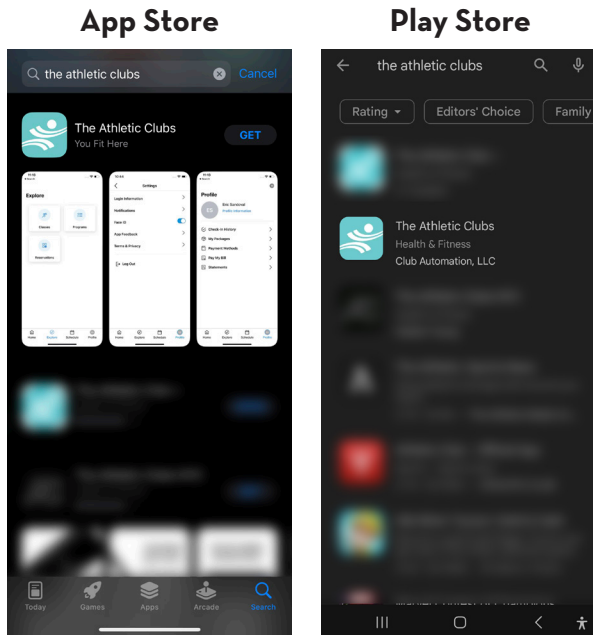


# APP SET UP

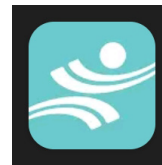
## You've got this!

### 1. DOWNLOAD THE NEW APP

Search the App or Play Store for “The Athletic Clubs” and download the app.

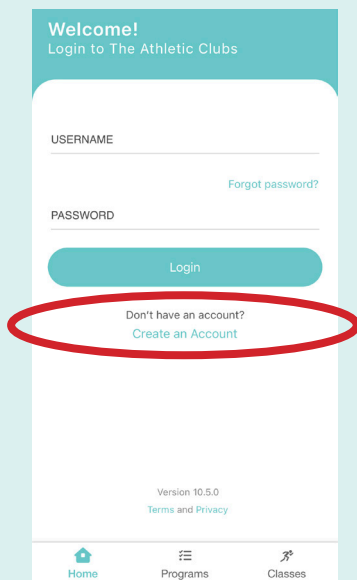


Look for this icon.

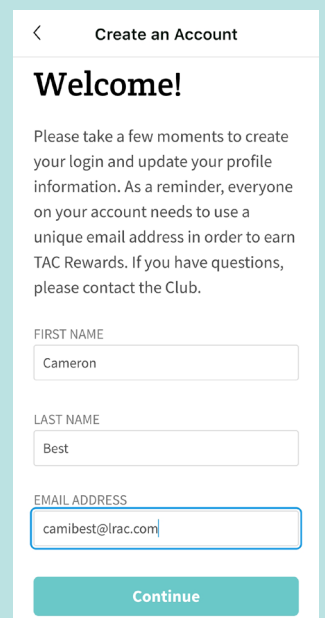


### 2. ESTABLISH YOUR CREDENTIALS

When you get to the “Welcome!” screen, click “Create an Account.”

