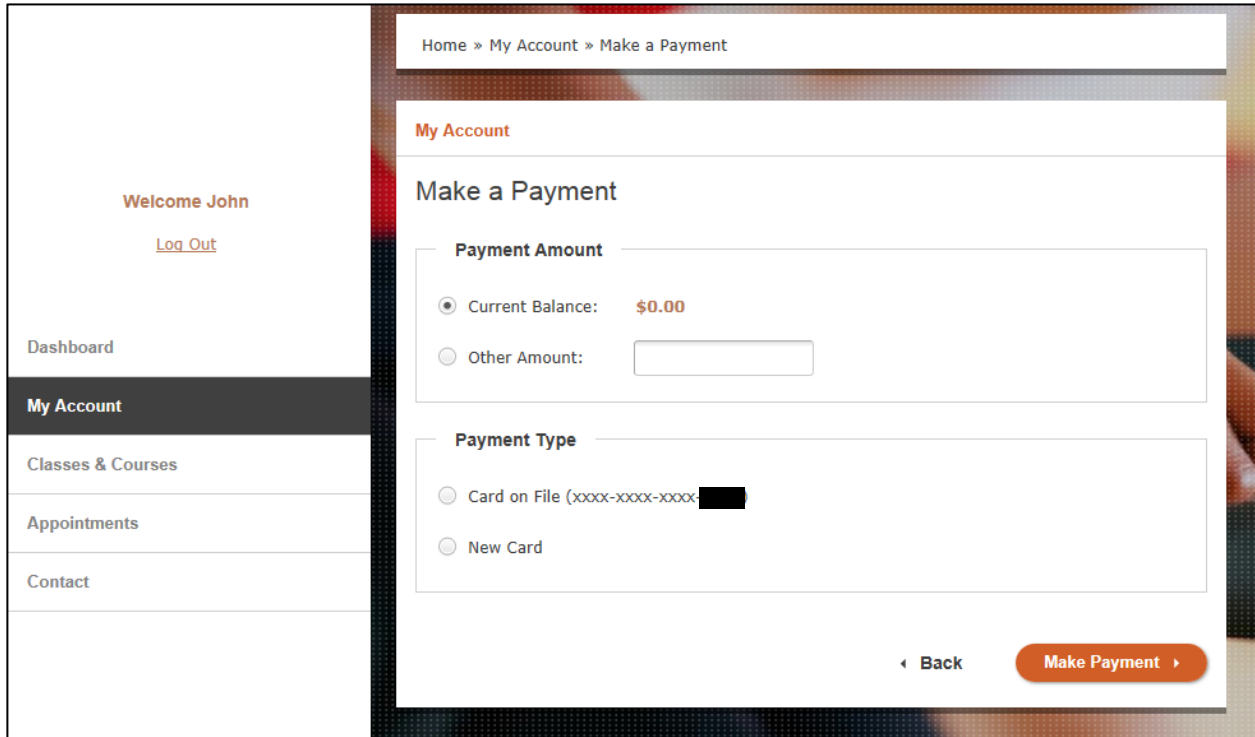
Date	Time	Type	Location
10/17/2015	9:10 AM	Check In	
10/10/2015	10:15 AM	Check In	
10/3/2015	9:15 AM	Check In	
9/29/2015	5:49 PM	Check In	
9/26/2015	10:27 AM	Check In	
9/19/2015	8:35 AM	Check In	
9/7/2015	8:25 AM	Check In	
9/5/2015	11:03 AM	Check In	
8/29/2015	8:18 AM	Check In	

