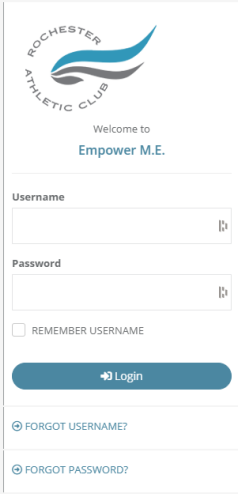


RAC Member Login - Empower M.E.

Logging In

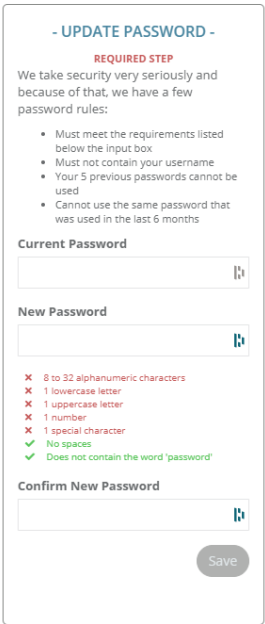
- Visit the [RAC website](#) and in the upper right corner you will see a Member Login option appear. Click on log into my account to get to the Member Login (Empower ME). You can also click [here](#). You can also access Empower M.E. through a tile on our RAC App called Member Login.
- Your first-time Username and Password will be your 16 digit member ID (this may be a shorter number).



FIRST TIME LOGIN:

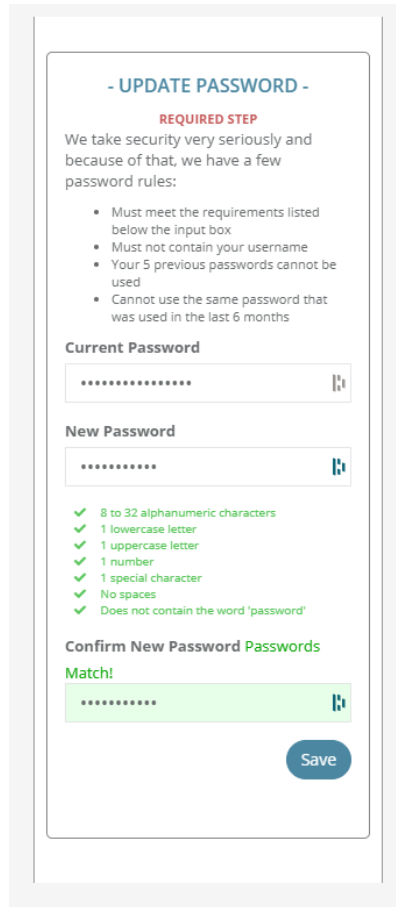
Username: 16 Digit Member ID
Password: 16 Digit Member ID

- When you log on to Empower M.E. the first time, you will need to change your password. You also have the option of changing your user name, which we recommend you do as a good security practice.



- The password must be 8 to 32 alphanumeric characters and contain 1 lower-case character, 1 uppercase character, and 1 special character. It cannot contain spaces, the word “password”, or their user name.

RAC Member Login - Empower M.E.



- UPDATE PASSWORD -

REQUIRED STEP

We take security very seriously and because of that, we have a few password rules:

- Must meet the requirements listed below the input box
- Must not contain your username
- Your 5 previous passwords cannot be used
- Cannot use the same password that was used in the last 6 months

Current Password

.....

New Password

.....

- ✓ 8 to 32 alphanumeric characters
- ✓ 1 lowercase letter
- ✓ 1 uppercase letter
- ✓ 1 number
- ✓ 1 special character
- ✓ No spaces
- ✓ Does not contain the word 'password'

Confirm New Password Passwords

Match!

