



Member Self Service User Guide

www.dexterwellness.org

Click on the topic you would like to view:

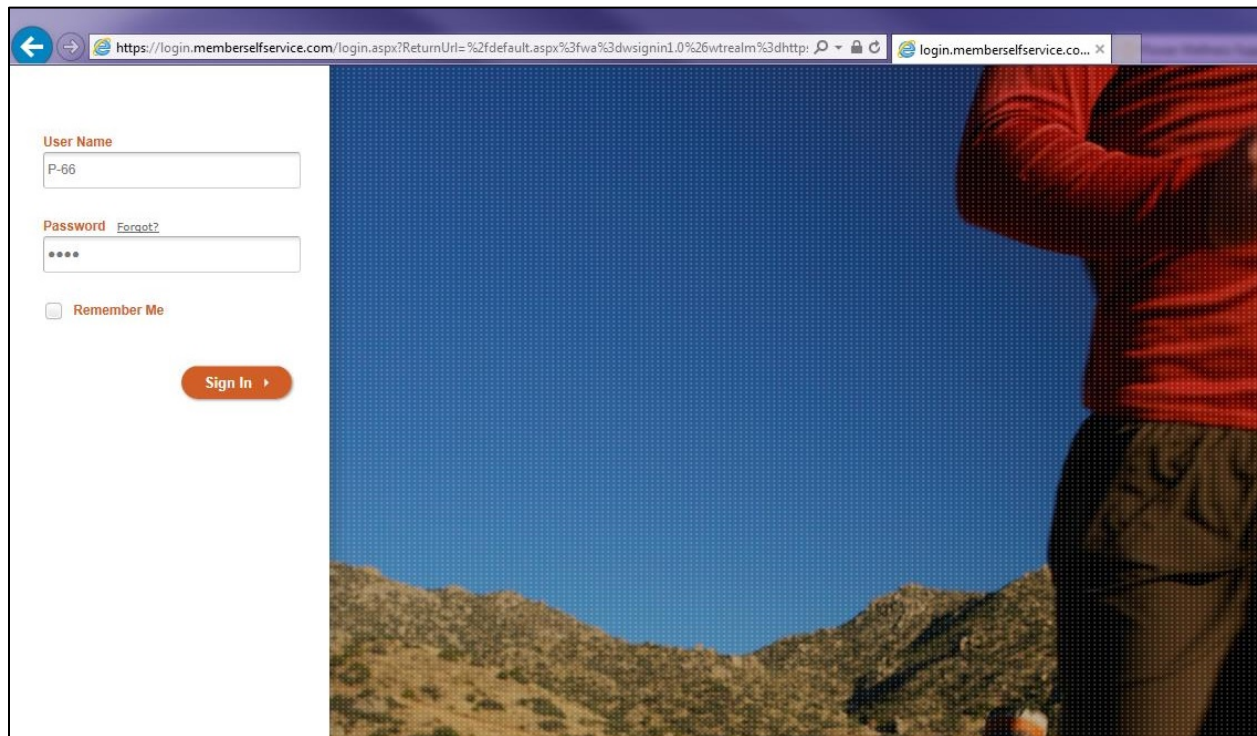
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*The *My Classes & Courses* and *My Appointments* sections of the MSS website are not fully available. Please contact your center to purchase a package, schedule an appointment or enroll in a class.

Getting Started

To log in to Member Self Service:

1. Open a browser and go to the Dexter Wellness Center webpage, www.dexterwellness.org.
2. Click **Member Login** located on the navigation bar at the top of the home page. The **Member Self Service** webpage appears.
3. Click the **Member Login** icon and the **Log In** screen appears.

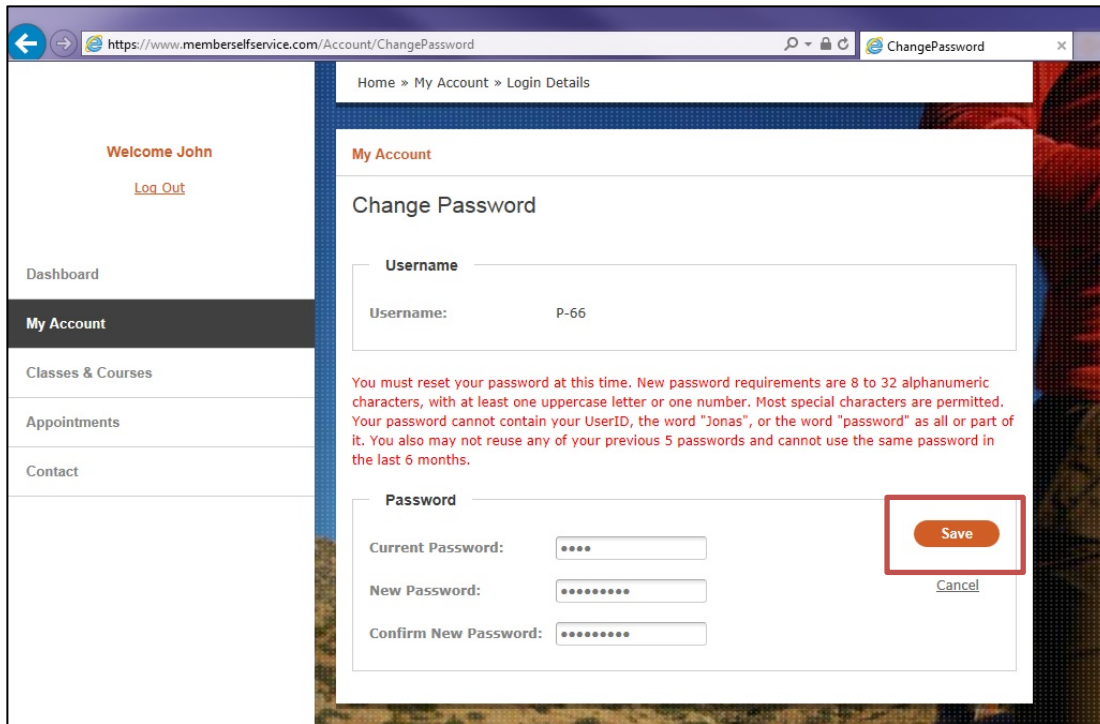


4. Enter your user name and password. The first time you login, the Member ID number that appears on the back of your membership ID card will need to be entered as your **User Name** and **Password**.



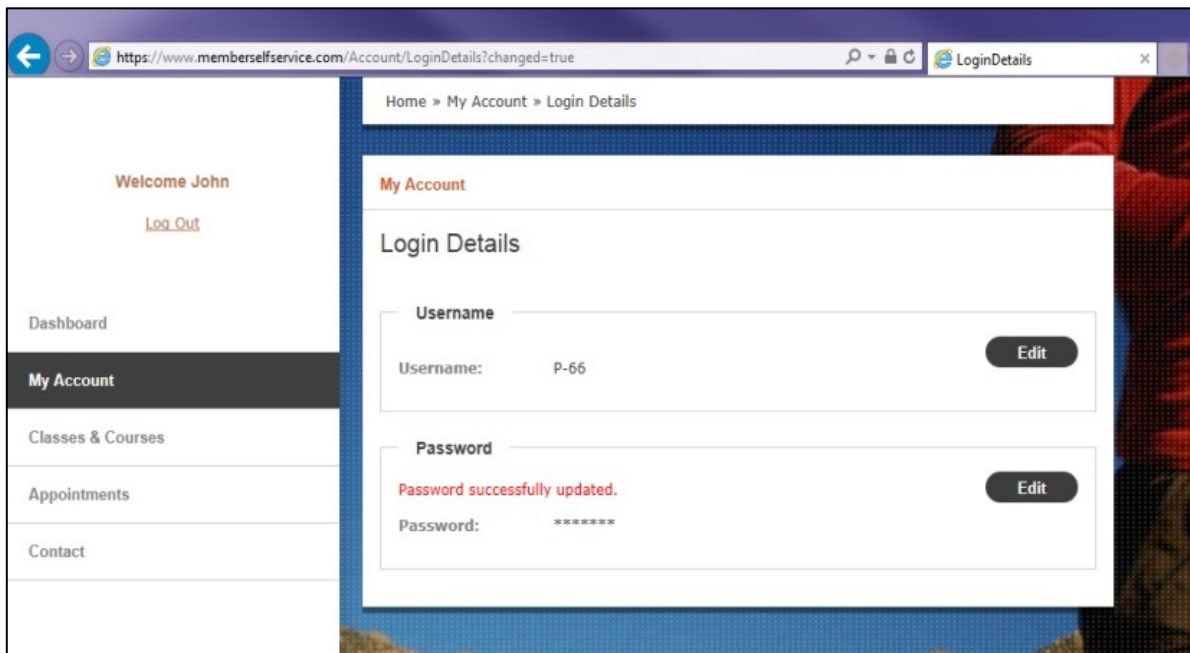
Note: If you want your device to remember your user name, check the **Remember Me** box.

5. Click the **Sign In** button. The **Change Password** screen appears prompting you to reset your password at this time. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted.
6. Click **Save**.



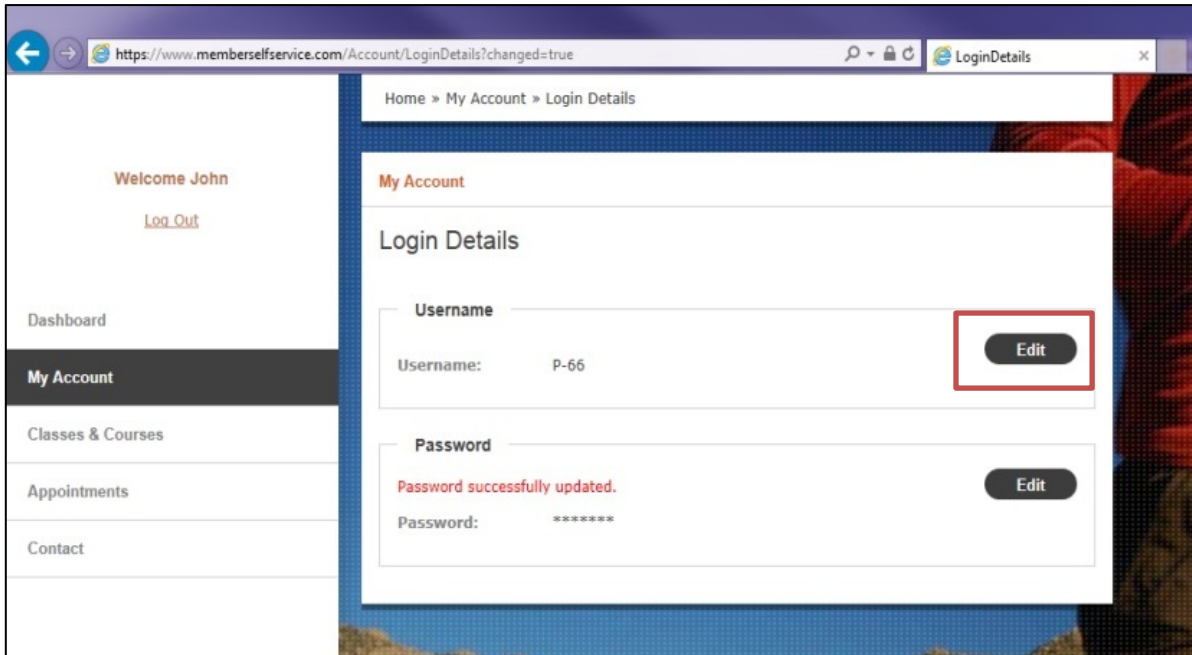
The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/ChangePassword>. The page title is "ChangePassword". The breadcrumb navigation is "Home » My Account » Login Details". The left sidebar contains a "Welcome John" message with a "Log Out" link, and a menu with "Dashboard", "My Account" (selected), "Classes & Courses", "Appointments", and "Contact". The main content area is titled "My Account" and "Change Password". It displays the "Username" as "P-66". A red message states: "You must reset your password at this time. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted. Your password cannot contain your UserID, the word 'Jonas', or the word 'password' as all or part of it. You also may not reuse any of your previous 5 passwords and cannot use the same password in the last 6 months." Below this, there are input fields for "Current Password", "New Password", and "Confirm New Password", each with a masked password (dots). A red box highlights the "Save" button, and a "Cancel" link is also visible.