Make a Payment

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



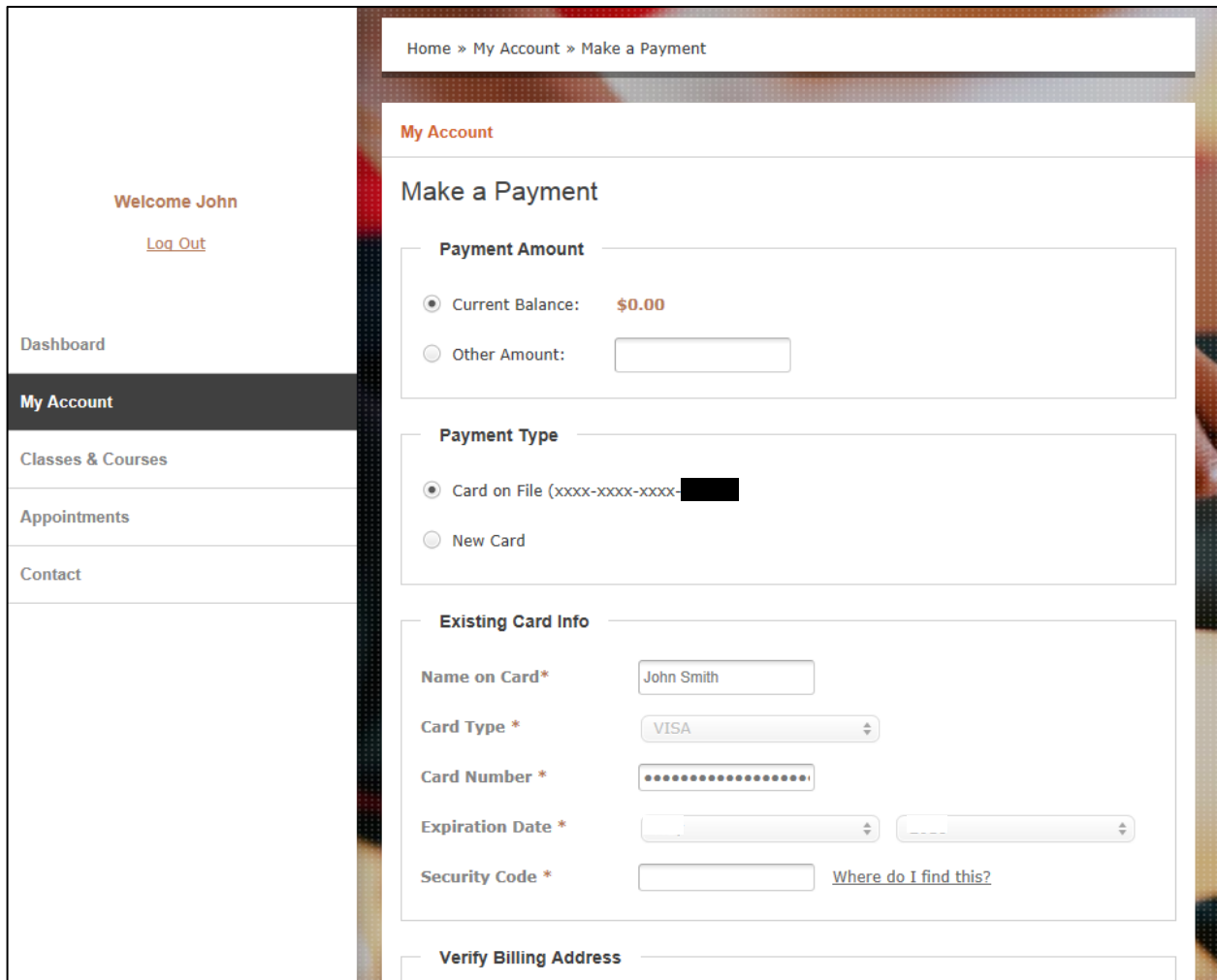
3. The **Make a Payment** page appears.



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.



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-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

