



FITNESS
passport.

FACILITY STAFF MEMBER USER GUIDE



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WELCOME TO FITNESS PASSPORT!

Welcome to Fitness Passport. This document will give you some information about what you need to know now you are part of the Fitness Passport network. The main portion of this document explains how to use your facility portal, but we have included some other handy information for you as well.

WHAT IS FITNESS PASSPORT

Fitness Passport (FP) represents several large organisations (primarily government) and manages the corporate fitness program for their employees, as well as the immediate family members of those employees.

Through their workplace program, employees are given a list of gyms and pools they can access using their FP membership. Management encourage them to use the facilities that take part in the program, with the aim of encouraging a greater proportion of their employees to get active.

HOW TO CONTACT US

We have different contact points in the organisation for our members and our facility partners. The best contact details are provided below:

Facilities

There are a few options for you to contact us:

- Email the Network Support team directly here: fitness@fitnesspassport.com.au. This is your dedicated contact point for anything FP related. We have a team of Network Support Officers who will respond to your enquiries. The team works Monday to Friday.
- Give us a call on **02 9145 3737** (please don't provide this to members as it's the dedicated support line for facilities only).
- Contact us through the support portal: there is an enquiry link available to you [here](#). If you select 'Facility Owner/Manager' enquiry type this email will come through to your support team.
- Contact us through your facility portal. Details are provided [here](#).

Members

Members can email the member support team here: info@fitnesspassport.com.au. This email address goes directly to our member support team. We also encourage them to go to our FAQ portal (as per below) where they can also submit an enquiry to our member support team. Feel free to give the info@fitnesspassport.com.au email address to members if they ask a question about their membership.

Public Support Portal

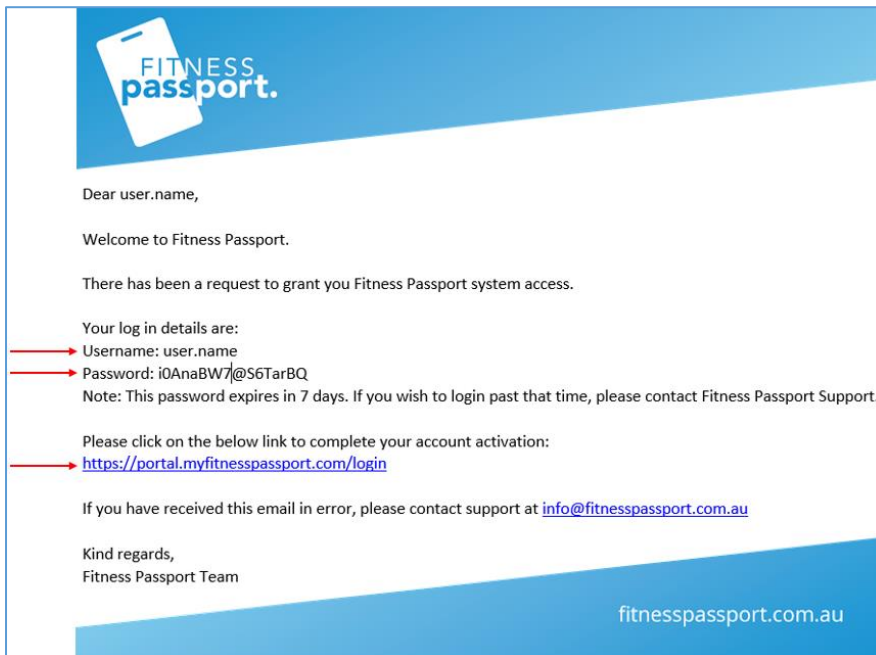
We have a FAQ's Support Portal available [here](#). This portal is mainly member focused but may answer some of your questions as well.



GETTING ACCESS TO THE FP PORTAL

You will receive an email from us to advise that you have been given access to the FP system. If you have not received this email, please check your junk/spam folder. If in doubt please email us via fitness@fitnesspassport.com.au for these details to be resent.

