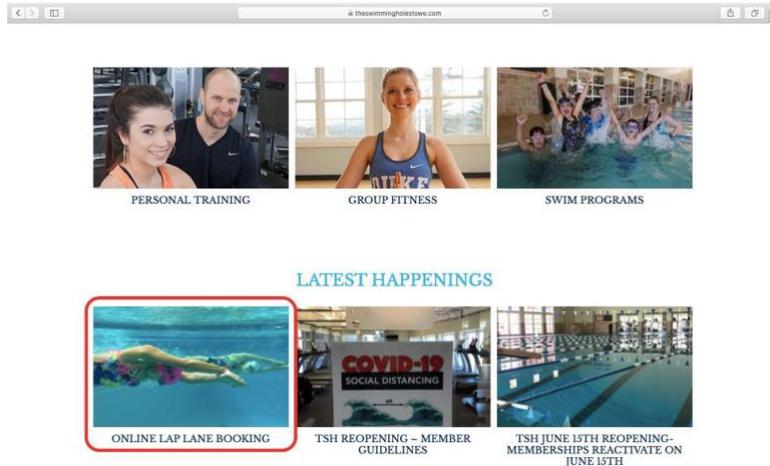
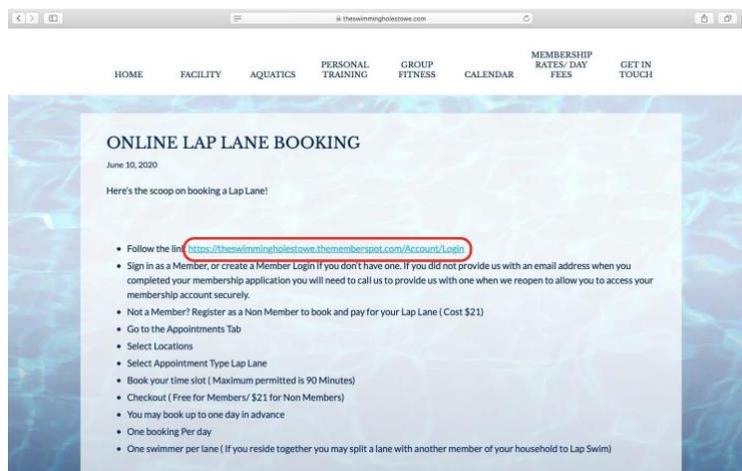


The Swimming Hole Online Booking Tutorial

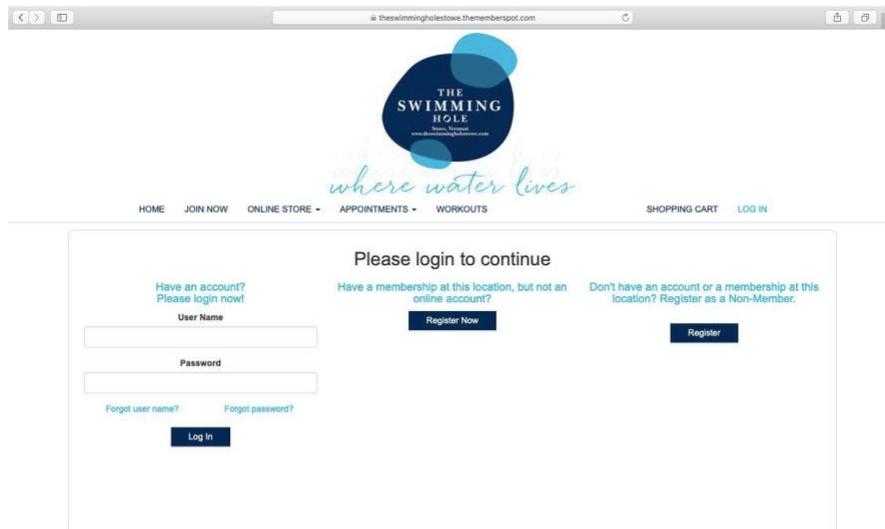
1. Go to The Swimming Hole Website and click on Online Lap Lane Booking.