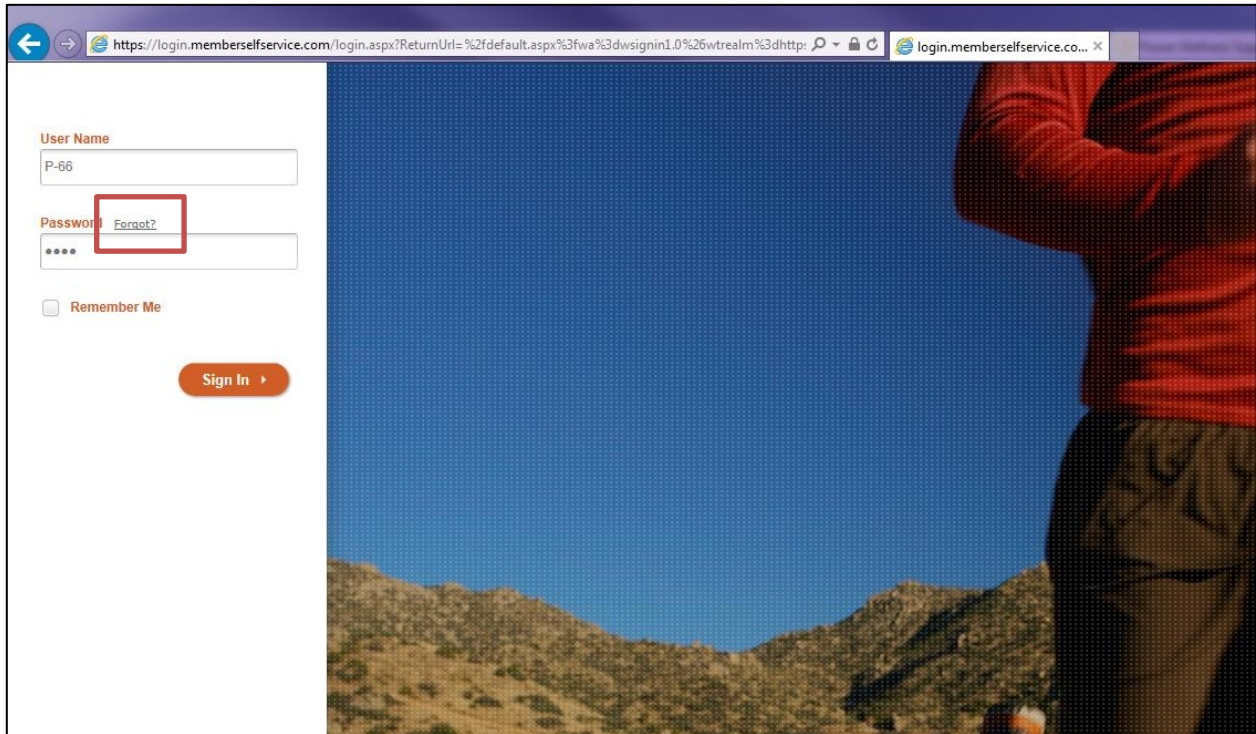
6. Verify the information for the credit card on file, or enter the information for the new credit card.
7. Click **Make Payment**. The payment confirmation page appears.



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

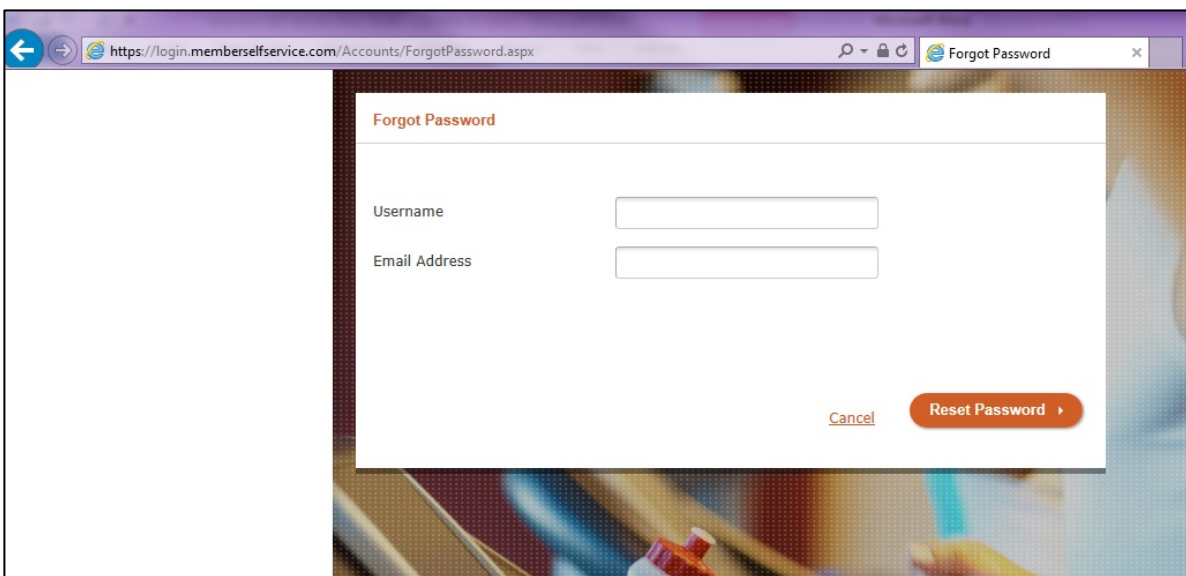
Reset/Forgot Password

1. Open a browser and use the Member Self Service URL that the club has provided. The **Log In** screen appears.



A screenshot of a web browser showing the login page for the Member Self Service. The address bar displays the URL: <https://login.memberselfservice.com/login.aspx?ReturnUrl=%2fdefault.aspx%3fwa%3dwsignin1.0%26wtrealm%3dhttp>. The page features a login form on the left and a background image of a person in a red shirt standing in front of a blue sky and hills. The form includes a "User Name" field with the text "P-66", a "Password" field with masked characters "....", and a "Forgot?" hyperlink above the password field. Below the password field is a "Remember Me" checkbox. A "Sign In" button is located at the bottom of the form.