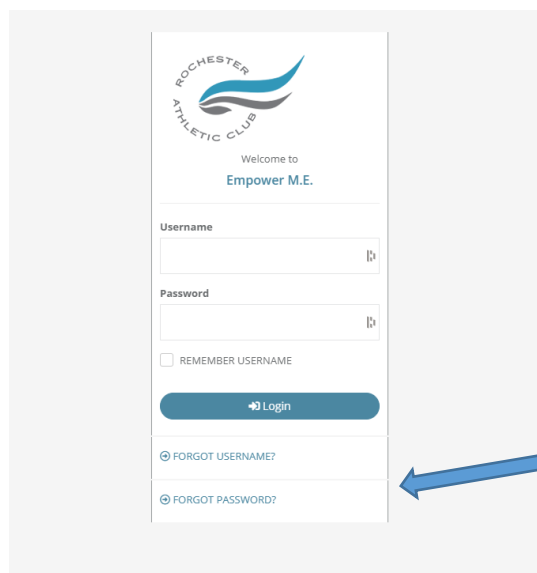
.....


Save

- You can change your password at any time in Empower M.E. using My Account > Manage Profile > Password. When you change your password, you cannot use any of your 5 previous passwords or any password that was used in the last 6 months.

Resetting a Password

1. You can reset your own password by clicking **Forgot Password** from the Member Login link





Welcome to
Empower M.E.

Username

.....

Password

.....

REMEMBER USERNAME

Login

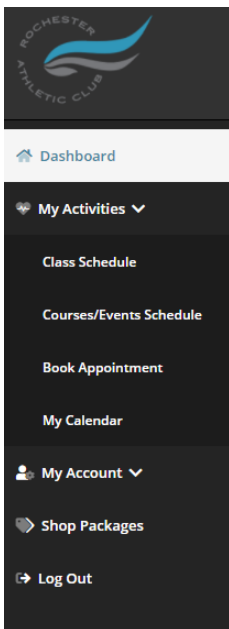
[FORGOT USERNAME?](#)

[FORGOT PASSWORD?](#)

RAC Member Login - Empower M.E.

2. The member will enter their user name and a password reset option will be sent to the email they have on file
3. If the member has an issue, make sure to update the member's email address using **Change Request** in **Front Desk**

DASHBOARD - MY ACTIVITIES



Class Schedule

1. Log into the member login and select My Activities
2. Click **Class Schedule**
3. To drill down for specific classes
 - a. Select Category
4. Select More Filters to use Key Words or Instructors/Resources
5. Select the desired class
 - a. Class Detail popup gives you the option to sign up.
6. If payment is required you will be prompted to pay the fee.

Course / Events Schedule

1. Log into the member login and select My Activities
2. Click **Course / Events Schedule**
3. To drill down for specific classes
 - a. Select Month
 - b. Select Category
 - c. Select More Filters to use Key Words or Instructors/Resources
4. Select the desired class
 - a. Course Detail pop-up gives you the option to sign up.

If payment is required you will be prompted to pay the fee

RAC Member Login - Empower M.E.

Book Appointment

1. Log into the member login and select My Activities
2. Click **Book Appointment**
3. To drill down for a specific appointment type
 - a. Select Club if applicable
 - b. Select Category (in this example it is *Tennis Indoor Court*)
 - c. Select Product (in this example it is *Indoor Court Time 90 min*)

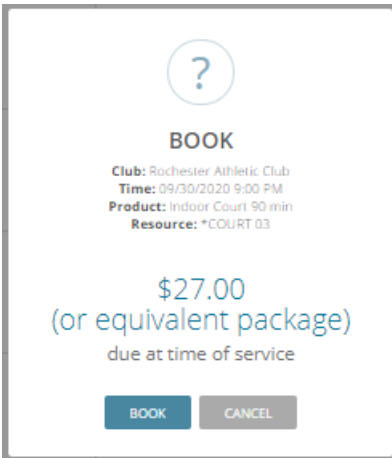
There will be a dropdown menu where you will be able to search for another member to share your court time with as long as they allow that in their settings. You will want to get all members on the court as it will charge all participants evenly.
 - d. Select "All Resources" (which would be all indoor courts) or a Specific Resource (you can choose only the specific court you want to play on)
 - e. Select the Day
 - i. This brings up a popup where you select the time range
 - ii. Select the Time Range
 - iii. Select specific time
 - iv. If additional resources are needed you will be prompted to select.

