

## Instruct members to use Online Bookings

Once you have set up your online bookings and placed the URL under a button on your website, your members can access online bookings.

The following tutorial will provide instruction for you to guide your members in the use of Online Booking in Clubware.

**Note:** For members to be eligible to use online bookings, they must have a valid email address in Clubware. They also must have the **Enable Member Website** box ticked on the Details tab of their member record (see tutorial [Adding a Member](#))

**Step 1.** Navigate to your website and select the online bookings button.

**Step 2.** Your timetable should now display, as shown below.

The screenshot displays the METRO FITNESS online booking interface. At the top left is the METRO FITNESS logo. To the right are 'Register' and 'Log in' buttons. Below the logo is a navigation bar with a date selector set to '16-02-2016', and three dropdown menus for 'All Classes', 'All Groups', and 'All Instructors'. The main area is a calendar grid showing classes for the week of February 16-22, 2016. The classes are:

	Today	Wednesday 17 Feb	Thursday 18 Feb	Friday 19 Feb	Saturday 20 Feb	Sunday 21 Feb	Monday 22 Feb
6:00 AM		Boxing			Boot Camp		Boxing
6:30 AM			Boot Camp (Full Stamp)				Boot Camp
9:00 AM	Bodyworks			Bodyworks	Bodyworks		
5:30 PM			Yoga			Yoga	Yoga
6:00 PM	Boxing						

At the bottom left, contact information is provided: 1 Misio St, Melbourne 1004; 07 5524 5522; support@clubware.com.au; W. Australia Standard Time. At the bottom right, a copyright notice reads: Copyright © 2014 - Clubware Ltd. All rights reserved.

### Main Points:

**Register:** The first time your member uses the online bookings portal, they will have to register.

**Log in:** This is where your member will log in after receiving confirmation that they have been successfully registered.

**Date:** Date classes are shown from on the online bookings calendar

**All Classes:** This filter can be changed to show a specific class e.g. Boxing.

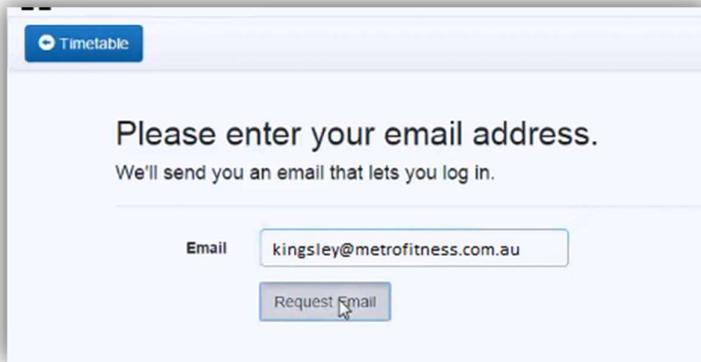
**All Groups:** If groups have been designated in a class e.g. Cardio, then the end user will be able to filter to show either all or only a specific group.

**All Instructors:** If instructors have been allocated to the class then the end user will be able to apply a filter to show either all or a specific instructor.

**Full Stamp:** The full stamp as displayed above shows the end user the class is booked to capacity

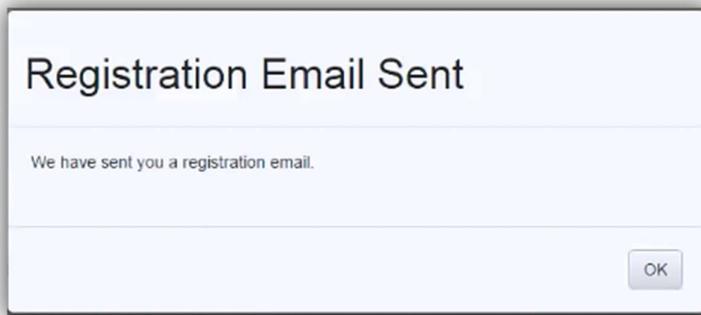
**Facility Contact details:** These details, along with the logo, will automatically populate from your branch settings.

**Step 3.** The member must register the first time they intend on using online bookings. Selecting register will take them to the screen below.

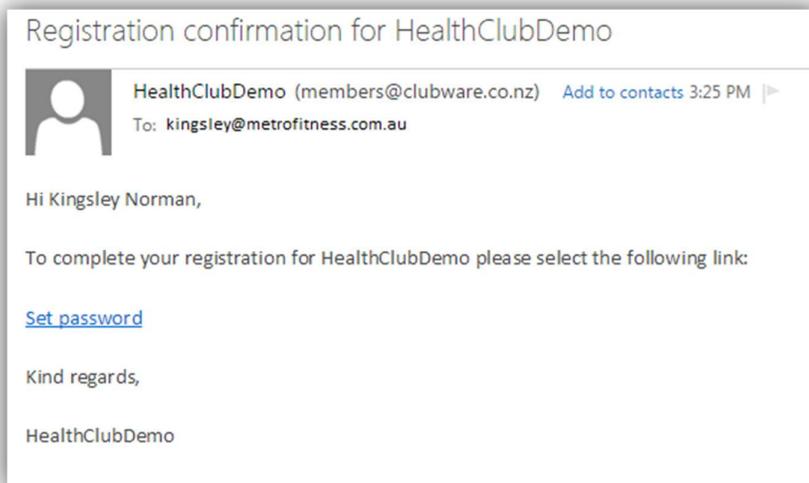


The screenshot shows a web interface with a blue header containing a back arrow and the word 'Timetable'. Below the header, the text reads 'Please enter your email address.' followed by 'We'll send you an email that lets you log in.' There is a text input field labeled 'Email' containing the address 'kingsley@metrofitness.com.au'. Below the input field is a button labeled 'Request Email'.