2. Follow the link [Click here for link](#)



3. You will arrive on this page. If you have a current valid membership without an Online Account, continue to the next step. **If you are a Non-Member/Day Guest skip to Step 10. If you already have an account and want to know how to make an Online Booking, go to Step 14.**



Creating Online Account for Current TSH Members

4. If you are a current member of TSH without an Online account, click the center **Register Now** button.

THE SWIMMING HOLE
where water lives

HOME JOIN NOW ONLINE STORE APPOINTMENTS WORKOUTS SHOPPING CART LOG IN

Please login to continue

Have an account? Please login now!

User Name

Password

Forgot user name? Forgot password?

Log In

Have a membership at this location, but not an online account?

Register Now

Don't have an account or a membership at this location? Register as a Non-Member.

Register

5. Begin creating an account. **The email you provide for your Online account must be the same email you provided TSH when creating your membership.**

THE SWIMMING HOLE
where water lives

HOME JOIN NOW ONLINE STORE APPOINTMENTS WORKOUTS SHOPPING CART LOG IN

Create an account.

Please enter the fields as prompted to create an online account for your membership.

E-mail address on your membership

#####@gmail.com

Next

6. Once you have entered the correct email address, a confirmation code will be sent to you. Type in the confirmation code into the box. If you did not receive an email, check the Spam folder in your email. **The Confirmation Code will expire in 10 minutes if not used. If you do not complete this step within 10 minutes, re-enter your email and you will receive a new code.**

THE SWIMMING HOLE
where water lives

HOME JOIN NOW ONLINE STORE APPOINTMENTS WORKOUTS SHOPPING CART LOG IN

Create an account.

Please enter the fields as prompted to create an online account for your membership.

We've just sent you an email with a confirmation code. Please check your email now and enter the code provided. The code provided is only good for your current session. Please check your spam filter if you do not receive the email.

Confirmation Code

Eg:BPQWVG

Next

7. Create your Username and Password. **Remember your username and password as they will be needed for you to login to your Online account**

THE SWIMMING HOLE
where water lives

HOME JOIN NOW ONLINE STORE APPOINTMENTS WORKOUTS SHOPPING CART LOG IN

Create an account.

Please enter the fields as prompted to create an online account for your membership.

User Name
(must be between 6 and 30 characters)

Password

Confirm Password

Create Account

Your password must match the following requirements:

- ✗ Must be at least 8 characters
- ✗ Must contain at least one upper-case letter
- ✗ Must contain at least one lower-case letter
- ✗ Must contain at least one number
- ✗ Cannot contain the word "password"

8. Once you complete Step 7, you will see your account page with your Transaction History, Recent Visits, and upcoming appointments or classes.

THE SWIMMING HOLE
where water lives

HOME JOIN NOW ONLINE STORE APPOINTMENTS WORKOUTS SHOPPING CART MY ACCOUNT LOG OUT

Transaction History

Your account is currently in good standing.

View transaction history

Recent Visits

Location	Date/Time
The Swimming Hole	1/8/2020 5:58:13 AM
The Swimming Hole	12/31/2019 7:42:01 AM
The Swimming Hole	12/30/2019 9:25:00 AM
The Swimming Hole	12/23/2019 8:16:05 AM
The Swimming Hole	12/16/2019 8:54:04 AM

View entire visit history

Unused Packages

Name	Expires	Remaining
------	---------	-----------

June 16
Tuesday

Sunday, June 14, 2020

Monday, June 15, 2020

Tuesday, June 16, 2020

Wednesday, June 17, 2020

9. To see how to book a lap lane, class, or appointment, skip to Step 14.

Creating Online Account for Non-Member Day Guests

10. Click on the Register button on the far right under the Non-Member category

THE SWIMMING HOLE
where water lives

HOME JOIN NOW ONLINE STORE APPOINTMENTS WORKOUTS SHOPPING CART LOG IN

Please login to continue

Have an account? Please login now!

