

How to Use Online Registration Troubleshooting Guide

ACCESSING THE SITE:

If you are a **Member**, you must have online credentials to successfully complete online registration.

- If you already have online credentials, skip this step and continue with Step 1 below.
- If you do not have online credentials, please contact the Concierge at 815-444-2900 to request your credentials. You will need to provide an email address.

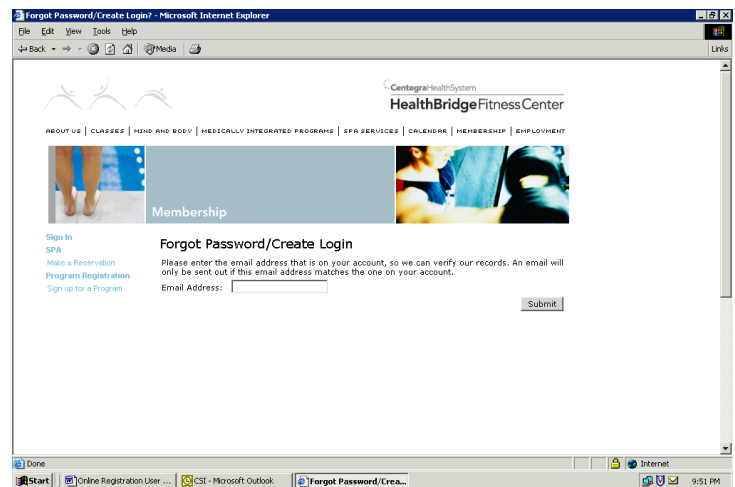
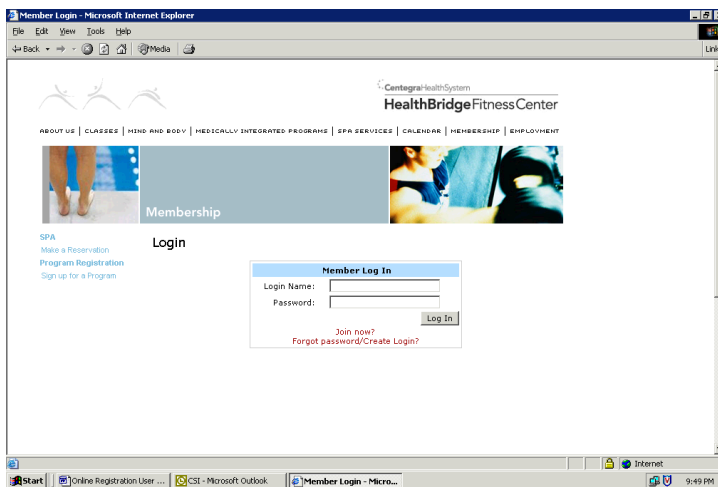
If you are a **Non-Member**, you do not need online credentials. However, please make sure if registering a child to put the registration under their name. You may continue to Step 1.

LOGGING IN:

Step 1: Log into <https://online.spectrumng.net/HealthBridge>

Step 2:

- If you already know your online credentials, continue to Step 4.
- If you do not know your credentials, and if Health Bridge has your email account on file, click on: "Forgot password/Create Login". Continue to Step 3.



Step 3: Enter your email address in the required field and click on "Submit".

- Your username and password will be emailed to you automatically.
- If you do not receive your username and password within a few minutes, please contact Centegra Health Bridge Fitness Center's Concierge at (815) 444-2900 and we will verify the email address on your account.
- If you are a Guest (Non-Member) of ours, you may create a Guest Account by clicking on "Join now".
- Once you receive your username and password, you can access online registration. Be sure to change your username and password to something that will be easy for you to remember.