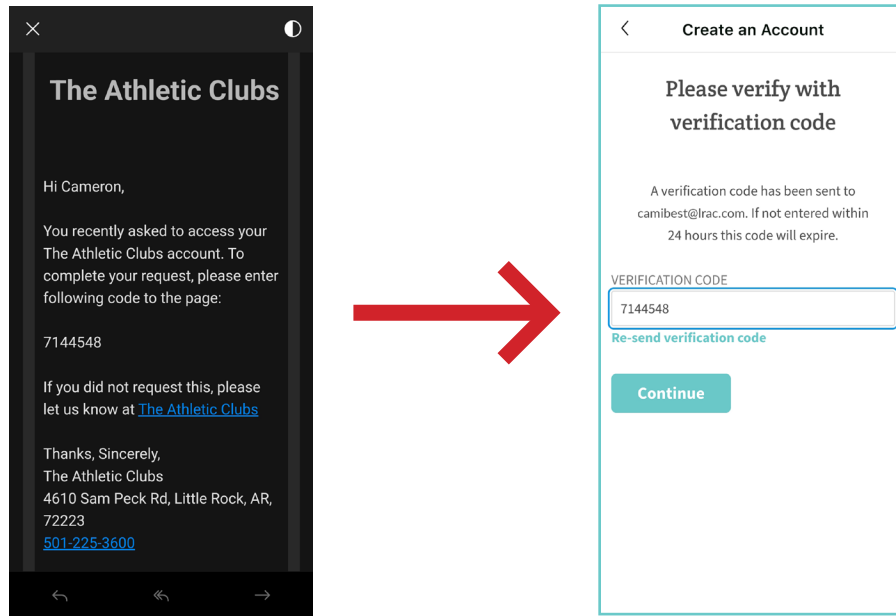


So that the system can find you, enter the SAME first name, last name and email address as you used when setting up your membership if you are a member of one of our clubs. (Example, Cami goes by “Cami” but she is in our system as “Cameron Best.” She should enter “Cameron Best” in order to match her existing Club account.) If you are a non-member, proceed to “Create an Account.”

A screenshot of the 'Create an Account' form. The form has a teal header with the text 'Create an Account'. Below the header is a 'Welcome!' section with a message: 'Please take a few moments to create your login and update your profile information. As a reminder, everyone on your account needs to use a unique email address in order to earn TAC Rewards. If you have questions, please contact the Club.' Below this message are three input fields: 'FIRST NAME' with the value 'Cameron', 'LAST NAME' with the value 'Best', and 'EMAIL ADDRESS' with the value 'camibest@lrac.com'. A teal 'Continue' button is at the bottom of the form.

### 3. VERIFY YOUR EMAIL

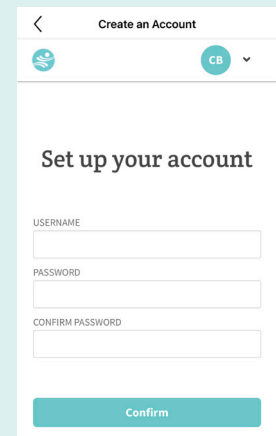
The system will email you a verification code and you will be prompted to enter it in the app.



### 4. SET UP YOUR ACCOUNT

When you are verified, you will be asked to create a new username and password.

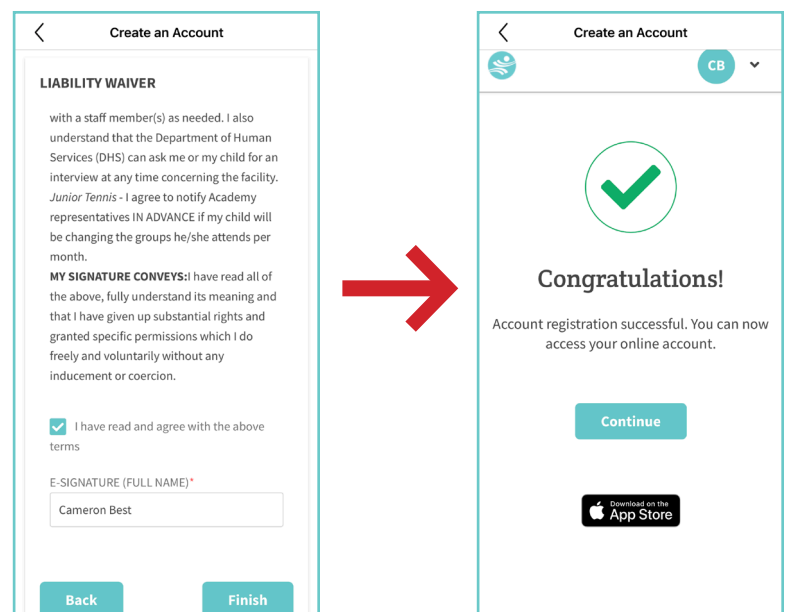
Once that is done, you will have an opportunity to update your profile information including address and phone numbers. (Make sure your mobile is correct so that you can receive Club text notifications which we will use for important announcements.)



### 5. SIGN OUR LIABILITY WAIVER

If you did not sign the waiver as part of the joining process, you will be asked to do so here.

Once the waiver is signed, you'll be congratulated and be ready to customize the app to your liking.