User Name

Password

Log In

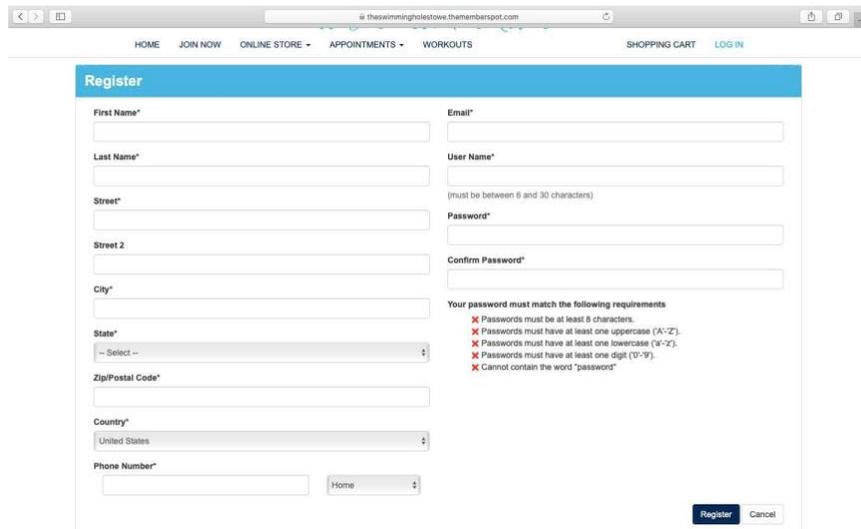
Have a membership at this location, but not an online account?

Register Now

Don't have an account or a membership at this location? Register as a Non-Member.

Register

11. Fill in the following information. **Remember the Username and Password you create as those will be used to login for any future bookings.**



The screenshot shows a web browser window with the URL theswimmingholestowe.thememberspot.com. The page title is "Register". The form contains the following fields:

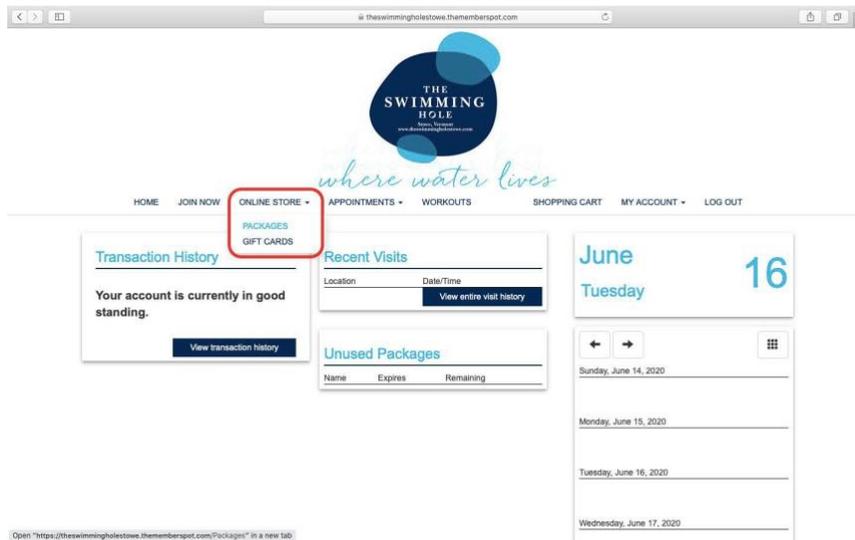
- First Name*
- Last Name*
- Street*
- Street 2
- City*
- State* (dropdown menu)
- Zip/Postal Code*
- Country* (dropdown menu, currently set to United States)
- Phone Number* (with a Home dropdown)
- Email*
- User Name* (with a note: "(must be between 6 and 30 characters)")
- Password*
- Confirm Password*

Below the form, there are password requirements:

- ✗ Passwords must be at least 8 characters.
- ✗ Passwords must have at least one uppercase ('A-Z').
- ✗ Passwords must have at least one lowercase ('a-z').
- ✗ Passwords must have at least one digit ('0-9').
- ✗ Cannot contain the word "password"

At the bottom right of the form are "Register" and "Cancel" buttons.

12. Once you have Registered, you will arrive at your empty account page. To purchase a day pass or class passes, go to the Packages button under the Online Store tab.

