

Member Portal Guide for All Access Members

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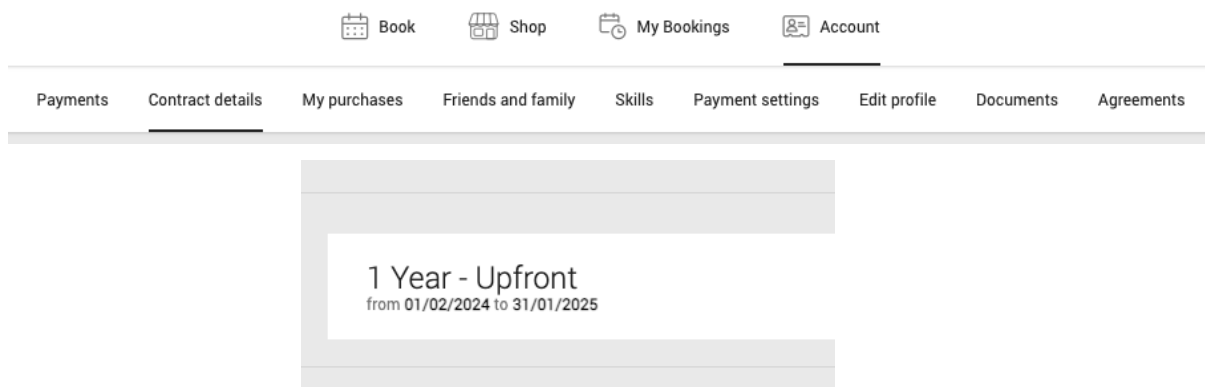
- View your membership details: Contract, terms and conditions, and agreements – Page 2 & 3.
- Membership freeze: Freeze your membership & update your freeze – Page 3, 4 & 5.
- Update your details: Contact details & payment details – Page 5, 6 & 7.
- View upcoming payments – Page 7.
- Group Fitness classes: Book and cancel - Page 8 & 9.
- Everyday Champion Programme: Appointments, book and cancel - Page 9 & 10.

Login to the Member Portal through this link -
<https://autmillennium.perfectgym.com.au/clientportal2/#/Login>

View your membership details:

View your contract details:

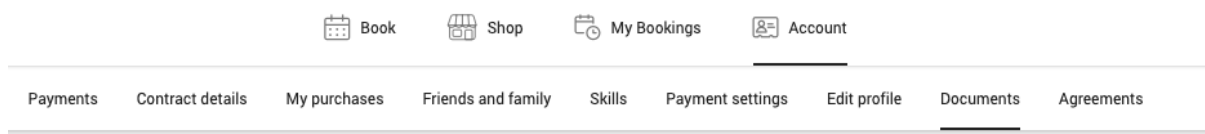
1. To see the details of your membership, click on Account and then Contract details. You'll be able to see what membership type you're on, your start date and if you're on an upfront membership you'll be able to see your end date.



The screenshot shows a navigation menu with options: Book, Shop, My Bookings, and Account. Below this is a secondary menu with: Payments, Contract details, My purchases, Friends and family, Skills, Payment settings, Edit profile, Documents, and Agreements. The 'Contract details' option is selected. The main content area displays: 1 Year - Upfront, from 01/02/2024 to 31/01/2025.

View your Terms and Conditions:

1. To view your Terms and Conditions, click on Account then Documents.



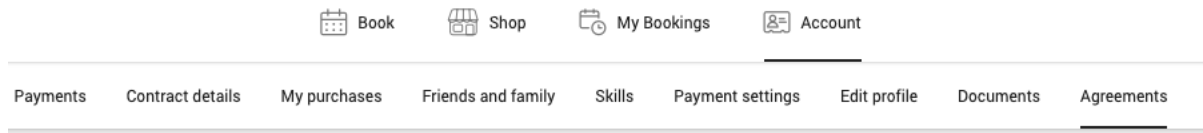
The screenshot shows the navigation menu with 'Account' selected. The secondary menu has 'Documents' selected. The main content area is currently blank.

