



**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](mailto: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](mailto: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](mailto:info@fitnesspassport.com.au) email address to members if they ask a question about their membership.

### Public Support Portal

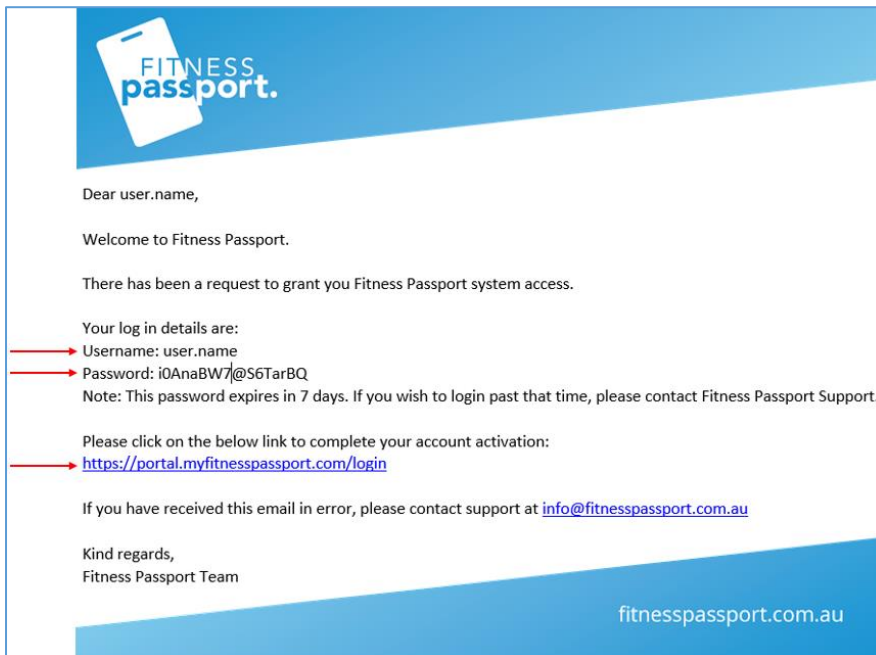
We have a FAQ's Support Portal available [here](#). This portal is mainly member focused but may answer some of your questions as well.



## 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](mailto:fitness@fitnesspassport.com.au) for these details to be resent.

The email you receive will look like this:

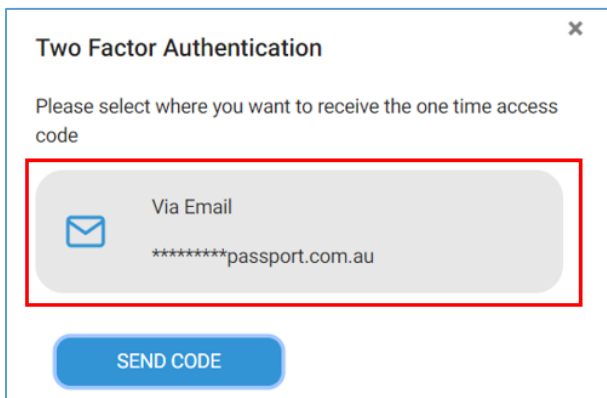


**NOTE:** Make sure there are no spaces before/after the username/password if you're copy & pasting into the sign in section.

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

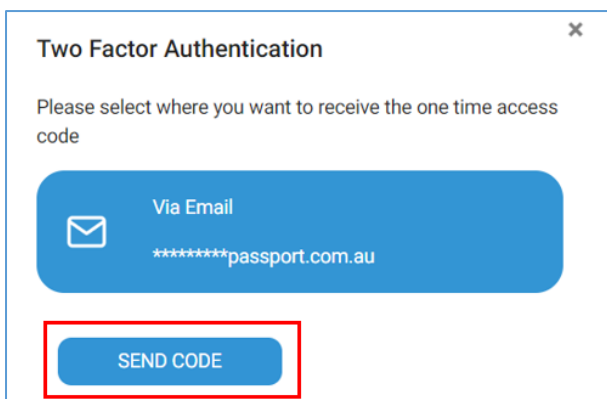
Two factor authentication is required.

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



The dialog box is titled "Two Factor Authentication" and contains the instruction "Please select where you want to receive the one time access code". It features a red-bordered selection area containing an email icon, the text "Via Email", and the email address "\*\*\*\*\*@passport.com.au". Below this area is a blue button labeled "SEND CODE".

