



Member Self Service User Guide

www.lecomwellness.com

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*The *My Classes & Courses* and *My Appointments* sections of the MSS website are not fully available. Please contact your center to purchase a package, schedule an appointment or enroll in a class.

Getting Started

To log in to Member Self Service:

1. Open a browser and go to The John M. & Silvia Ferretti Medical Fitness & Wellness Center webpage, www.lecomwellness.com.
2. Click **Member Login** located on the navigation bar at the top of the home page. The **Member Self Service** webpage appears.
3. Click the **Member Login** icon and the **Log In** screen appears.

The screenshot shows a web browser window with the URL <https://login.memberselfservice.com/login.aspx?ReturnUrl=%2fdefault.aspx%3fwa%3dwsignin1.0%26wtrealm%3dhttp>. The login form on the left includes a 'User Name' field with the text 'P-66', a 'Password' field with masked characters, a 'Forgot?' link, a 'Remember Me' checkbox, and a 'Sign In' button. The background of the page features a photograph of a person in a red shirt standing in a desert landscape under a clear blue sky.

4. Enter your user name and password. The first time you login, the Member ID number that appears on the back of your membership ID card will need to be entered as your **User Name** and **Password**.



Note: If you want your device to remember your user name, check the **Remember Me** box.

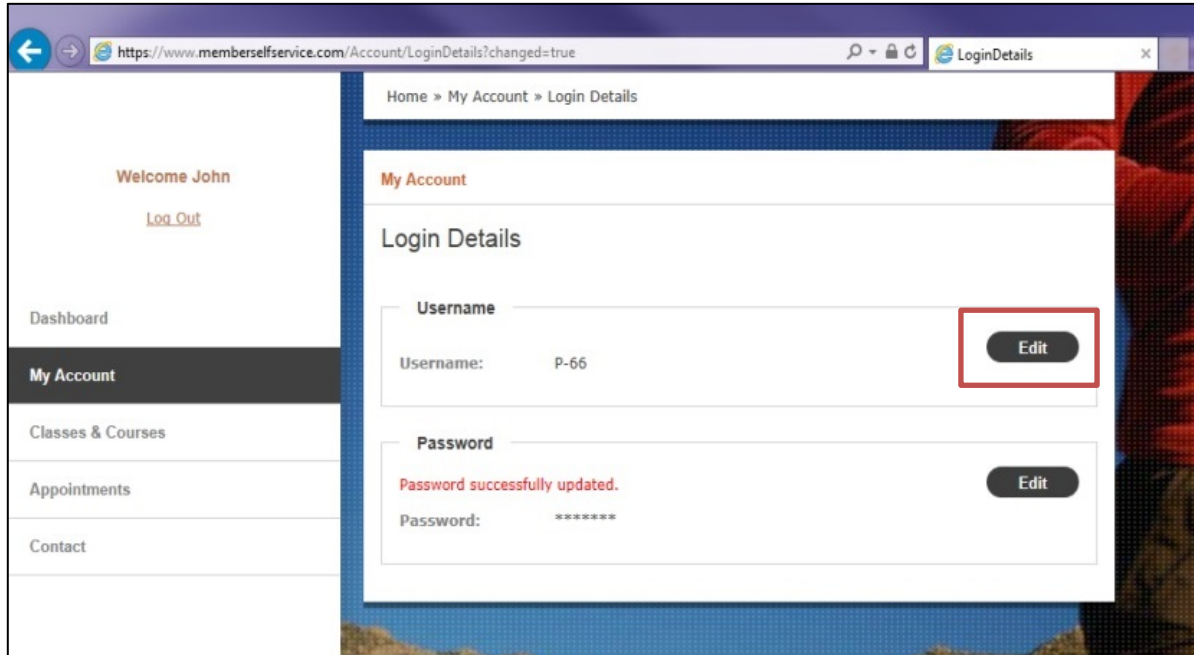
5. Click the **Sign In** button. The **Change Password** screen appears prompting you to reset your password at this time. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted.
6. Click **Save**.

The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/ChangePassword>. The page has a left sidebar with navigation links: Welcome John, Log Out, Dashboard, My Account (selected), Classes & Courses, Appointments, and Contact. The main content area is titled 'My Account' and 'Change Password'. It displays the Username 'P-66'. Below this, a red message states: 'You must reset your password at this time. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted. Your password cannot contain your UserID, the word "Jonas", or the word "password" as all or part of it. You also may not reuse any of your previous 5 passwords and cannot use the same password in the last 6 months.' There are three password input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. A red box highlights the 'Save' button, and a 'Cancel' link is also visible.

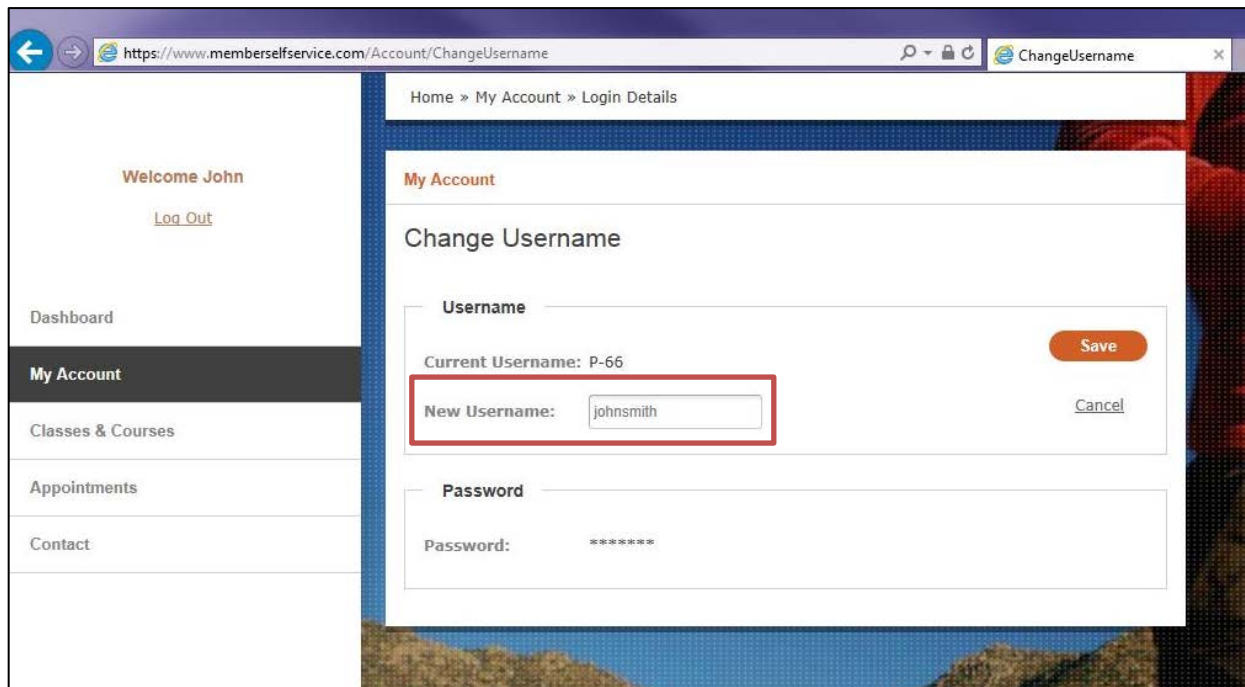
7. The *Password successfully updated* message appears.