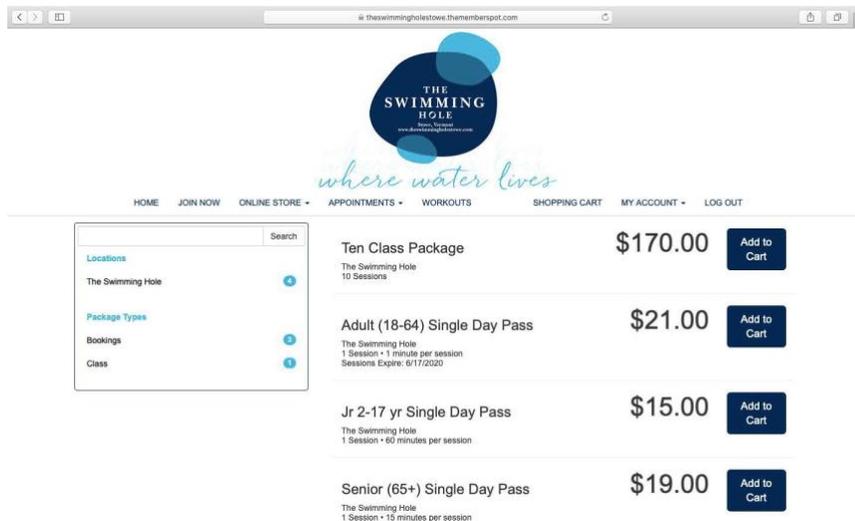


The screenshot shows the user's account page on the website. The navigation bar includes: HOME, JOIN NOW, ONLINE STORE (with a dropdown menu), APPOINTMENTS, WORKOUTS, SHOPPING CART, MY ACCOUNT, and LOG OUT. The "ONLINE STORE" dropdown menu is open, showing "PACKAGES" and "GIFT CARDS" options, with "PACKAGES" highlighted by a red box. The main content area includes:

- Transaction History:** "Your account is currently in good standing." with a "View transaction history" button.
- Recent Visits:** A table with columns "Location" and "Date/Time", and a "View entire visit history" button.
- Unused Packages:** A table with columns "Name", "Expires", and "Remaining".
- Calendar:** A calendar for June 2020, showing Tuesday, June 16, 2020.

At the bottom, there is a small text link: "Open 'https://theswimmingholestowe.thememberspot.com/Packages' in a new tab."

13. Once under the Packages tab, you can select and purchase your desired pass.



The screenshot shows the "Packages" page on the website. The navigation bar is the same as in the previous screenshot. The "ONLINE STORE" dropdown menu is open, showing "PACKAGES" and "GIFT CARDS" options, with "PACKAGES" highlighted. The main content area displays a list of packages:

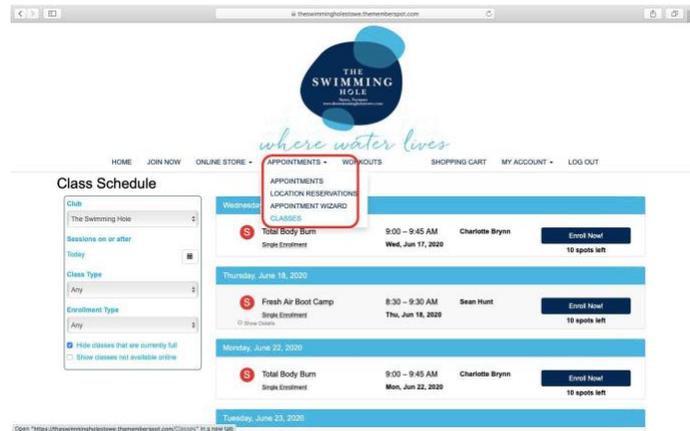
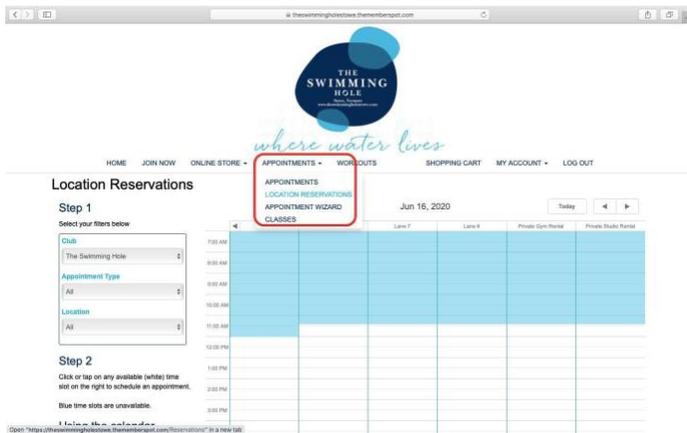
Package Name	Price	Action
Ten Class Package The Swimming Hole 10 Sessions	\$170.00	Add to Cart
Adult (18-64) Single Day Pass The Swimming Hole 1 Session • 15 minutes per session Sessions Expire: 6/17/2020	\$21.00	Add to Cart
Jr 2-17 yr Single Day Pass The Swimming Hole 1 Session • 60 minutes per session	\$15.00	Add to Cart
Senior (65+) Single Day Pass The Swimming Hole 1 Session • 15 minutes per session	\$19.00	Add to Cart