The email you receive will look like this:



NOTE: Make sure there are no spaces before/after the username/password if you're copy & pasting into the sign in section).


Enter the Username and Temporary password provided in the activation email.
Click the 'Sign in' button:

Two factor authentication is required.

Click on the 'Via Email' option to select it:

Two Factor Authentication

Please select where you want to receive the one time access code


 Via Email
*****@passport.com.au

SEND CODE

Then click 'Send Code':

Two Factor Authentication

Please select where you want to receive the one time access code

 Via Email
*****@passport.com.au

SEND CODE

Enter the code received via email and click 'Verify':

TIP: Check your junk folder if the verification code hasn't appeared in your inbox

Two Factor Authentication

Please enter the verification code sent to
*****@passport.com.au

Didn't receive code? [Resend](#)

VERIFY

When you first log in you will be prompted to change your password straight away:
Password must be at least 8 characters including one number, one special character, one upper case and one lower case letter.

Create Password

Password

Confirm Password

Create & confirm your new password, then hit 'Submit'.

You will then come to the 'Edit User Details' screen, where you'll see some of your details pre-filled.

You will need to enter a few more details (mandatory details are marked with *):

≡

Edit User Details

User Details

→

Title*

Please select a value

▼

First Name*

Samantha

Middle Name

Last Name*

Jones

Preferred Name

→

Date of Birth*

DD-MM-YYYY

📅

→

Gender*

Please select a value

▼

Contact Details

→

Mobile Number*

Email Address*

samjones1@emailaddress.com

Note: 'Account' section at the bottom of the form cannot be changed:

✓

Account

Username

samantha.jones3

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Revision Date 15/8/2023



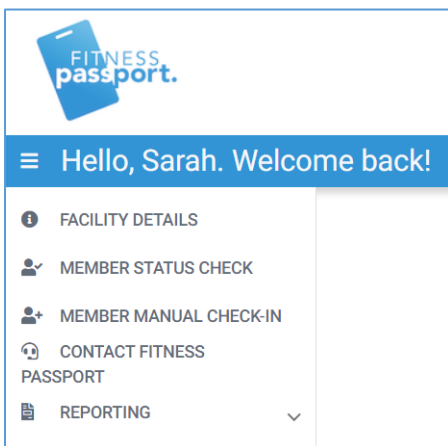
Once you have completed all mandatory fields, click 'Submit':



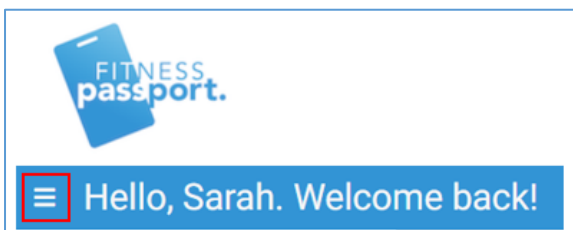
If you have any issues with logging into your account, please contact us at fitness@fitnesspassport.com.au.

THE FITNESS PASSPORT PORTAL

Once you are logged in to the Fitness Passport portal as a Facility Staff Member, you will see this menu on the left-hand side of the screen:



TIP: If you cannot see the menu, click on the hamburger button:



FACILITY DETAILS

This is a 'View only' screen, which shows the details we have in our system for your facility. If you find that any details are incorrect or require updating, please let us know using the [Contact Fitness Passport](#) section of your portal.



MEMBER STATUS CHECK

This tool allows you to check that the members who attend your facility are authorised to use it as part of their program.

To check a member please enter their Member Name (eg: Sarah Smith) or Member ID found on the dashboard of their MyFP member app (eg: 267827) and either press 'Enter' or click on the magnifying glass icon.

Only those members who are active and have access to your facility will be shown in the results.