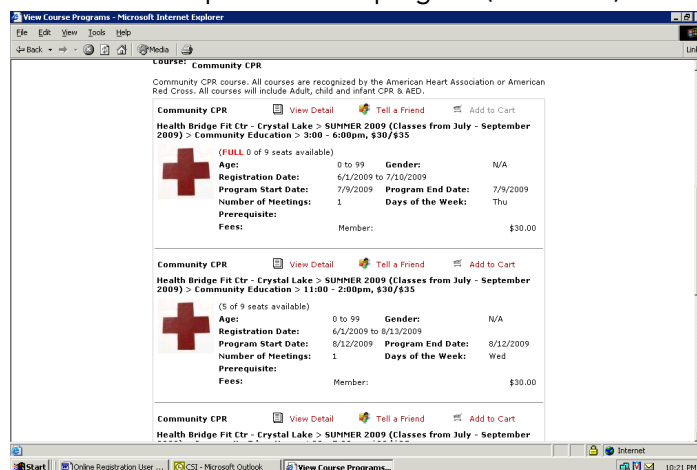
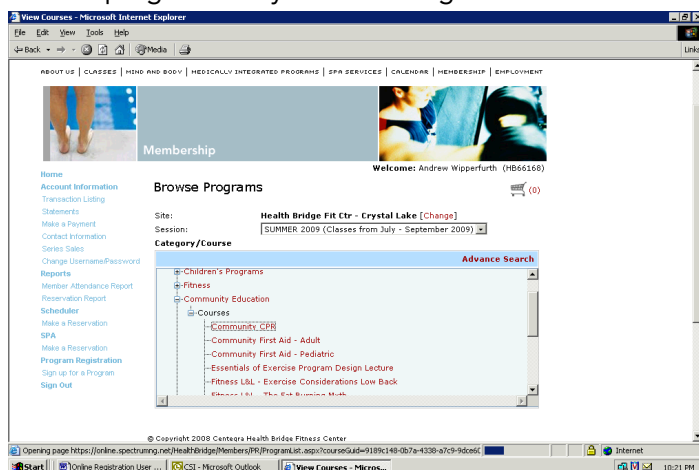
TIP: To the left side of the screen you can browse your online options. From this page you can: Update account information, view visit history, reserve a racquetball court, schedule a fitness profile make a Spa appointment (Currently Unavailable), or register for a program.

Note: When scheduling an appointment or registering for a program, check to confirm that you book the program at the right location – either Crystal Lake or Huntley.

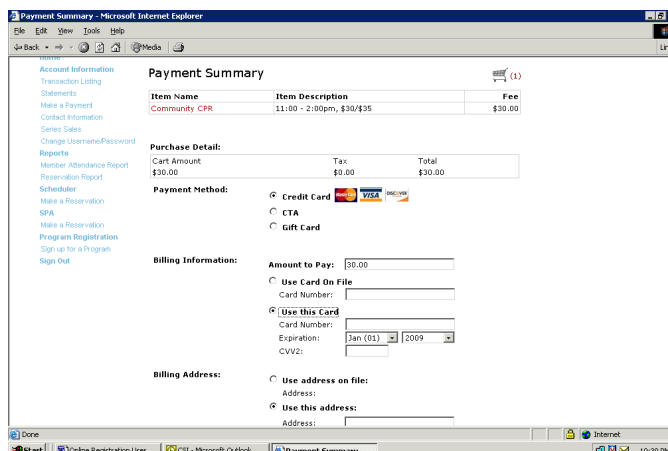
TO REGISTER FOR A PROGRAM:

Step 4:

- Choose the site at which you would like to register. To change from Crystal Lake to Huntley, click on [Change] and select your site.
- Choose the appropriate session (the date range for classes is notated in parentheses).
Note: Centegra Health Bridge Fitness Center creates a unique session for Swim Lessons. All other classes that are available for online registration are located in a session marked by a season and a year. Online registration is NOT available for Arthritis Water Exercise.
- To view specific programs within a category, click on the plus sign next to the category name. Click on the program that you wish to register for. You will see all of the date/time options for the program (see below).