7. The *Password successfully updated* message appears.



The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/LoginDetails?changed=true>. The page title is "LoginDetails". The breadcrumb navigation is "Home » My Account » Login Details". The left sidebar is identical to the previous screenshot. The main content area is titled "My Account" and "Login Details". It displays the "Username" as "P-66" with an "Edit" button. Below this, there is a "Password" section with the message "Password successfully updated." in red, followed by a masked password "*****" and an "Edit" button.

8. **(Optional)** To change **Username**:
9. In the **Username** section, click the **Edit** button.



Home » My Account » Login Details

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

My Account

Login Details

Username

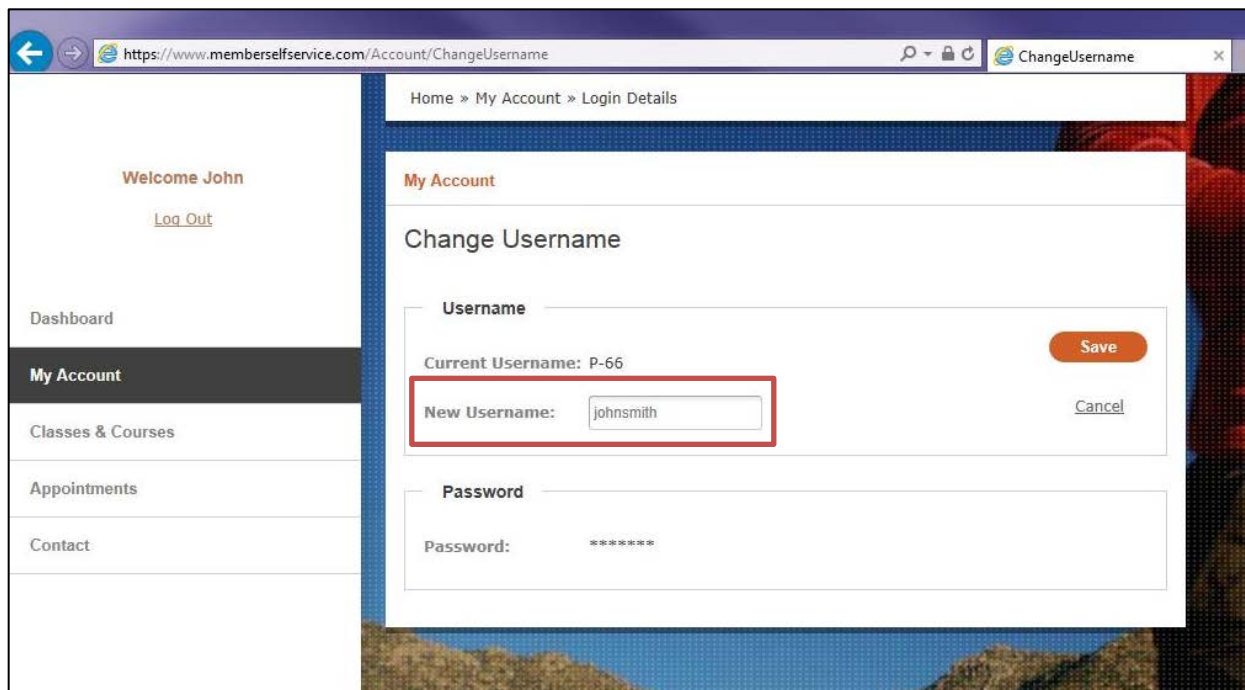
Username: P-66 **Edit**

Password

Password successfully updated. **Edit**

Password: *****

10. In the **New Username** field, enter a new username.



Home » My Account » Login Details

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

My Account

Change Username

Username

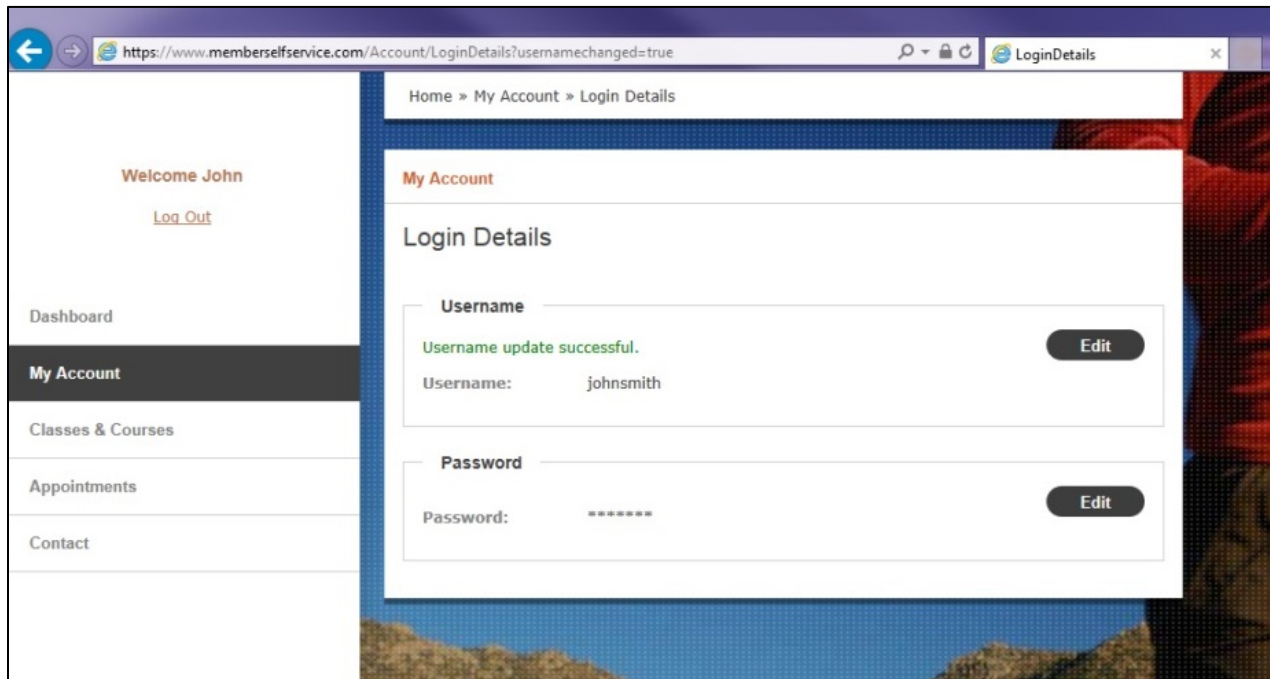
Current Username: P-66 **Save**

New Username: johnsmith **Cancel**

Password

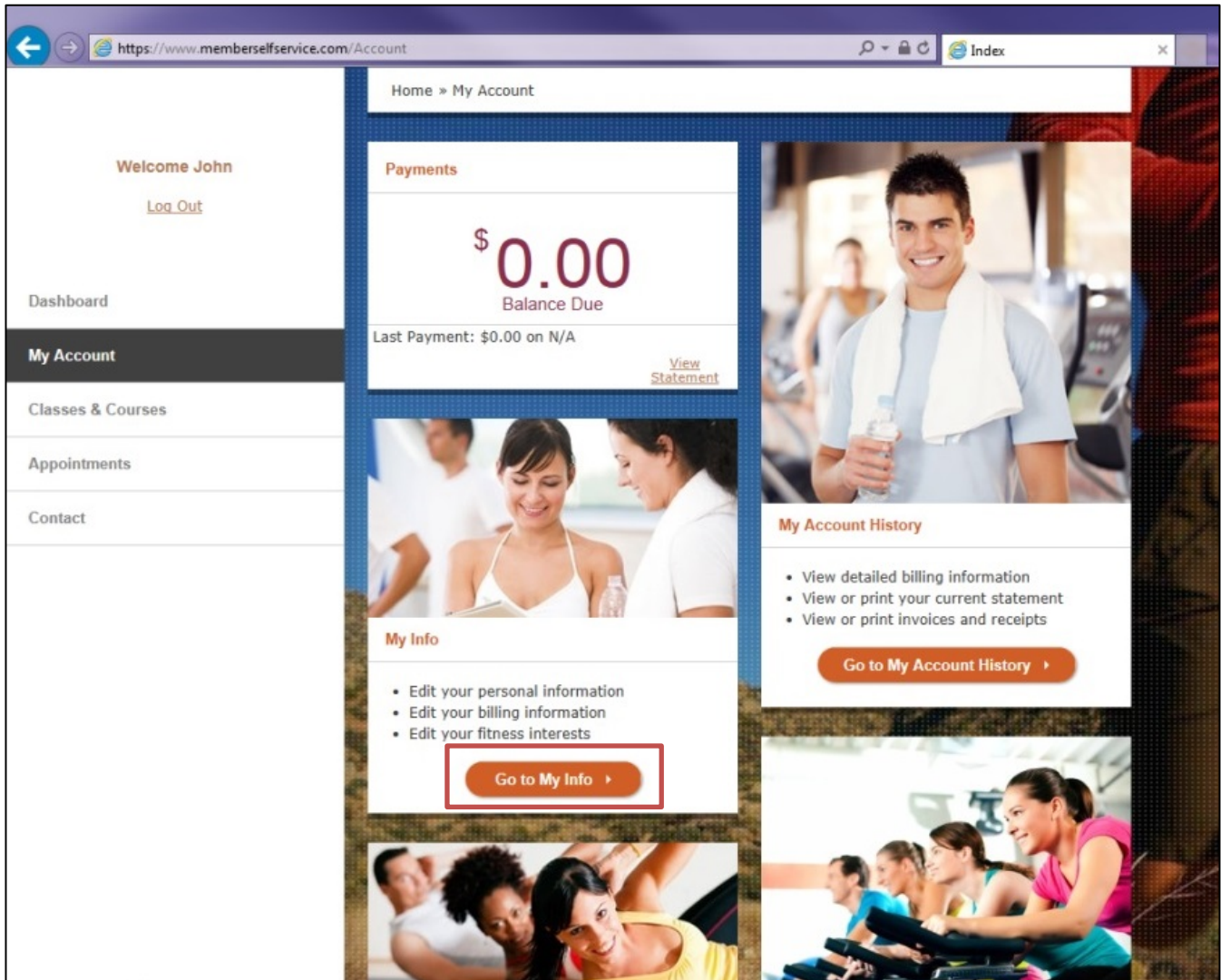
Password: *****

11. Click **Save**. The *Username update successful* message appears.

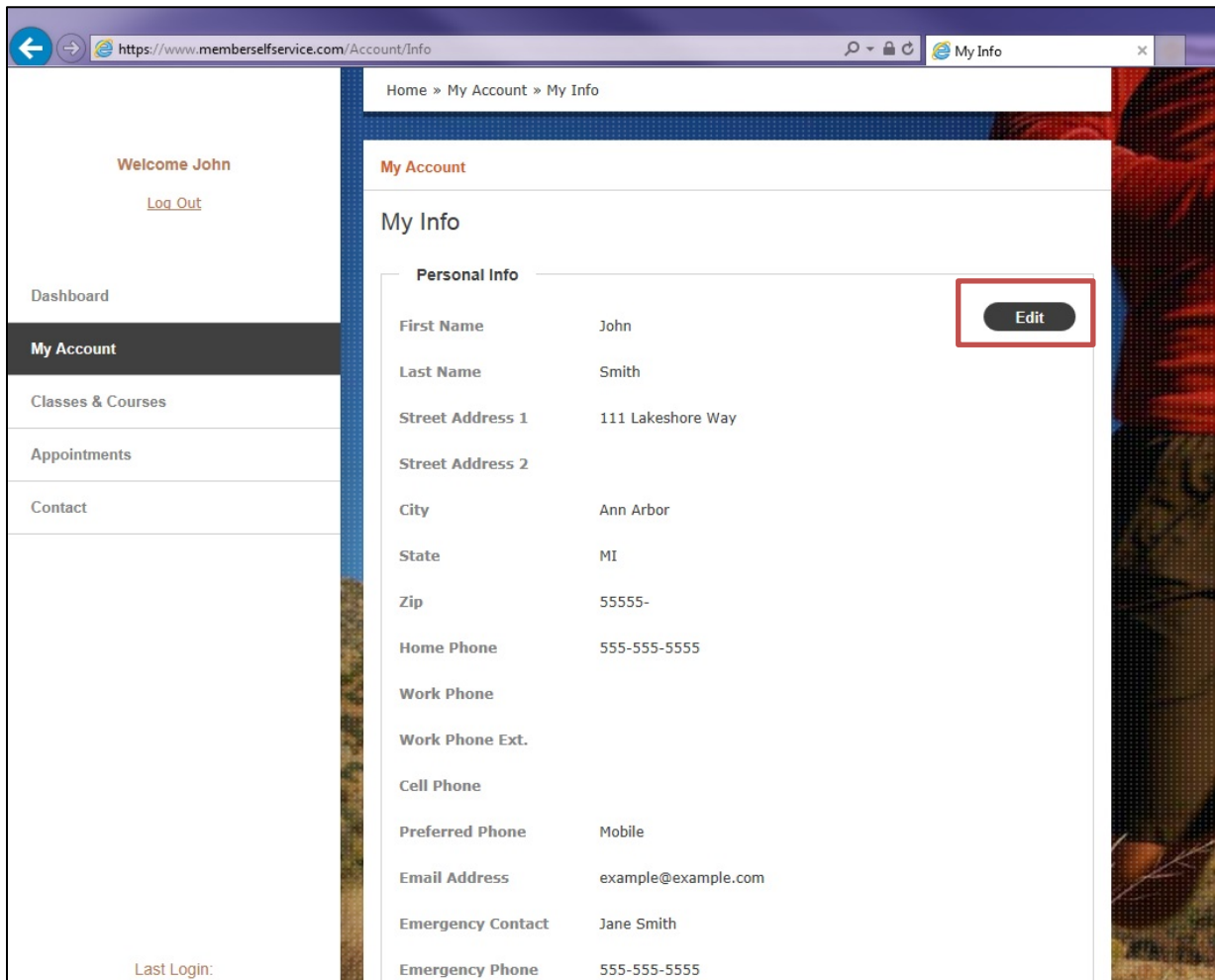