2. Click the Download document button to download your T&Cs.

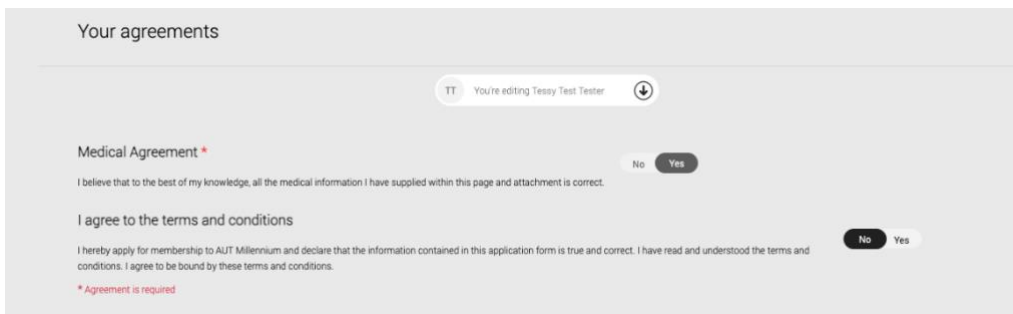
DOCUMENT	DATE CREATED	
enContractAgreement	Year-Fortnightly(2).pdf	06/09/2022
		Download document

View your agreements:

1. To view your Agreements, click on Account then Agreements.



2. You'll then be able to see the Medical Agreement and terms and conditions.

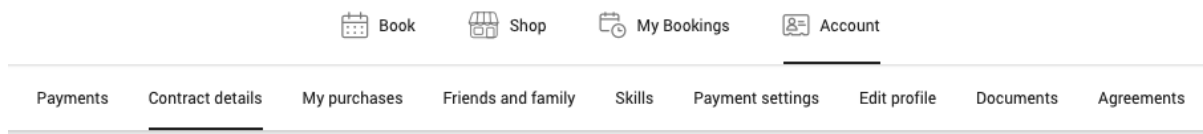


The screenshot shows the 'Your agreements' page. At the top, it says 'Your agreements' and 'TT You're editing Tessy Test Tester'. Below this, there is a section for 'Medical Agreement *' with a 'No' button and a 'Yes' button. The text reads: 'I believe that to the best of my knowledge, all the medical information I have supplied within this page and attachment is correct.' Below that, there is a section for 'I agree to the terms and conditions' with a 'No' button and a 'Yes' button. The text reads: 'I hereby apply for membership to AUT Millennium and declare that the information contained in this application form is true and correct. I have read and understood the terms and conditions. I agree to be bound by these terms and conditions.' A red asterisk note at the bottom says '* Agreement is required'.

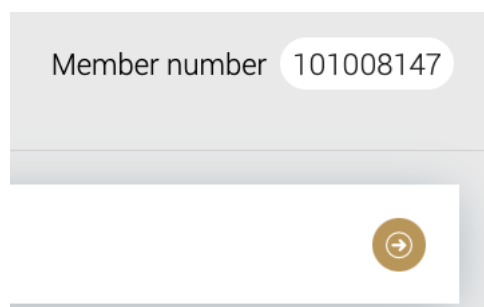
Membership freezes:

Freeze your membership:

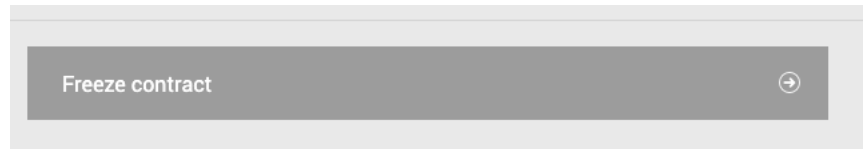
1. Click on Account then Contract Details.