If payment is required you will see the cost that will be charged at the club or if you have a package it will deduct a session when you check-in for your appointment.

Appointments
Dashboard / Book Appointment

The screenshot displays the 'Book Appointment' interface. On the left, there are four steps: Step 1: Select Club (Rochester Athletic Club), Step 2: Select Category (Tennis Indoor Court), Step 3: Select Product (Indoor Court 90 min), and Step 4: Select Resource(s) (All Resources). Step 3 includes a 'Group Appointments' section with a search for members to share the appointment. The main area is a calendar for September 2020, with a date range from Sunday, September 6th to Friday, September 11th. A blue arrow points to the 29th of September. On the right, a 'Select A Time' popup is open for 'COURT 03'. It shows three time slots: Morning (5am-12pm), Afternoon (12pm-5pm), and Evening (5pm-8am). The Evening slot is selected, and a sub-popup shows three specific time options: 7:30 PM, 8:00 PM, and 8:30 PM. Below the popup, there are eight other court options (COURT 01 through COURT 08) with their respective time slots.

RAC Member Login - Empower M.E.

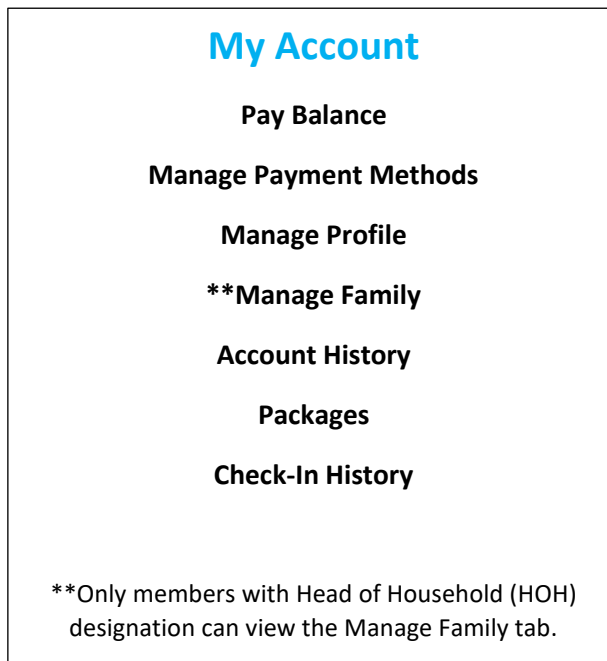
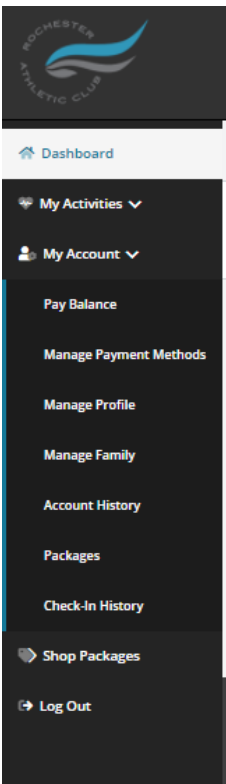


My Calendar

1. Log into the member login and select My Activities
2. Click **My Calendar**
3. Activities will be listed in chronological order.
4. Select Additional Filters if needed

Note: Based on club policy you can unenroll or cancel/Edit appointments here.

MY ACCOUNT



Pay Balance

5. Log into the member login and select My Account

RAC Member Login - Empower M.E.

6. Click **Pay Now**
7. Enter the payment amount, if different than the total balance
8. To pay using the card on file, click the **PAY WITH THIS METHOD** button in the SAVED CARDS area. The PAY page appears.
9. To pay with a card not on file:
 - a. Click **NEW CREDIT CARD**. The fields for entering the credit card appear.
 - b. Complete the fields.
 - c. To **Save** this card, click the check box to **Save** for use in the future



- d. Click the **Submit** button. The PAY page appears.
10. Click the **Pay** button. The payment is processed.