The screenshot shows the same web browser window, but the URL is now <https://www.memberselfservice.com/Account/LoginDetails?changed=true>. The page title is 'Login Details'. It shows the Username 'P-66' with an 'Edit' button. Below this, a red message states: 'Password successfully updated.' followed by a 'Password:' label and a masked password '*****'. There is an 'Edit' button next to the password field.

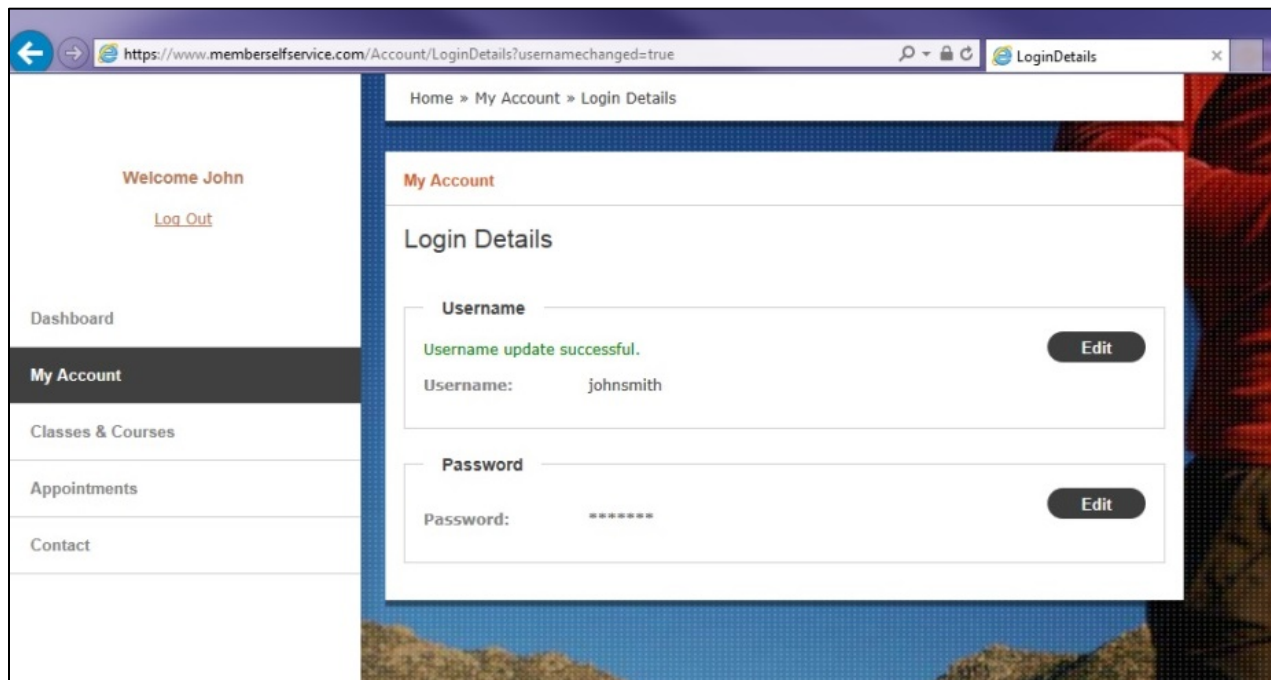
8. **(Optional)** To change **Username**:
9. In the **Username** section, click the **Edit** button.