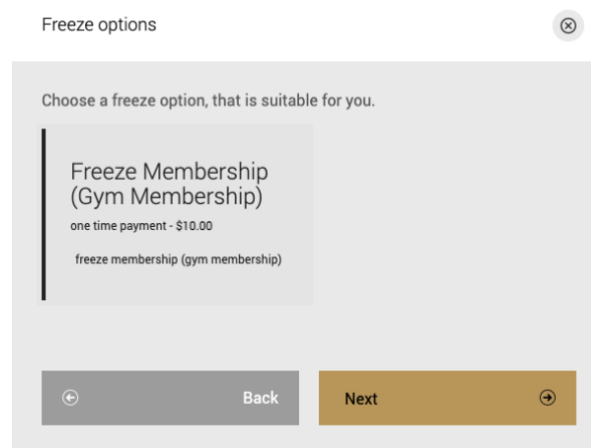
2. Click on the arrow under the member number to take you to the next page.



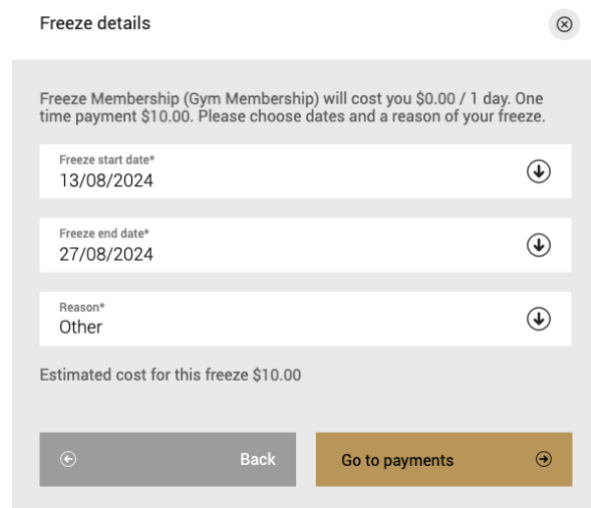
3. Click on Freeze contract.



4. Click on your membership and then click Next.



5. Enter in the required details and then click Go to payments.

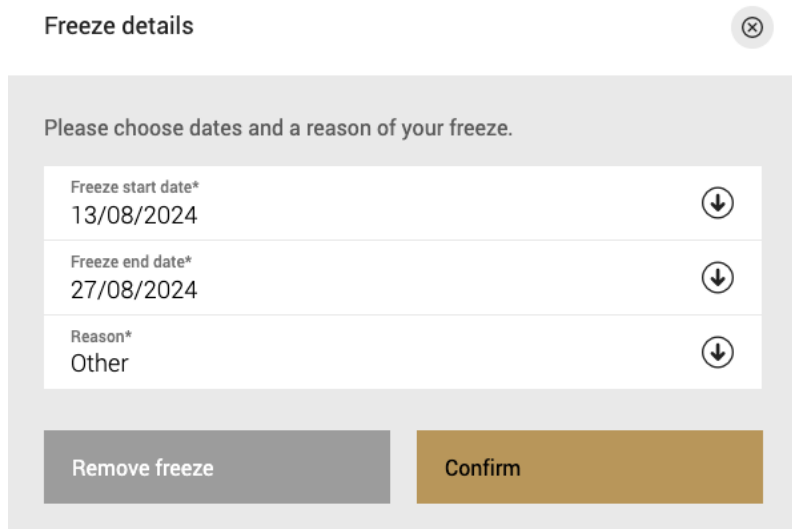


Update your freeze details:

1. If you need to update or remove your freeze, follow steps 1 & 2 under Freezing your membership, then click on More options.



2. On the popup page you can change your freeze start date before it starts, change your end date before it ends, change your reason for a freeze or remove your freeze entirely. Once you've changed the details you'd like to, click Confirm.



Freeze details ⓧ

Please choose dates and a reason of your freeze.