View and Update Personal Information

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Info* section, click **Go to My Info**.



3. The **My Info** screen appears. Click **Edit**.



Home » My Account » My Info

Welcome John
[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

My Account

My Info

Personal Info

First Name	John	Edit
Last Name	Smith	
Street Address 1	111 Lakeshore Way	
Street Address 2		
City	Ann Arbor	
State	MI	
Zip	55555-	
Home Phone	555-555-5555	
Work Phone		
Work Phone Ext.		
Cell Phone		
Preferred Phone	Mobile	
Email Address	example@example.com	
Emergency Contact	Jane Smith	
Emergency Phone	555-555-5555	

4. Update the asterisked/required fields as appropriate.
5. From the **Reason Code** drop down menu, select **P-Update General Information**.
6. In the **Description** field, additional notes may be added if necessary.
7. Click **Save**.

Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

First Name *

Last Name *

Street Address 1 *

Street Address 2

City *

State *

Zip *

Home Phone *

Work Phone

Work Phone Ext.

Cell Phone

Preferred Phone ☐ Home ☐ Work ☒ Mobile

Email Address *

Emergency Contact *

Emergency Phone *

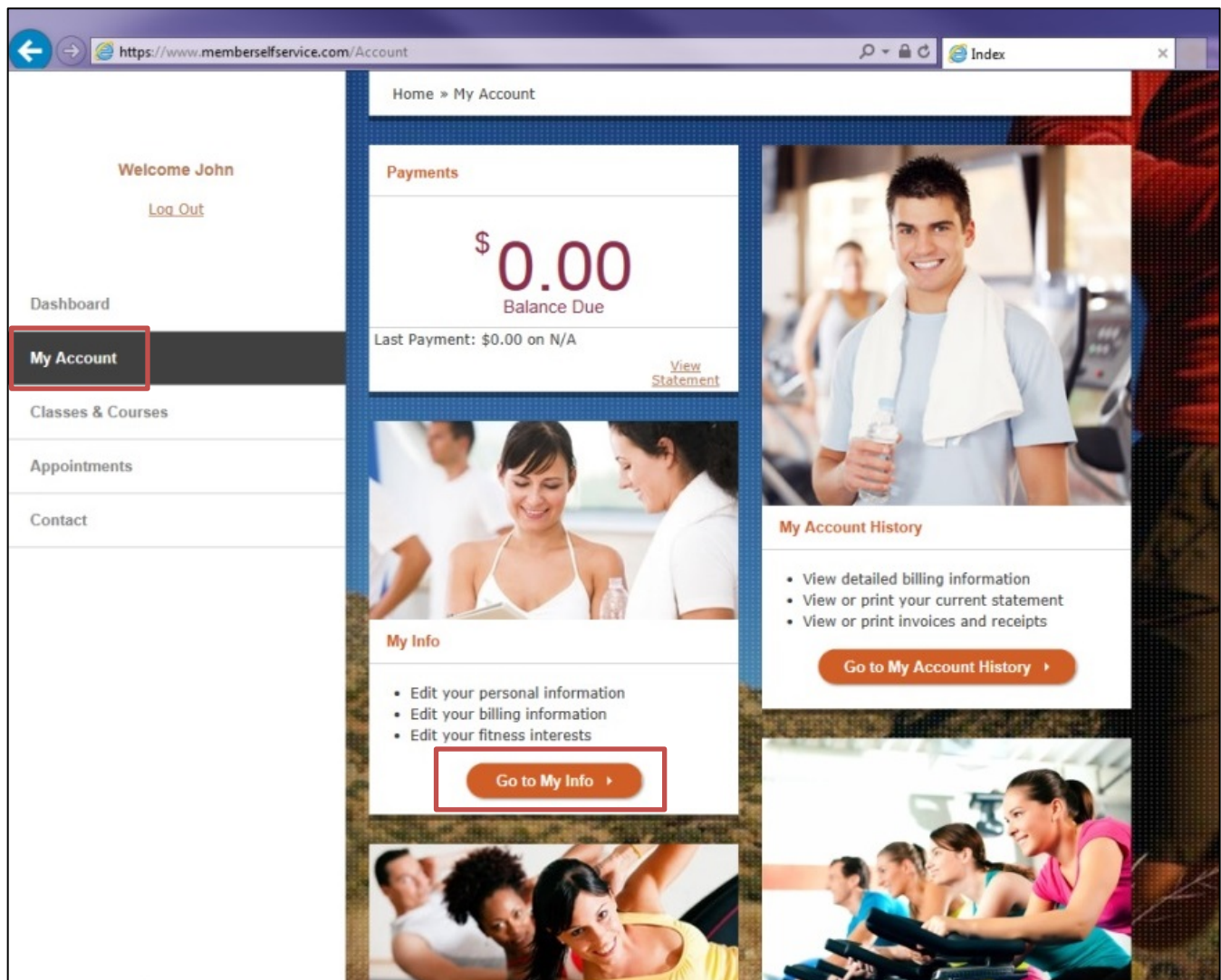
Drivers License #

Reason Code

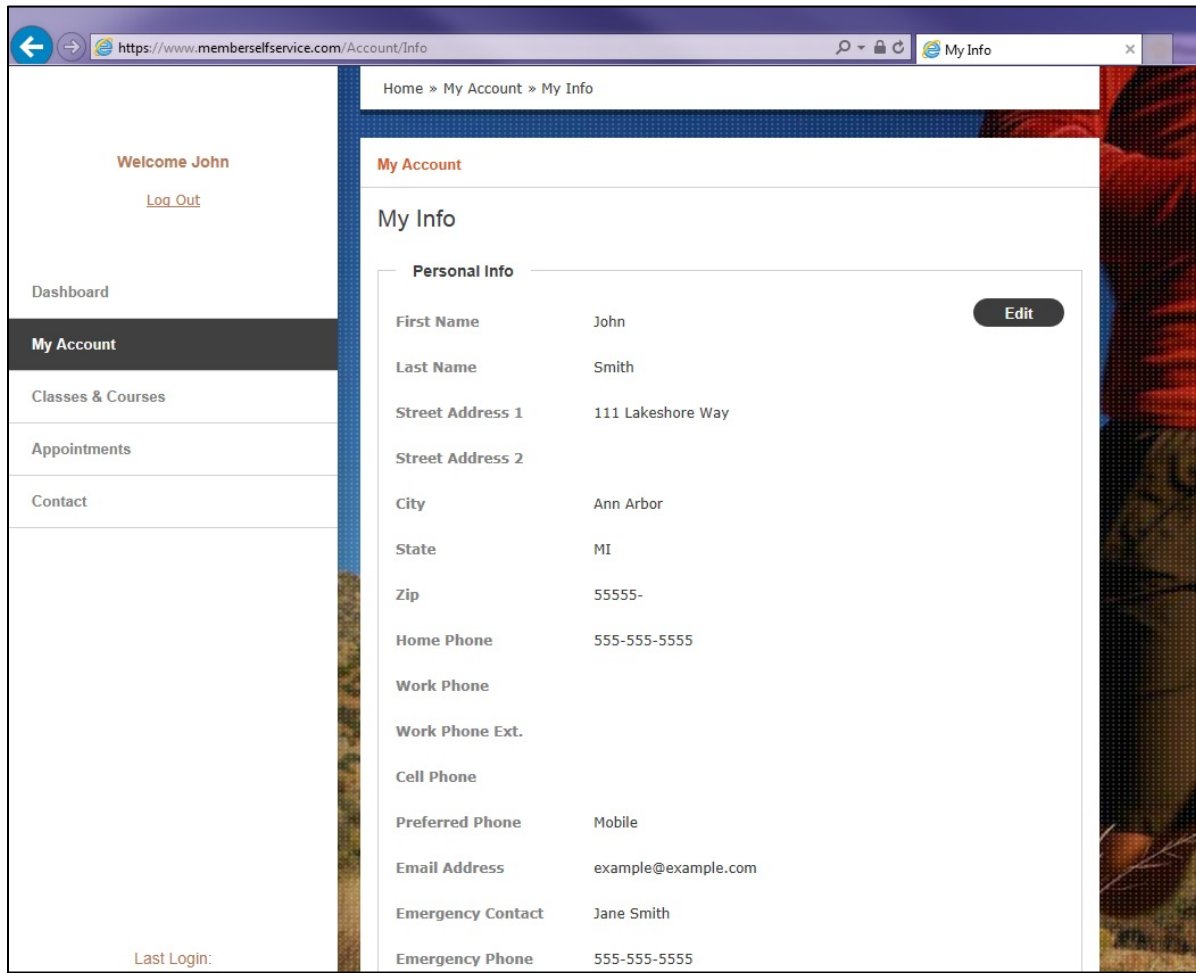
Description

Edit a Form of Payment - (For use when a form of payment is on file)

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Info* section, click **Go to My Info**.



