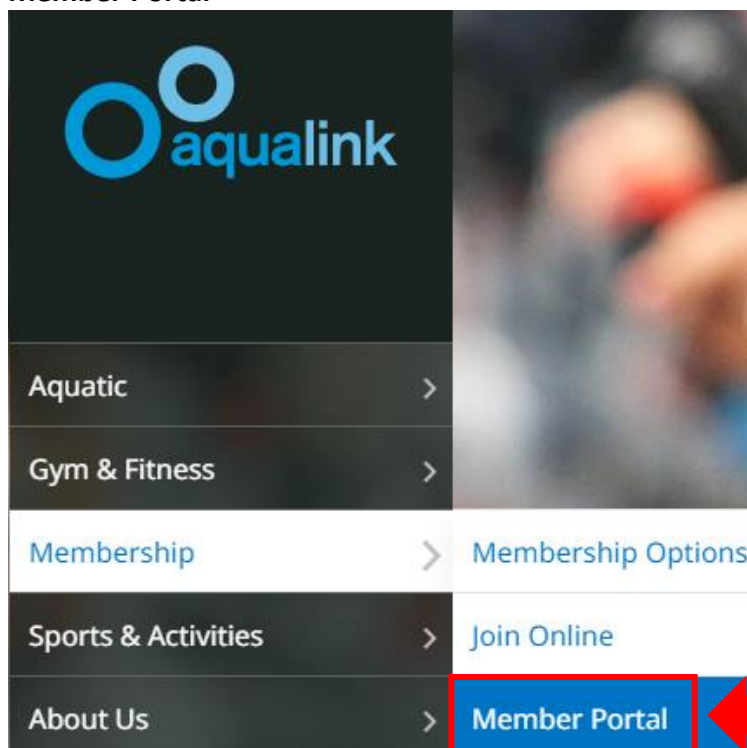


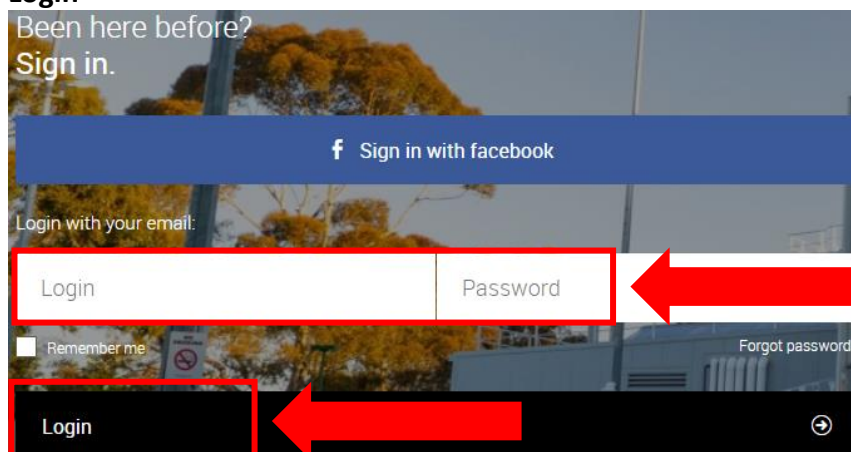
## Managing my account via Aqualink's Portal

Please ensure you are using **Google Chrome** as your internet browser.

1. Visit our Aqualink website [www.aqualink.com.au](http://www.aqualink.com.au) and click on **Membership > Member Portal**



2. Use your existing details to log in. Type in your **Login** (email) and **password** and click **Login**



3. Click on **Account** at the top of the portal



4. The **Edit Profile** tab is the default tab when you click on Account. Your portal has a number of options to choose from under the account section:

The screenshot shows a user account portal. At the top, there are six tabs: **1** Payments, **2** Contract details, **3** My products, **4** Payment settings, **5** Edit profile (which is the active tab), and **6** Documents. Below the tabs is a section titled "PERSONAL INFORMATION". It contains a form with three rows: "First name" with the value "Portal", "Last name" with the value "Test", and "Gender" with the value "Female" and a dropdown arrow. To the right of the form is a profile picture placeholder showing a Christmas tree and a "Change photo" button.