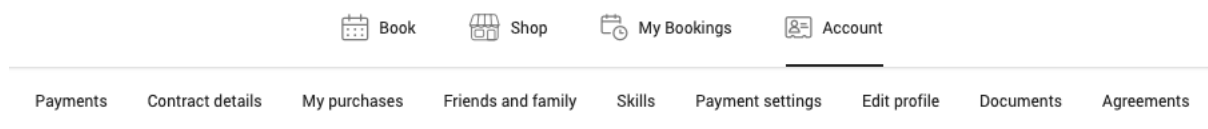
Freeze start date*	13/08/2024	⌵
Freeze end date*	27/08/2024	⌵
Reason*	Other	⌵

Remove freeze Confirm

Update your details:

Update your contact details:

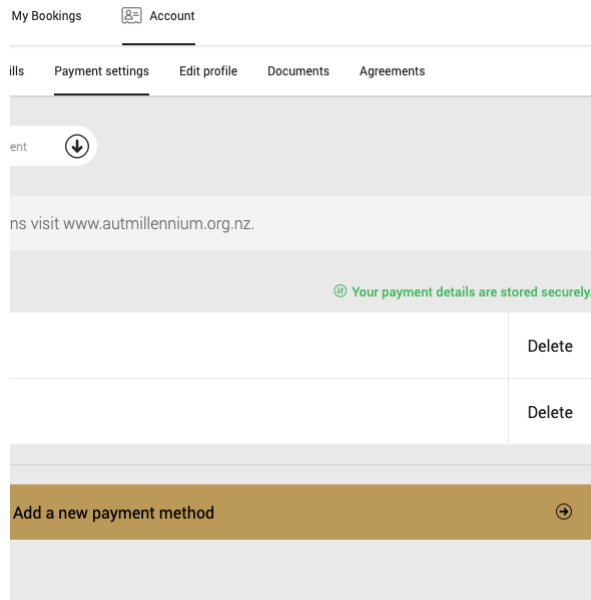
1. To update your contact details, go to Edit profile under the Account tab.



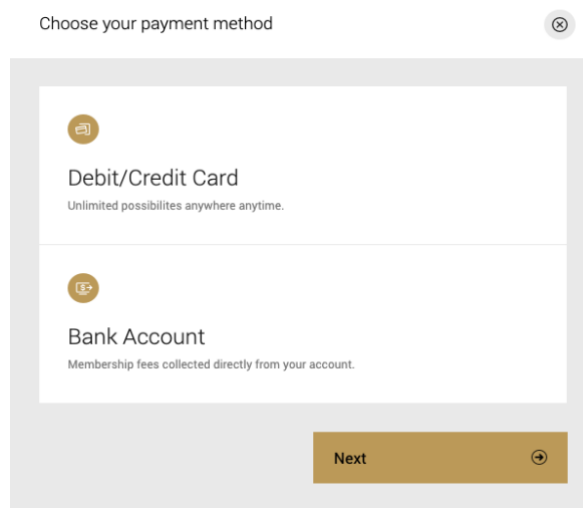
2. Once you're on this page, you can update all your contact details.

Update your payment details:

1. Go to payment settings > click on Add a new payment method.



2. The card and bank account screen will pop up. Select one of the options and then follow the prompts to set up your direct debit.



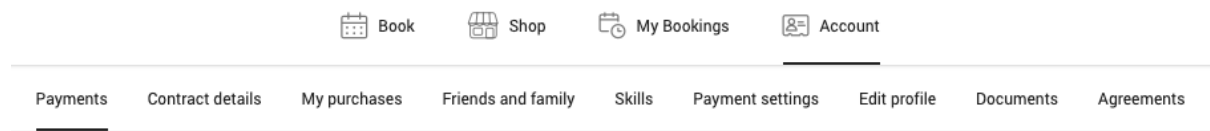
- Once you're back on the payment settings screen, you'll need to link the new direct debit to your membership. Click on the drop-down next to the payment plan name and click on your new direct debit.



These steps can also be used to check your direct debit. With the increasing amount of bank cards being compromised, we recommend you check every few months that we have the most up-to-date payment source for you.

View upcoming payments:

- To view upcoming payments, go to Payments under the Account tab.



- From here you will be able to see about 3 months of upcoming payments.