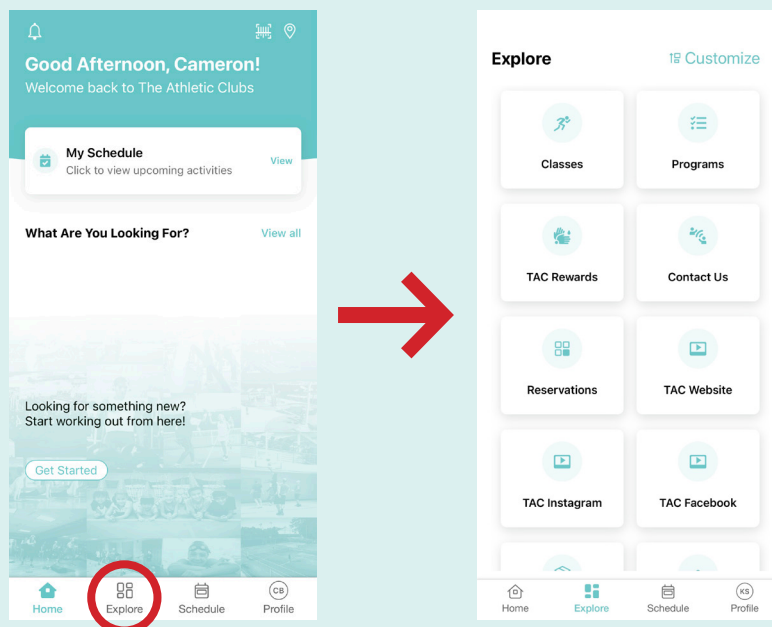
## 6. SET YOUR PREFERENCES

The tiles under “Explore” make navigating the app simple. You can arrange them any way you prefer by dragging and dropping them.

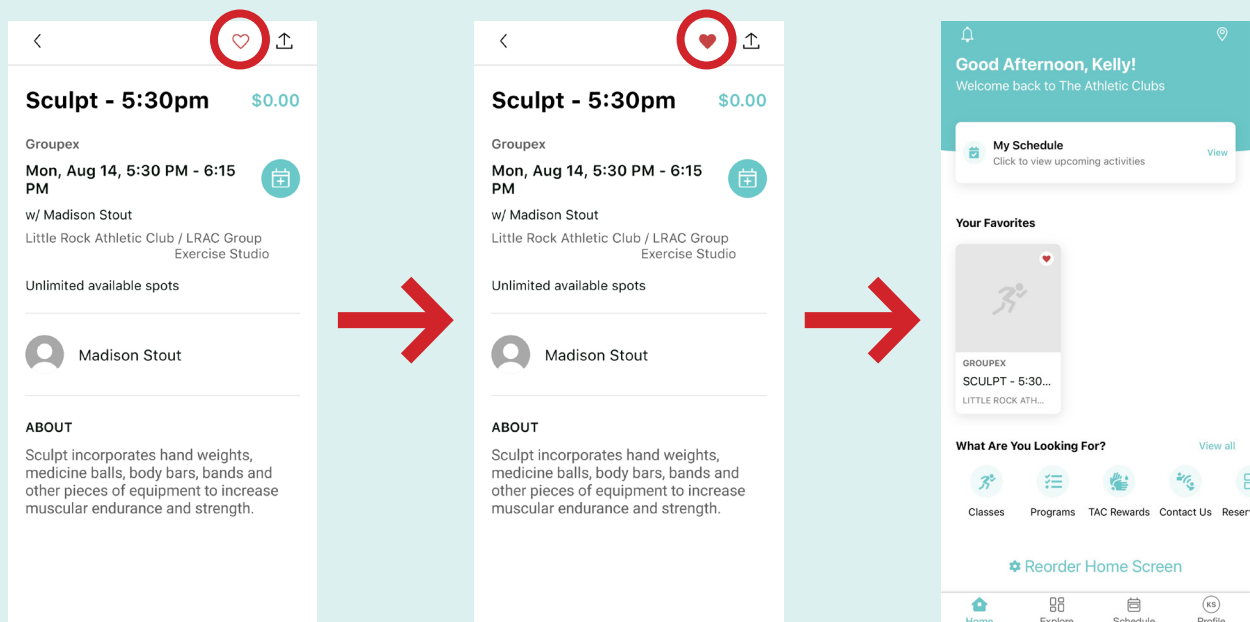
Viewing and registering for programs is easy. A couple of notes, though:

- The “My Schedule” section will only show items that require registration. Since the vast majority of our group exercise classes do not, they will not be listed here but you can add them to your personal calendar.
- “Favorite” items as well as ones that you have participated in before will appear on your home screen for your convenience.

