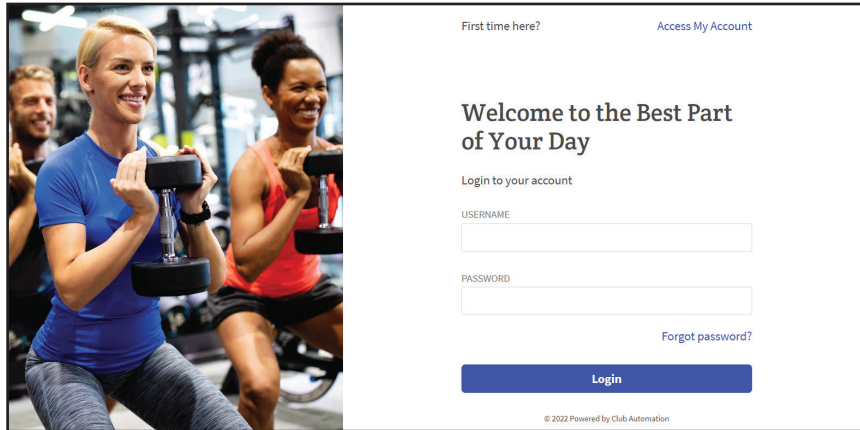


MEMBER PORTAL USER GUIDE



ACCESSING YOUR ACCOUNT

Initial Login



To access the member portal, enter <https://sparetime.clubautomation.com> (no “www.”) in your internet browser. On the website, locate the “Access My Account” button to the right of “First time here?”. In the “Register Now” pop-up window, enter your first name, last name, and email address under “Search for your account”. Click “Continue”.

A verification email will be sent to the provided email address with login instructions. Please open your email to access these instructions. The email you receive includes a verification link to complete the setup process. Upon opening the link, you will be directed to an information page where you will enter/verify your personal information. You will need to complete all required fields, agree to the standard liability waiver (substantially the same waiver as already included in your membership agreement), and select “Save Account”. You will then be directed to the online portal home page.

Standard Login

After completing the initial login steps, your account has been created and you no longer need to use “Access My Account” to log in. Your username will be the email address you have on file. You will enter your username and password in the login box, and you can have the system remember your password for future logins.

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

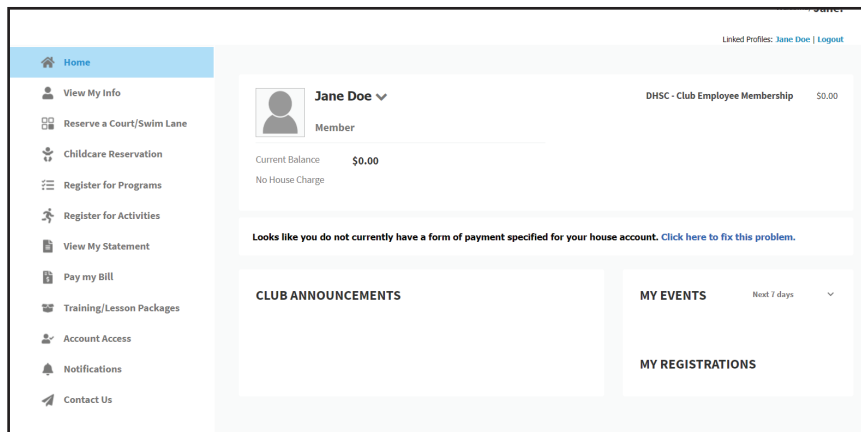
MEMBER PORTAL USER GUIDE



accessing your account or the email you provided isn't recognized by the system, contact your club for further assistance.

MEMBER PORTAL OVERVIEW

Home Page:



When logging in you will be directed to your "Home" page. The home page includes your current account balance, club announcements or updates, and any upcoming activities, registrations and reservations you have scheduled. If you are the primary account holder, you can select the dropdown menu to the right of your name to navigate to different family members' profiles.

NOTE: Some features of the Member Portal function differently than on the Mobile App. This guide provides instructions relating to the Member Portal.

View My Info:

You can review and 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 or billing information, select "Edit" in the top right corner of the applicable box. Enter any changes and click "save changes".

