



Member Self Service

How to login...

- 1) Go to the Buffalo Grove Fitness Center website: www.bgfitness.org
- 2) Click the link "Member Self Service"
- 3) Enter your User Name

Note: Your user name is your membership ID # which can be found on the back of your membership card. If you are not a member of the Buffalo Grove Fitness Center and wish to be able to enroll in courses (i.e. – Taekwondo, Swim Lessons, etc.), please stop by the facility and see a Member Services Associate to setup your account.

- 4) Enter the first time login, default password: 111
- 5) Click the link "Login"

Note: A message prompt will pop up saying "Your password does not meet security rules, you must change your password."

- 6) Enter first time login, default password: 111
- 7) Enter your new password

Note: Your new password must be at least 7 alphanumeric characters long. No Spaces. Password can have only the following characters: a-z, A-Z, 0-9, @, and _ (underscore).

- 8) Confirm your new password

How to change your password...

- 1) Login to Member Self Service
- 2) Click the link "Change Password"
- 3) Enter all required information
- 4) Click the link "Submit"

How to update your personal information...

- 1) Login to Member Self Service
- 2) Click the link "Membership Info"
- 3) Click the link "Edit"
- 4) Once all of your personal information has been updated click the link "Request Changes"

Note: Fields with an asterisk are required.

How to review past and current invoices...

- 1) Login to Member Self Service
- 2) Click the link "Account History"
- 3) A list of all account history will be displayed

Note: You can click on the link "Details" next to each transaction to view it in more detail or to print.

How to sign up for a course (i.e. – Aqua Arthritis, Swim Lessons, Taekwondo)...

- 1) Login to Member Self Service
- 2) Click the link "Class/Course Enrollment"
- 3) Click the link "Enroll in Another Class"
- 4) You will first be brought to a viewing of Daily Classes (Mind/Body Classes)

Note: These will soon be available, and you will have the option to enroll in a Mind/Body class from home.

- 5) To continue enrolling for a course you will need to view the course list
 - a. Click the link "Courses"

Note: Link is located by the wording: "View: Daily Classes | Courses"

- 6) Select the course you wish to sign up for by clicking the link "Sign Up"

Note: When you enroll your child in a course, it will appear as your name. At this current time it will not allow you to enter your child's name as the participant. We are looking into this.

- 7) Click the link "Pay Now"

Note: If you selected the wrong course hit the link "Cancel".

- 8) If you have a credit card on file, your credit card will be available to select from the pull down menu titled "Card Number"

Note: You can also use an alternate credit card if you do not have a credit card on file or wish to use another credit card.

- 9) Complete all other payment and billing information then click the link "Submit". If you wish to change your course at this time you can still back out by selecting the link "Cancel".
- 10) Confirm and verify credit card information by clicking the link "Confirm" or selecting "Change" to change any of the payment and billing information.
- 11) We encourage everyone to print a copy of their receipt to have on hand to confirm their registration.

How to log out...

- 1) Click the link "Sign Out" or simply close your browser.

What if I have problems with my account...

Should you have any problems with your Member Self Service account please speak to a Member Services Associate at the Buffalo Grove Fitness Center.