### Explore Page Options

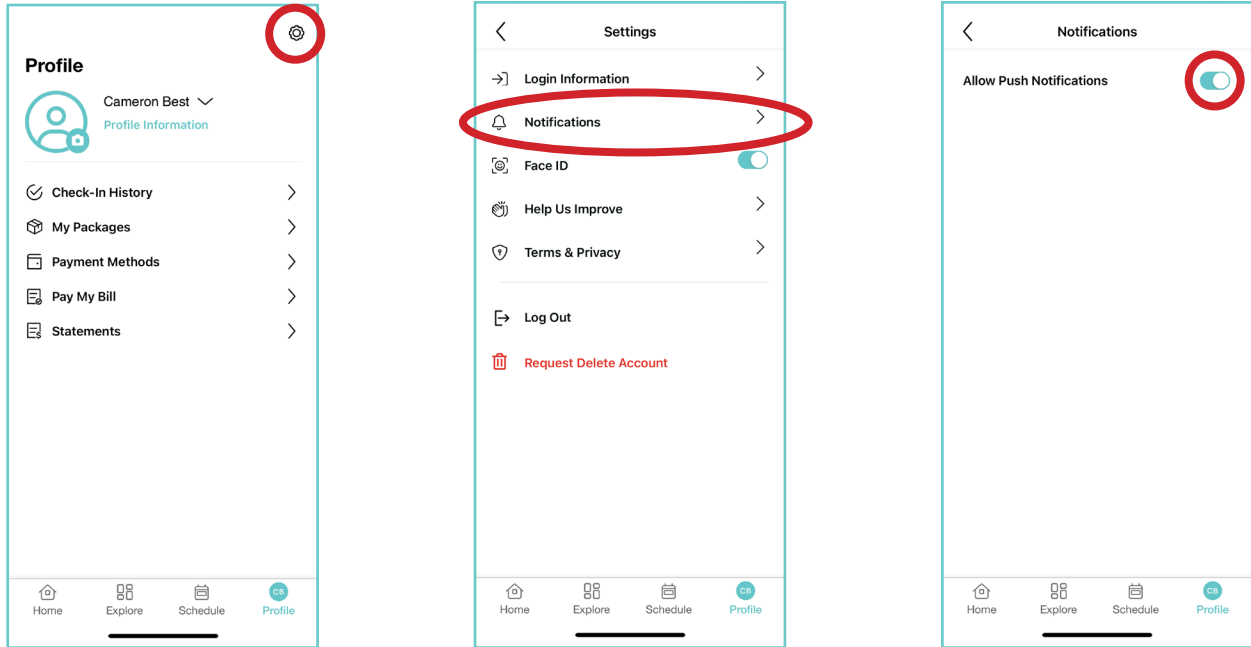


### Favorites



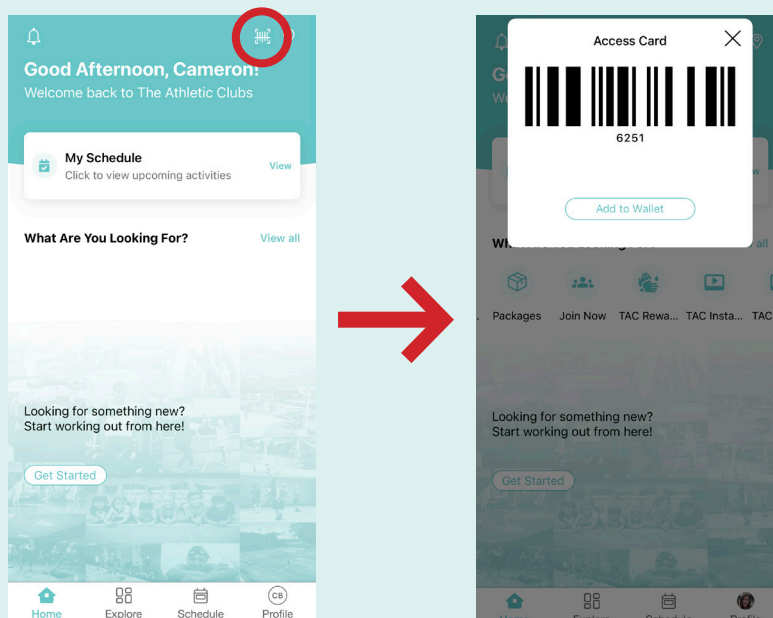
## 7. IN-APP PUSH NOTIFICATIONS

Under settings, you have the option to “Allow Push Notifications.” **PLEASE DO SO!** We use push notifications for routine Club announcements because they are more timely than emails and can be further customized. (If you are not familiar with push notifications, they are messages that can be sent through the app to your cell phone. They will appear on your phone’s lock screen if you have the app installed and have given the app permission to “push” them.)



## 8. CHECK IN

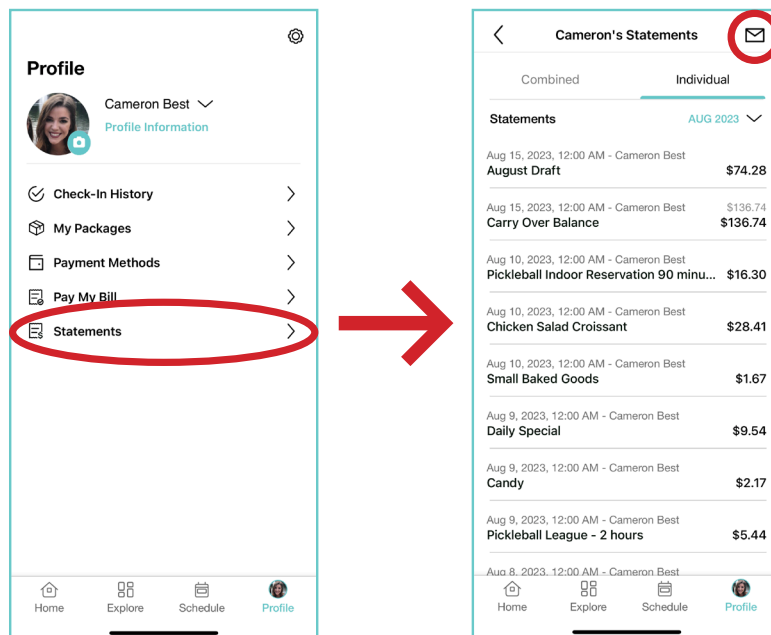
