May 2022

ACTIVE MONASH MY ACCOUNT

Customer Instructions (version 1.0)

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INTRODUCTION

IMPORTANT: From 25 May 2022, all existing My Account customers are required to reset their password before accessing the new My Account portal for the first time.

My Account is an online portal for members and guests to view and book sessions, pay account balances and update personal details. Active Monash is upgrading its Leisure Management Software on Wednesday 25 May 2022. The new software will replace existing point of sale, customer and member database, facility access, facility booking module, online My Account portal, and Swim School portal.

Many features of the new software will be embedded into our recently updated website to further improve the customer experience. Following the changeover, saved links, or bookmarks may no longer work.

The below instructions will take effect from Wednesday 25 May 2022 and will replace existing instructions on our website.

We appreciate your patience whilst we implement the changes and apologise for any inconvenience. We will have additional staff on hand to assist customers in centre and over the phone throughout this process.

If you have any questions, or need assistance you can contact us via email activemonash@monash.vic.gov.au or call 92654888 to speak with one of our friendly customer service staff.

ACCOUNT SETUP AND ACCESS

How to access My Account for the first time –Existing Customers

IMPORTANT: From 25 May 2022, all existing My Account customers are required to reset their password before accessing the new My Account portal for the first time.

Existing customers include anyone who has a My Account profile prior to 25 May 2022. This includes Centre Members, Multi-Visit Pass holders, Swim School Students and associated Responsible Parent/Guardian across any of our 3 sites.

If you can't remember the email address you provided when using our services, please contact our customer service team on 92654888.

Step 1

Launch My Account from a desktop PC or via the browser on your smart phone, click 'Forgot password' and enter your email address and click 'Submit'. We recommend using Google Chrome for the best experience.

Step 2

Follow the prompts in the password reset email and select your own password to access your account.

Congratulations! You will now have access to My Account to view availability and make all future bookings.

How to create a My Account profile - New Customers

If you have never been to an Active Monash centre or have only ever accessed our services on a casual basis and not had the need to provide your personal details, you will need to create an account.

New accounts are created when you book a session or purchase a membership for the first time.

Step 1

Launch My Account from a desktop PC or via the browser on your smart phone. We recommend using Google Chrome for the best experience.

Click 'Join now' to sign up and select your preferred Active Monash centre.

Step 2

Follow the prompts to join a membership or create a free account for casual services. Enter your contact details and password, your email address will be your login username.

Note: If you receive a message "The email address you have entered already exists in our system", please follow the existing customer instructions above by resetting your password.

Step 3

Once you've completed all the required information, click 'Create Account' to generate an account.

Congratulations! You will now have access to My Account to make all future bookings.

How do I know what email address is associated with My Account?

If you are an existing customer or have previously provided an email address as part of registering for our services, this will be the email address that is associated with your My Account access.

If you forgot your login email address, contact us via phone 92654888 and speak to our friendly customer service staff to update your details.

How to reset your password from a mobile device

Step 1

Launch My Account via the browser on your smart phone.

On the login screen, click 'Forgot password' and enter your email address and click 'Submit'.

Step 2

Follow the prompts in the password reset email and select your own password to access your account.

How do I update my email address or personal details?

If you have access to your My Account portal, you can log into your My Account and update your personal details in the 'Account' section located on the top of the page.

If your previous email address is no longer valid, or you cannot recall the email address you previously used when registering for our services you have a few options:

1. Email us your name, contact details and new email address.
2. Contact us via phone 92654888 and speak to our friendly customer service staff to update your details.

How do I update my email address or personal details?

If you have access to your My Account portal, you can update all your personal details including your email address in the 'My Profile' section.

If your previous email address is no longer valid, or you cannot recall the email address you previously used when registering for our services you have a few options:

1. Complete online form to Update Your Details.
2. Email us at Active Monash with name, contact details and new email address.
3. Contact us via phone 92654888 and speak to our friendly customer service staff to update your details.

How do I get more help to set up My Account and if I've got more questions?

If you have any questions, or need assistance, you can contact us.

Fill in the contact form on the bottom of our website.

Email activemonash@monash.vic.gov.au

Call 92654888

How to Book - Existing Customers

IMPORTANT: From 25 May 2022, all existing My Account customers are required to reset their password before accessing the new My Account portal for the first time.

For instructions on how to reset your password, refer to the 'Account Setup and Access' section on this page.

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Step 2

Once logged in, click 'Book' on the navigation bar located on the top of the page, and select 'Classes'.

Step 3

Choose your preferred session, date and time, and click 'Book now'.

Step 4

Review your booking summary, enter your payment details and process payment.

Once the payment has been successfully processed, you will receive an email with the booking summary and attendance details.

How to Book - New Customers

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Click 'Join now' and follow the prompts to create a free account.

Step 2

Log into your My Account, click 'Book' on the navigation bar located on the top of the page and select 'Classes'.

Step 3

Choose your preferred session, date and time, and click 'Book now'.

Step 4

Review your booking summary, enter your payment details and process payment.

Once the payment has been successfully processed, you will receive an email with the booking summary and attendance details.

How do I view my session bookings?

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Click 'Join now' and follow the prompts to create a free account.

Step 2

Log into your My Account, click 'Book' on the navigation bar located on the top of the page and select 'Classes'.

Step 3

Choose your preferred session, date and time, and click 'Book now'.

Step 4

Review your booking summary, enter your payment details and process payment.

Once the payment has been successfully processed, you will receive an email with the booking summary and attendance details.

