

# How do I register for the service?

## **Register a new account:**

- From the homepage, select the Register link located above the Basket header on the right hand side of the page.
- Fill out all of the fields on display. NOTE: The email address you enter must match your easeEXTRA record on our system.
- Please check the Registration notes below if you are unsure of any entry.
- Click Register.

## **Activate your account:**

An account activation Email will be sent to the Email address you entered during the setup, click on the link provided within the Email. This will take you to the activation page.

- Confirm the answer to your security question.
- Enter and confirm your desired password.
- Click Activate.
- Congratulations, you are now logged on and ready to start making bookings.

## **Registration notes:**

- Please note: your membership card number can be found on the front left-hand corner of your easeEXTRA card and will be six or seven digits long. For example, 999999.
- The card number and email address you enter must match the record we hold for you. If you experience problems with the registration process please check your record details with one of our facilities. Please ensure you use an Email address that you check on a regular basis. In addition to the account activation Email you will receive, this Email address will also be used for payment confirmations and re-activation links in the event that you forget your password.

# How do I Log On ?

- Select the Log On link located above the Basket header which can be found on the right hand side of any page on the site.
- Enter your username and password.
- Click Log On
- You can use the Remember me tick box to save your username for subsequent visits.

## **What do I do if I forget my Username?**

- Navigate to the Log On page as normal.
- Click on the Forgotten Username link located directly above the Account Information box.
- Enter the Email address you registered with.
- Click Request username reminder.
- An Email will be sent to the Email address you entered during the setup, containing the username you registered with.
- If you have also forgotten your password follow the instructions in the next section.

## **What do I do if I forget my Password?**

- Navigate to the Log On page as normal.
- Click on the Forgotten Password link located directly above the Account Information box.
- Enter the Username and the Email address you registered with.
- Click Request re-activation link.
- An account re-activation Email will be sent to the Email address you entered during the setup, click on the link provided within the Email. This will take you to the activation page.
- Confirm the answer to your security question.
- Enter and confirm your new password.
- Click Activate.
- You are now logged on and ready to start making bookings.

### **How do I change my Password?**

- Log On as normal.
- Select the Change Password link located above the Basket header which can be found on the right hand side of any page on the site.
- Enter your current password.
- Enter and confirm your new password. Please note that your new password must be at least 6 characters long.
- Click Change Password.

## **How do I make a Class Booking?**

### **Search for a Class:**

- Use the search facility located on the left hand side of the page to find the class you wish to book.
- First select the Class option.
- Select the facility you want to book from Site dropdown.
- Select the name of the fitness class you are looking for from the Activity dropdown list, or choose ALL Classes. If you are unsure when your class runs, we recommend you search using the default "All Classes" option
- Select the Date. Clicking into this field will display a date picker from which you may choose the date you wish to make your booking on. Classes may be booked up to seven days in advance.
- Amend the search From and To time parameters to suit your requirements.
- Click Search.
- The results will appear in the middle of the page.
- The browser retains the parameters of your last search until you log out. If you wish to start a new search, amend the parameters from the top down and re-click Search.

### **Add or remove items from the basket:**

- Click the Add to basket icon.
- The Shopping Basket page is displayed allowing you to review your item.
- From here you can: start another search; empty the entire contents of your basket; remove individual items from your basket; or proceed to the check out to complete your booking.
- To remove the entire contents of your basket click the Empty Basket link.
- To remove individual items from your basket click the Remove item from basket icon next to the item you wish to remove.

## **Complete the booking:**

- Review the items in your basket.
- Tick the 'I accept the terms and conditions' checkbox. Read the terms and conditions if you have not already done so.
- Click Checkout. Please note that you have 5 minutes from this point to secure and pay for your booking.
- Confirm the booking by clicking the Make Bookings link.
- The Order Confirmation page will open up in a separate browser tab. Here you may view or print your booking confirmation.
- An email will also be sent to the address you provided upon registration for the Online Booking service containing a link to the Order Confirmation page.

## **Payment of a booking:**

- If you are not a Contours member a payment will need to be made for your booking.
- Once you have reached the checkout there will be an option to 'proceed to online payment'. Confirm this by clicking on the link.
- You will then need to complete all fields marked with an asterisk. Please note that the AVS Postcode field must contain the postcode that is registered against your bank card, i.e. home address. Once all fields have been completed click on 'continue'.
- At this point you will need to confirm your payment details, please check over your booking and then click 'make payment'.
- An order confirmation will open and an email will be sent to the address you provided upon registration for the Online Booking service.

## **How can I view my booking history?**

- When you log on to the site you will see the Account history tab directly underneath the North Tyneside Council Online Bookings banner, second from the left.
- Click the Account history tab to view your booking history.
- Use the search parameters at the top of the page to filter the results shown in the table underneath.
- The tabs allow you to select the type of booking you wish to view. By default this is set to show All bookings but you may also filter your search for Activity, Class, Course or Unpaid bookings.
- Underneath the tabs there is a dropdown list which allows you to select how far back you wish to view. By default this is set to the last month but can also be set to show the last two, three, six or twelve months or all your bookings.
- Search results are ordered by date and time with the newest bookings towards the top of the table.
- You can view and reprint booking confirmations for activities or classes booked through the Online Booking service by clicking on the individual activity entry. The booking confirmation will open in a new browser tab.

## **How do I cancel or move a Booking?**

### **Cancelling a pre-booked activity:**

- Click on Account History
- Choose the centre your class is booked at
- Click on the cross next to the class you wish to cancel
- Refresh your page to see that the class has been removed from your account history

## Who do I contact if I have a problem?

- If you encounter a problem making a booking, you can contact us in person, by telephone, or by email. Please refer to the 'Contact Us' page.

## How do I check for messages?

- From time to time, North Tyneside Council may need to send you a message regarding one of your class or activity bookings.
- When you log on to the site you will see the Messages tab directly underneath the North Tyneside Council Online Bookings banner, third tab from the left.
- Unread messages will be indicated in brackets within the tab.
- Click the Messages tab to access your messages.
- Your messages are displayed in a table with the newest at the top.
- Unread messages are indicated by a closed envelope icon.
- Messages which have been read and stored are indicated by an open envelope.
- Click on the subject heading to open the message.
- The messages appear as a popup.
- If you wish to keep the message for future reference select OK
- If you wish to delete the message select Delete.

## How do I Log Off?

- Select the Log Off link located above the Basket header which can be found on the right hand side of any page on the site when you are logged on.