The fastest way to check into the Club is to use the system generated barcode. You’ll find an icon for it on the top right corner of the app’s home screen. If you are a non-member, you will not have a barcode and must stop at the desk when visiting the clubs.



## 9. BILLING

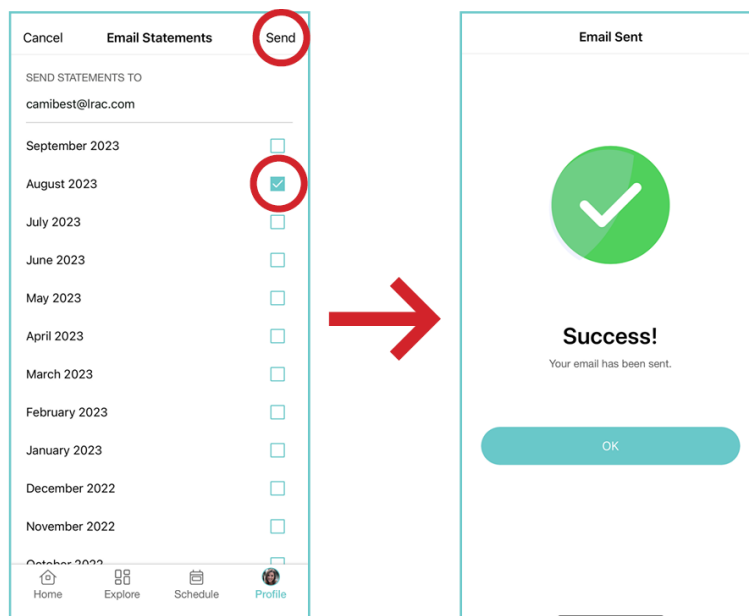
*Important reminder... If you have more than one adult on your membership, only the “primary” can see a combined list of transactions. In most instances, the primary is the person who set up the membership and is responsible for the dues. If you are not sure, please reach out to support@lrac.com and we’ll help you figure it out.*