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Reserve a Court/Swim Lane

You can make or edit existing court reservations for tennis, pickleball, racquetball or squash or for a swim lane on this page. There is a 3-day reservation period (i.e., today and the next two days) and reservations are made in 30 minute increments up to 90 minutes for tennis and pickleball and up to 60 minutes for racquetball, squash and swim lanes.

You can make reservations either by selecting specific search criteria or by viewing court availability on the calendar view, as described below.

- **Reserve a Court/Swim Lane by Search Criteria**

To make a reservation, enter requested search criteria, and click "Search."

The system will return a list of start times that meet your search criteria. Click on the start time you would like, and confirm the reservation when prompted.

Your upcoming court/swim lane reservations will be displayed under "Your Reservations."

Cancel: If you need to cancel a reservation, please click on the appropriate action to the far right of your reservation and follow the steps. Canceling a reservation will remove your reservation.

- **Reservations by Calendar View**

To make a reservation by the calendar view, select the reservations tab of your chosen sport.

Select the appropriate club to reserve a court or swim lane from the drop down menu.

Upon selecting the specific club, a calendar will populate.

To reserve a court or lane in advance, navigate to the right of the page and select the date for which you would like to reserve a court or lane.

Utilize the "Reserve a Court" (or lane) button. Select the chosen court, and court time. Clicking the time slot will highlight the time frame in purple, indicating the time and location of your reservation. Drag the cursor to highlight the length of your reservation.

Your name will populate as the "host" of the reservation. Add participants in the box just below.

To save this reservation, choose "Save Reservation" in the top right corner of the calendar view, then "Confirm".

Cancel: To cancel the reservation, please click on the existing reservation, and select "Take an action". Choose "Cancel", then "yes" to confirm.

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Child Care Reservations

Child Name	Location	Room	Status
YOUR RESERVATIONS			
MAKE A NEW RESERVATION			
What Service?	Childcare		
Where?	Johnson Ranch S...		
Who?	<input type="checkbox"/> Test Child		
When?	11/11/2022	1 Hour	
Pick a time	Available times 10:45am 11:00am 11:15am 11:30am 11:45am 12:00pm 12:15pm 12:30pm 12:45pm 01:00pm 01:15pm 01:30pm 01:45pm 02:00pm		

The Child Care Reservations option will only display if you are an authorized guardian on your member account. Contact your club if you do not see this feature available and would like to be able to make child care reservations.

Reservations are required for infants (generally defined as babies who are not yet able to walk). Reservations are not required in the Play Center for other children under age 7. Child care sessions and reservations are made in 30 minute increments up to two hours. To make a child care reservation, enter the requested search criteria, and click "Search." The system will return a list of start times that meet your search criteria. Click on the start time you would like, and confirm the reservation when prompted.

Your upcoming reservations will be displayed under "Your Reservations."

Cancel: If you need to cancel a reservation, please click on the cancel action to the far right of your reservation and follow the steps. Canceling a reservation will remove your reservation from the schedule.

Register for Programs

Programs are generally multiple session activities that are purchased at one time in advance (e.g., a week-long youth basketball camp where you register for the camp and pay for the fee in advance). Some recurring activities that can be signed up for individually also are included in Programs. Filter programs by program name, event type, club location, event time, and/or event day. If the filters are left blank, all club events will display upon selecting "Search Classes".

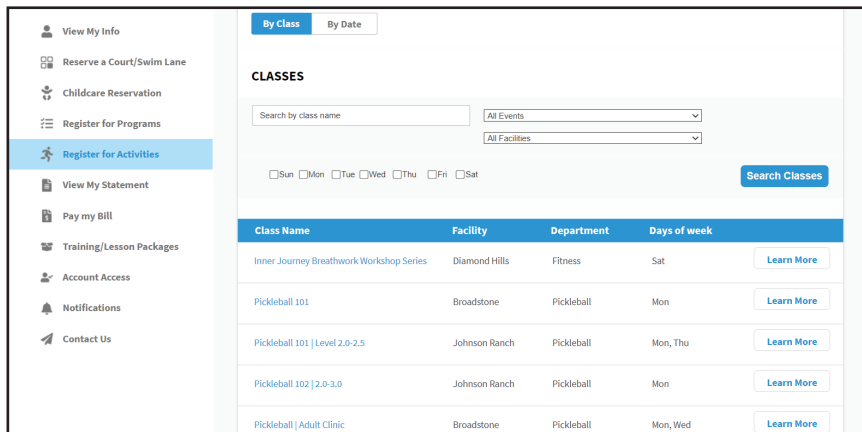
MEMBER PORTAL USER GUIDE



Select “View” next to a program to view more information, and all available sessions for that program will be listed. Select the green “Sign Up” button for the session you would like to register. You will then be asked to select the member who will be registering for the class. **Note:** if you are the primary account holder and have family members linked to your account, all eligible members will be listed in this screen.