1. [Payments](#) – shows outstanding payments on account and includes option to pay to bring your account up to date
2. [Contract details](#) – displays your current membership details and includes freeze (suspend) options
3. [My products](#) – lists products / services you have purchased. This is in addition to a membership (e.g. crèche member 10 pass) if it has been attached to your account
4. [Payment Settings](#) – option to change payment method for Direct Debit memberships
5. [Edit Profile](#) – ability to change some personal details and password
6. [Documents](#) – If you join a membership plan through our online portal, this area shows your contract

The next pages will take you through what options you have under each of the tabs on your portal. For assistance, please contact Aqualink on [aqualink.enquiry@whitehorse.vic.gov.au](mailto:aqualink.enquiry@whitehorse.vic.gov.au)

## 1. Payments:

On the Payments Tab, you have the ability to make payments onto your account to catch up on outstanding payments.

1> Select a payment by putting a **tick** in the box next to a payment and click **Pay**

PAYMENT	MEMBER	DUE DATE	AMOUNT
<input checked="" type="checkbox"/> Reception Purchases (Selected payments: 2 / 2)		12/12/2019	\$41.50
<input checked="" type="checkbox"/> Fox Hill Direct Debit Adult Total Fitness (31 days) in 2019-12	Portal Test	16/12/2019	\$92.10
<input checked="" type="checkbox"/> Fox Hill Direct Debit Adult Total Fitness (31 days) in 2020-01	Portal Test	16/01/2020	\$92.10
<input checked="" type="checkbox"/> Fox Hill Direct Debit Adult Total Fitness (29 days) in 2020-02	Portal Test	16/02/2020	\$92.10
<input checked="" type="checkbox"/> Initial payment (Selected payments: 3 / 3)		16/03/2020	\$99.70
<input checked="" type="checkbox"/> Fox Hill Direct Debit Adult Total Fitness (30 days) in 2020-04	Portal Test	16/04/2020	\$92.10

amount: \$509.60

Pay

2> This will take you to our secure website with Commonwealth Bank (bpoint), where you can enter your details direct to the bank. Enter your credit card details and follow the prompts





Amount



AUD 2.00

Choose a Payment Method

☒ Card



☐ Other Payment Methods



Card number

Expiry date

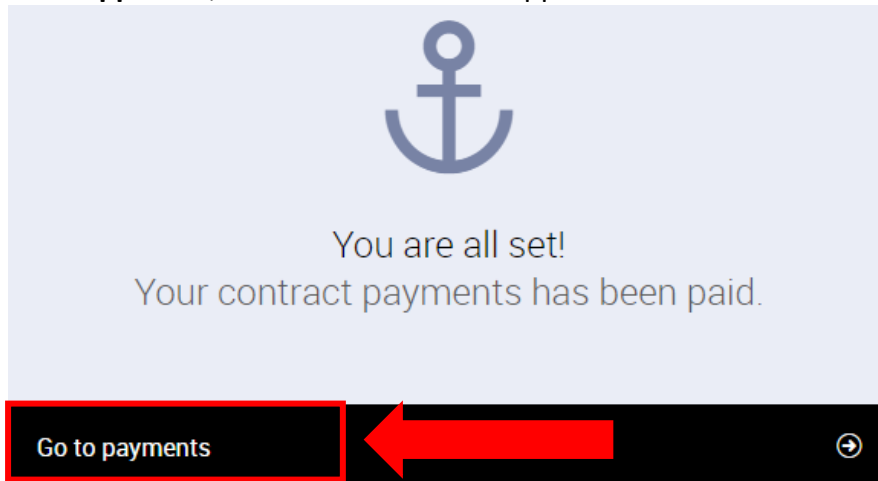
MM

YY

CVN ⓘ

NEXT >

3> Once **approved**, the below screen will appear



4> Click on **Go to payments** to take you back to the Payments tab in your portal

[Back to Managing my account](#)

## 2. Contract details:

On the contract details tab, you can view your contract details and freeze your membership.

View contract details:

1> Click on the **arrow** to the right of **your contracts**



2> This will bring up the following contract information:

- Contract name
- Your club
- Contract type
- Validity date
- Next payment date
- Payment

Your contracts	
Contract name Direct Debit Adult Gym/Swim_80.60	Your club Nunawading , Fraser Place
Contract type Monthly / 1 month	Validity date From 09/08/2012
Next payment date 16/01/2020	Payment \$80.60

### Suspend your membership:


In this same screen you can freeze (suspend) your membership or reactivate early from a suspension (edit)

- 1> Click on the **Freeze contract** button

⏪ Your contracts

<p>Contract name</p> <p>Adult Total Fitness</p> <p>Group Fitness Classes</p>	<p>Your club</p> <p>Box Hill , Surrey Drive</p>
<p>Contract type</p> <p>Monthly / 1 month</p>	<p>Validity date</p> <p>From 17/05/2020</p>
<p>Next payment date</p> <p>16/06/2020</p>	<p>Payment</p> <p>\$92.10</p>

Freeze contract



- 2> Select the **freeze option** available (35c per day) (this will highlight your selection blue) and click **Next**


Freeze options

Choose a freeze option, that is suitable for you.

