

# GRIT MMA – Customer SELF SERVICE



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## Self Service Overview

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Starting June 5, GRIT MMA will be using an online, SELF SERVICE system to assist clients with:

**1. Purchasing**

- a. Memberships (FIRST time purchase only-memberships are reoccurring. YOU do NOT need to buy on self-service or on the MemberMe+ app each month)
- b. One-time class/drop-in
- c. Private lessons

**2. Booking/Unbooking Classes**

**3. Checking into the gym**

**4. Updates on Gym Events and Activities (MemberMe+ App only)**

Clients can use Self Service from two sources:

1. **Computer/Tablet:** The self-service portal on a computer or tablet (an email link has been sent at some point. If you need it again, contact Mel Frei at 208-305-2516.
2. **Smart Phone:** The MemberMe+ app (GRIT MMA, Milwaukie, OR) on a smartphone. *We recommend the MemberMe+ app.* Instructions on downloading the MemberMe+ app and using Self Service is found below.

**EXISTING CLIENTS:** Because you ALREADY have an account with GRIT MMA, we need to make sure you connect to the existing account before you set up the MemberMe+ app on your phone. The easiest way to do this is to follow the email link that has been sent to you by email. Set up your username and password. Then, you should use the same username and password once you have downloaded the MemberMe+ app. *If you have already downloaded the MemberMe+ app and set up an account, we have merged the two accounts. You are ok.*

**NEW CLIENTS:** If you want to use the MemberMe+app on your smartphone, just download and set up your account. If you prefer not to use your Smart Phone, call Mel Frei at 208-305-2516. He can send you a self-service link by email to get you connected to Self Service.

If you have any issues, email or call Haili. [hailifrei@gritmallc.com](mailto:hailifrei@gritmallc.com) or 971-867-3461

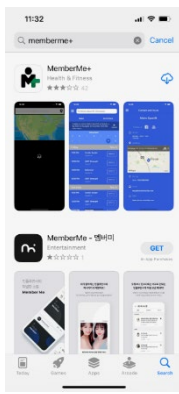


## How to set up MemberApp+

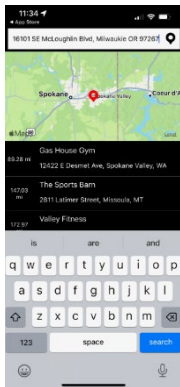
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### *Loading the MemberMe+ App on Phone*

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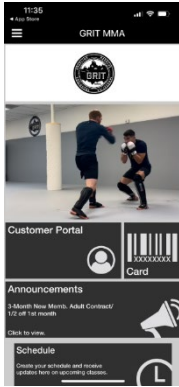


1. Go to App Store
2. Search for MemberMe+
3. Download and Open after the download is complete



4. Search for GRIT MMA (16101 SE McLoughlin) and Select when you've found it

5. You should now be in the GRIT MemberMe+ Portal



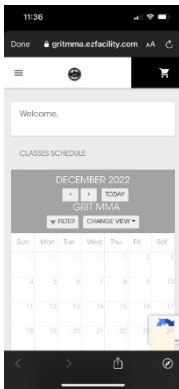
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### *Set up a Member Account*

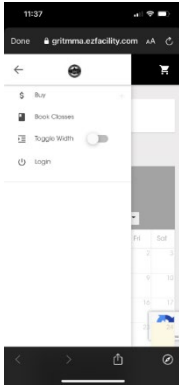
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It is IMPORTANT when using the app for buying and booking classes that you are set up with a member account and that you use the “customer portal” for buying and booking classes. To set up the account, follow these instructions.

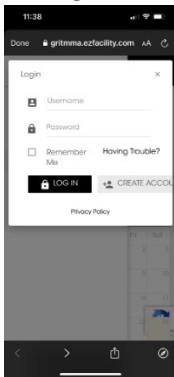
6. Touch the Customer Portal button. You will be here



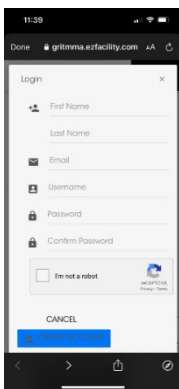
7. On top left, touch the three bars
8. At options, select “login”



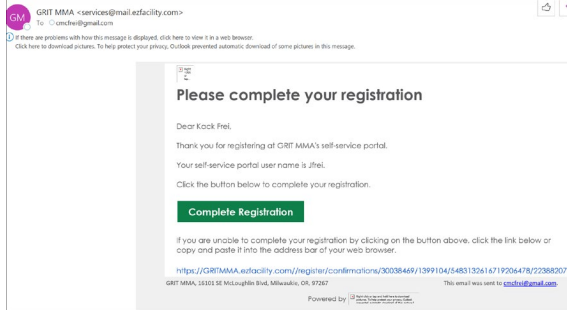
9. On the Login screen, select login if you already have set up a User Name/Password for Self Service through the link GRIT provided you. SKIP to #13. If you are a new customer, "Create Account"



10. Enter in Personal Account information including a username and password. You can accept the password provided or create your own.

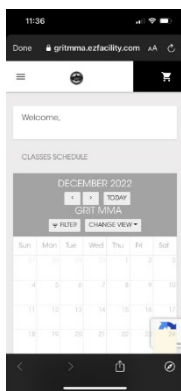


11. When you are done, select create account.
12. You will receive an email that asks you to complete your registration. Click into it and follow the instructions.



