



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

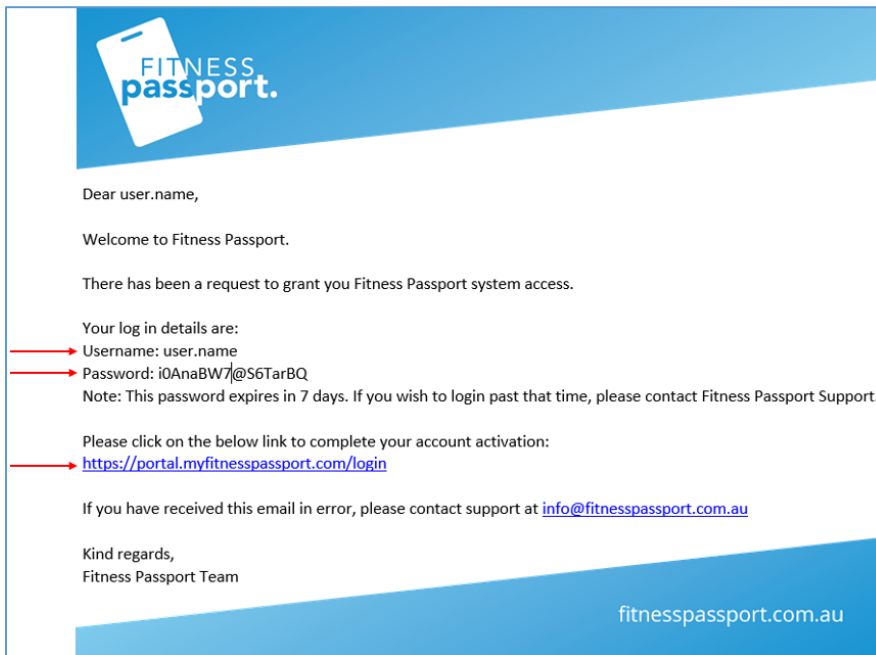
We have a FAQ's Support Portal available [here](#). This portal is mainly member focused but may answer some of your questions as well.



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:

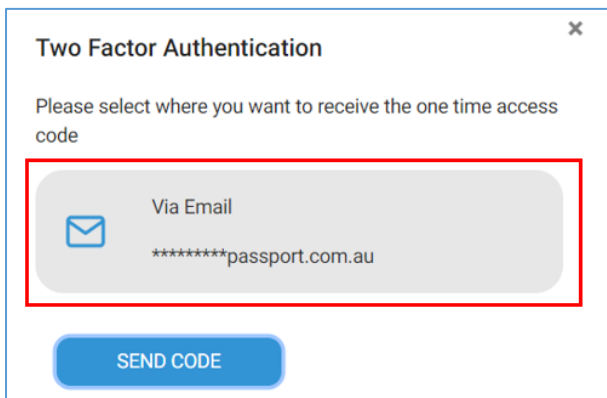


NOTE: Make sure there are no spaces before/after the username/password if you're copy & pasting into the sign in section.

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

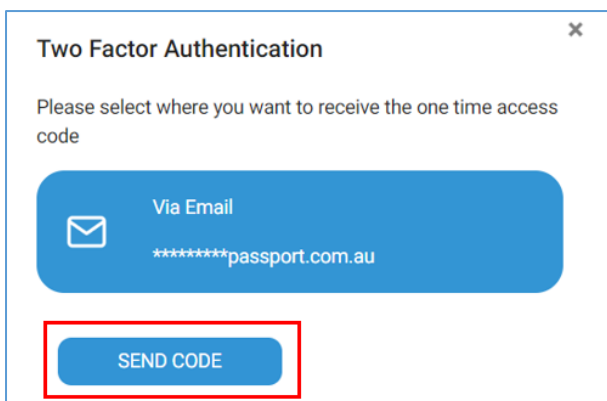
Two factor authentication is required.

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



The dialog box is titled "Two Factor Authentication" and contains the instruction "Please select where you want to receive the one time access code". There are two options: "Via Email" (highlighted with a red border) and "Via SMS". The "Via Email" option includes an email icon and the email address "*****@passport.com.au". A "SEND CODE" button is located at the bottom.

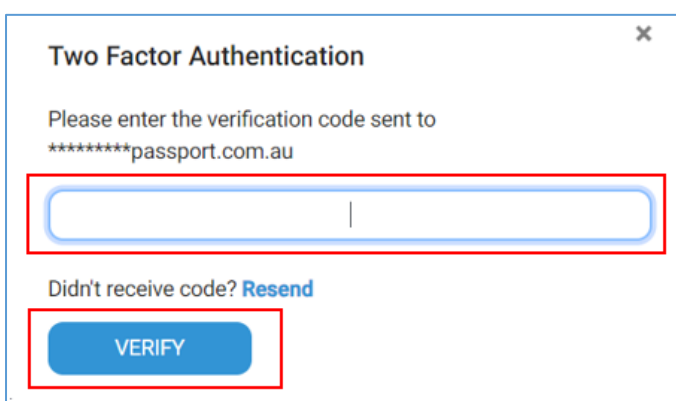
Then click 'Send Code':



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 is now selected and highlighted with a blue background. The "Via SMS" option is greyed out. 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". There is a text input field for the code, which is highlighted with a red border. Below the input field is a link "Didn't receive code? Resend". A "VERIFY" button is located at the bottom, also 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

