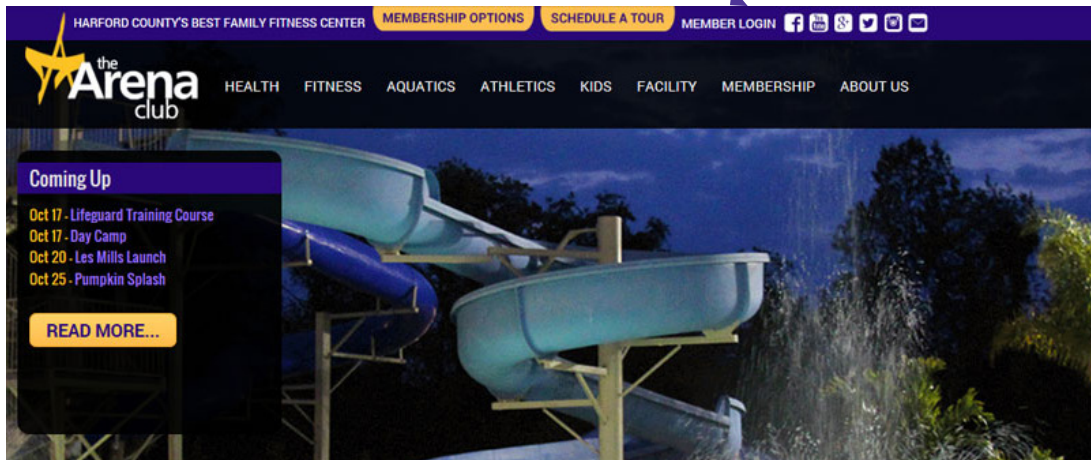# Arena Club Member Portal
Online Services Instructions

Creating Your Account

1. Visit www.thearenaclub.com website and click on "Member Login." **1**

2. Click on "Forgot Password/CreateAccount" to create your password.

3. Enter your email address and submit. (If you do not have a valid email address on file at The Arena Club, you will need to call us first to get set up in our system at 410-734-7300).

4. An email will be sent to you with your username and password. Once you have the password, click on "Member Login" again from our website to log in.

Account Information
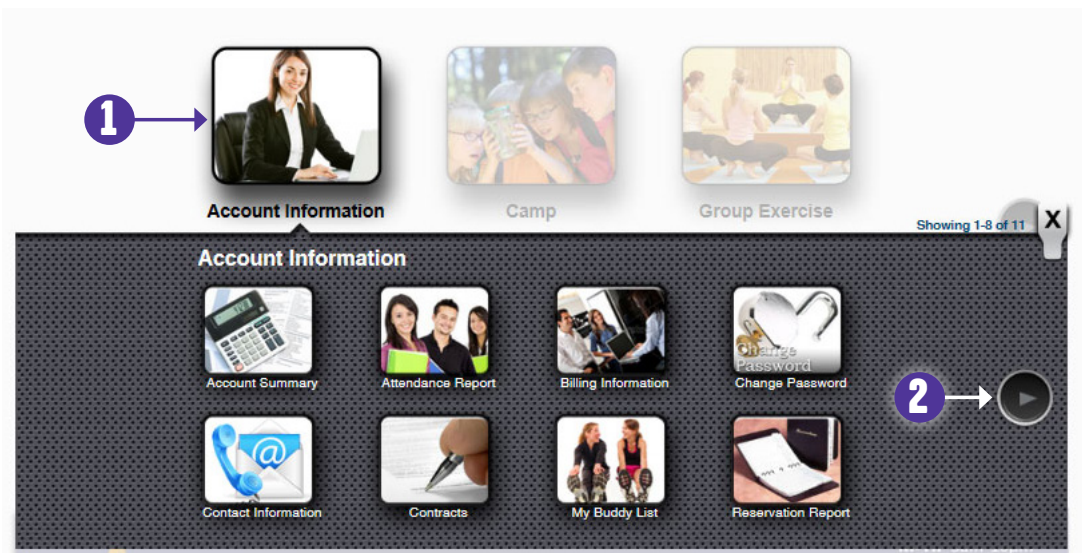
1. When you click on the "Account Information" button a black screen appears with the following options:
   - Account Summary: to view your current reservations and messages
   - Attendance Report: to view your attendance
   - Billing Information: to view/update your billing information
   - Change Password
   - Contact Information: to view/update your personal and contact information
   - Contracts: list of contracts that apply to your membership account

2. Click the "next" button for more options.
   - Series Sales: to view available guest passes and past usage of guest passes
   - Statements: to view, download, and/or print past statements in .pdf format
   - Transaction Listing: to view your transaction history