2. Click the **Forgot?** hyperlink located above the **Password** field.



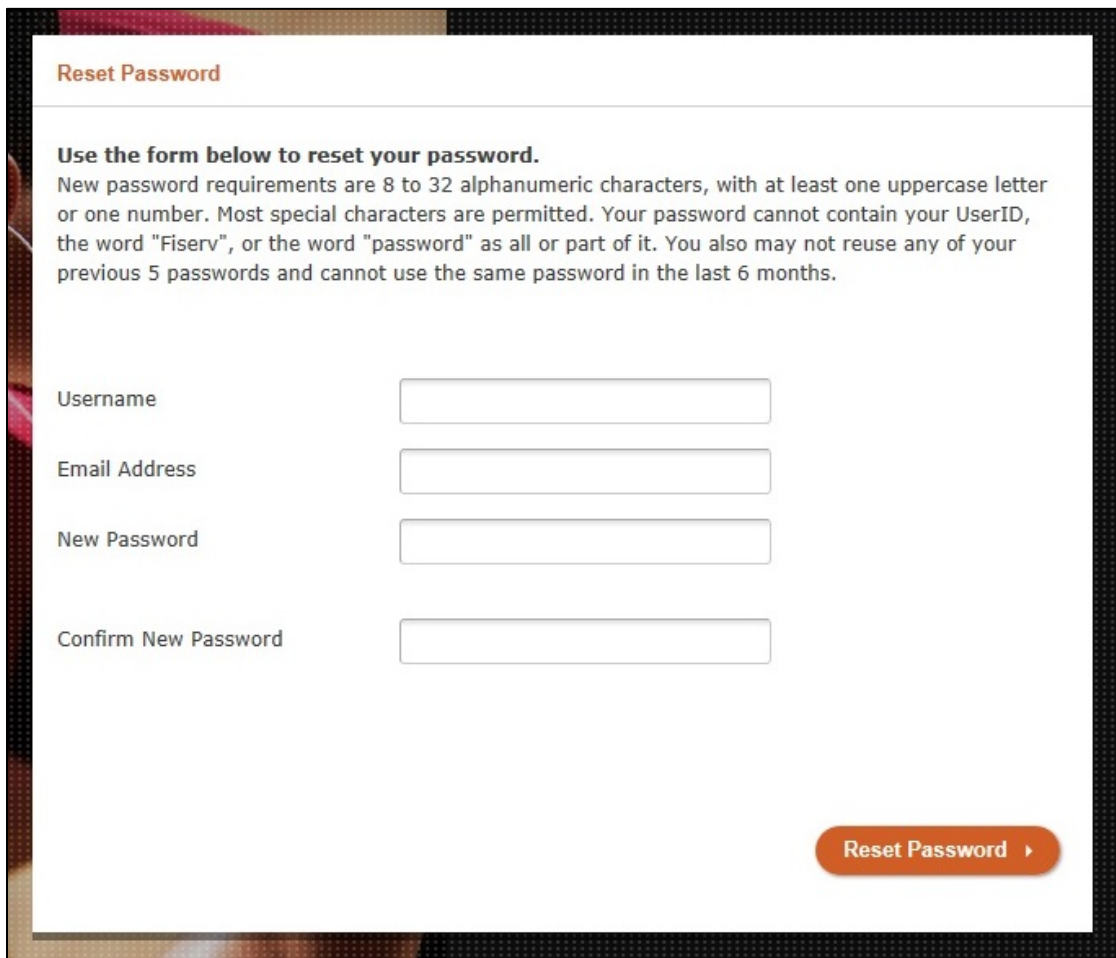
A screenshot of the "Forgot Password" screen in the Member Self Service. The address bar shows the URL: <https://login.memberselfservice.com/Accounts/ForgotPassword.aspx>. The page title is "Forgot Password". The form contains two input fields: "Username" and "Email Address". At the bottom right of the form, there are two buttons: "Cancel" and "Reset Password".