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 22/1/2024



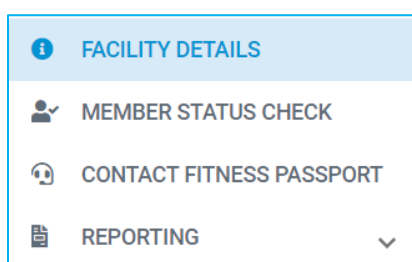
Once you have completed all mandatory fields, click 'Submit':



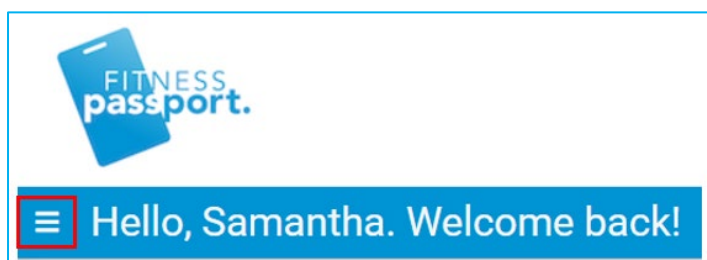
If you have any issues with logging into your account, please contact us at fitness@fitnesspassport.com.au.

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. 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 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

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*

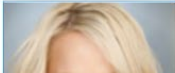
267827

| 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

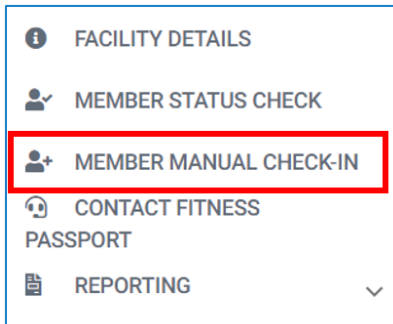
| Last Name ↓ | First Name | Member Status | Membership Status | Membership No. | Member ID | Photo |
|-----------------|------------|---------------|-------------------|----------------|-----------|-------|
| No record found | | | | | | |

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.

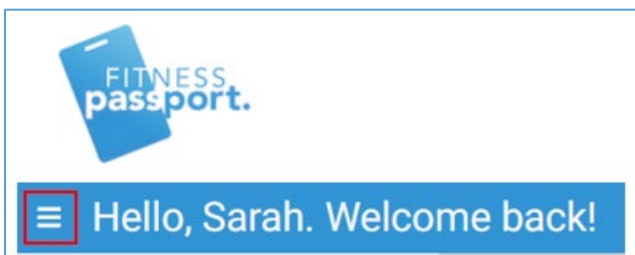
MEMBER MANUAL CHECK-IN

In the unlikely event your API isn't working, 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*

Available Services*

Membership Number ⓘ

OR

+

First Name

Surname

AND

Date Of Birth

Member Manual Visit Entry

Available Facilities*

Available Services*

Membership Number ⓘ

OR

First Name

Surname


+

AND

Date Of Birth

or

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 |  <div style="border: 2px solid red; padding: 5px; display: inline-block;">CHECK-IN</div> |

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 Officers, who will respond as soon as possible.

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:

| 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'

| Report* | Year | Month |
|-----------------------------------|------|-----------|
| Visit Log (EoM visitation report) | 2020 | September |

This will generate a PDF of that month's 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.



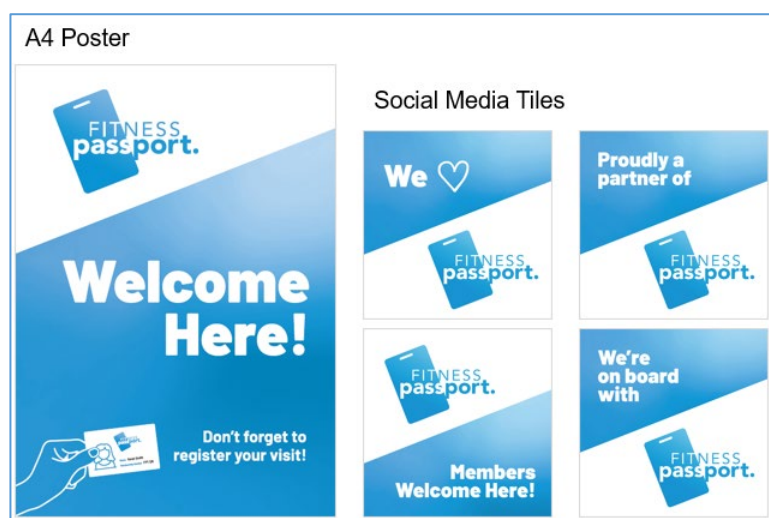
PROMOTING YOUR FACILITY

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.

RECORDING MEMBER VISITS

API

If you have any issues with your API link, please contact Fitness Passport directly at fitness@fitnesspassport.com.au so we can work with you and your software provider to rectify the issue.

OTHER INFO

Member must show their ID card

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 haven't been given an access card

Refer them to our member support team (member can email the team at info@fitnesspassport.com.au). Membership does not start immediately. Their first fortnightly payment is their admin/card fee and is used to order their ID card. The ID cards are available one fortnight (at the latest) after their first payment.

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.