10. In the **New Username** field, enter a new username.

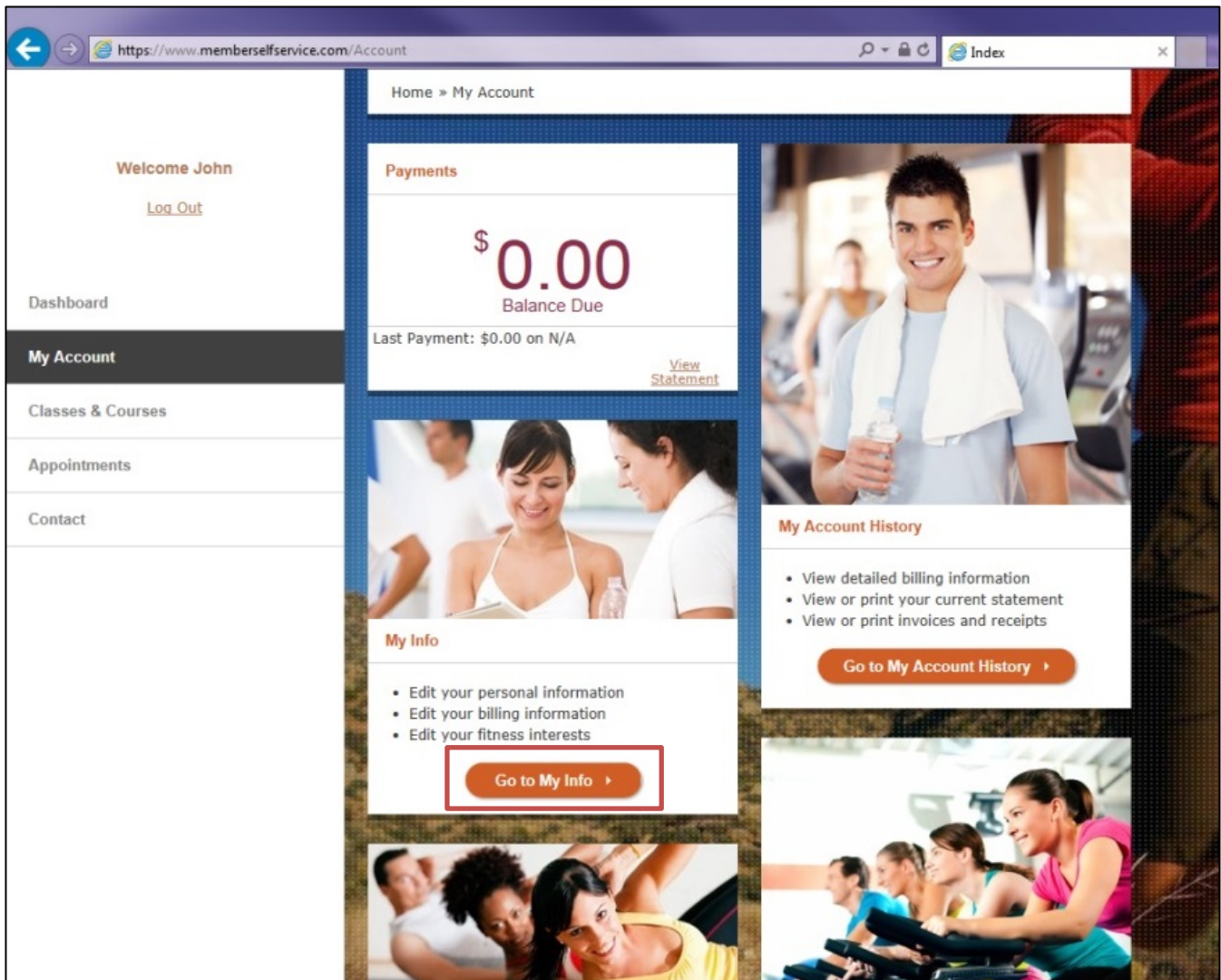


11. Click **Save**. The *Username update successful* message appears.



View and Update Personal Information

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Info* section, click **Go to My Info**.



3. The **My Info** screen appears. Click **Edit**.

The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/Info>. The page has a sidebar on the left with the following links: Welcome John, Log Out, Dashboard, My Account (highlighted), Classes & Courses, Appointments, and Contact. The main content area has a breadcrumb trail: Home » My Account » My Info. Below this is a section titled 'My Account' which contains a 'My Info' form. The form is titled 'Personal Info' and contains the following fields: First Name (John), Last Name (Smith), Street Address 1 (111 Lakeshore Way), Street Address 2, City (Ann Arbor), State (MI), Zip (55555-), Home Phone (555-555-5555), Work Phone, Work Phone Ext., Cell Phone, Preferred Phone (Mobile), Email Address (example@example.com), Emergency Contact (Jane Smith), and Emergency Phone (555-555-5555). An 'Edit' button is located in the top right corner of the form, highlighted with a red box. The sidebar also includes a 'Last Login:' label at the bottom.

Personal Info	
First Name	John
Last Name	Smith
Street Address 1	111 Lakeshore Way
Street Address 2	
City	Ann Arbor
State	MI
Zip	55555-
Home Phone	555-555-5555
Work Phone	
Work Phone Ext.	
Cell Phone	
Preferred Phone	Mobile
Email Address	example@example.com
Emergency Contact	Jane Smith
Emergency Phone	555-555-5555

4. Update the asterisked/required fields as appropriate.
5. From the **Reason Code** drop down menu, select **P-Update General Information**.
6. In the **Description** field, additional notes may be added if necessary.
7. Click **Save**.

Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

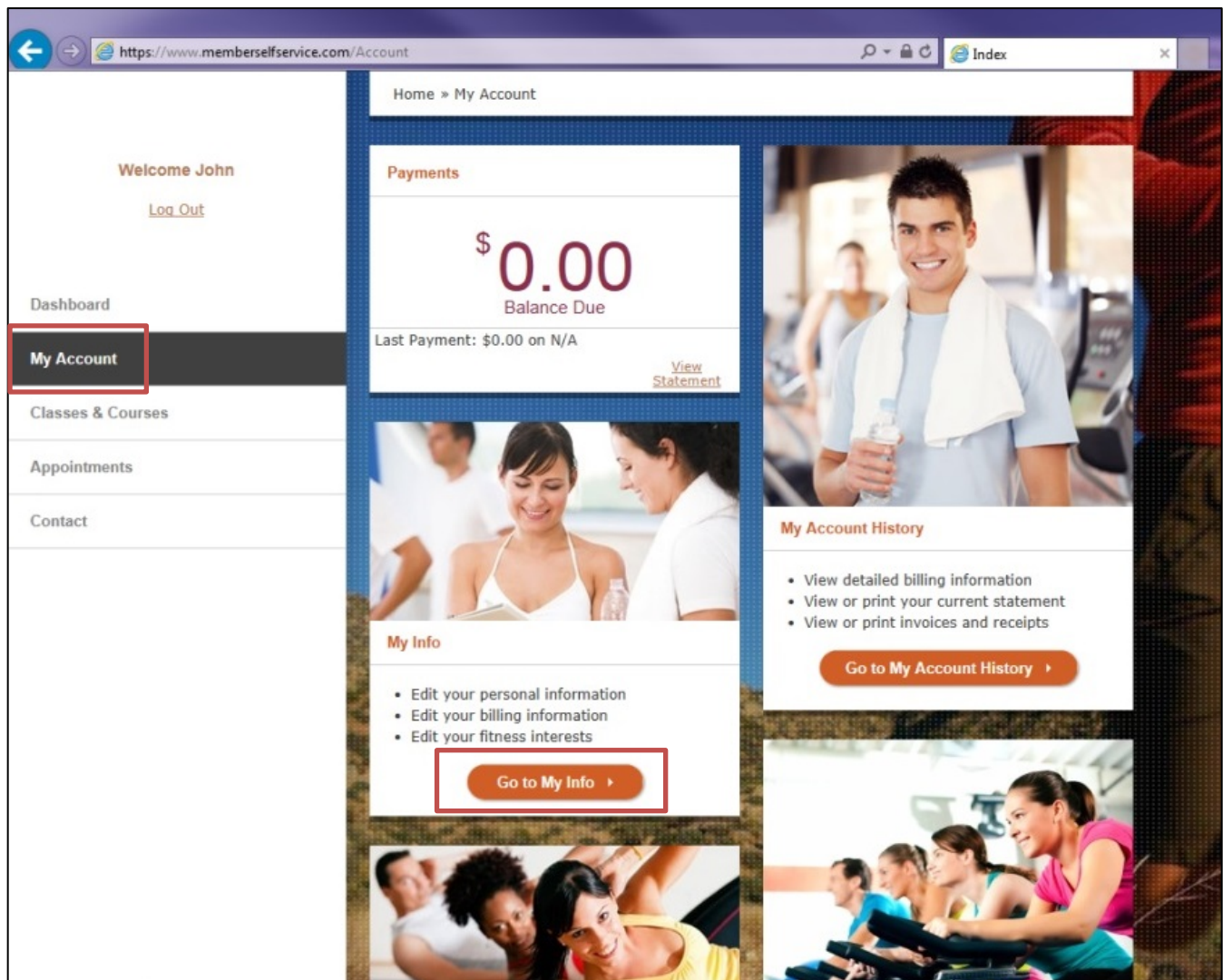
First Name *	<input type="text" value="John"/>
Last Name *	<input type="text" value="Smith"/>
Street Address 1 *	<input type="text" value="111 Lakeshore Way"/>
Street Address 2	<input type="text"/>
City *	<input type="text" value="Ann Arbor"/>
State *	<input type="text" value="MI"/>
Zip *	<input type="text" value="55555"/>
Home Phone *	<input type="text" value="5555555555"/>
Work Phone	<input type="text"/>
Work Phone Ext.	<input type="text"/>
Cell Phone	<input type="text"/>
Preferred Phone	<input type="radio"/> Home <input type="radio"/> Work <input checked="" type="radio"/> Mobile
Email Address *	<input type="text" value="jsmith@none.com"/>
Emergency Contact *	<input type="text" value="Jane Smith"/>
Emergency Phone *	<input type="text" value="5555555555"/>
Drivers License #	<input type="text"/>
Reason Code	<input type="text" value="P-Update General Infor..."/>
Description	<div style="border: 1px solid #ccc; height: 30px; position: relative;"> <div style="position: absolute; top: -10px; right: 0;">^</div> <div style="position: absolute; bottom: -10px; right: 0;">v</div> </div>