On the left side, there is a sidebar with a search bar and a list of categories: Locations (1), Package Types (3), Bookings (1), and Class (1).

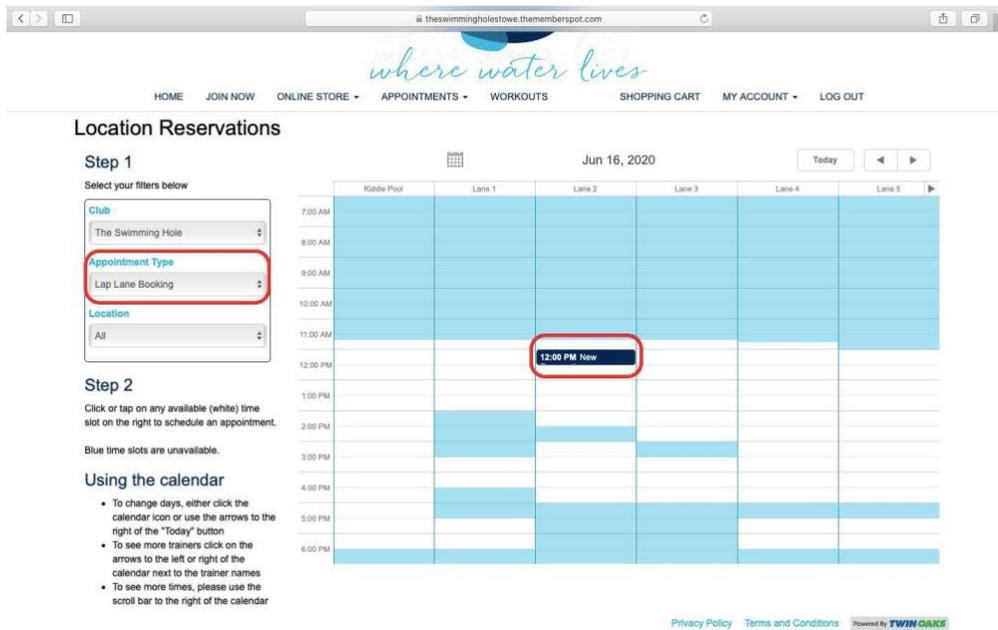
To see how to book a lap lane, class, or appointment, continue to the next step.

Creating an Online Booking

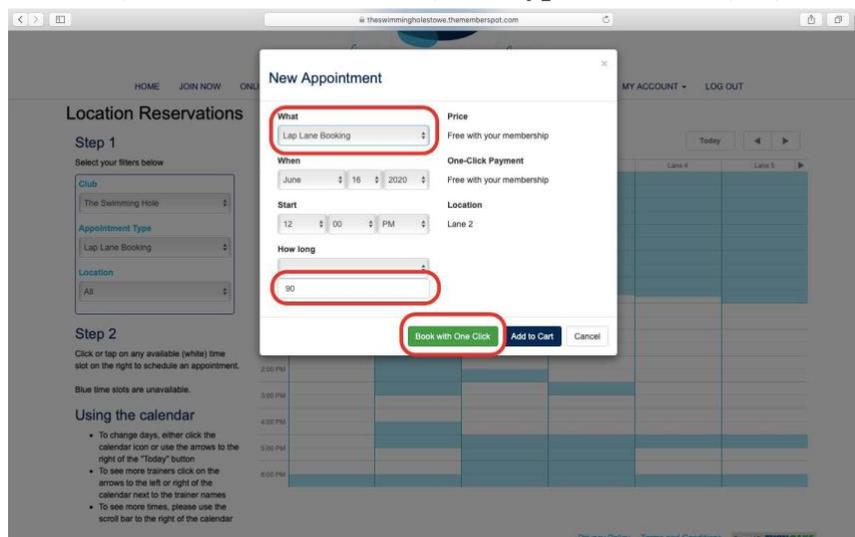
14. Under the **Appointments Tab**, select **Location Reservation** to schedule a lap lane or private gym/studio or select **Classes** to book an upcoming class.