- After selecting the member name(s), click “Add to Cart” to proceed with registration.
- The program has now been added to your “cart” and payment can be taken (if applicable).
- Select “View Cart” in the top right corner to process payment and complete your registration to process. In your cart, confirm the charges and payment method, then select the green “Submit Payment” button.
- Once you have processed your payment, you will now be registered for the program and your spot will be secured in the program.
- To navigate back to the home page, select the home icon in the top right corner.

Register for Activities



Class Name	Facility	Department	Days of week	
Inner Journey Breathwork Workshop Series	Diamond Hills	Fitness	Sat	Learn More
Pickleball 101	Broadstone	Pickleball	Mon	Learn More
Pickleball 101 Level 2.0-2.5	Johnson Ranch	Pickleball	Mon, Thu	Learn More
Pickleball 102 2.0-3.0	Johnson Ranch	Pickleball	Mon	Learn More
Pickleball Adult Clinic	Broadstone	Pickleball	Mon, Wed	Learn More

“Activities” are single activities or a series of activities that can be signed up for individually (e.g., if a Pickleball 102 Clinic is offered every Monday at 5:00 pm; you may sign up for any individual Pickleball 102 Clinic without committing to the other clinics). You can search for activities “By Class” or “By Date”. You can narrow the search using the filters at the top of the page (1) by Class name, if you know the name of the activity; (2) using the drop down menu to identify the type of activity (“event”); or (3) by club location (“facility”). To search by date, select the “By Date” tab and the day you would like to review from

MEMBER PORTAL USER GUIDE



the calendar provided. You can narrow your search using the filters provided at the top of the page, i.e. keyword or All Events menu.

- *All Events*: use this menu to narrow down the activities list, i.e. select Fitness to only view Fitness Activities.
- *All Facilities*: use this menu to view activities per club location.

Once you have entered any search criteria, click “Search Classes”. A list of all activities meeting your search criteria will display. Click on Learn More to obtain a list of all sessions of the activity and additional information about the activity. Select “Sign Up” to register for a specific activity. Select the member(s) to sign up for the activity and then “Add to Cart”. Click on “Cart” in the top right corner, select the payment method, and submit payment to complete the registration. After submitting payment, you are now registered for the activity and your spot in the activity is secured. To navigate back to the home page, select the home icon in the top right corner.

View My Statement:

On the “View My Statement” tab, you can review all charges and payments on your member statement.

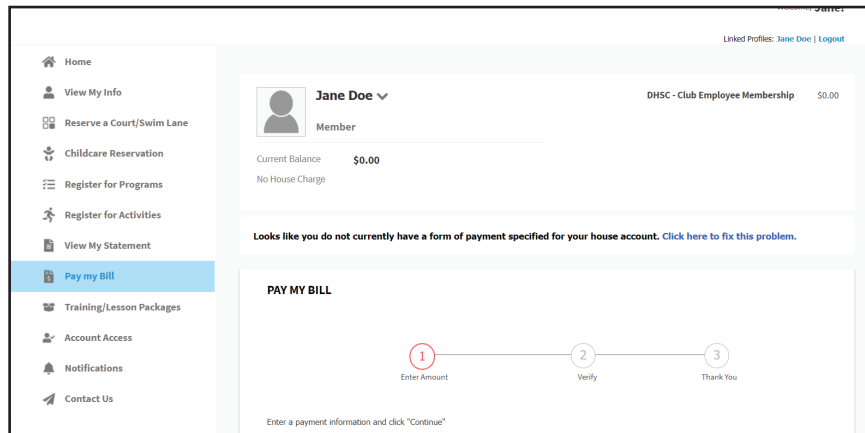
- When logged in on a primary account, you can navigate between the statements of linked members by selecting the dropdown to the right of your name.
- Statements are organized by month and will show all charges and payments generated in the month selected. To navigate between months, select the month dropdown menu found toward the bottom right side of the statement screen.