Save

[Cancel](#)

Edit a Form of Payment - (For use when a form of payment is on file)

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Info* section, click **Go to My Info**.



3. The **My Info** screen appears.

Home » My Account » My Info

My Account

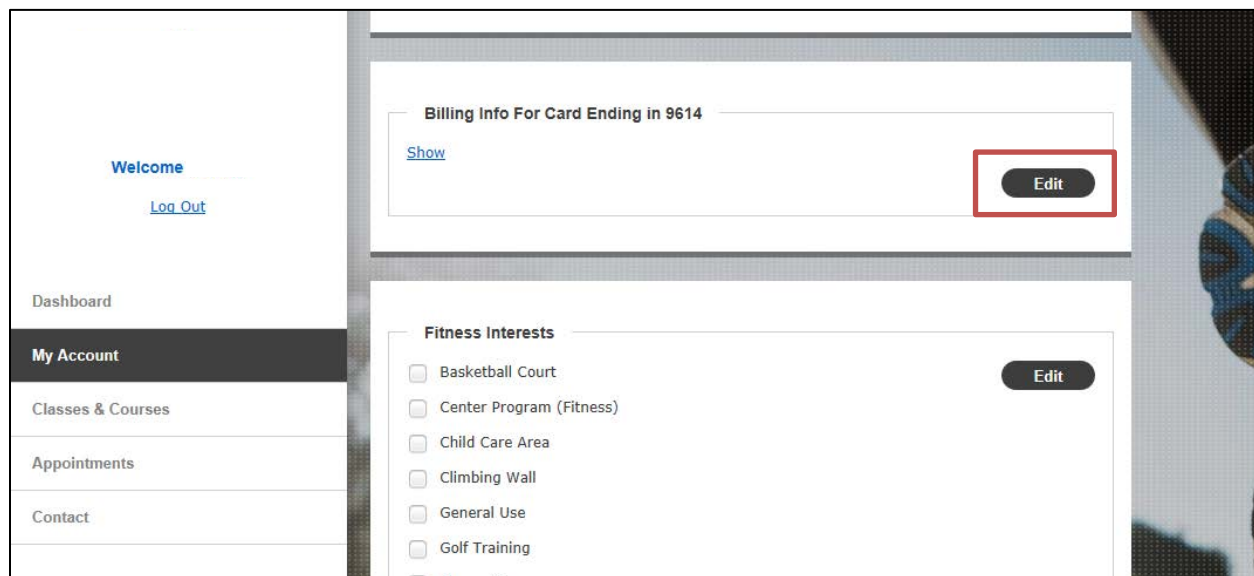
My Info

Personal Info Edit

First Name	John
Last Name	Smith
Street Address 1	111 Lakeshore Way
Street Address 2	
City	Ann Arbor
State	MI
Zip	55555-
Home Phone	555-555-5555
Work Phone	
Work Phone Ext.	
Cell Phone	
Preferred Phone	Mobile
Email Address	example@example.com
Emergency Contact	Jane Smith
Emergency Phone	555-555-5555

Last Login:

4. Scroll down to the **Billing Info For Credit Card/ACH Form of Payment** section. Click **Edit**.



5. The *Change Billing Info* screen appears.



Note: If the current form of payment on file is a credit card, only a different credit card may replace the original card on file. Likewise, if the form of payment on file is a draft account, only a different draft account may replace the original draft on file.



Note: If you choose to change your credit card to a draft form of payment, or vice versa, please stop by the Service Desk on your next visit.

6. Enter the appropriate form of payment information in the required fields.

Example of Editing Credit Card Information:

Welcome

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

My Account

Change Billing Info

Billing Info For Card Ending in 9614

Name on Card

Christy Bachara

Save

Card Type

VISA

Cancel

Credit Card Number

Expiration Date

November

/

2018

Use Member's Address

☐

Billing Address 1:

101 Test Drive

Billing Address 2:

City

Test City

State

IL

Zip Code

11111

House Account

Yes

of Agreements

0

Recurring Amount

\$

Reason Code

B-Update Credit Card

Description

Example of Editing Bank Account/ACH Information:

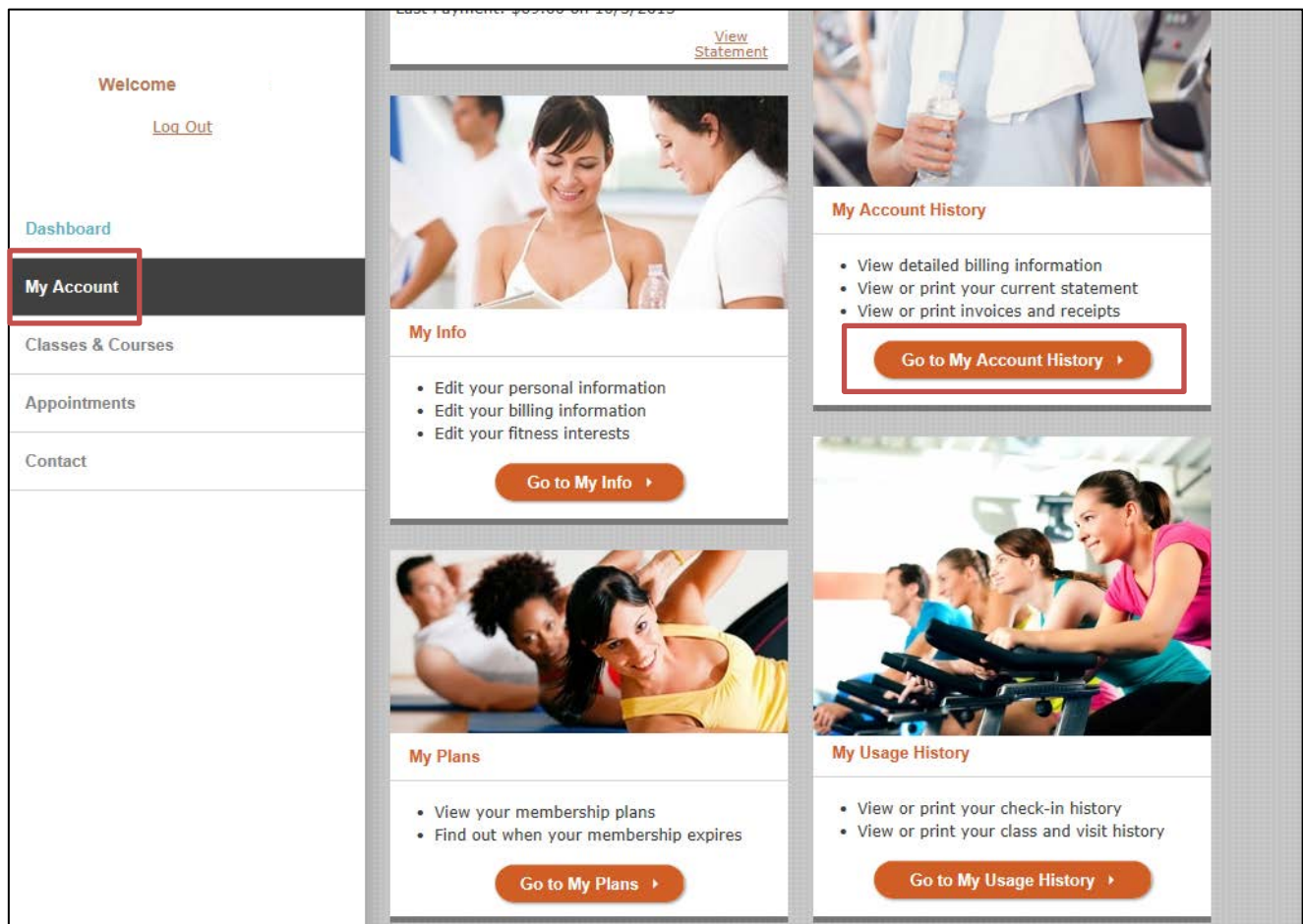
The screenshot displays the 'My Account' section of the LECOM website. On the left is a navigation menu with links: 'Welcome' (with a 'Log Out' link), 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area is titled 'My Account' and 'Change Billing Info'. Below this is a section for 'Billing Info For ACH Form of Payment'. The form contains the following fields: 'Account Holder' (John Smith), 'Routing Number' (272483316 with a 'Change' link), 'Bank Account Number' (XXXXXX7890), 'Bank Account Type' (Checking dropdown), 'Business Account' (checkbox), 'House Account' (checkbox), '# of Agreements' (0), 'Recurring Amount' (\$), 'Reason Code' (dropdown), and 'Description' (text area). 'Save' and 'Cancel' buttons are located in the top right corner of the form.

Billing Info For ACH Form of Payment	
Account Holder	John Smith
Routing Number	272483316 Change
Bank Account Number	XXXXXX7890
Bank Account Type	Checking
Business Account	<input type="checkbox"/>
House Account	<input type="checkbox"/>
# of Agreements	0
Recurring Amount	\$
Reason Code	
Description	

7. For the **Reason Code** field, select either **B-Update Credit Card** or **B-Update Bank Account**.
8. In the **Description** field, additional notes may be added if necessary.
9. Click **Save**.

View/Print Account History

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Account History* section, click **Go to My Account History**.



3. The **My Account History** page appears. A list of charges and payments on your account appears.

Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:
Thursday, October 22, 2015 2:55 PM
Eastern Standard Time

Home » My Account » My Account History

My Account [Print](#)

My Account History

Current Statement: [View](#) Last Billing Date: 10/1/2015

Type	Due	Description	Receipt #	Debit	Credit	Link
Payment	10/5/2015	EFT Payment	525299		\$107.00	Details
Charge	10/1/2015	Senior Couple - Standard: Smith, John	520917	\$107.00		Details
Payment	9/5/2015	EFT Payment	513622		\$107.00	Details
Charge	9/1/2015	Senior Couple - Standard: Smith, John	509214	\$107.00		Details
Payment	8/5/2015	EFT Payment	501765		\$107.00	Details
Charge	8/1/2015	Senior Couple - Standard: Smith, John	497510	\$107.00		Details
Payment	7/5/2015	EFT Payment	489728		\$107.00	Details
Charge	7/1/2015	Senior Couple - Standard: Smith, John	485449	\$107.00		Details
Payment	6/5/2015	EFT Payment	477933		\$107.00	Details
Charge	6/1/2015	Senior Couple - Standard: Smith, John	473724	\$107.00		Details

4. Click **Details** to view the details for a charge or a payment.

5. For charges, the invoice appears. Click **Print** to print the invoice. Click the red **X** in the upper right corner to close the invoice.

<https://www.memberselfservice.com/Account/InvoiceDetail/859070>

[Print](#)

INVOICE

10/2/2015

FROM

SOLD TO

BILLED TO

Invoice # 520917

Qty	Description	Unit Price	Total Price
1	Senior Couple - Standard: Smith, John	\$107.00	\$107.00

Subtotal:

\$107.00

Sales Tax:

\$0.00

Grand Total:

\$107.00

6. For payments, the receipt appears. Click **Print** to print the receipt. Click the red **X** in the upper right corner to close the receipt.