Complete your registration. It will bring you back to the GRIT MMA screen.

13. Next, it asks to log in, go ahead and log in. You should be back to this screen



You have successfully set up your account!

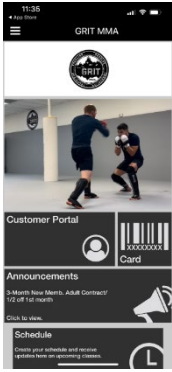
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## SELF SERVICE

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The MemberMe+ app connects you to the GRIT MMA Self-Service. Regardless if you are accessing self-service on line or by the app, it will look the same once you are in the portal.

Once you are set up with a member account, you can purchase and book your classes through the Customer Portal. To access it, go to the Home Screen (the screen with the picture slide show with “Customer Portal” under the slide show. This is the screen that the app opens to when you go back into the app). Tap into the “Customer Portal.” It will ask for your username and password (if you did not save it). From there, follow these instructions. *Note, if you just set up your member account, you may already be in the customer portal and can proceed without going back to the home screen.*



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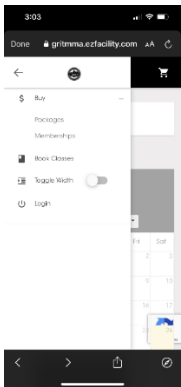
## Purchasing

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**NOTE:** Purchasing works great for individual purchasing for a NEW membership, drop ins, and private lessons. For FAMILY memberships (two or more people) or changing the type of membership, please contact Gym Manager Haili Frei at [hailifrei@gritmallc.com](mailto:hailifrei@gritmallc.com) or call her at: 971-867-3461. A discount is applied for multiple family members.

14. From the screen (immediately shown above), go back to the three-bars, click in.

15. To purchase, go to “buy.”



16. You will have TWO choices

- a. **Packages, Option #1 (USE for Private CLASSES, Drop Ins, or For Free Trial Passes):**  
If you want this option, “click” into “packages. Select the appropriate package option.
  1. **Private Lessons**
  2. **Free Trial Pass (one week):** Non-members have an opportunity to try out any GRIT-offered class (except private class) for a 7 day period. It can be set up by buying it for \$0. Then book classes you want to attend.
  3. **Drop In (single class):** Non-members can buy a single class drop in.

Make your selection. Follow instructions for payment. Be sure to add in your billing address.



b. **Membership, Option #2 (FIRST TIME Membership purchase):**

4. **Monthly membership:** “click” into “membership.” Select the appropriate option.

A membership is ongoing. The membership is set up to auto-renew. Thus, once you have purchased, it will continue to renew and charge the debit or credit card that you use the first time you purchase the membership. If you purchase sometime after the first of the month, it will prorate the charge for the first partial month. It will invoice you (invoice sent by email) for the partial month + the following full month charge. At the time of the purchase, it will only charge your card for the partial month. On the last day of the month, it will charge the card for the next month. After that, you will be invoiced only for a full month.

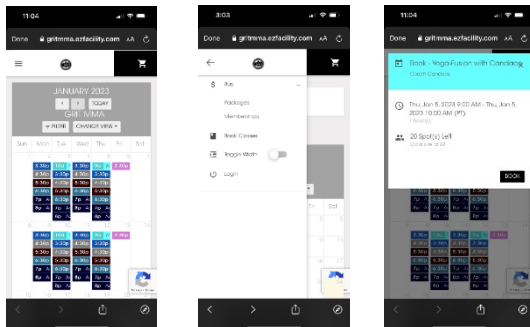
Follow instructions for payment. Be sure to add your billing address.

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*Booking Classes*

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17. Make sure you are in the customer portal. You will know you are in it if you touch the three bars on the top left and get the options shown here.
18. To select classes and reserve your space, go to “Book Classes”. You can book them up to the time of the class.
19. A Calendar will come up. Go to the month and date of the class.
20. Select the class you want to book by tapping on the box of the appropriate class.
21. It will only allow you to book the number of classes you purchased through the package or membership plan.
22. Please book your classes! If you need to change a booked classes, you can go back into the book class option, select the date of the original booking, unschedule the booking, and then book a new class. For part-time members, you have 9 classes per month. If you need to reschedule, be sure to “unbook” and then make a new booking.



YES! You should be fully functional in the MemberMe app with booked classes!

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### *Checking into the Gym*

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Each client must “check into the gym” every day for classes.

1. **For those using the MemberMeApp+**, simply open the app, click on the bar code to open and scan the bar code at the front desk. FINALLY, fill out your name and class(es) you are attending for the day on the attendance log that is at the reception desk. **IF YOU FORGOT TO BOOK THE CLASS, SIMPLY OPEN THE APP AND BOOK YOUR CLASS(ES) AND THEN RUN THE BAR CODE THROUGH THE SCANNER.**
2. **For those accessing self-service online**, you will be using the membership card given to you. Please scan it and also sign/check attendance on the attendance log at the front desk. **IF YOU FAILED TO BOOK YOUR CLASS**, let your trainer know to add you to the class.

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### *Problems or Questions*

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**We know this may feel complicated and there are going to be challenges, don't be afraid to get the help you need! Call Mel at 208-305-2519 at any time. We'll help you!**