3. The **My Info** screen appears.



The screenshot shows a web browser window with the URL <https://www.memberselfservice.com/Account/Info>. The page title is "My Info". The breadcrumb trail is "Home » My Account » My Info".

Welcome John
[Log Out](#)

My Account

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:

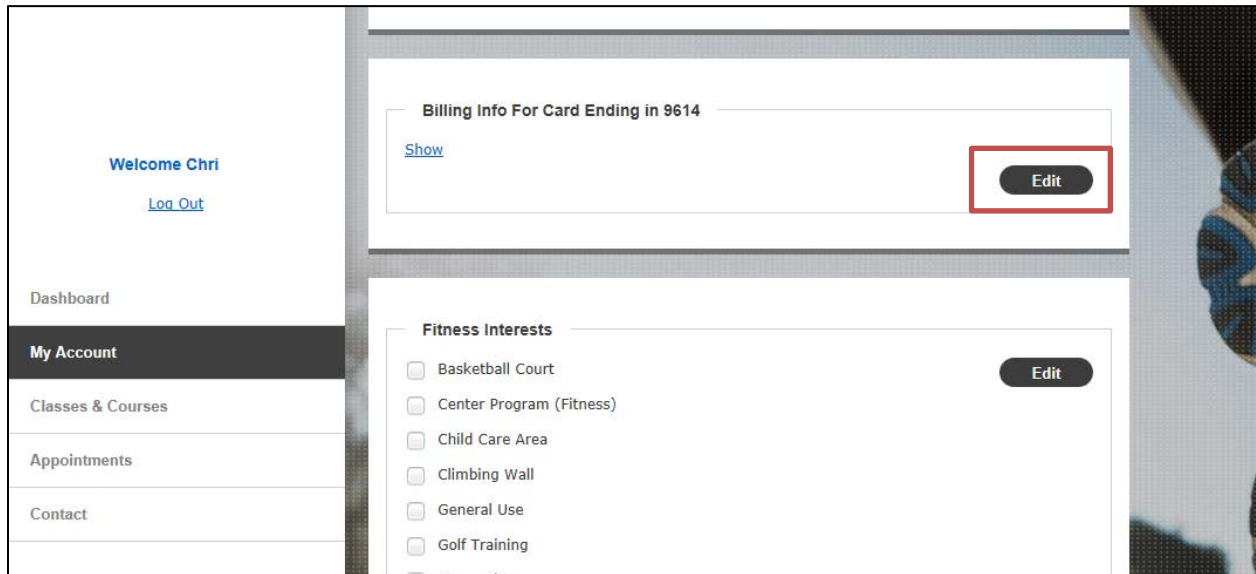
My Account

My Info

Personal Info

First Name	John	Edit
Last Name	Smith	
Street Address 1	111 Lakeshore Way	
Street Address 2		
City	Ann Arbor	
State	MI	
Zip	55555-	
Home Phone	555-555-5555	
Work Phone		
Work Phone Ext.		
Cell Phone		
Preferred Phone	Mobile	
Email Address	example@example.com	
Emergency Contact	Jane Smith	
Emergency Phone	555-555-5555	

4. Scroll down to the **Billing Info For Credit Card/ACH Form of Payment** section. Click **Edit**.



The screenshot shows a member's dashboard. On the left is a sidebar with a 'Welcome Chri' message, a 'Log Out' link, and a menu with 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area has two sections. The top section is titled 'Billing Info For Card Ending in 9614' and contains a 'Show' link and an 'Edit' button, which is highlighted with a red rectangular box. The bottom section is titled 'Fitness Interests' and contains a list of checkboxes: 'Basketball Court', 'Center Program (Fitness)', 'Child Care Area', 'Climbing Wall', 'General Use', and 'Golf Training'. An 'Edit' button is located to the right of this list.

5. The *Change Billing Info* screen appears.



Note: If the current form of payment on file is a credit card, only a different credit card may replace the original card on file. Likewise, if the form of payment on file is a draft account, only a different draft account may replace the original draft on file.



Note: If you choose to change your credit card to a draft form of payment, or vice versa, please stop by the Service Desk on your next visit.

6. Enter the appropriate form of payment information in the required fields.

Example of Editing Credit Card Information:

Welcome

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

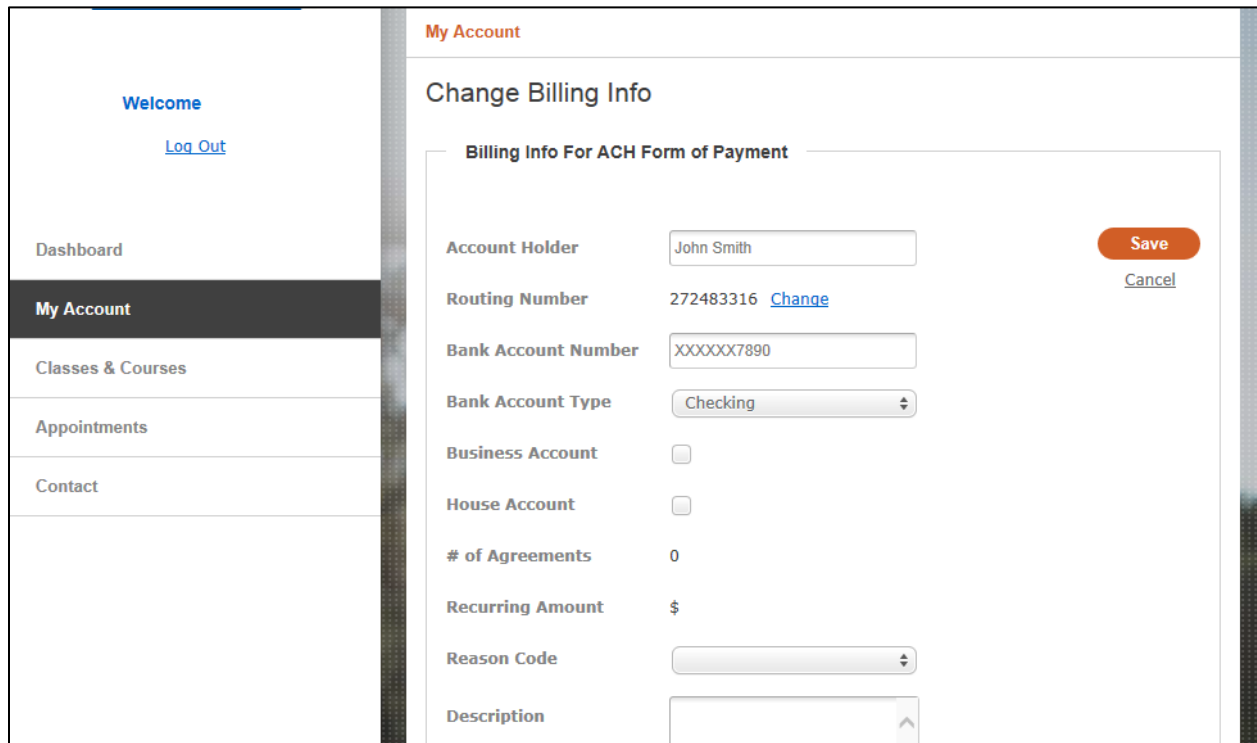
My Account

Change Billing Info

Billing Info For Card Ending in 9614

Name on Card	Christy Bachara	Save Cancel
Card Type	VISA	
Credit Card Number	****	
Expiration Date	November / 2018	
Use Member's Address	<input type="checkbox"/>	
Billing Address 1:	101 Test Drive	
Billing Address 2:		
City	Test City	
State	IL	
Zip Code	11111	
House Account	Yes	
# of Agreements	0	
Recurring Amount	\$	
Reason Code	B-Update Credit Card	
Description		

Example of Editing Bank Account/ACH Information:



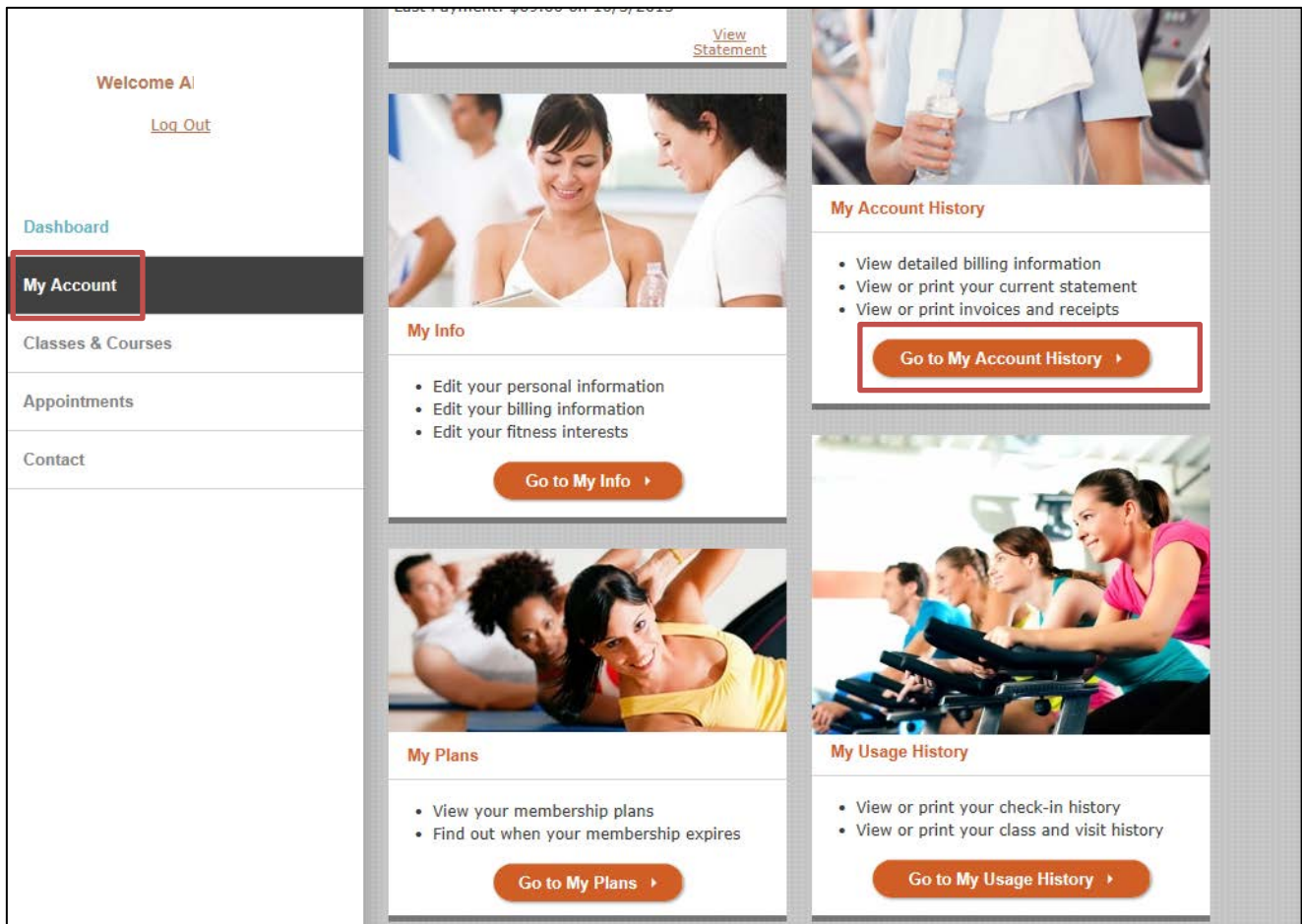
The screenshot shows a web interface for a wellness center. On the left is a sidebar with a 'Welcome' message, a 'Log Out' link, and a menu with options: 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area is titled 'My Account' and 'Change Billing Info'. It contains a form for 'Billing Info For ACH Form of Payment'. The form fields are: 'Account Holder' (John Smith), 'Routing Number' (272483316 with a 'Change' link), 'Bank Account Number' (XXXXXX7890), 'Bank Account Type' (Checking dropdown), 'Business Account' (checkbox), 'House Account' (checkbox), '# of Agreements' (0), 'Recurring Amount' (\$), 'Reason Code' (dropdown), and 'Description' (text area). 'Save' and 'Cancel' buttons are in the top right of the form.