The screenshot shows a web-based receipt interface. In the top right corner, there is a red-bordered button labeled "Print". Below this, the word "RECEIPT" is displayed in large, bold, black letters on the left, and the date "10/5/2015" is on the right. The main content area is divided into three columns: "FROM" (empty), "SOLD TO" (containing "John Smith"), and "OTHER DETAILS" (containing "Description: EFT Payment"). Below these columns, the text "Receipt # 525299" is shown. Under the heading "Purchases", there is a table with four columns: "Post Date", "Receipt Number", "Invoice Amount", and "Amount Paid". The table contains one row of data. Below the "Purchases" table, under the heading "Item Details", there is another table with five columns: "Receipt Number", "Description", "Quantity", "Unit Price", and "Amount". This table also contains one row of data. A vertical scrollbar is visible on the right side of the interface.

Print

RECEIPT 10/5/2015

FROM

SOLD TO
John Smith

OTHER DETAILS
Description: EFT Payment

Receipt # 525299

Purchases

Post Date	Receipt Number	Invoice Amount	Amount Paid
10/2/2015	520917	\$107.00	\$107.00

Item Details

Receipt Number	Description	Quantity	Unit Price	Amount
520917	Senior Couple - Standard: Smith, John	1	\$107.00	\$107.00

View/Print Usage History

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Usage History* section, click **Go to My Usage History**.



3. The **My Usage History** page appears. A list of times that you checked in to the club appears.
4. Click **Print** to print a list of your check-ins.

Welcome

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Home » My Account » My Usage History

My Account

[Print](#)

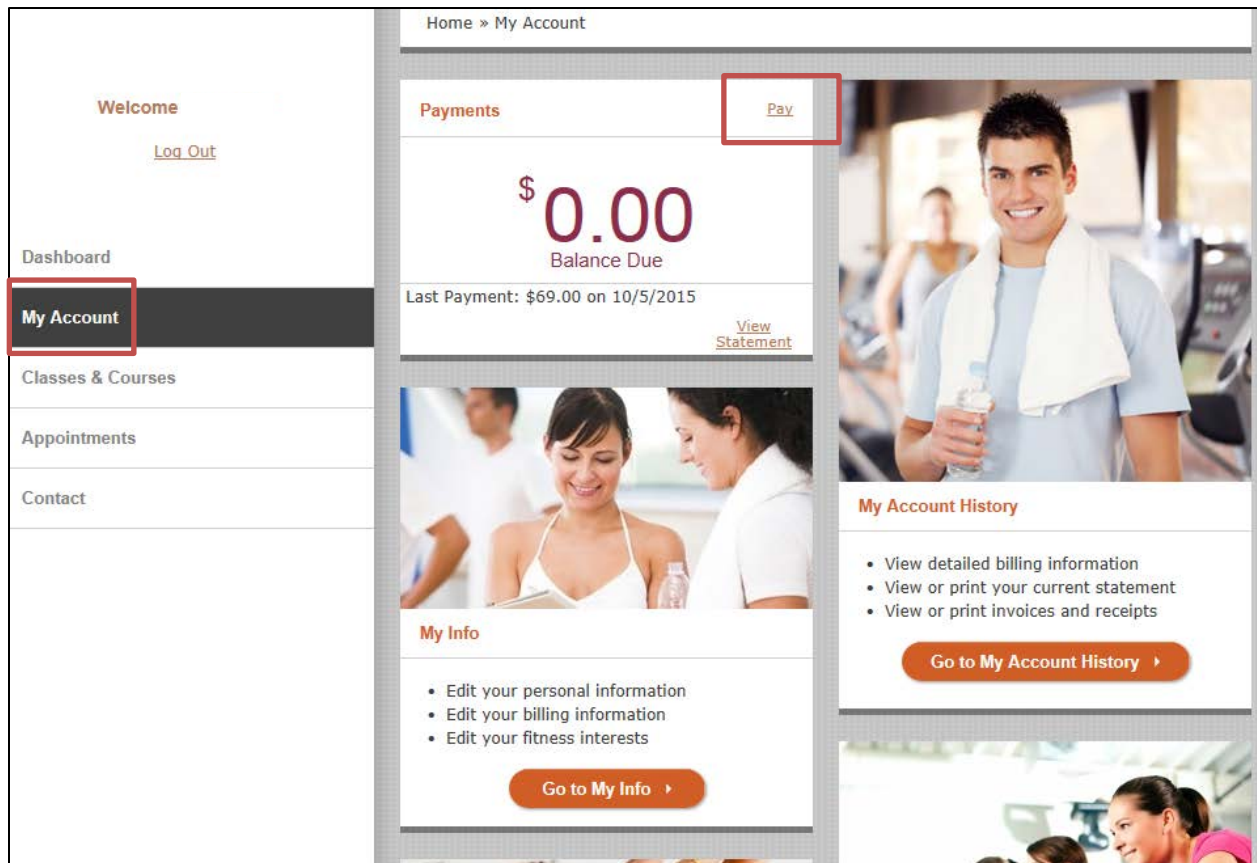
My Usage History

Show History From to

Date	Time	Type	Location
10/17/2015	9:10 AM	Check In	
10/10/2015	10:15 AM	Check In	
10/3/2015	9:15 AM	Check In	
9/29/2015	5:49 PM	Check In	
9/26/2015	10:27 AM	Check In	
9/19/2015	8:35 AM	Check In	
9/7/2015	8:25 AM	Check In	
9/5/2015	11:03 AM	Check In	
8/29/2015	8:18 AM	Check In	

Make a Payment

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *Payments* section, click **Pay**.



3. The **Make a Payment** page appears.

Home » My Account » Make a Payment

My Account

Make a Payment

Payment Amount

☒ Current Balance: **\$0.00**

☐ Other Amount:

Payment Type

☒ Card on File (xxxx-xxxx-xxxx-xxxx)

☐ New Card

◀ Back Make Payment ▶

4. In the **Payment Amount** section, select **Current Balance** to pay the current balance or select **Other Amount** and enter another amount.
5. In the **Payment Type** section, select to use either the credit card on file or a different credit card. The fields for verifying information or entering new information appear.



Note: The only difference in the fields is that, if you select the credit card on file, the information appears, and if you select a new card, the fields are blank.