Example of the MyFP dashboard:



FACILITY DETAILS

MEMBER STATUS CHECK

MEMBER MANUAL CHECK-IN

CONTACT FITNESS PASSPORT

REPORTING

Facility Members

From this page you can search for a member to check the status of their Fitness Passport membership. Only members who can access your facility via their chosen membership package will show up in your search. To search, you can enter the members Name or ID number.

Search Members*

Last Name ↓	First Name	Member Status	Membership Status	Membership No.	Member ID	Photo
Smith	Sarah	Active	Active	FPT.209	267827	

Items per page: 10 1 - 1 of 1

Members who have a suspension in place will be displayed with a status of 'Suspended':

Last Name ↓	First Name	Member Status	Membership Status	Membership No.	Member ID	Photo
Smith	Sarah	Active	Suspended	FPT.209	267827	

Items per page: 10 1 - 1 of 1



If no records are found it means that the member is either not active yet or is not able to access your facility as part of their program.

Search Members*

867822

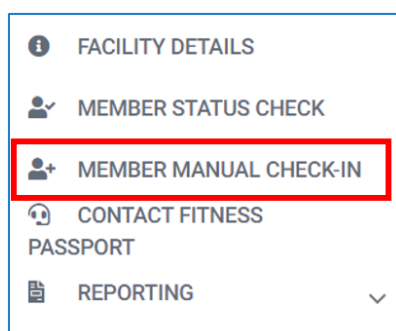
Last Name ↓	First Name	Member Status	Membership Status	Membership No.	Member ID	Photo
No record found						

If results come up as 'No record found' please ask the member to contact our helpdesk at info@fitnesspassport.com.au to check their access, or you can contact the facility support team through the Contact Fitness Passport tool via the Fitness Passport portal menu.

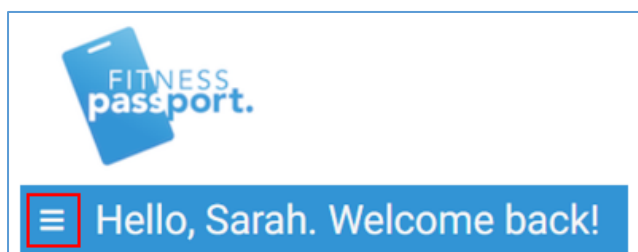
MEMBER MANUAL CHECK-IN

In the event a member cannot check-in (eg: forgets their mobile phone, battery has died etc) you are able to log a manual entry via the facility portal.

Once you are logged in to the Fitness Passport portal, you will see this menu on the left-hand side of the screen:



TIP: If you cannot see the menu, click on the hamburger button:



Select 'Member Manual Check-in' from the menu



You will then be prompted to enter the below details:

Member Manual Visit Entry

Available Facilities*
All facilities

Available Services*
Select a service

Membership Number ⓘ
Search by Membership Number

OR

First Name
Search by First Name

Surname
Search by Surname

AND

Date Of Birth
Select Date Of Birth

Please note that you only need the membership number/Member ID (eg: FPT.209 / 267827) **OR** First Name + Surname **AND** the member's date of birth. Eg:

Member Manual Visit Entry

Available Facilities*
All facilities

Available Services*
Select a service

Membership Number ⓘ
Search by Membership Number

OR

First Name
Search by First Name

Surname
Search by Surname

AND

Date Of Birth
Select Date Of Birth

OR

Member Manual Visit EntryAvailable Facilities*
All facilitiesAvailable Services*
Select a serviceMembership Number ⓘ
Search by Membership Number


OR

First Name
Search by First NameSurname
Search by Surname

AND

Date Of Birth
Select Date Of Birth

Once member is shown on the screen, click on the 'Check-in' button:


Last Name ↓	First Name	Member Status	Membership Status	Membership No.	Member ID	Photo
Smith	Sarah	Active	Active	FPT.209	267827	

Items per page: 10 1 - 1 of 1

This will prompt another window to open, asking you to confirm you want to check the member in.

Manual Visit Entry


Do you wish to register a manual entry visit?