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.

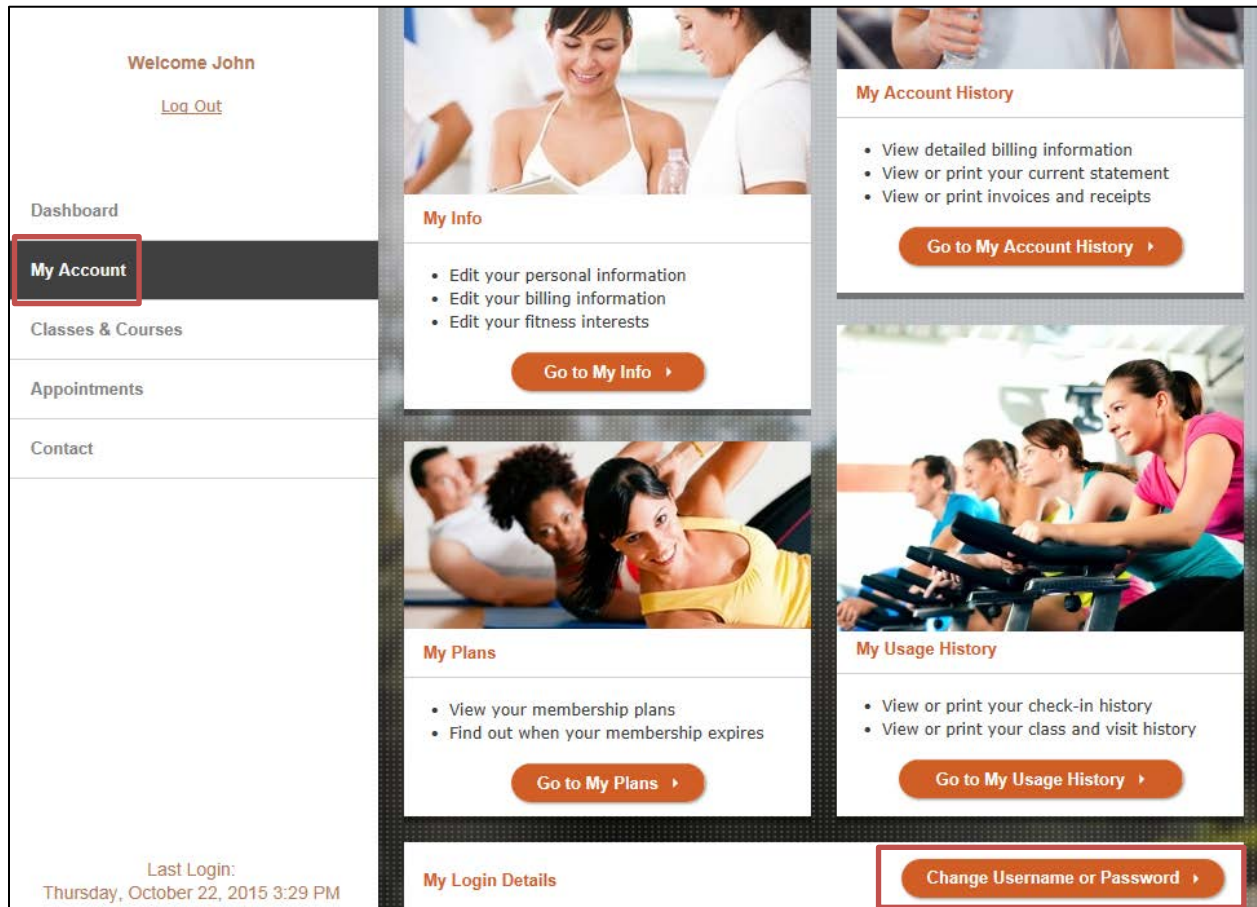
4. Once the email link has been clicked, the browser will open the **Reset Password** webpage. Complete the required fields and click **Reset Password** to complete the process.



The screenshot shows a web form titled "Reset Password" in orange text. Below the title, it says "Use the form below to reset your password." followed by password requirements: "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." The form contains four input fields: "Username", "Email Address", "New Password", and "Confirm New Password". Each field is a simple white rectangle with a thin border. At the bottom right of the form is an orange button with the text "Reset Password" and a right-pointing arrow.