PAYMENT	MEMBER	PAYMENT DATE	AMOUNT
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		08/12/2022	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		02/02/2023	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		16/02/2023	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		02/03/2023	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		16/03/2023	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		30/03/2023	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		13/04/2023	\$39.00
⬇️ <input type="checkbox"/> Payment breakdown (2 payments)		27/04/2023	\$39.00

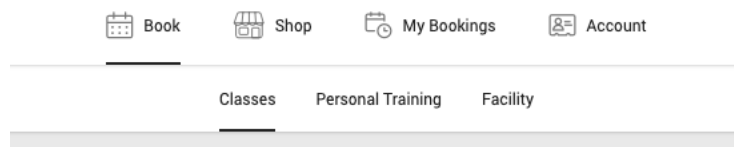
- To look at the details of each payment breakdown, click on the arrows on the left.

⬆️ <input type="checkbox"/> Payment breakdown (2 payments)		08/12/2022	\$39.00
<input type="checkbox"/> THURSDAY 5.45PM (NAC 25M LANE 4 NORTH) - ADVANCED BREATHER Adv Breather Thursday, 8 December 2022		08/12/2022	\$19.50

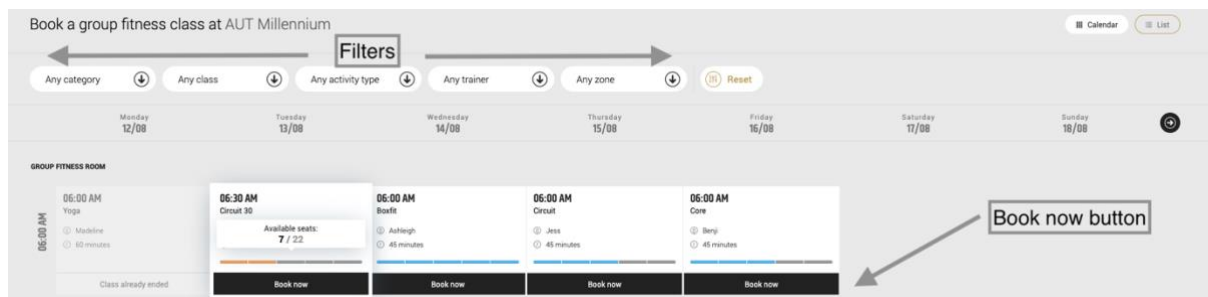
Group Fitness classes:

Book a Group Fitness class:

1. Click on Book then Classes.

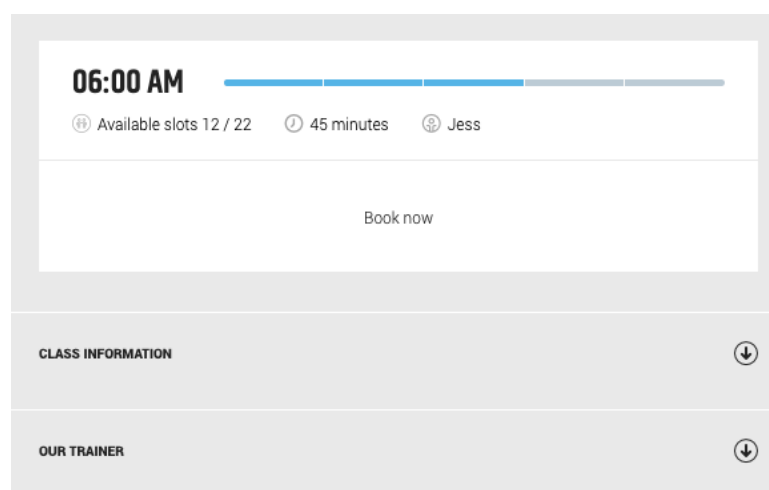


2. Search for the class you're looking for using the filters. Click the Book now button to book in to your preferred class.



3. On the popup screen, click the Book Now button next to your name. On this popup, you can also read information about the class and instructor.

NB: If you also have a child in Swim School, their name will also appear. Make sure you select the Book Now button next to your name.