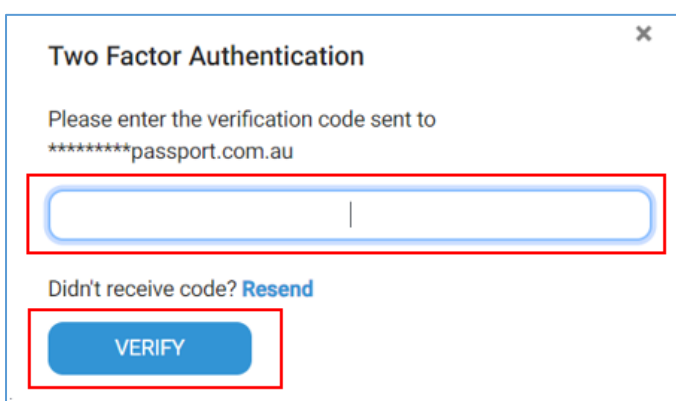
Then click 'Send Code':



The dialog box is titled "Two Factor Authentication" and contains the instruction "Please select where you want to receive the one time access code". The "Via Email" option, including the email icon and address "\*\*\*\*\*@passport.com.au", is now highlighted in blue. Below it, the "SEND CODE" button is highlighted with a red border.

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

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



The dialog box is titled "Two Factor Authentication" and contains the instruction "Please enter the verification code sent to \*\*\*\*\*@passport.com.au". It features a red-bordered input field for the code. Below the input field is a link that says "Didn't receive code? Resend". At the bottom, a blue button labeled "VERIFY" is highlighted with a red border.





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

SUBMIT

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



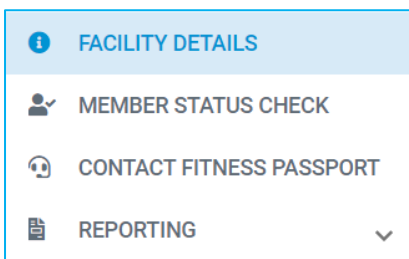
Once you have completed all mandatory fields, click 'Submit':



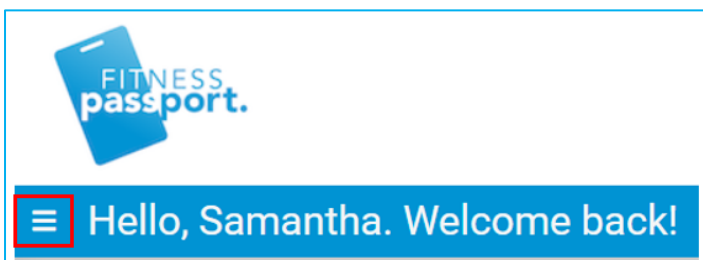
If you have any issues with logging into your account, please contact us at [fitness@fitnesspassport.com.au](mailto:fitness@fitnesspassport.com.au).

## 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. Please see our [Promoting your Facility](#) section for more details on this screen.

### 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 their MyFP app dashboard (or on their membership card) and either press 'Enter' or click on the magnifying glass icon.

*Example of MyFP member dashboard:*




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

- FACILITY DETAILS
- MEMBER STATUS CHECK**
- CONTACT FITNESS PASSPORT
- REPORTING
  - Generate Reports

### Facility Members

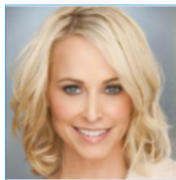
From this page you can search for a member to check the status of their Fitness Passport membership. Only members who can access your facility via their chosen membership package will show up in your search. To search, you can enter the members Name or ID number.

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\*

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](mailto: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.





## 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 Officers, who will respond as soon as possible.

A screenshot of the Fitness Passport FAQ page. The page has a blue header with the Fitness Passport logo and the text "Fitness Passport FAQ". Below the header is a navigation bar with a "Home" link. The main content area is titled "Submit a ticket" and contains a form with the following fields: "Type of Enquiry" (a dropdown menu with "Facility Owner/Manager" selected), "Facility Name" (a text input field), "First Name" (a text input field), and "Surname" (a text input field). Each field has a red asterisk indicating it is required.