To see all charges, login using the primary account holder’s credentials. Under “Profile” select “Statements” then click on the envelope icon in the upper right hand corner.

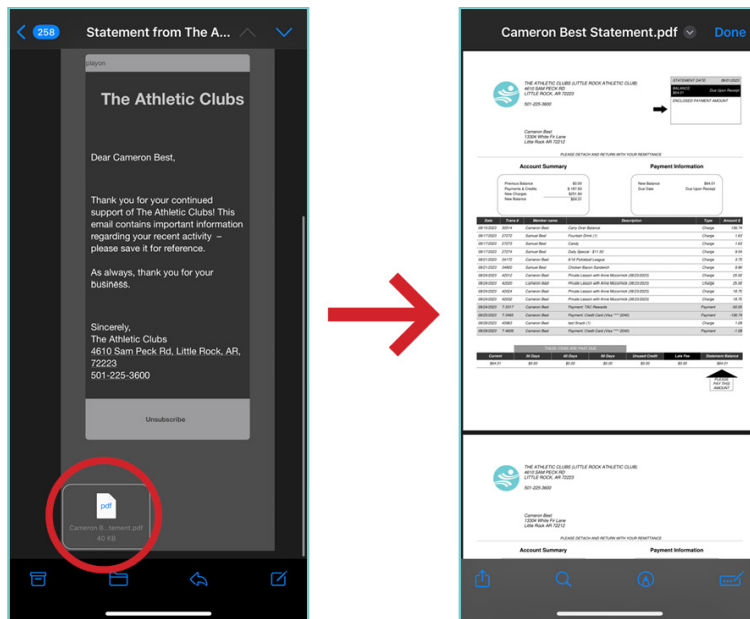


*Important note - You can see your incidental charges on the app at any time. The dues line won't appear until the 1st of every month and will only show in the month for which the dues are being billed - not the month with the incidental charges. However, on or after the 1st of each month, you can see the dues and incidentals COMBINED by sending yourself a statement email. Here's how...*

For this example, select the AUGUST 2023 statement and hit “Send” in the top right corner. (Remember, for this to work, always select the month prior.)

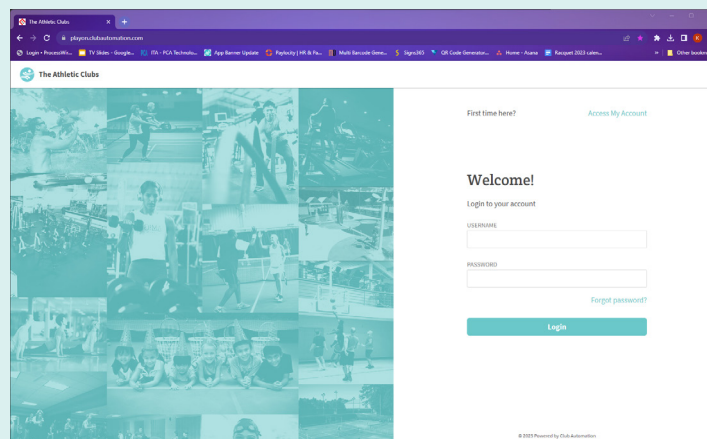


The system will send a templated email with an attachment. Open the attachment to see your total amount owed. (Just a reminder... if you are not the primary on the account but logged in as such, the email will go to the primary account holder's email.)



## 10. THE MEMBER PORTAL

If you prefer to manage your Club business on a web based system instead of the app (or you want to use both), the logins are exactly the same as are the options. The URL for the member portal is <https://playon.clubautomation.com/>.



## QUESTIONS?

As always, we are happy to help. Please email us at [support@lrac.com](mailto:support@lrac.com) with any issues.