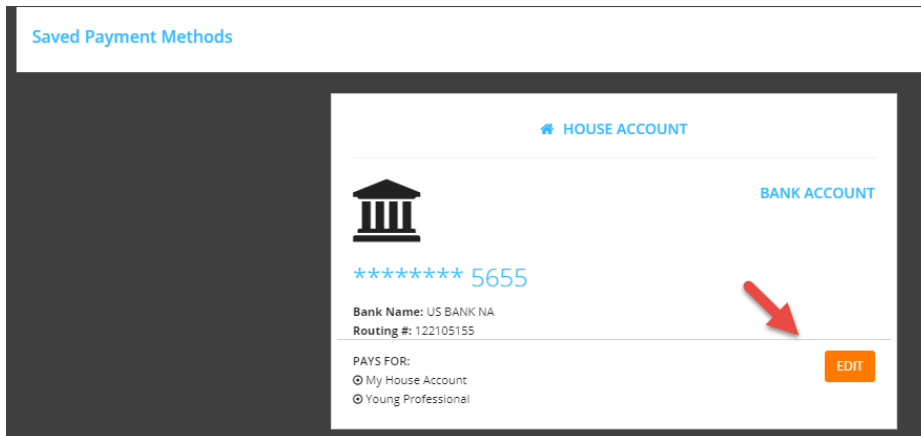
Manage Payment Methods

A member can update their own credit card or ACH information.

1. Log into the member login
2. Click **My Account**
3. Click **Manage Payment Methods** to update the form of payment on file

Update ACH Information

1. To **Edit** the existing ACH on file – click **Edit** on the Saved **Bank Account**



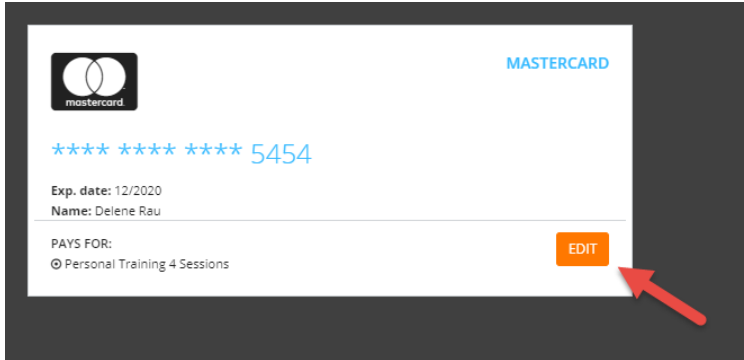
2. Updating an existing Bank Account allows you to update the account number, routing number, and type of account
3. Sign to acknowledge the terms and conditions

RAC Member Login - Empower M.E.