Cancel your Group Fitness class:

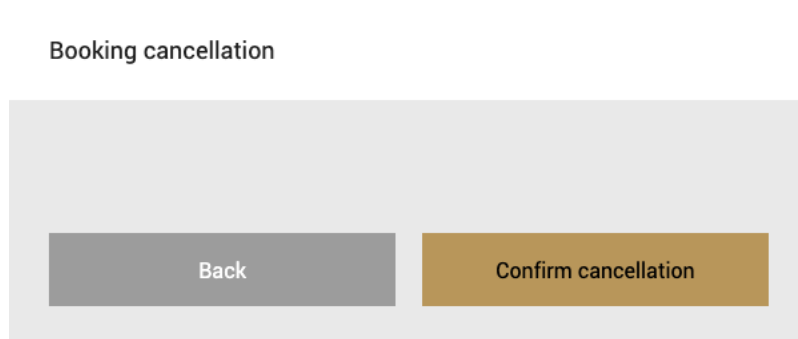
1. Click on My Bookings.



2. Click on Cancel booking.



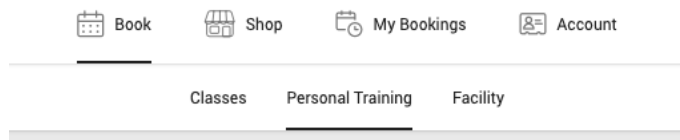
3. Confirm your cancellation.



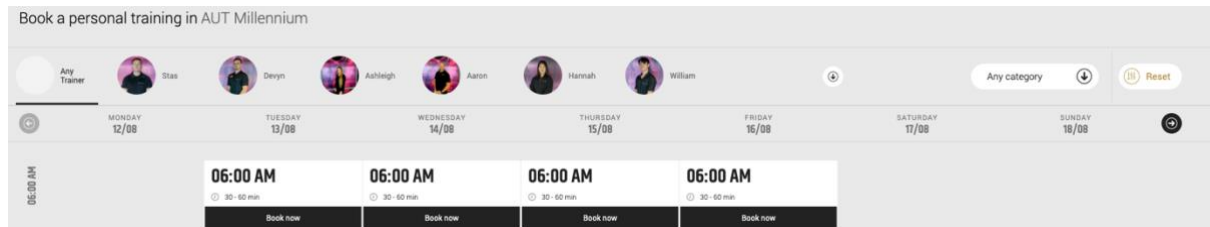
Everyday Champion Programme appointments:

Book an Everyday Champion appointment:

1. Click on Book then Personal Training.



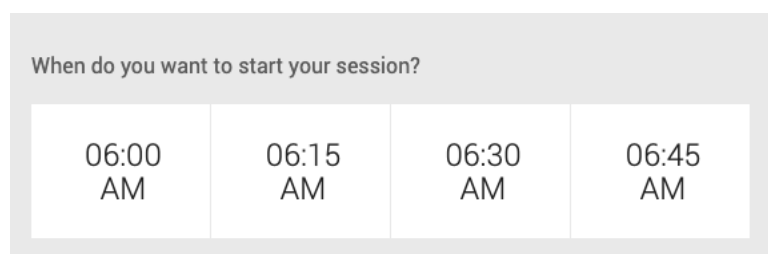
- If you'd like a specific instructor, choose them at the top of the page. Choose your time and click Book Now.



- Select the type of appointment you'd like to book.

- Everyday Champion - #1 Consultation **45 minutes**
Gym Everyday Champion Programme Everyday Champion Trainer
- Everyday Champion - #2 Your Plan **60 minutes**
Gym Everyday Champion Programme Everyday Champion Trainer
- Everyday Champion - #3 Check In **30 minutes**
Gym Everyday Champion Programme Everyday Champion Trainer
- Everyday Champion - #4 Review 45 minutes**
Gym Everyday Champion Programme Everyday Champion Trainer
- Gym Orientation **30 minutes**
Gym Orientation Gym Orientation Trainer

- You can delay your start time by a certain amount of time. Select your start time.
NB: If the instructor has another appointment directly after, some of the delayed start times won't be available.



Cancel your Everyday Champion Appointment:

- Follow the same steps as cancelling a Group Fitness class.