6. Verify the information for the credit card on file, or enter the information for the new credit card.

The screenshot shows a web interface for making a payment. On the left is a sidebar with a 'Welcome John' message, a 'Log Out' link, and a menu with 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area has a breadcrumb trail 'Home » My Account » Make a Payment'. Below this is a 'My Account' section header. The 'Make a Payment' section contains three main areas: 'Payment Amount' with radio buttons for 'Current Balance: \$0.00' (selected) and 'Other Amount:' (with an input field); 'Payment Type' with radio buttons for 'Card on File (xxxx-xxxx-xxxx-xxxx)' (selected) and 'New Card'; and 'Existing Card Info' with fields for 'Name on Card*' (John Smith), 'Card Type*' (VISA), 'Card Number*' (masked with dots), 'Expiration Date*' (May 2018), and 'Security Code*' (with a link 'Where do I find this?'). At the bottom is a 'Verify Billing Address' section.

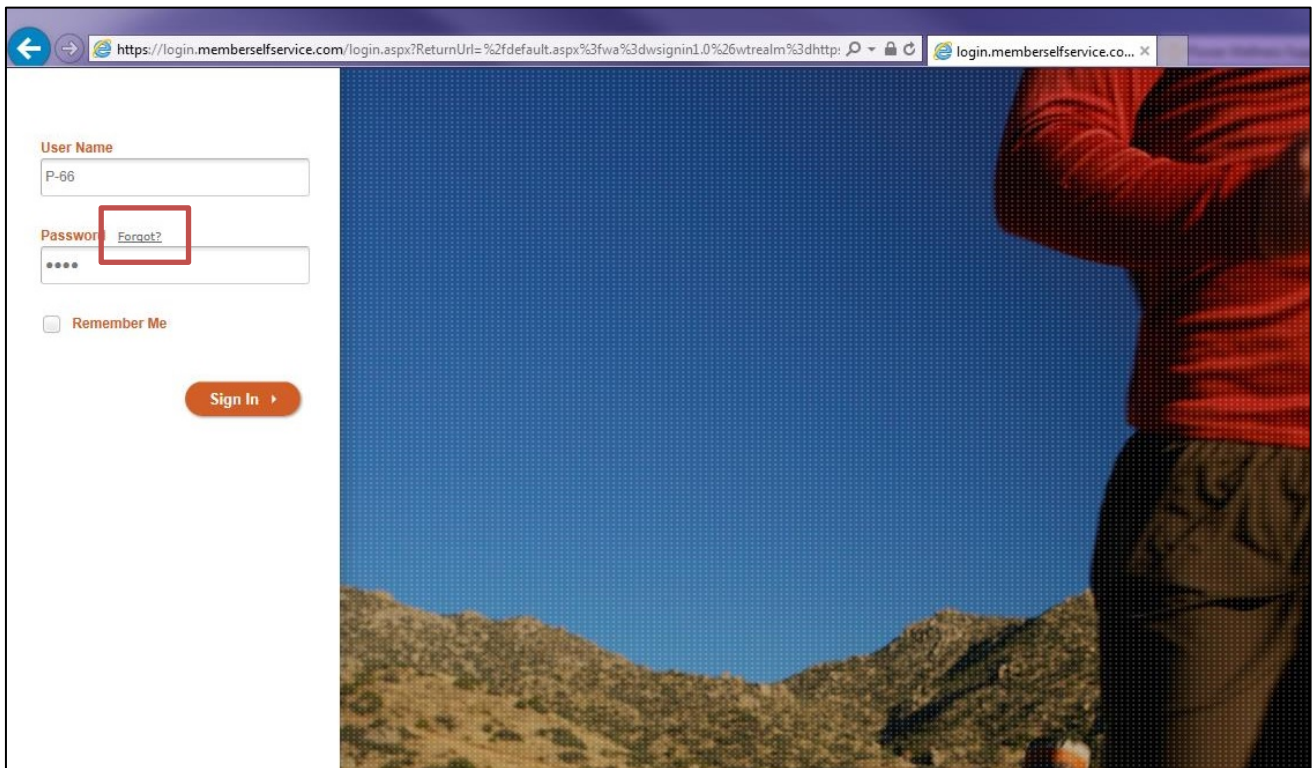
7. Click **Make Payment**. The payment confirmation page appears.



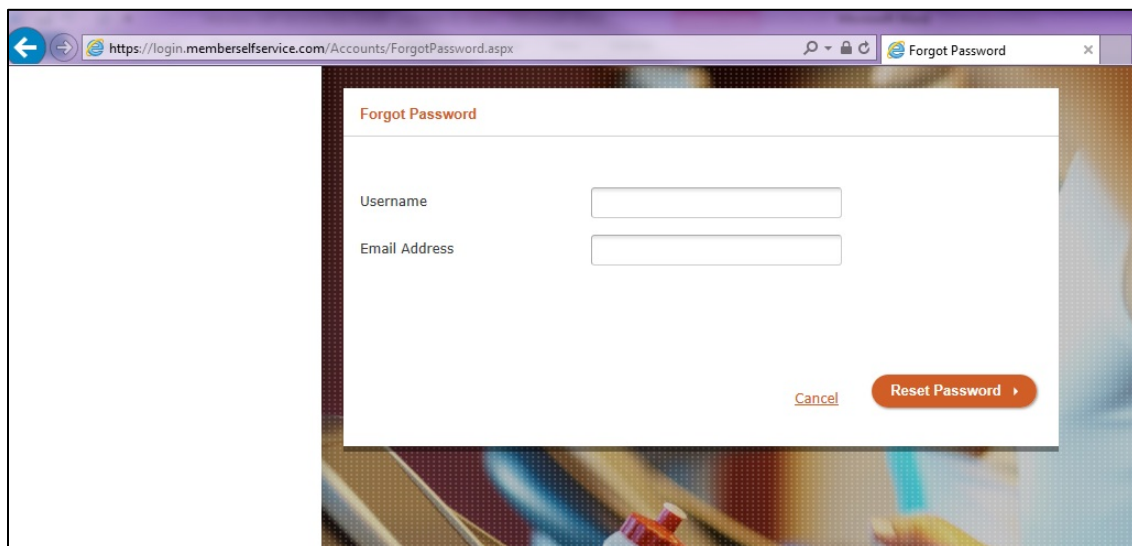
Note: Payments on account may not be applied to the current balance if the billing process is already in motion.