Billing Info For ACH Form of Payment	
Account Holder	John Smith
Routing Number	272483316 Change
Bank Account Number	XXXXXX7890
Bank Account Type	Checking
Business Account	<input type="checkbox"/>
House Account	<input type="checkbox"/>
# of Agreements	0
Recurring Amount	\$
Reason Code	
Description	

7. For the **Reason Code** field, select either **B-Update Credit Card** or **B-Update Bank Account**.
8. In the **Description** field, additional notes may be added if necessary.
9. Click **Save**.

View/Print Account History

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Account History* section, click **Go to My Account History**.



The screenshot displays the Member Self Service portal. On the left is a navigation menu with 'My Account' highlighted. The main content area is divided into three columns. The middle column contains 'My Info' and 'My Plans' sections. The right column contains 'My Account History' and 'My Usage History' sections. Red boxes highlight the 'My Account' menu item and the 'Go to My Account History' button.

Welcome Al

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

[View Statement](#)

My Info

- Edit your personal information
- Edit your billing information
- Edit your fitness interests

[Go to My Info](#)

My Plans

- View your membership plans
- Find out when your membership expires

[Go to My Plans](#)

My Account History

- View detailed billing information
- View or print your current statement
- View or print invoices and receipts

[Go to My Account History](#)

My Usage History

- View or print your check-in history
- View or print your class and visit history

[Go to My Usage History](#)

- The **My Account History** page appears. A list of charges and payments on your account appears.

Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:
Thursday, October 22, 2015 2:55 PM
Eastern Standard Time

Home » My Account » My Account History

My Account [Print](#)

My Account History

Current Statement: [View](#) Last Billing Date: 10/1/2015

Type	Due	Description	Receipt #	Debit	Credit	Link
Payment	10/5/2015	EFT Payment	525299		\$107.00	Details
Charge	10/1/2015	Senior Couple - Standard: Smith, John	520917	\$107.00		Details
Payment	9/5/2015	EFT Payment	513622		\$107.00	Details
Charge	9/1/2015	Senior Couple - Standard: Smith, John	509214	\$107.00		Details
Payment	8/5/2015	EFT Payment	501765		\$107.00	Details
Charge	8/1/2015	Senior Couple - Standard: Smith, John	497510	\$107.00		Details
Payment	7/5/2015	EFT Payment	489728		\$107.00	Details
Charge	7/1/2015	Senior Couple - Standard: Smith, John	485449	\$107.00		Details
Payment	6/5/2015	EFT Payment	477933		\$107.00	Details
Charge	6/1/2015	Senior Couple - Standard: Smith, John	473724	\$107.00		Details

- Click **Details** to view the details for a charge or a payment.

- For charges, the invoice appears. Click **Print** to print the invoice. Click the red **X** in the upper right corner to close the invoice.

https://www.memberselfservice.com/Account/InvoiceDetail/859070

[Print](#)

INVOICE

10/2/2015

FROM

SOLD TO

BILLED TO

Invoice # 520917

Qty	Description	Unit Price	Total Price
1	Senior Couple - Standard: Smith, John	\$107.00	\$107.00

Subtotal: \$107.00

Sales Tax: \$0.00

Grand Total: \$107.00

6. For payments, the receipt appears. Click **Print** to print the receipt. Click the red **X** in the upper right corner to close the receipt.

[Print](#)

RECEIPT

10/5/2015

FROM

SOLD TO

John Smith

OTHER DETAILS

Description: EFT Payment

Receipt # 525299

Purchases

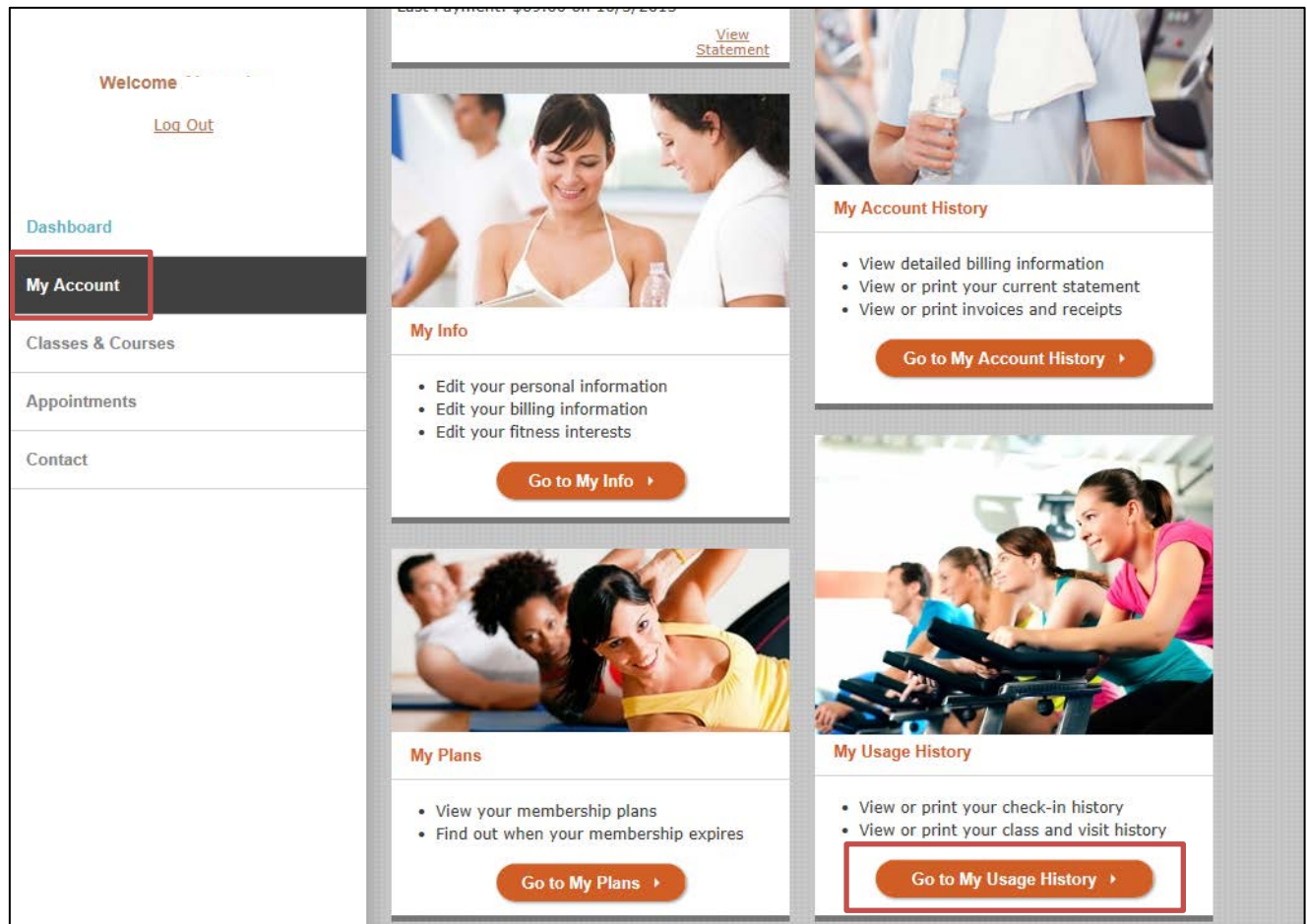
Post Date	Receipt Number	Invoice Amount	Amount Paid
10/2/2015	520917	\$107.00	\$107.00

Item Details

Receipt Number	Description	Quantity	Unit Price	Amount
520917	Senior Couple - Standard: Smith, John	1	\$107.00	\$107.00

View/Print Usage History

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Usage History* section, click **Go to My Usage History**.



3. The **My Usage History** page appears. A list of times that you checked in to the club appears.
4. Click **Print** to print a list of your check-ins.

