

## User Guide

Manager your account, membership, account details, online payments and more in your Customer Portal

### How to Log in

#### ***Already a Member***

If you are a member, you will already have an account set up. Log in to the Customer Portal. See Link on [Sports & Recreation](#)

Log In.

Please use the email address you have provided us and set your password by selecting “Forgot Password”

An email will be sent to your email address provided to reset your password, please allow up to 15 minutes for this email to arrive.

This will be your password for future logins.

#### ***Creating a new account.***

If you haven’t visited us before, or do not have an existing account with us, please visit the online Customer Portal

- Choose create account.
- Fill in all personal details and choose continue.
- This will then leave you in your personal secure customer account.

### Online Purchases

**All online purchases require you to create your own customer account.**

### ***Squash Bookings***



Click on

Booking Type Squash Courts

Choose how many courts (number of spaces) to consecutively book.

Provide the number of people playing. (Estimated Group Size)

Select date of booking.

Choose Start and End Times. Note AM or PM filter options.

Start Time	End Time
<div>AM</div> <div>PM</div>	<div>AM</div> <div>PM</div>

Select Check Price.

Log In

Select

Provide email and password.

Continue >

Select

Add to Cart

Select

Continue to Payment >

Select

This will then open up the secure Esidebit payment area.

Proceed to fill in all details.

Pay Upfront with Credit Card

Select

Note: All transactions subject to a 1.87% fee.

Proceed

Enter all credit card details and select

On payment confirmation, you will be sent to your email a booking confirmation and payment receipt. We look forward to seeing you.

## **Squash Court Hire availability**



**Select Menu > Facilities or Select**

*Choose Hartfield Park Recreation Centre*

*Select Morning, Afternoon or Evening Filters.*

*This will show availability for next 7 days.*

*Note Maximum number of courts is 4. 0 equals fully booked. X equals non bookable times.*

*Proceed to Menu – Bookings if you would then like to book.*

## **Passes - new and existing customers**



**Select Menu> passes or select**

**Select a site**

**Select a category**

- **Active Senior**
- **Junior & Youth**

**Select a type**

Continue >

Select

Tick agreements if applicable.

Continue >

Select

Continue to Payment >

Select

Pay Upfront with Credit Card

Select

This will then open up the secure Ezipay payment area.

Note: All transactions subject to a 1.87% fee.

Enter all credit card details and select

Proceed

### **12 Month Membership - new and existing**

Information on our membership options. [Membership](#)



**Select Menu> memberships or select**

**Select a location**

**Select a category**

- **Group Fitness**
- **Gym**
- **Platinum (Group Fitness and Gym)**

**Select a type**

Continue >

Select

Provide email and password.

Add to Cart

Select

Continue to Payment >

Select

Pay Upfront with Credit Card

Select

This will then open up the secure Ezipay payment area.

Note: All transactions subject to a 1.87% fee.

Enter all credit card details and select

Proceed