FPT.209|Sarah Smith|Age: 53

NO
YES

Once you click 'YES, the member's access will appear as either granted or not allowed. Eg:


Manual Visit Entry


FPT.209
Sarah Smith
Age: 53

Access Granted

CLOSE

Manual Visit Entry


FPT.209
Sarah Smith
Age: 53

Not Allowed

CLOSE

CONTACT FITNESS PASSPORT

Clicking on this menu item will take you to our Customer Support portal.

From here you should select 'Facility Owner/Manager' from the 'Type of Enquiry' drop down menu, complete the relevant information, then click 'Submit'.

This will send an email directly to our Facility Support team, who will respond as soon as possible.

Fitness Passport
Fitness Passport FAQ

Home

Submit a ticket

Type of Enquiry *
Facility Owner/Manager

Facility Name *

First Name *

Surname *



REPORTING

After clicking 'Generate Reports' you will come to a drop-down menu, where you can access the following reports:

Member Visit Live Feed

Here you will be able to run a report that displays visits in real time for the past 7 days.

You can sort by each column – click on the column title (eg: VisitTime) and an arrow will appear, showing the direction the results are sorted. You can click it again to sort in the opposite direction:

Generate Reports

Report* Member Visit Live Feed

GENERATE REPORT

MemberID	MemberNumber	FirstName	LastName	FacilityName	ServiceName	VisitCount	VisitTime ↑	Duplicate Visit	Access Granted	Invalid Visit Reason
----------	--------------	-----------	----------	--------------	-------------	------------	-------------	-----------------	----------------	----------------------

Cancelled FP Members who have visited

This report shows you the members who are no longer eligible for Fitness Passport. Members who are now inactive but have attended your facility in the last three months will be shown in the results. We encourage you to contact these members directly as you may be able to convert them to direct members.

Visit Log (EoM Visitation Report)

This is where you will find your previous month's visit reports.

Use the drop-down menus to select the year & month and click 'Generate Report'

Generate Reports

Report* Visit Log (EoM visitation report)

Year 2020

Month September

GENERATE REPORT

Member Emergency Contacts and Health Questions

This report allows you to find the emergency contact details for members, along with their responses to our health questions.

Enter the Member Number (eg: ABC.123) or Member ID (eg: 123456) in the search field and either press 'Enter' or click on the magnifying glass icon.



The member's emergency contact details will be displayed on the screen:

Generate Reports

Report* Member Emergency Contacts and Health Questions

Member Number or Member ID* Smith, Sarah

GENERATE REPORT

Member ID:	267827
Last Name:	Smith
First Name:	Sarah
Member Number:	FPT.126
Emergency Relationship:	TBA
Emergency Contact Name:	Kristy Smith
Emergency Contact No:	42123368

Please note the emergency contact number (shown in the red box above) may be displayed without the leading zero. In this example, the contact number would be 042123368.

If you ever have any issues with the Fitness Passport portal, you can contact us as per the [details above](#).

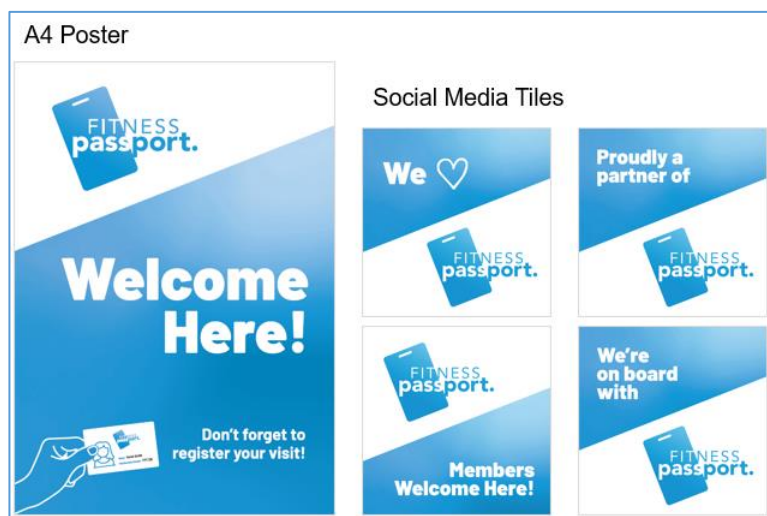
PROMOTING YOUR FACILITY

In terms of promoting your gym, we have a selection of Fitness Passport promo images for you to use. These have been specifically designed to be used as Instagram tiles, but you can also use them on Facebook or your website.