Welcome

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Home » My Account » My Usage History

My Account

[Print](#)

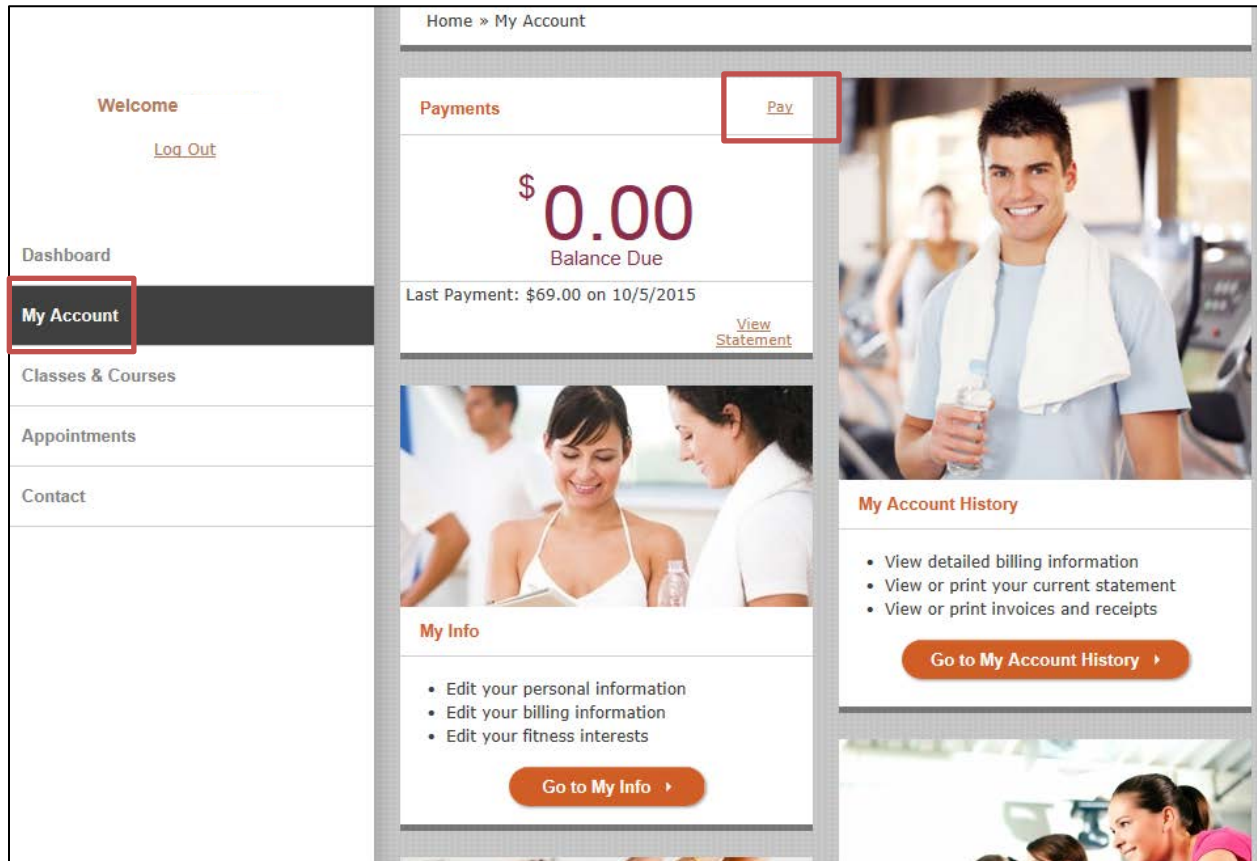
My Usage History

Show History From to

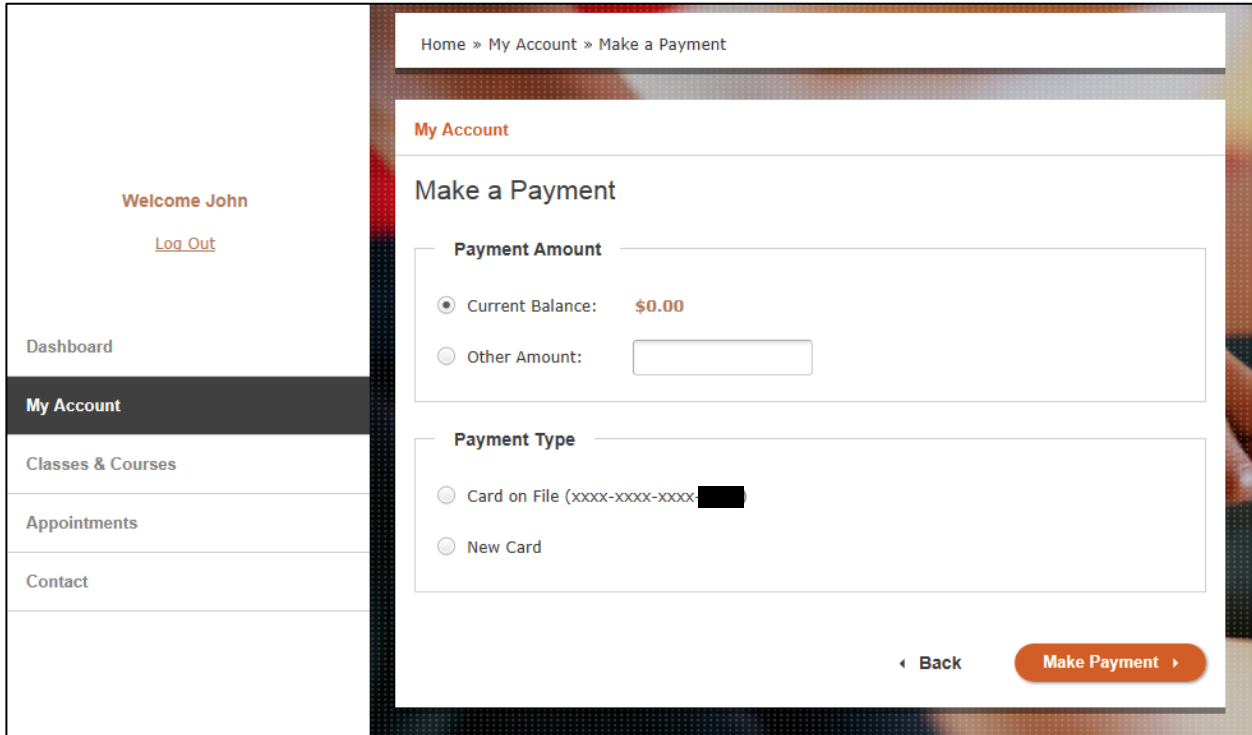
Date	Time	Type	Location
10/17/2015	9:10 AM	Check In	
10/10/2015	10:15 AM	Check In	
10/3/2015	9:15 AM	Check In	
9/29/2015	5:49 PM	Check In	
9/26/2015	10:27 AM	Check In	
9/19/2015	8:35 AM	Check In	
9/7/2015	8:25 AM	Check In	
9/5/2015	11:03 AM	Check In	
8/29/2015	8:18 AM	Check In	

Make a Payment

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *Payments* section, click **Pay**.



3. The **Make a Payment** page appears.



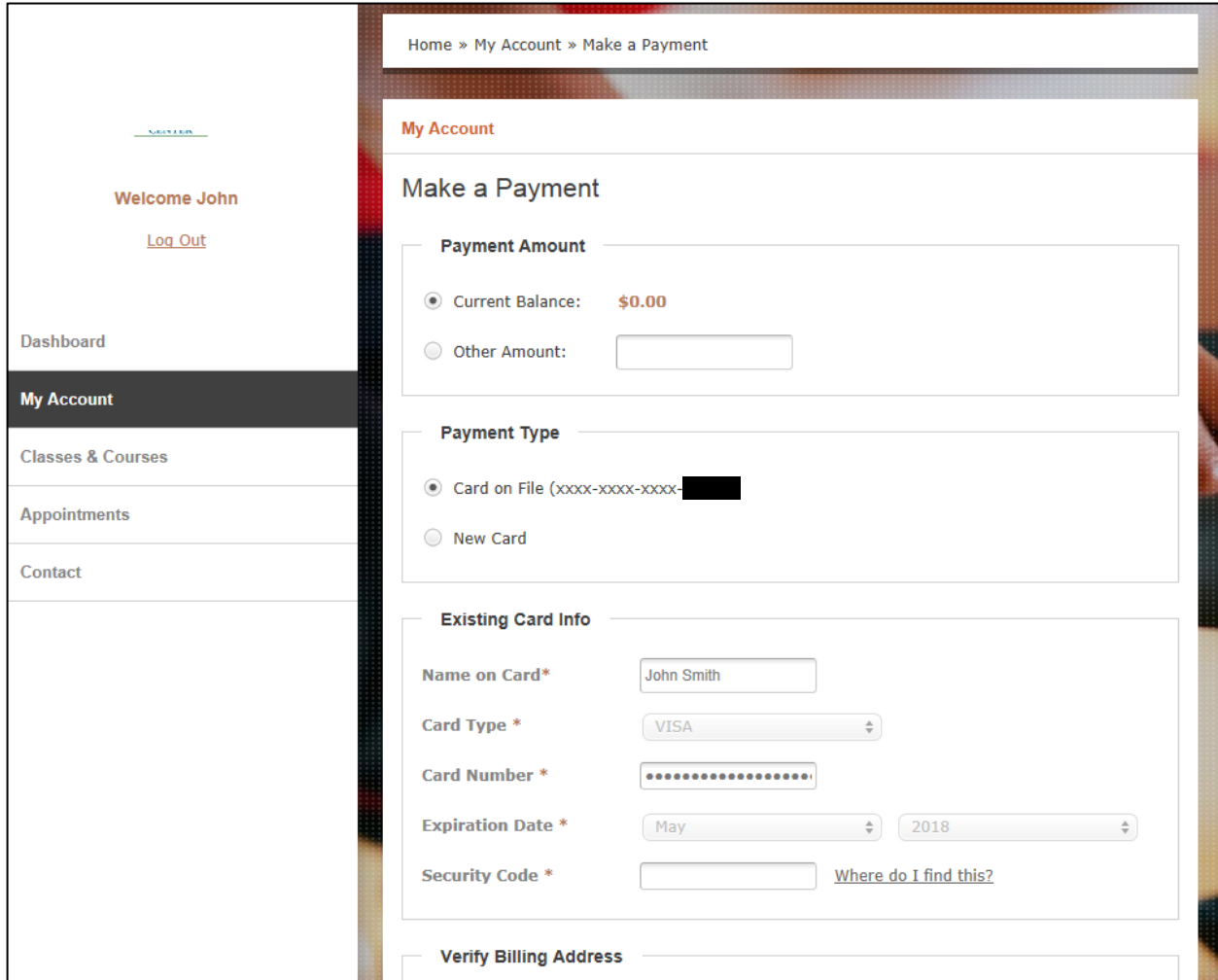
The screenshot shows the 'Make a Payment' page. On the left is a sidebar with a welcome message 'Welcome John' and a 'Log Out' link. Below this are links for 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area has a breadcrumb trail 'Home » My Account » Make a Payment'. Below this is a 'My Account' section header. The 'Make a Payment' section contains two main parts: 'Payment Amount' and 'Payment Type'. In the 'Payment Amount' section, 'Current Balance' is selected with a radio button, showing a balance of '\$0.00'. There is also an 'Other Amount' option with an empty input field. In the 'Payment Type' section, 'Card on File' is selected with a radio button, showing a masked card number 'xxxx-xxxx-xxxx-xxxx'. There is also a 'New Card' option. At the bottom right, there are 'Back' and 'Make Payment' buttons.

4. In the **Payment Amount** section, select **Current Balance** to pay the current balance or select **Other Amount** and enter another amount.
5. In the **Payment Type** section, select to use either the credit card on file or a different credit card. The fields for verifying information or entering new information appear.



Note: The only difference in the fields is that, if you select the credit card on file, the information appears, and if you select a new card, the fields are blank.

- Verify the information for the credit card on file, or enter the information for the new credit card.



The screenshot shows a web application interface for making a payment. On the left is a sidebar with a 'DEXTER' logo, a 'Welcome John' message, a 'Log Out' link, and a menu with 'Dashboard', 'My Account' (highlighted), 'Classes & Courses', 'Appointments', and 'Contact'. The main content area has a breadcrumb trail 'Home » My Account » Make a Payment'. Below this is a 'My Account' section header. The 'Make a Payment' section contains three main parts: 1. 'Payment Amount' with radio buttons for 'Current Balance: \$0.00' (selected) and 'Other Amount:' with an input field. 2. 'Payment Type' with radio buttons for 'Card on File (xxxx-xxxx-xxxx-xxxx)' (selected) and 'New Card'. 3. 'Existing Card Info' with fields for 'Name on Card*' (John Smith), 'Card Type*' (VISA), 'Card Number*' (masked with dots), 'Expiration Date*' (May 2018), and 'Security Code*' (masked with dots). A link 'Where do I find this?' is next to the security code field. At the bottom is a 'Verify Billing Address' section.