**This will send an email to the provided email address and prompt them to register via the Set password link in the email.**

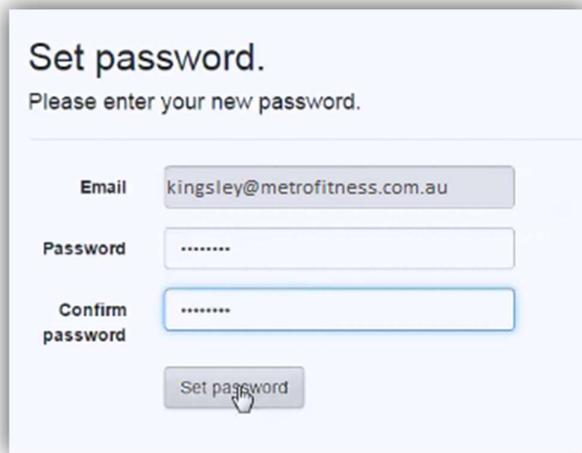


The screenshot shows a confirmation message with the title 'Registration Email Sent'. Below the title, it says 'We have sent you a registration email.' At the bottom right of the message box is an 'OK' button.



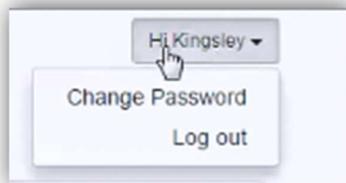
The screenshot shows an email interface. The subject is 'Registration confirmation for HealthClubDemo'. The sender is 'HealthClubDemo (members@clubware.co.nz)' with a timestamp of '3:25 PM' and a play button icon. The recipient is 'To: kingsley@metrofitness.com.au'. The email body contains the text: 'Hi Kingsley Norman, To complete your registration for HealthClubDemo please select the following link: [Set password](#) Kind regards, HealthClubDemo'.

**Step 4.** The member must finalise their registration for online bookings.

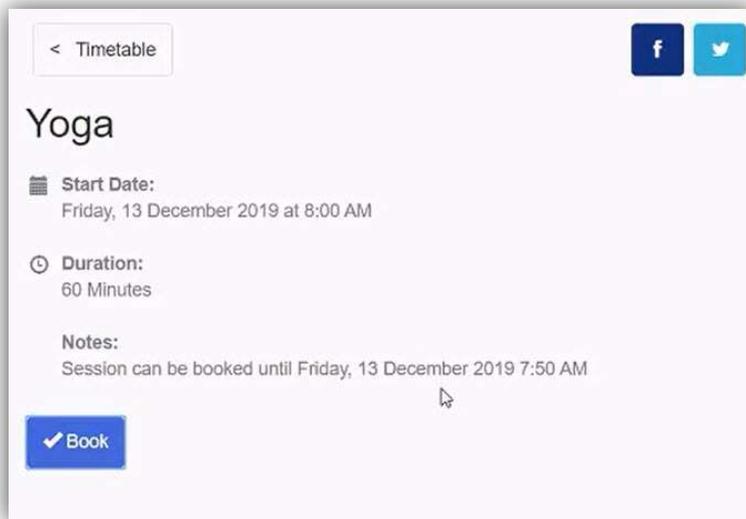


The screenshot shows a web form titled "Set password." with the instruction "Please enter your new password." Below the title, there are three input fields: "Email" containing "kingsley@metrofitness.com.au", "Password" with masked characters ".....", and "Confirm password" also with masked characters ".....". A "Set password" button is located at the bottom of the form, with a mouse cursor hovering over it.

Clubware will then log the member into the online bookings portal. In the top right hand side of the screen, it will indicate that the member has logged in and the drop down with show options for this log in.



**Step 5.** Members can select a class and reserve a place by selecting book.



The screenshot shows a class booking page for "Yoga". At the top left, there is a back arrow and the text "Timetable". At the top right, there are social media icons for Facebook and Twitter. The class title "Yoga" is prominently displayed. Below the title, there are details: "Start Date: Friday, 13 December 2019 at 8:00 AM", "Duration: 60 Minutes", and "Notes: Session can be booked until Friday, 13 December 2019 7:50 AM". A blue "Book" button with a checkmark is located at the bottom left of the page.

**Main Points:**

**Timetable:** Takes your member back to the timetable.

**Booked:** Displays to the member they have successfully booked in for this class.

**Cancel booking:** If the permissions have been created in Clubware, the member will have the ability to cancel the booking through the online bookings portal.

**Social Media links:** Allows your member to share their activities with their friends and followers.

If the class is full, the member may be able to register for the class waitlist. They will be notified by email their position on the waitlist and will be notified again once the reservation is converted to a booking to the main class.

< Timetable  

## Yoga

 **Start Date:**  
Friday, 13 December 2019 at 8:00 AM

 **Duration:**  
60 Minutes

**Notes:**  
Session can be booked until Friday, 13 December 2019 7:50 AM

 Waitlist

This will mark the classes as booked with a tick, as shown below. This will also update the booking in Clubware. This can be viewed on the timetable.

	Today	Wednesday 17 Feb	Thursday 18 Feb	Friday 19 Feb
6:00 AM	Yoga			
6:30 AM				
9:00 AM	Bodyworks			Bodyworks
5:30 PM			Yoga	
6:00 PM				

**Note:** Classes which are full cannot be booked.

Classes marked as full with an orange clock symbol have waitlist spots available.

**Your member has now completed the steps to booking a Class using online bookings in Clubware.**