We also find that using the **#fitnesspassport** hashtag on socials is very useful for facilities to get their name out there as a partner of FP!

There is also an A4 sized poster we can provide for you to print and display in club.

Example:



These should be sent to you when you initially sign up with us, but if you do ever want the files sent to you, just ask our Facility Support Team at fitness@fitnesspassport.com.au.

RECORDING MEMBER VISITS

Mobile App + QR Code

When you are partnered with Fitness Passport, as part of the onboarding process you will be provided with a unique **QR code** for your facility. (Initially this will be sent to you to print and display at your facility straight away, whilst a more permanent hard copy will be posted to you.)

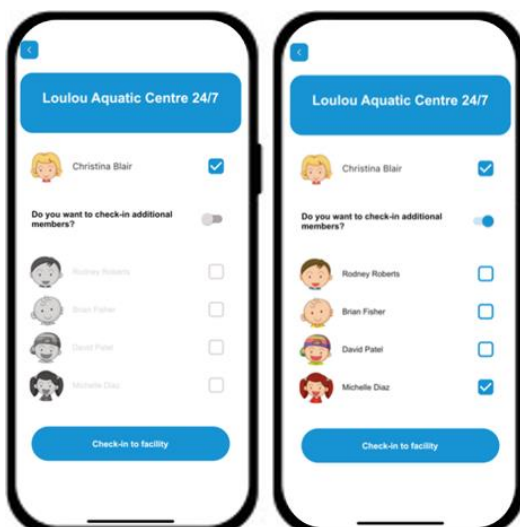
Please note, if your facility has more than one service (eg: Pool and Gym Access) you will receive a unique QR code for each facility.

The QR code should be displayed in a prominent position at the front of your facility (eg: reception, front desk).

Upon arrival at your facility, Fitness Passport members will be required to open their MyFP app and scan your unique QR code.



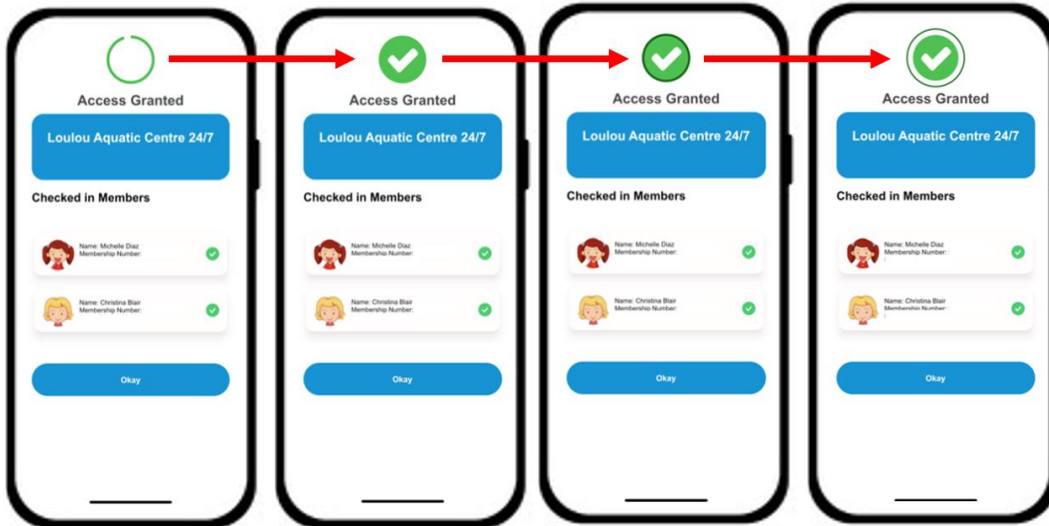
The logged-in member has the option to check-in themselves AND/OR any other members on their membership at the same time.