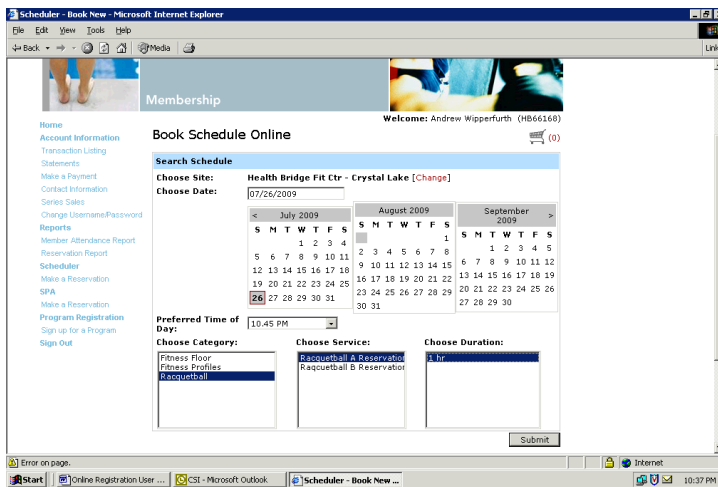
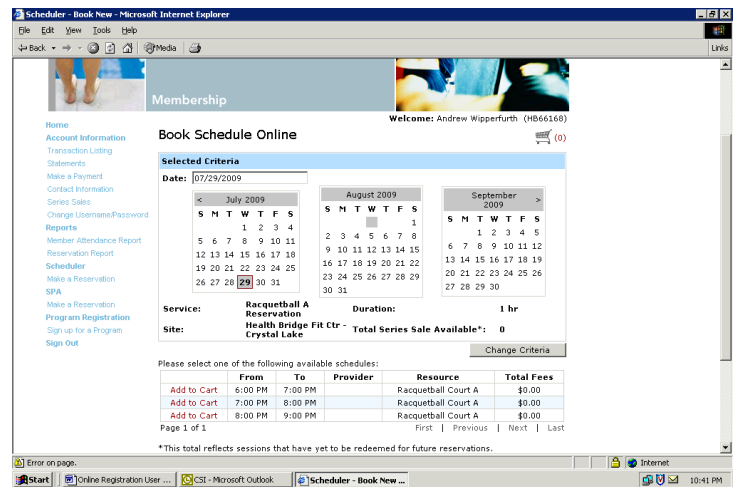
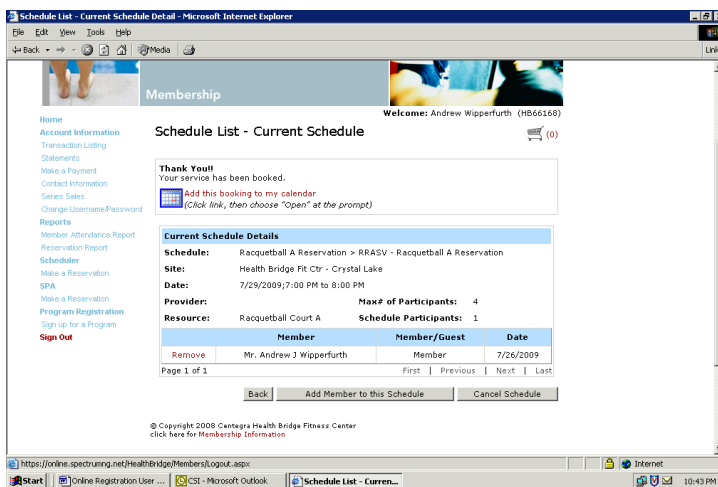


- Click on "Add to Cart"
- If there are additional members in your household, you have the option of registering any of those members to the class as well.
- When you have chosen all member you wish to register, click on:
 - "Continue Shopping" to register for other programs **OR**
 - "Continue to Cart" to pay for your program
- When you have completed your online shopping, review all items in your shopping cart. When you are ready to pay for your programs, click on "Checkout".
- Choose your method of payment on the Payment Summary Screen.
- If you wish for an email confirmation to be sent to an alternate email account, please type in the address at the bottom of the page.
- Click on "Submit Payment":



SCHEDULING AN APPOINTMENT:

- Choose the date for the service you wish to book
- Choose the time for the service you wish to book
- Choose the site you wish to book
- Choose the category for the service you wish to book
- Choose the service you wish to book
- Choose the length for the service you wish to book
- Click on "Submit" and then "Add to Cart":

- You can choose to add another member to the booking if room is allowed.

Note: All bookings and registrations occur in real time. Unpaid program registrations are held for 20 minutes before the participant is removed automatically from the roster.

Questions? Please call the Concierge at (815) 444-2900 if you need assistance or guidance.