## REPORTING

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

### Member Visit Live Feed

This is not applicable to your facility as you use your own system to capture visits.

### 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 not applicable to your facility as you use your own system to capture visits.

### 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 using the [Contact Fitness Passport](#) tool in the left drop down bar.

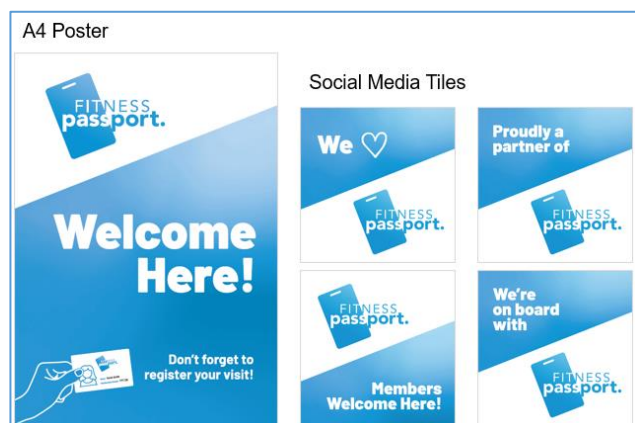
## PROMOTING YOUR FACILITY

In terms of promoting your gym, we have a selection of Fitness Passport promo images for you to utilise. 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](mailto:fitness@fitnesspassport.com.au).



## RECORDING MEMBER VISITS

### Using Your Own System

When a Fitness Passport member first comes to your gym, you set them up on your system under a blanket or corporate membership as 'Fitness Passport'.

On the 16<sup>th</sup> of each month, run a report for visits from the 16<sup>th</sup> of the last month until the 15<sup>th</sup> of the current month.  
eg: Visits from 16 June – 15 July should be invoiced and sent through to us on the 16<sup>th</sup> of July.

The **format** we require is Excel (ie: **.xls**, **.xlsx** or **.csv** files are preferred. Please do not send report in PDF).

The **data** should include the following fields:

- First Name
- Last Name
- Fitness Passport Member ID (example shown on next page)
- Date and Time of each visit

Example:

Last Name	First Name	Fitness Passport Member ID	Date / Time
Smith	Sarah	267827	1/08/2023 8:27am
Smith	Sarah	267827	5/08/2023 8:30pm
Ellah	Jack	256348	5/08/2023 7:30am
Ellah	Jack	256348	10/08/2023 8:30pm

**IMPORTANT:** Please ensure all member details are listed on a single Excel worksheet. Please do not create a new worksheet for each individual member.



When we get your visit data in this format, we can upload it to our system. This allows fast payment and after the upload we can let you know anyone who is inactive and you can cancel them at your end (and hopefully have them join with you direct!).

On the 16<sup>th</sup> of each month, you just need to email through the spreadsheet along with a tax invoice made out to 'Fitness Passport' to [accounts@fitnesspassport.com.au](mailto:accounts@fitnesspassport.com.au) and we will pay based on that.

Please be careful when using this option – particularly regarding duplicate entries. The employers on the FP program audit this form of reporting the most carefully and have, in the past, requested we take off gyms that have provided records which are not accurate.



## OTHER INFO

### Member must show their Member ID

If it is their first visit, the Fitness Passport member **MUST** show their FP Member ID (this will be either on a physical FP card, or via the MyFP app) so you can confirm they are a Fitness Passport member and eligible to be set up on your system.

If they've already had their first visit and been set up on your system, you won't need to see their FP ID every time as they will use your facility specific ID card (or fob) as their way to swipe in for future visits. It is a good idea to audit this regularly to ensure they are still active members (each month, the FP team will advise you of any members who are no longer active when you send your visitation data in).

### Member doesn't have a photo ID on their card/MyFP app

Fitness Passport strongly encourages members to have a photo on their membership card/app (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 card/app, they can be asked at any point in time to show additional photo ID when they visit, or if you are putting them onto your system, they may need to have their photo taken for your system.

### Member says they are already paying for Fitness Passport but don't have MyFP app login details

Refer them to our member support team (member can email the team at [info@fitnesspassport.com.au](mailto:info@fitnesspassport.com.au)) and our team will assist them in getting the MyFP app downloaded and their logged in with their membership details.

### 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](mailto: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.