Once the member clicks the 'Check-in to facility' button, their app will show either a valid or invalid scan.

Valid Scan

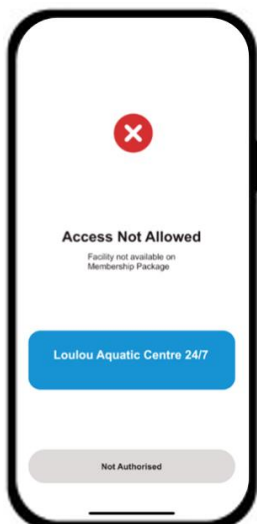
A valid scan will be shown by an animated green tick and audible chiming sound.



IMPORTANT: As a facility staff member, please ensure you ask to see the member's 'Access Granted' screen to ensure it is a live visit (ie: the green tick is animated). This will ensure the member has not simply taken a screen shot of a previous valid scan.

Invalid Scan

An invalid scan will be shown with a red cross, as well as the reason the scan was not allowed.





Note: In the event a Fitness Passport member arrives at your facility without access to their smartphone, there is an option to manually enter their visit via our Facility Staff Member Portal access. Details in the 'Member Manual Check-in' section [here](#).

Reporting: At the beginning of each month Fitness Passport will email you a report of the visits registered in the previous calendar month. Once you receive this report, you can use the visit tally to prepare a tax invoice.

Create your **tax invoice** ensuring the below is included:

- Made out to 'Fitness Passport Pty Ltd'
- Must say 'Tax Invoice' (eg: proforma invoices and statements cannot be accepted)

Send your invoice through to our accounts team for processing (accounts@fitnesspassport.com.au).

OTHER INFO

Member forgot their phone (ie: doesn't have the MyFP app)

The member will need to provide their Member ID or Member Number (eg 123456 / ABC.123), you can complete a manual member check-in, as per the 'Member Manual Check-in' section [here](#).

Member doesn't have a photo ID in their MyFP app

Fitness Passport strongly encourages members to have a photo on their membership profile (but are unable to force the issue due to privacy and potential identity theft concerns from a small number of members).

FP advises members that if they choose not to have a photo on their membership profile, they can be asked at any point in time to show additional photo ID when they visit.

Member would like to cancel a current contract and change to Fitness Passport

Different facilities have different rules that they apply in this situation (that is, some will allow members to break their contract and others won't). FP tells members that it will not assist members within their original contract term to break an existing contract and that they must ride out the term of any contract they have. That is, there are no expectations set that a member can break a contract. Some facilities choose to allow it, but that is at the facility's discretion.

Creche

Creche is not included for FP members. Please make sure members do not scan their children's membership cards to pay for their creche visit. Members must pay you directly for your creche services (if this is applicable to your facility).

Pool access

Fitness Passport memberships are for general access to pools (ie: leisure and lap swimming only).

The following visitation types are not included on the FP program and therefore will not be reimbursed by FP: swimming lessons, swimming squad, team sport (eg: water polo), creche visits, after school programs, and school holiday organised activities. Fees associated with these classes/events are payable directly to the facility.

Employees

Please note that if an owner, employee or contractor of your facility is a member of Fitness Passport, they are not allowed to use their Fitness Passport membership to access the relevant facility. This also applies to their immediate family members.

We hope you enjoy working with Fitness Passport, and please remember to contact us at fitness@fitnesspassport.com.au at any time if you have any questions or concerns.

NEED MORE INFORMATION?

If we've missed anything or you need anything further from us, please don't hesitate to get in touch.