

Helpful hints for using **Self-service Portal** and **Member me + App**

All New clients and existing clients need to update their waiver prior to scheduling any lessons or membership classes!!!!

Please take a few minutes to read through document, as frequently asked questions help to clarify set up!!!

- Link for Waiver/Self Service Registration –can be found on the homepage of the Diesel Edge website.
- Waiver will need to be filled out *in each athletes name in your family*
- Any Adults participating in Strength & Conditioning program will need to fill out a waiver also.
- All memberships and lesson packages are now available for purchase in self -service portal.
- Any memberships specifically for *Larkins Sports Performance only* may be purchased through self service portal but you will be invoiced separately through LSP.
- At the end of each waiver you will receive a confirmation with a link for access to the self-service portal.
- **Please take a few minutes to create your self -service portal username and password if you do not already have one. This link is not emailed and will disappear in a few minutes.**
- **Please book mark this page for easier access to self -service portal.**

Frequently Asked Questions

Whose name should the self- service portal be in?

- If you only have **one child** participating in membership classes/lessons/or programs, create the self -service portal in your child's name.
- *The app now allows parents to schedule more than one child and also to make purchases via the App!!!*
- Self -service portal and Member Me + app are linked together.

Whose name should self-service portal be in if I have more than one child participating in membership classes/lessons/or programs?

- Create the self service account in your oldest child's name and link your other children under the "relationship tab" as "siblings of"

- Once you have logged into self-service or the MemberMe+ app, you will click on your profile icon in the upper left corner of the page.
- This will open a new page on the right, in the center will be a “relationship tab” you can add all children here and they will be linked to your account.
- **Please note you will receive an email asking you to confirm your relationship, this will need to be accepted before they can be added to Your account!**

How do I make purchases in the “MemberMe+” App?

- On the app’s home screen click on the Tile “Existing Client-Self Service Account” this now takes you directly to the Self service portal!
- On the left hand side you will see a “buy” option, click on the tab and explore your “membership packages” or your ‘private lesson packages’.
- Please note if portal is in parents name and you have several children you will need to use the filter button to choose which child you are making purchases for. Ex. Once you click on memberships, another screen opens in the middle of the page, on the top of this page you will see the user’s name that the account was set up in. **There is a small triangle to the bottom right of your name, click on this and it will provide a drop down of all “relationships” added to your account. Choose who you will be making the purchase for here.**
- You can add multiple items to your cart prior to check out!

How do I schedule if I have more than one child?

- You can do this in the self-service portal or via the Member Me + app
- Choose Book Sessions tab on the right.
- This will access the schedule of available classes or private lessons.
- You can choose other calendar options on the top right if needed.
- Choose the filter option on the top right of the calendar, the first tab in the next screen will be a list of your “children” or “relationships” that you have added.
- Select here “who” you want to schedule.
- You may also access another filter button on this page (4th button) this will allow you to filter according to specific classes if you want a smaller list of scheduling options to look at.

What is the “My schedule” button in self - service and the App?

- This calendar will only show appointments that you have scheduled for anyone in your family in one place. If scheduling multiple family members you will need to use the filter button to see the schedule for that person.

Can I schedule without a membership or lesson package?

- No

Will I be able to schedule in the app if I put the self-service portal in my name (parents name)?

- Yes, but you will still need to filter who you are scheduling for.

How do I download the app?

- Go to the app store on your phone and download the “Member Me +” app.
- Once you have downloaded, open app and search for “Diesel Edge Training Academy/Larkins Sports Performance”

Do I need another username and password for the Member Me + app?

- No, these 2 accounts are linked so you will use the same username and password you created for the self-service portal.

Can I make purchases through the Member Me + app?

- Yes, you can now make purchase through the App. Using the “tile” on the home screen “existing client – self service account”

How do I check myself /children into classes/ lessons at the facility?

- Each athlete will be assigned a key tag for check-in purposes via the scanner at the front desk.
- If you have not received a key tag please ask your trainer prior to your class or lesson.
- If you are scheduled into more than session the scanner will check you into all classes for the evening.

Can I use the app for checking in?

- Yes
- There is barcode on the home screen of the app, you can enter multiple key tags with their names for easy access and check in of multiple children or athletes.
- Older children love the app on their phones for checking in.
- They forget key tags, but not their phones...lol
- Even if not using the app for scheduling the app comes in handy so both parents and or kids have key tag information handy!
- Children do not need another username and password to use the key tag card function on the home screen!

For more information or any unanswered questions please email:

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