How do I cancel my session booking?

You can cancel a session booking and receive a session credit through the My Account portal, providing it's within the acceptable cancellation timeframe for per booking terms and conditions. You can use the session credit to book for another session of the same value.

You will be credited back the session if the session is cancelled 30 minutes prior to the booking.

If you'd like a refund, please contact 92654888 or email activemonash@monash.vic.gov.au

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Step 2

Once logged in, click 'My Bookings' on the navigation bar located on the top of the page.

You will be able to view your upcoming bookings at all Active Monash centres, as well as bookings for your linked accounts (i.e., your child's bookings).

Step 3

Choose the booking you'd like to cancel, click Manage booking' and confirm the cancellation.

Are interpretation services available?

Yes. Council provides free interpretation services via the [Language Assist Service](#).

MEMBERSHIP

How do I join a membership?

Step 1:

Launch My Account from a desktop PC or via the browser on your smart mobile.

Click 'Join now', select your preferred Active Monash centre, membership type and membership start date.

Step 2

Follow the prompts to complete the membership sign up form and create a new online account. Your email address is your My Account username.

Step 3

Review your membership summary and e-sign your membership agreement. Select your preferred payment method and process the membership payment.

Congratulations! You're now an Active Monash member, please check your email for further information.

How do I change my membership?

Please visit Manage My Membership to request a membership change online.

How do I update my payment details?

If you have an existing My Account, you can update your direct debit and payment details via your My Account portal.

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Log into your account and select 'Account' on the navigation bar located on the top of the page, and select 'Payment settings' where you can view your current payment methods.

Step 2

Click 'Add new payment method' and enter your new bank account or debit/credit card details.

How do I pay an outstanding amount?

If you have an existing My Account, you can pay an outstanding amount via your My Account portal.

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Log into your account and select 'Account' on the navigation bar located on the top of the page, and select 'Payments' where you can view your outstanding payments.

Step 2

Select the outstanding amount you'd like to pay, click 'Pay' and follow the prompts to process the payment.

How do I suspend my membership?

Please visit Manage My Membership to request a membership suspension online.

How do I cancel my membership?

Please visit Manage My Membership to request a membership cancellation online.

MULTI-VISIT PASS

How do I purchase or renew a multi-visit pass?

Existing Multi-visit Pass Holders:

Once your current multi-visit pass expires, you can easily purchase a new multi-visit pass via your My Account portal by following the below steps.

New Customers:

You can purchase a multi-visit pass by creating a free online account with Active Monash.

Refer to 'How to create a My Account profile – New Customers' under the 'Account Setup and Access' section on this page to create a new account. Then follow the below steps in your My Account portal.

Step 1

Launch My Account from a desktop PC or via the browser on your smart mobile.

Log into your account and select 'Account' on the navigation bar located on the top of the page and select 'Shop'.

Step 2

Select 'Visit passes', choose the multi-visit pass you want to purchase and click 'Add to cart'.

Step 3

Continue shopping to purchase another item or go to cart to make payment and checkout.

Step 4

Review you cart summary and select 'Go to payment'

Once payment has been successfully processed, you will receive a confirmation email and be able to use the pass.

HEALTH & FITNESS

How to book a gym appointment

You can easily book a gym appointment to discuss your health and fitness journey with a gym instructor.

Existing Members:

If you're an existing member, you can book a gym appointment via your My Account portal. Follow the steps below to book online. Click here to view the member care program and find which appointment type you require.

New Members:

If you're a new member and do not have an existing online account with Active Monash, refer to 'How to create a My Account profile – New Customers' under the 'Account Setup and Access' section to create a new account.

To book, simply log into your My Account portal and follow the below steps.

Step 1

Select 'Book' from the navigation bar located on the top of the page, click 'Facility' and select your preferred Active Monash centre.

Step 2

From the 'Facility Type' drop-down menu, select your preferred Member Care appointment type (i.e., Member Care | Health and Success Planning Session.)

Choose your preferred appointment date and time and click 'Book now'.

Congratulations, you're now booked in! You will receive a booking confirmation email, and you can view and manage your appointment via your My Account portal under 'My bookings'.

How to book group fitness class

Existing Members:

If you're an existing member, you can book a group fitness class via your My Account portal. Once logged in, follow the steps below.

New Members:

If you're a new member and do not have an existing online account with Active Monash, refer to 'How to create a My Account profile – New Customers' under the 'Account Setup and Access' section to create a new account.

To book, simply log into your My Account portal and follow the below steps.

Step 1

Select 'Book' from the navigation bar located on the top of the page.

Step 2

Select your preferred class, date and time. Bookings are only available 48hours in advance.

Step 3

Click 'Book now' and follow the prompts to finalise the booking and process payment if required.

Once booked, you will receive a booking confirmation email, and you can also view and manage your bookings via your My Account portal under 'My bookings'.

How do I cancel my Group Fitness booking?

You can cancel bookings online via your My Account portal within the acceptable cancellation timeframe per booking terms and conditions. To cancel, simply log into your My Account portal and follow the below steps.

You'll receive a session credit if the session is cancelled 30 minutes prior to the booking. You can use the session credit to book for another session of the same value.

If you'd like a refund, please contact 92654888 or email activemonash@monash.vic.gov.au

Step 1

Select 'My Bookings from the navigation bar located on the top of the page.

Step 2

Select the booking you'd like to cancel, click 'Manage bookings' and select 'Cancel booking'.

Once the booking is cancelled, it will be removed from your My Bookings page.