Note: all linked members are billed to the primary member in the monthly billing statements.

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Pay my Bill



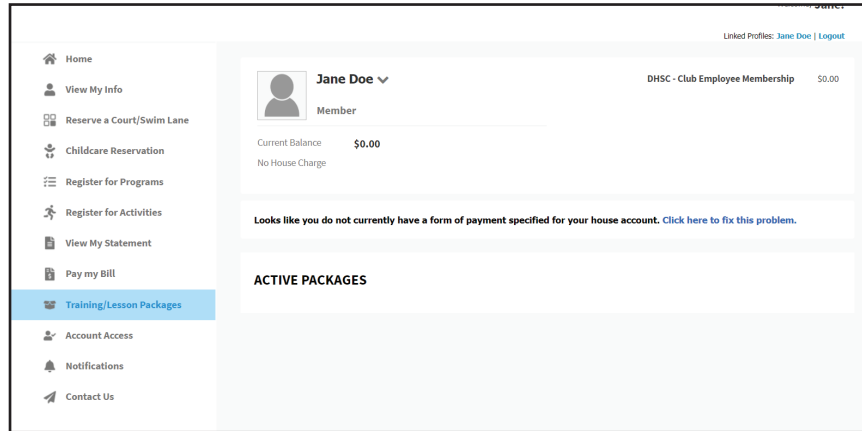
Most member accounts are set up on electronic payment methods and payment will be automatically processed on the fifth day of every month. This section provides information for members who are not on electronic billing or who would like to make a payment on account between billing statements.

- To begin, locate the “Select Payment Account” menu. 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.
- 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.
- 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.

MEMBER PORTAL USER GUIDE

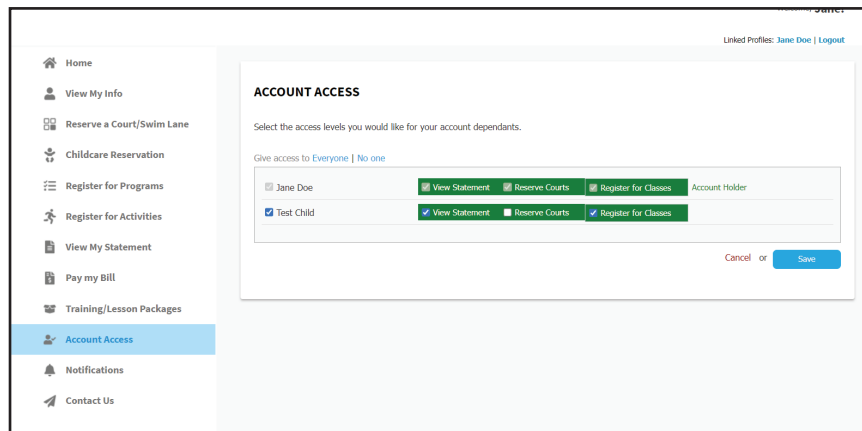


Training/Lesson Packages:



View active personal training or Pilates packages that you purchased at the club or through the mobile app and the usage of the packages. Packages are multi-session training packages that are purchased in advance with the sessions being used over a period of time. Training packages can be purchased through the mobile app or at the club front desk. Payment for single training sessions (i.e., not part of a package) is processed when the individual session is scheduled with the trainer.

Account Access:



This tab allows primary account holders to determine the account access or restriction of linked members on their portal. For example, if a parent is the primary account holder and their children are linked to their account, they have the ability to allow or deny access to specific member portal features on the children's accounts.