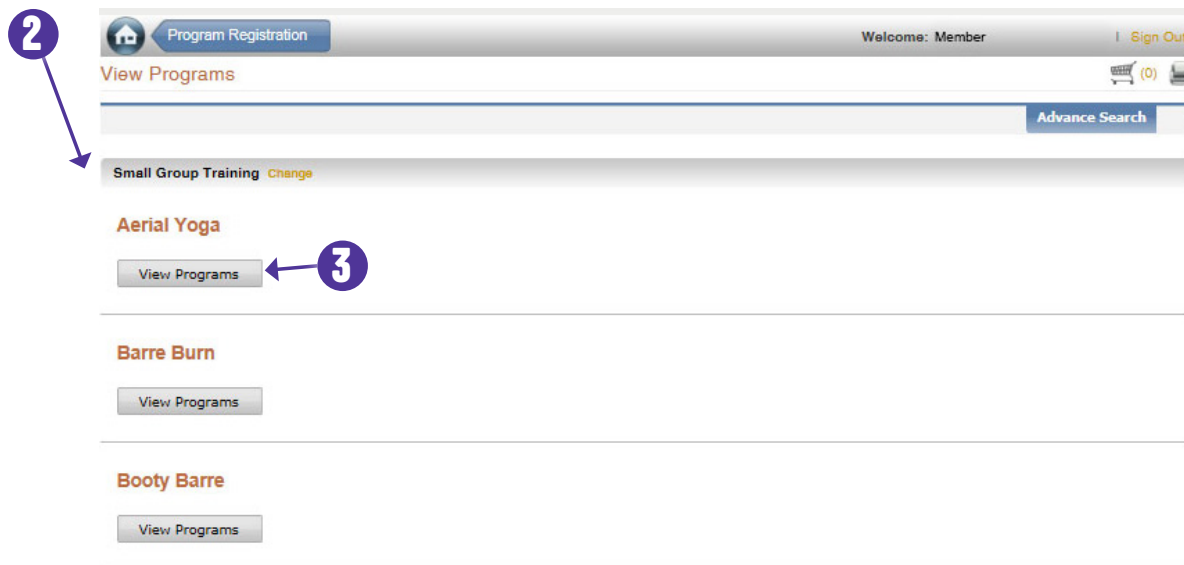3. Click the "back" button to go to previous screen.
4. Click the "X" button to go back to the home screen.

Program Registration

When you click on the "Program Registration" button a screen appears with the following options:
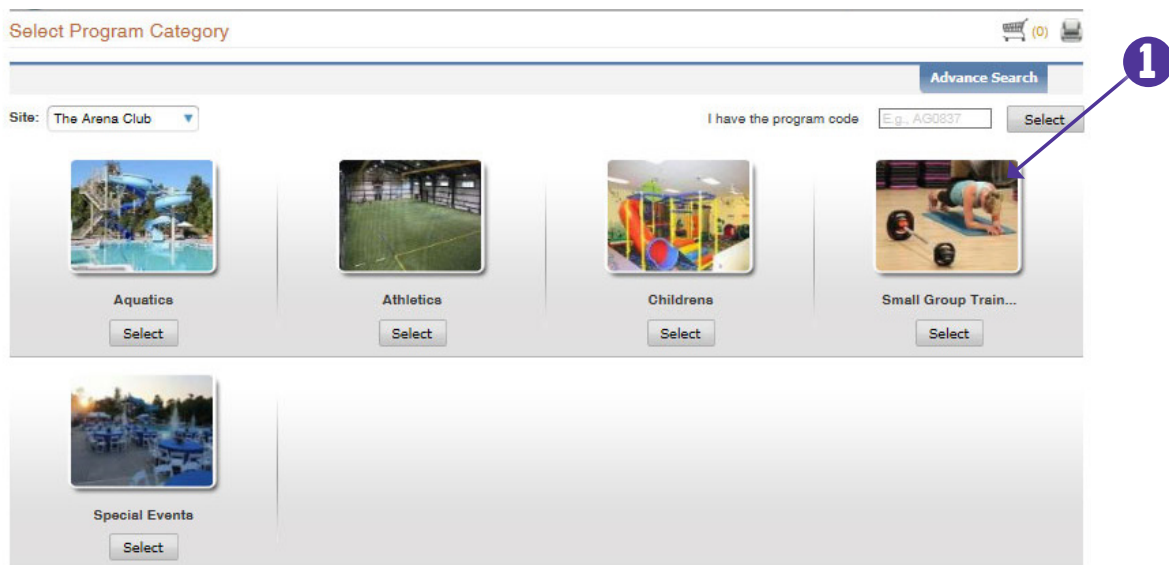
1. Choose the category you want to register for. For this example, we'll use "Small Group Training."
2. You will then see a list of the programs that fall under Small Group Training.
3. For this example, we will use "Aerial Yoga." Click on "view programs" under Aerial Yoga.

Program Registration (con't)

4. Review class times/options and click on "Add to Cart."

5. You will then be presented with the class waiver. Choose "continue" to be taken to a payment page. You will be prompted to input payment information to complete the transaction.

Group Fitness Registration

1. From the main menu, click "Group Exercise."

2. You may select various options such as "category" to narrow down to classes that are good for all levels, advanced levels, aquatic classes, or mind/body classes.