4. The member will need to click **Save Changes** on the bottom right

Update Credit Card Information

1. To **Edit** the existing Credit Card on file – click **Edit** on the Saved **Credit Card**



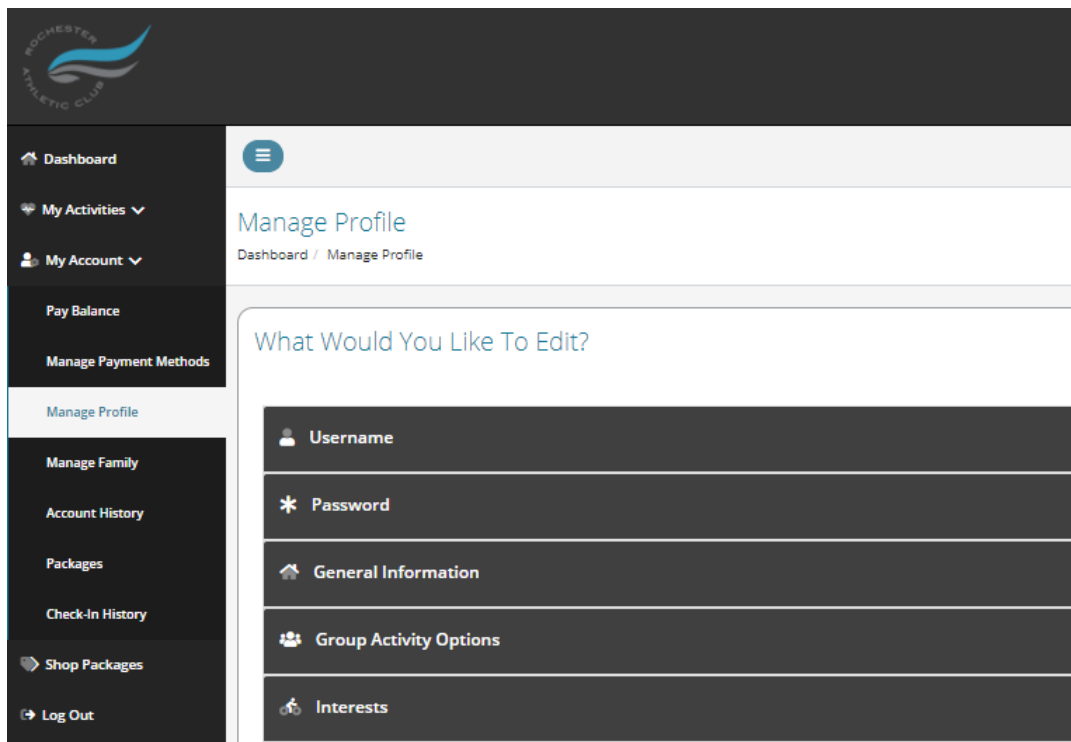
2. Updating an existing credit card allows you to change:
 - a. Expiration Date
 - b. Billing address
 - c. Update whether or not the card can be used for in-club purchases
3. Any change will require a signature and acknowledgment of terms and conditions
4. The member will need to click **Save Changes** on the bottom right

Add a Card on File

1. To add a **new** card on file, complete the left side including:
 - a. Name on the card
 - b. Card number
 - c. Card expiration
 - d. Review the billing address to be sure the one on file matches OR uncheck the box and add the billing address for the card
 - e. Use for House Account – **House Account is used for any charges generated as a result of billing declines**
 - f. Use for in-club Purchases – **This is used for any purchases made at the club using this card on file if answered yes**
 - g. The check box indicates whether or not the member would like to pay for the membership agreement using this card
 - h. The member will require a signature and acknowledgment of terms and conditions
 - i. Click **Add Credit Card** to complete the process

RAC Member Login - Empower M.E.

Manage Profile



1. Log into the member login
2. Click **My Account**
3. Click **Manage Profile** to update
 - a. Username
 - b. Password
 - c. General Information such as address, phone number and email address
 - d. Group Activity Options gives the member the option to opt in or out. This will allow others to search for, and include you in group activities.
 - e. Interests
4. Click **Save Changes** after making any updates

NOTE: A member can update their preferred communication methods and identify if they consent to be contacted through these methods.