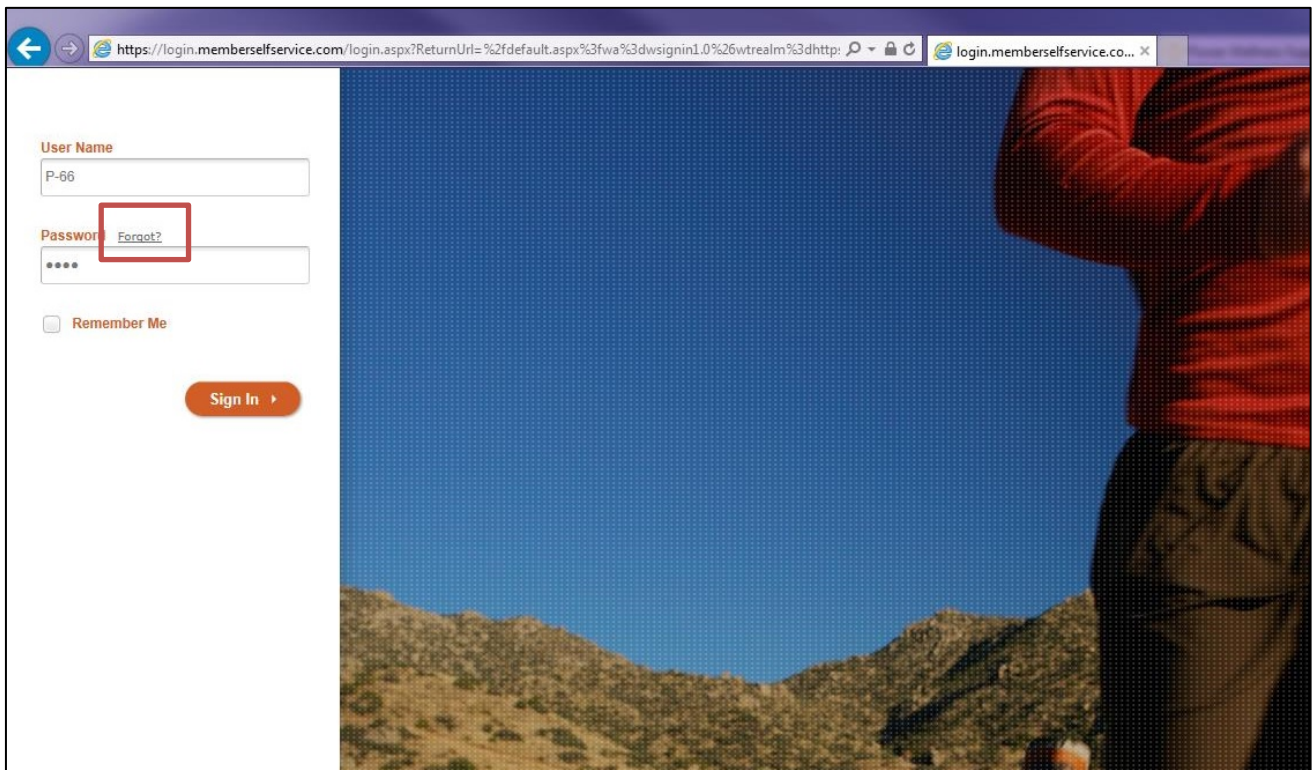
- Click **Make Payment**. The payment confirmation page appears.



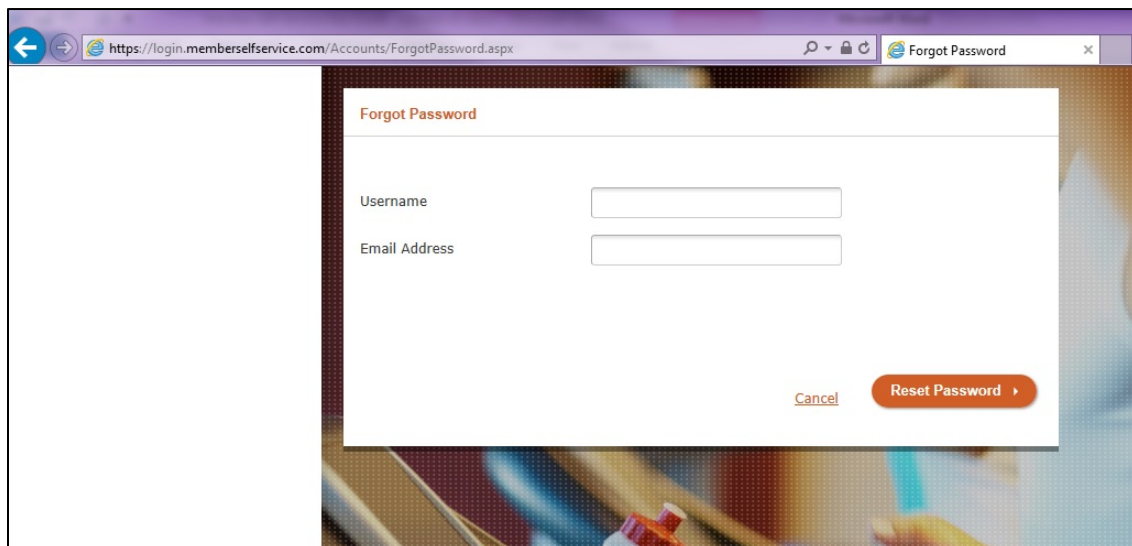
Note: Payments on account may not be applied to the current balance if the billing process is already in motion.

Reset/Forgot Password

1. Open a browser and use the Member Self Service URL that the club has provided. The **Log In** screen appears.
2. Click the **Forgot?** hyperlink located above the **Password** field.



3. Enter your **Username** and the exact **Email Address** on file at the center. Click **Reset Password**.

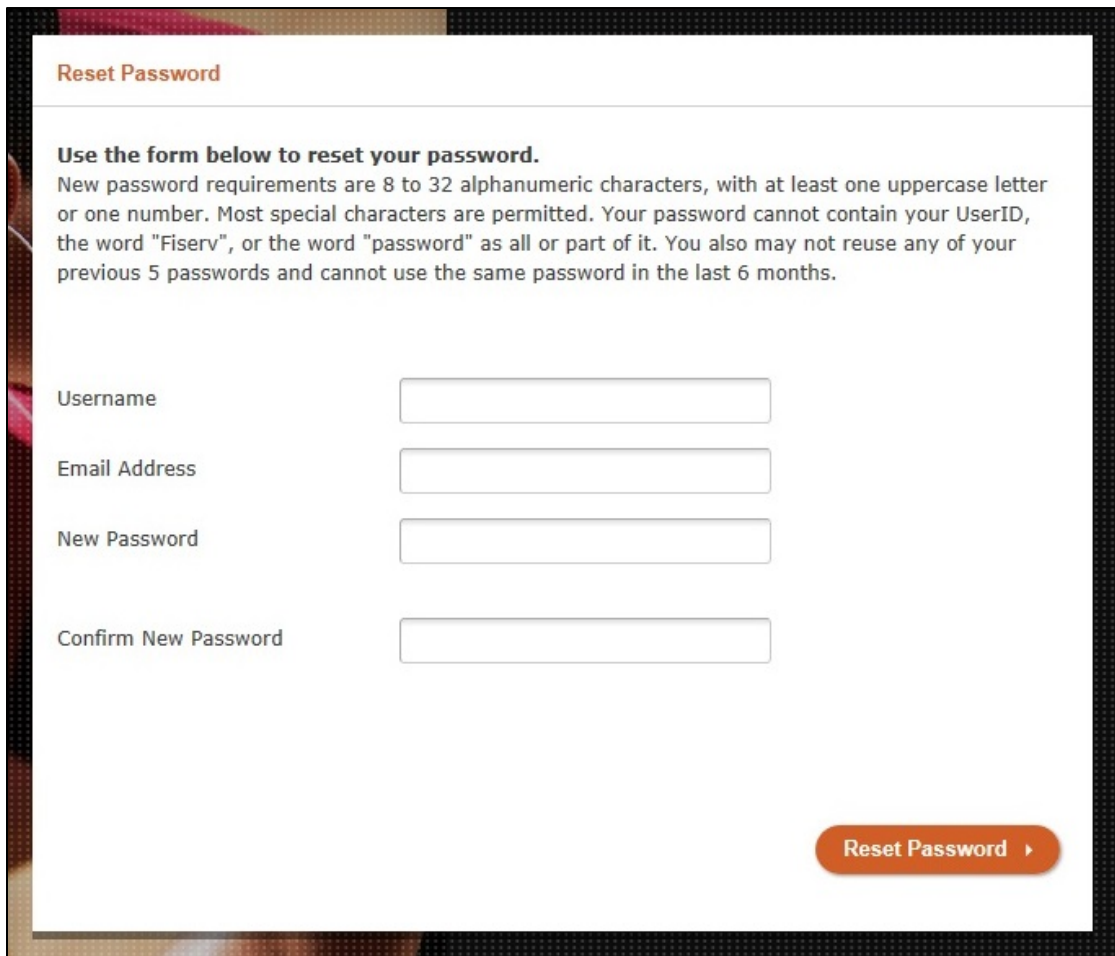


- An email will be sent to your email address with a hyperlink to complete the password reset process.



Note: The link will be active for 30 minutes after which if the reset process has not been completed you will need to again use the **Forgot Password** link on the MSS login page to request a new email with a new link.

- Once the email link has been clicked, the browser will open the **Reset Password** webpage. Complete the required fields and click **Reset Password** to complete the process.



Reset Password

Use the form below to reset your password.