3. You may click to view the schedule for "today" or "tomorrow."

4. Click on "select" to register for a class time.

5. You will be prompted with a waiver, to which you must click "I agree." A message will appear on the screen reading, "Thank You" after you have successfully registered.
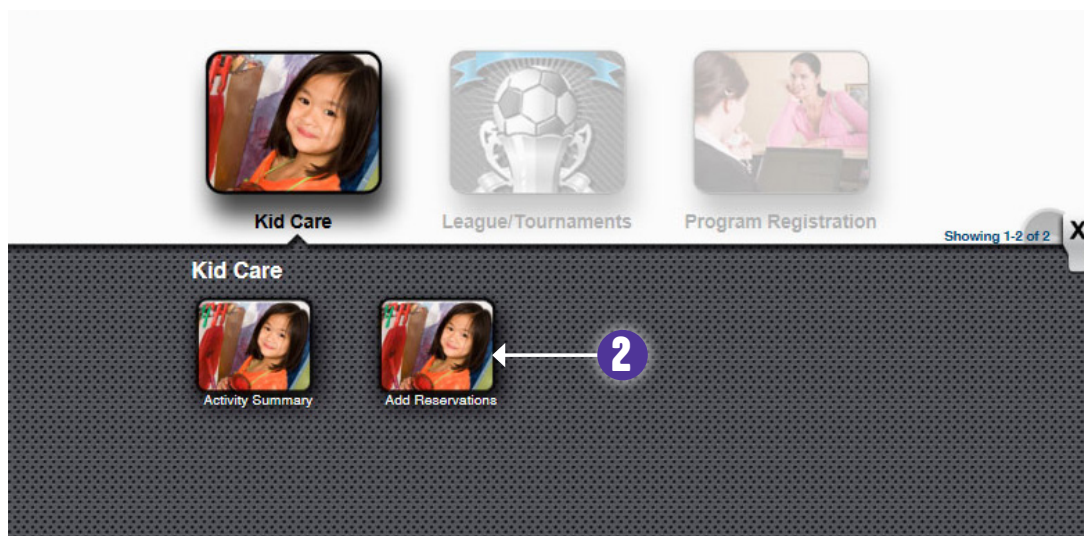
Kid Care Reservations

1. From the main menu, click "Kid Care."

Please note: In order to make a kid care reservation, the child MUST have a birth date registered in the system. If they do not, you will not be able to get beyond step #2 (Please call us at 410-734-7300 if you need to have a birth date entered in for your child.)
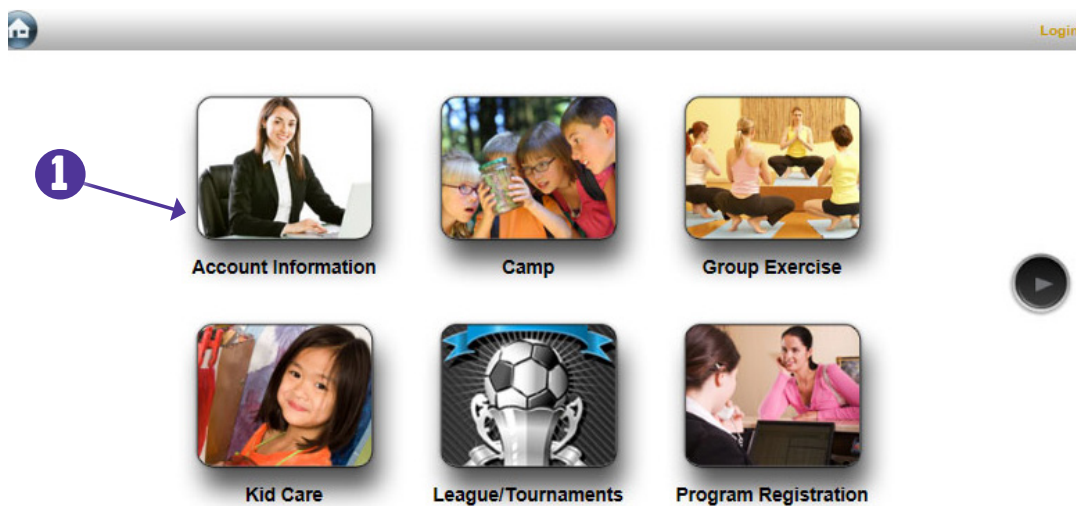
2. Choose "Add Reservations."

Kid Care Reservations (con't)

3. Enter the date and choose the time that you wish to make a reservation.
4. Click the "duration" drop down menus and choose the hours and minutes of the reservation (you may selectup to 1 hour and 30 minutes).
**5.** Click on "assign room" below the child's name that you want to register.

6. Checkmark the room you want to reserve.
7. Click "select."

Kid Care Reservations (con't)

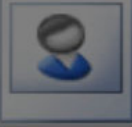**8.** Click on "complete reservation." A "thank you" message will appear, letting you know your reservation was successfully completed.