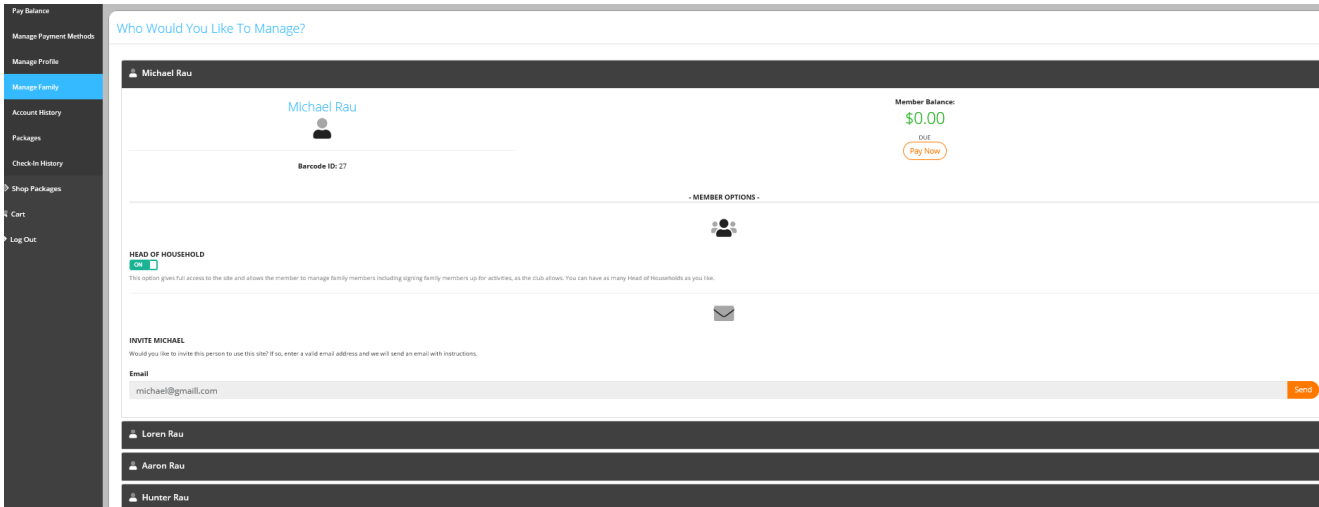
Manage Family

A member can update their phone number, address, or email.

1. Log into the member login
2. Click **My Account**
3. Click **Manage Family**
4. Select Family Member to
 - a. Pay Balance
 - b. Mark as HOH (Head of Household)
 - c. Invite a family member to activate their EME account.

RAC Member Login - Empower M.E.

- d. General Information such as address, phone number and email address



Account History

1. Click **Account History**
2. Enter the **Date Range** and click **Search Dates**
3. Click **Print History** to generate a printable format with detail
4. Click on the individual receipt numbers to view more detail about a transaction

Note:

- Primary members can view all account history placed on their account. Secondary members only see their individual invoices.
- If a member is using a mobile device to access Empower M.E. and wants to view their account history, they can click the menu icon and then select Account > Account History.

If they want to view the details about an invoice, they can click the + after Due Date. The details appear.

Packages

1. Log into the member login
2. In the menu on the left, click **My Account**
3. Click **Packages**

RAC Member Login - Empower M.E.

4. View previously purchased packages for member and family member if HOH.

Package Name	Units
MASSAGE DEEP TISSUE 30 MIN	1
MASSAGE SPORTS 30 MIN	2
PERSONAL TRAINING 60 MINS	41
PERSONAL TRAINING GROUP 60 MINS	3
PERSONAL TRAINING ORIENTATION	4
PERSONAL TRAINING PARTNER 60 MINS	1
PILATES SMALL GROUP TRAINING	10
SWIM PRIVATE 30 MINS	1
BALL MACHINE	11
DAY PASS	25
GROUP PILATES PUNCH	9
KIDS CLUB CHILD 1	999

View Check-In History

5. Log into the member login
6. In the menu on the left, click **My Account**
7. Click **Check-In History**
8. Enter the **Date Range** to view and click **Search Dates**
9. Click **Print History** to generate a printable format

SHOP PACKAGES

Shop Packages

1. Log into the member login
2. In the menu on the left, click **Shop Packages**
3. To drill down for a specific packages
 - a. Select Club if applicable
 - b. Select Type
 - c. Enter "Key Words"

Shop Packages

Dashboard / Shop

Package Filters

Select Club: Rochester Athletic Club (Home) | Select Type: Personal Training | Keyword: _____

Some classes may use more than one unit

Personal Training 30 Min
REDEEMABLE AT: Rochester Athletic Club

Package Units: 1 - \$50.00/per \$50.00 [Purchase](#)

Personal Training 45 Min
REDEEMABLE AT: Rochester Athletic Club

Package Units: 1 - \$60.00/per \$60.00 [Purchase](#)