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**.



3. The *Login Details* page appears.

Home » My Account » Login Details

My Account

Login Details

Username

Username: 12 [Edit](#)

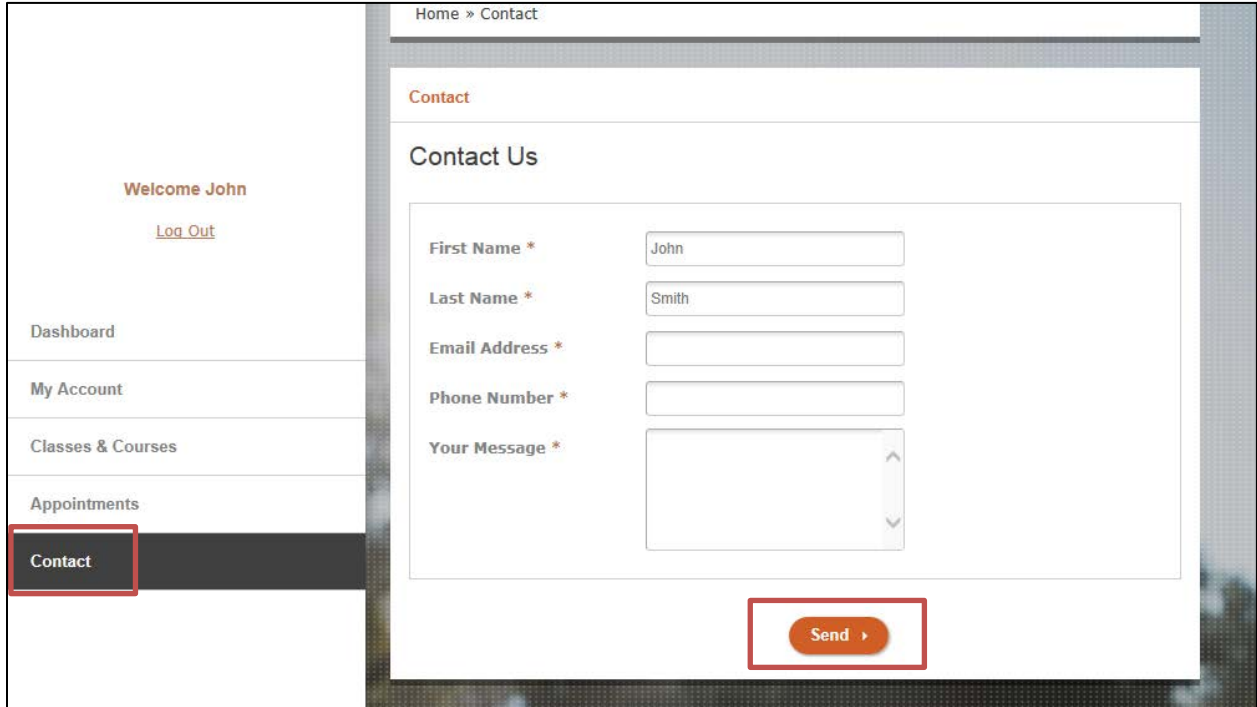
Password

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.



The screenshot shows the 'Contact Us' page. On the left is a sidebar with a 'Welcome John' message, a 'Log Out' link, and a list of navigation items: 'Dashboard', 'My Account', 'Classes & Courses', 'Appointments', and 'Contact'. The 'Contact' item is highlighted with a red box. The main content area has a breadcrumb 'Home » Contact' and a 'Contact Us' heading. Below the heading is a form with five fields: 'First Name *' (containing 'John'), 'Last Name *' (containing 'Smith'), 'Email Address *', 'Phone Number *', and 'Your Message *' (a text area). A red box highlights the 'Send' button at the bottom right of the form.

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 <i>The Health & Fitness Center at Washtenaw Community College</i> at (734) 975-9950.
Forgot the Email Address You Have On File with the Center	Call <i>The Health & Fitness Center at Washtenaw Community College</i> at (734) 975-9950.
You Have Not Received Email with Password Reset	Check your email's Spam/Junk folder. The email sender is noreply@jfsoftware.com. Remember to select "Never Block Sender" so that future emails are sent to your inbox. If no email is found, contact <i>The Health & Fitness Center at Washtenaw Community College</i> at (734) 975-9950.