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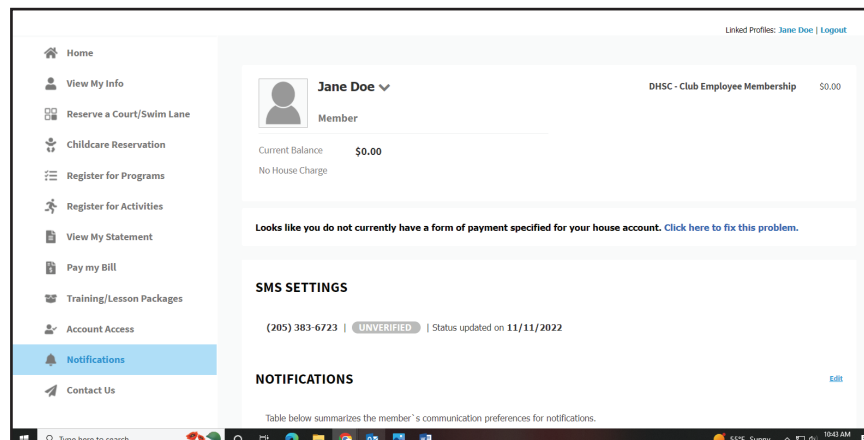


The features the primary account holder can allow/deny access to are listed below.

1. *View Statement* - if unchecked, the “View My Statement” tab is not visible to that member on the member’s portal.
2. *Reserve Courts* - if unchecked, the “Reserve a Court/Swim Lane” tab is not visible and reservations cannot be made by that member.
3. *Register for Classes (i.e., programs and activities)* - if unchecked, the “Register for Classes” tab is not visible for that member and signups cannot be completed.

Be sure to “save” the changes made in the blue box below the members listed.

Notifications



Through the notifications tab you have the ability to turn on and off various forms of club communication. To edit your notification preferences as to email or text (SMS) by type of notification, select “Edit” in the top right corner of the Notifications box.

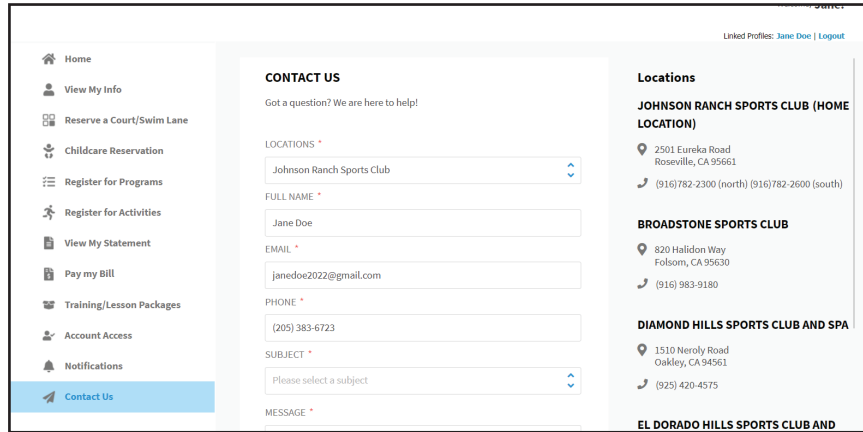
- *To turn notifications on:* ensure the “Email” or “SMS” box is checked to the right of the notification type.
- *To turn notifications off:* uncheck the “Email” or “SMS” box to the right of the notification type.

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

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Contact Us



Linked Profiles: Jane Doe | Logout

- Home
- View My Info
- Reserve a Court/Swim Lane
- Childcare Reservation
- Register for Programs
- Register for Activities
- View My Statement
- Pay my Bill
- Training/Lesson Packages
- Account Access
- Notifications
- Contact Us

CONTACT US

Got a question? We are here to help!

LOCATIONS *

Johnson Ranch Sports Club

FULL NAME *

Jane Doe

EMAIL *

janedoe2022@gmail.com

PHONE *

(205) 383-6723

SUBJECT *

Please select a subject

MESSAGE *

Locations

JOHNSON RANCH SPORTS CLUB (HOME LOCATION)

2501 Eureka Road
Roseville, CA 95661

(916) 782-2300 (north) (916) 782-2600 (south)

BROADSTONE SPORTS CLUB

820 Halidon Way
Folsom, CA 95630

(916) 983-9180

DIAMOND HILLS SPORTS CLUB AND SPA

1510 Neroly Road
Oakley, CA 94561

(925) 420-4575

EL DORADO HILLS SPORTS CLUB AND SPA

Select the club location you would like to contact, complete the remaining items of information, and type your message. **Note: ALL fields with an asterisk (*) must be completed. Some fields will auto populate from your member account.** Click "Submit" button to send the message. The appropriate club employee will return your message as soon as possible.