Reset/Forgot Password

1. Open a browser and use the Member Self Service URL that the club has provided. The **Log In** screen appears.
2. Click the **Forgot?** hyperlink located above the **Password** field.



3. Enter your **Username** and the exact **Email Address** on file at the center. Click **Reset Password**.



- An email will be sent to your email address with a hyperlink to complete the password reset process.



Note: The link will be active for 30 minutes after which if the reset process has not been completed you will need to again use the **Forgot Password** link on the MSS login page to request a new email with a new link.

- Once the email link has been clicked, the browser will open the **Reset Password** webpage. Complete the required fields and click **Reset Password** to complete the process.

Reset Password

Use the form below to reset your password.

New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted. Your password cannot contain your UserID, the word "Fiserv", or the word "password" as all or part of it. You also may not reuse any of your previous 5 passwords and cannot use the same password in the last 6 months.

Username

Email Address

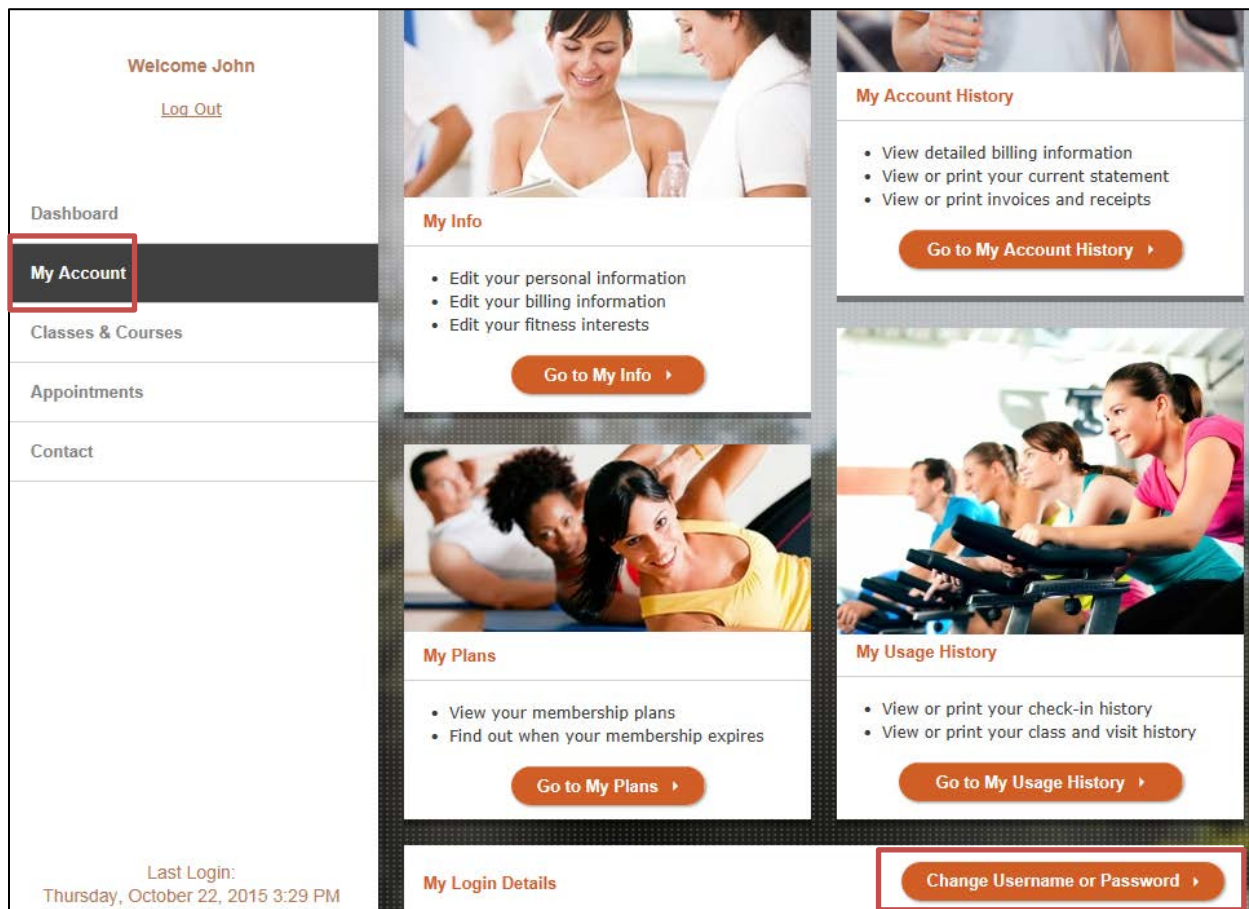
New Password

Confirm New Password

Reset Password ➔

Change Username/Password

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Login Details* section, click **Change Username or Password**.



3. The *Login Details* page appears.

The screenshot shows a web interface for a user's account. At the top, a breadcrumb trail reads 'Home » My Account » Login Details'. Below this, a section titled 'My Account' contains a sub-section titled 'Login Details'. This sub-section has two main input areas. The first is for the 'Username', which currently displays '12-019353' and has a dark 'Edit' button to its right. The second is for the 'Password', which displays a series of asterisks '*****' and also has a dark 'Edit' button to its right. The entire form is enclosed in a light gray border.

4. Click **Edit** in the **Username** section to update your username.
5. Click **Edit** in the **Password** section to update your password. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted.
6. Click **Save** to save changes.

Contact Club

1. On the dashboard, click **Contact**. The **Contact** page appears.

Home » Contact

Contact

Contact Us

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

First Name *

Last Name *

Email Address *

Phone Number *

Your Message *

Send

2. In the *Contact Us* section, enter the required information and message.
3. Click **Send**. The message is sent.

Login Troubleshooting/FAQs

Issue	Steps to Take
Forgot Your Password	Refer to <i>Reset/Forgot Password</i> section of the <i>MSS User Guide</i> .
Forgot Your Username	Call The John M. & Silvia Ferretti Medical Fitness & Wellness Center at 814.868.7800.
Forgot the Email Address You Have On File with the Center	Call The John M. & Silvia Ferretti Medical Fitness & Wellness Center at 814.868.7800.
You Have Not Received Email with Password Reset	<p>Check your email's Spam/Junk folder. The email sender is noreply@jfisoftware.com. Remember to select "Never Block Sender" so that future emails are sent to your inbox.</p> <p>If no email is found, contact The John M. & Silvia Ferretti Medical Fitness & Wellness Center at 814.868.7800.</p>