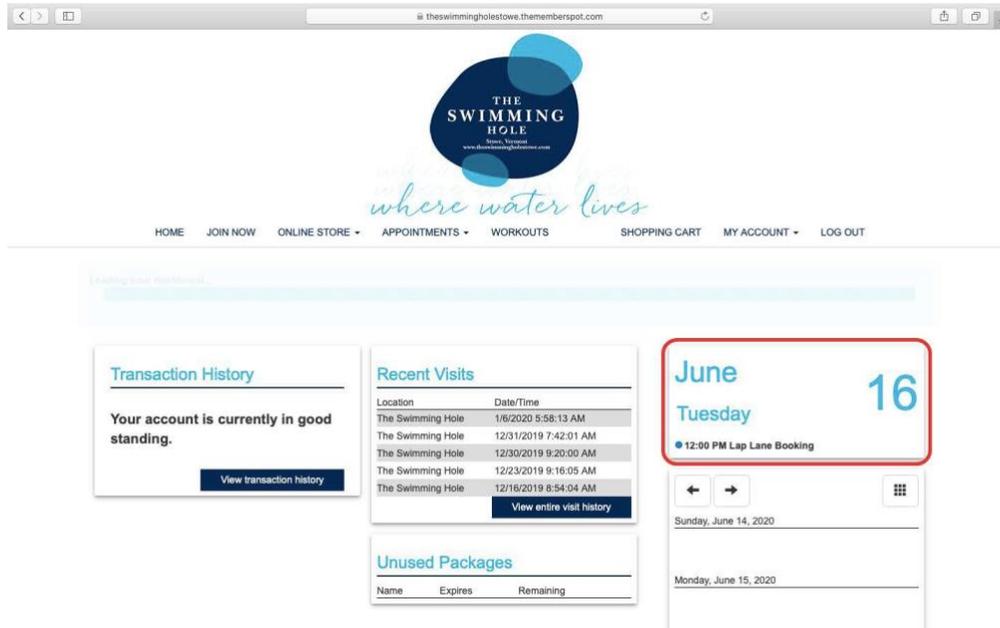
15. For a class booking, select the **Enroll Now** button for your desired class. To schedule a lap lane or private gym use, select the time and desired lane. **Available times slots are white spaces.**



16. Once you have clicked on the white space you would like to reserve for yourself, select either **Lap Lane** or **Private Gym/Studio**, confirm date and time, then type in either **30, 60, or 90** for the **How Long** Box.



17. After clicking **Book with One Click**, your appointment is scheduled. To view your booking, go to your account summary where you will see your time.



FAQs

- What if it says "this email is not valid"?
 - o re-enter your email, check spelling, punctuation
- Resetting Username and Password
 - o click reset username or reset password buttons and follow instructions
- What if I didn't receive a confirmation email?
 - o If you didn't receive a confirmation email check your spam folder. Older email accounts such as Yahoo can send messages to spam
- What if it says my email is already in use?
 - o A family member may already have made an account with the email associated with your membership application
 - o You may have made a Non-Member account using that email. Call the TSH Front Desk and have them remove your Non-Member Account. Once they do so you can follow the instructions to create a member account.
- What if my lap lane booking says that I haven't selected and time length and wont let me book?
 - o When you go into location reservations, on the far left section change the appointment type from All to Lap Lane Booking then proceed with the booking