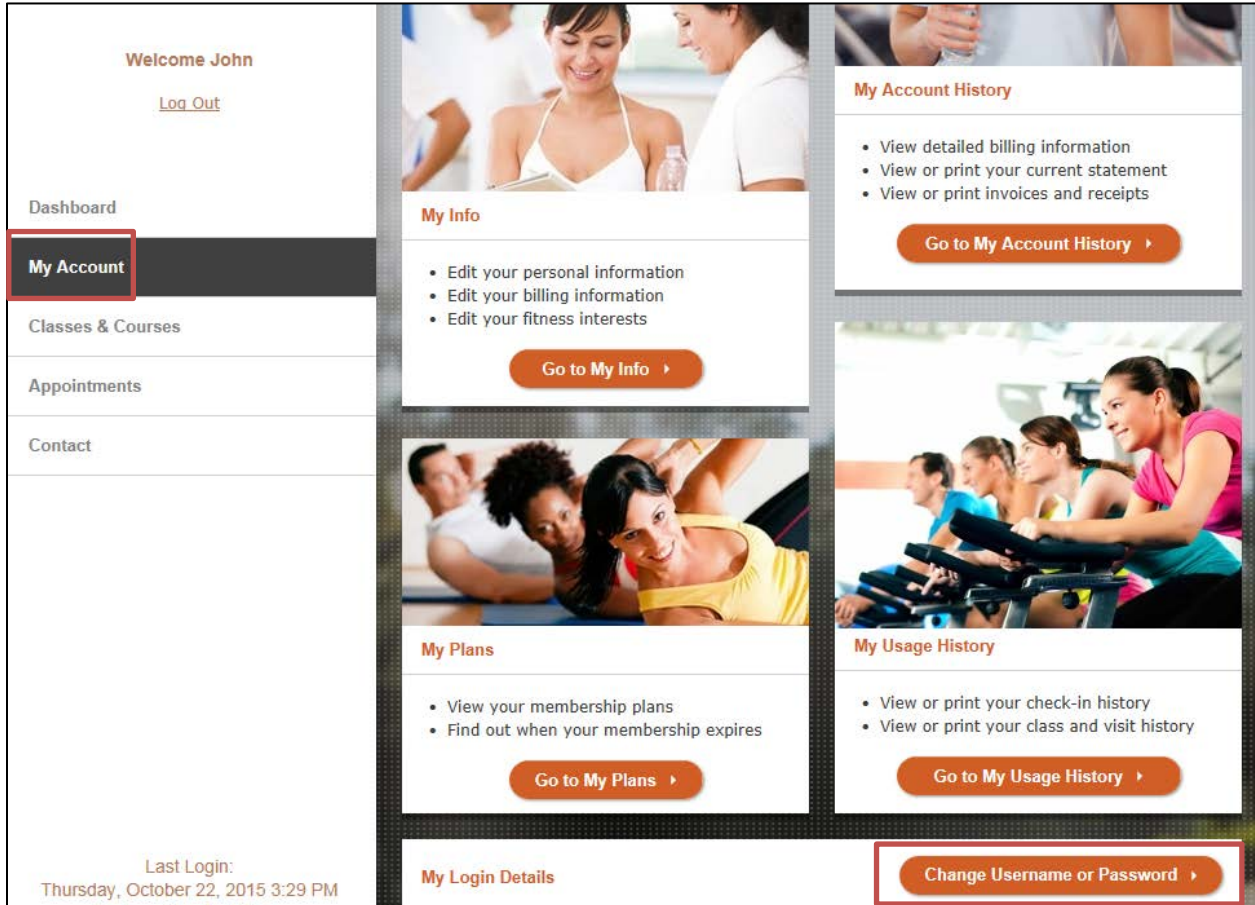
New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted. Your password cannot contain your UserID, the word "Fiserv", or the word "password" as all or part of it. You also may not reuse any of your previous 5 passwords and cannot use the same password in the last 6 months.

Username	<input type="text"/>
Email Address	<input type="text"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

Reset Password ▶

Change Username/Password

1. On the dashboard, click **My Account**. The **My Account** page appears.
2. In the *My Login Details* section, click **Change Username or Password**.



Welcome John

[Log Out](#)

Dashboard

My Account

Classes & Courses

Appointments

Contact

Last Login:
Thursday, October 22, 2015 3:29 PM

My Info

- Edit your personal information
- Edit your billing information
- Edit your fitness interests

[Go to My Info](#)

My Account History

- View detailed billing information
- View or print your current statement
- View or print invoices and receipts

[Go to My Account History](#)

My Plans

- View your membership plans
- Find out when your membership expires

[Go to My Plans](#)

My Usage History

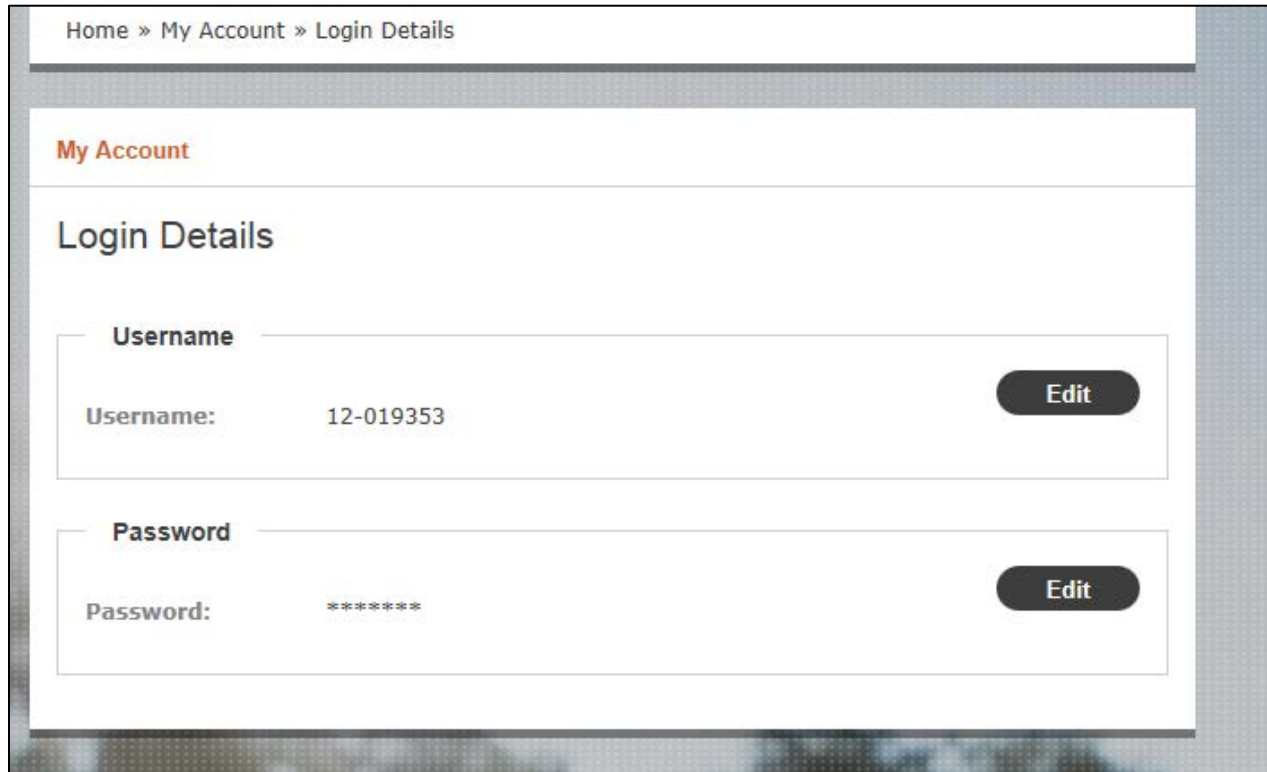
- View or print your check-in history
- View or print your class and visit history

[Go to My Usage History](#)

My Login Details

[Change Username or Password](#)

3. The *Login Details* page appears.

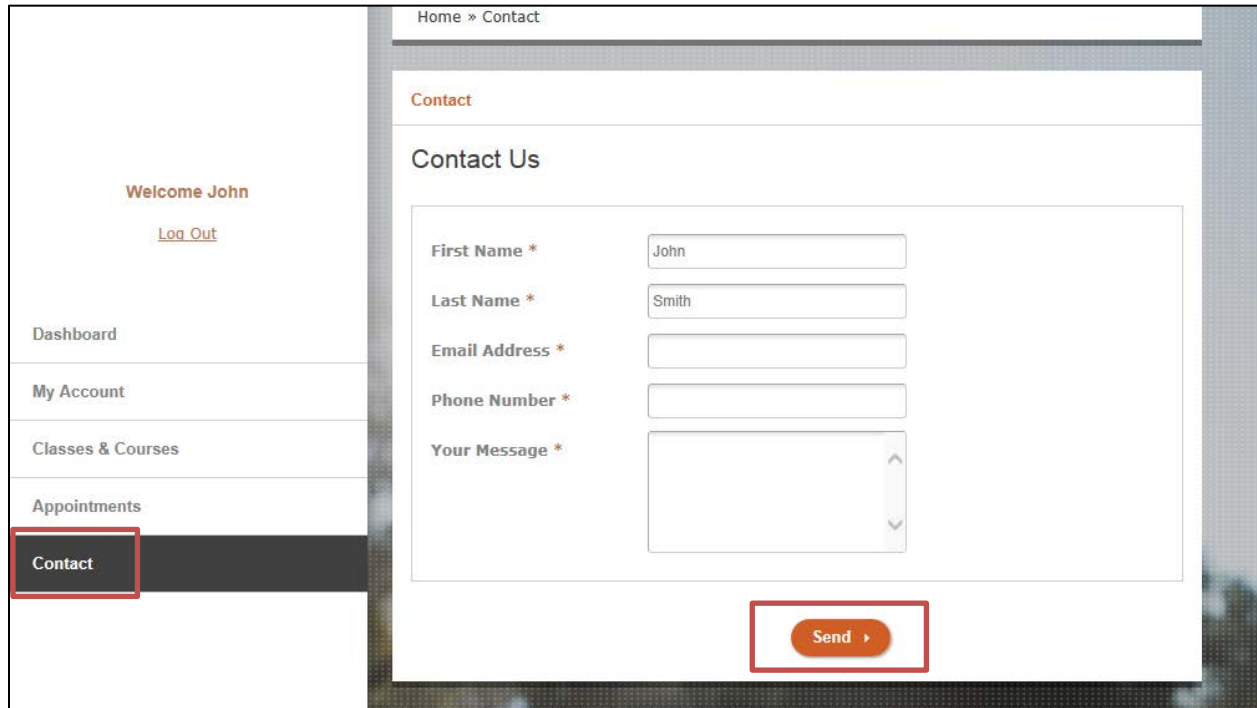


The screenshot shows a web interface for the Dexter Wellness Center. At the top, a breadcrumb trail reads "Home » My Account » Login Details". Below this, a section titled "My Account" contains a "Login Details" subsection. This subsection has two main fields: "Username" and "Password". The "Username" field displays "12-019353" and has an "Edit" button to its right. The "Password" field displays "*****" and also has an "Edit" button to its right. The entire form is enclosed in a light gray border.

4. Click **Edit** in the **Username** section to update your username.
5. Click **Edit** in the **Password** section to update your password. New password requirements are 8 to 32 alphanumeric characters, with at least one uppercase letter or one number. Most special characters are permitted.
6. Click **Save** to save changes.

Contact Club

1. On the dashboard, click **Contact**. The **Contact** page appears.



The screenshot shows a web application interface. On the left is a sidebar menu with the following items: "Welcome John", "Log Out", "Dashboard", "My Account", "Classes & Courses", "Appointments", and "Contact". The "Contact" item is highlighted with a red rectangle. The main content area has a breadcrumb trail "Home » Contact" and a "Contact" heading. Below this is a "Contact Us" section containing a form with the following fields: "First Name *" (with "John" entered), "Last Name *" (with "Smith" entered), "Email Address *" (empty), "Phone Number *" (empty), and "Your Message *" (a text area). A "Send" button with a right-pointing arrow is located at the bottom right of the form, also highlighted with a red rectangle.

2. In the *Contact Us* section, enter the required information and message.
3. Click **Send**. The message is sent.

Login Troubleshooting/FAQs

Issue	Steps to Take
Forgot Your Password	Refer to <i>Reset/Forgot Password</i> section of the <i>MSS User Guide</i> .
Forgot Your Username	Call the <i>Dexter Wellness Center</i> at 734-580-2500.
Forgot the Email Address You Have On File with the Center	Call the <i>Dexter Wellness Center</i> at 734-580-2500.
You Have Not Received Email with Password Reset	<p>Check your email's Spam/Junk folder. The email sender is noreply@jfsoftware.com. Remember to select "Never Block Sender" so that future emails are sent to your inbox.</p> <p>If no email is found, contact the <i>Dexter Wellness Center</i> at 734-580-2500.</p>