35c Per Day

1 day - \$0.35

Back Next



Please note: if your suspension is for medical reasons, you need to send an email to [Aqualink.enquiry@whitehorse.vic.gov.au](mailto:Aqualink.enquiry@whitehorse.vic.gov.au) with your medical certificate for processing.

- 3> Select the **Freeze start date**, **Freeze end date** and **Reason** (regular) by clicking on the **drop down arrows** and choosing the appropriate dates

[Freeze details](#)

35c Per Day will cost you \$0.35 / 1 day. Please choose dates and a reason of your freeze.

Freeze start date*	14/06/2020	⌵	←
Freeze end date*	28/06/2020	⌵	←
Reason*	Regular	⌵	←

Estimated cost for this freeze \$4.90

⏪ Back Go to payments ⏩ ←

- 4> Click **Go to payments**. This will alter your next debit according to the length of time you are suspending your membership for.

In this same screen you can edit your freeze options (suspensions) on your membership to extend or reactivate early from a suspension

- 1> Click on the **arrow** to the right of **your contracts**

Your contracts

Direct Debit Adult Gym/Swim_80.60 from 09/08/2012	→ ⌵
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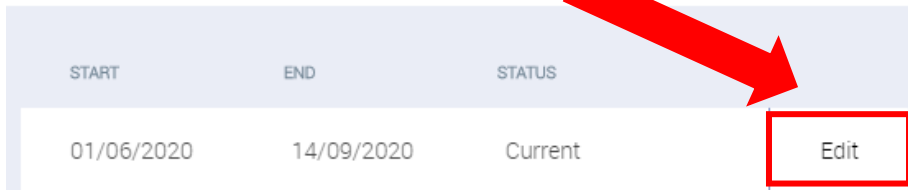
- 2> Click on the **More options** button

Contract name Adult Total Fitness Group Fitness Classes	Your club Box Hill , Surrey Drive
Contract type Monthly / 1 month	Validity date From 17/05/2020
Next payment date 16/06/2020	Payment \$92.10

Freeze contract ⌵ More options

3> On the Freeze Management pop up box, click on the **Edit** button

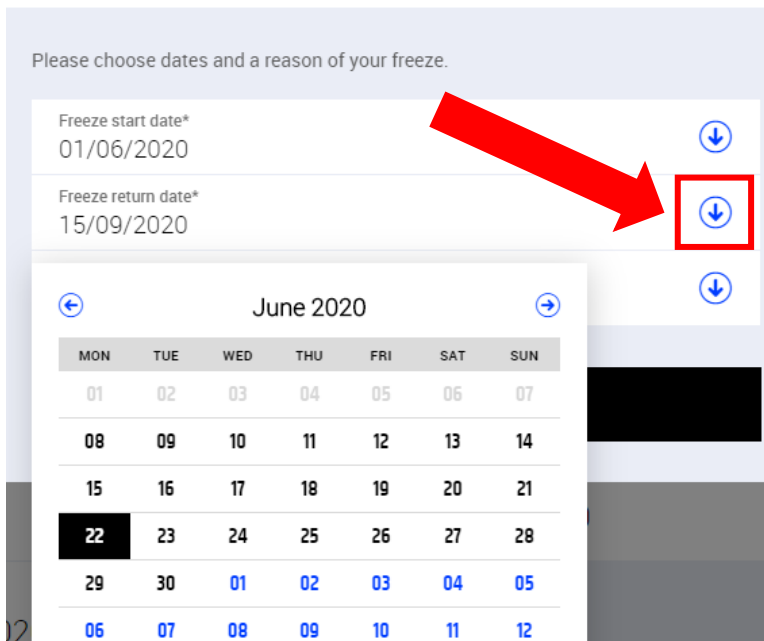
Freeze management



START	END	STATUS	
01/06/2020	14/09/2020	Current	Edit

4> In the Freeze details pop up box, to extend or return early from a suspension click on the **drop down arrow** next to Freeze return date and choose the new date

Freeze details



Please choose dates and a reason of your freeze.

Freeze start date\*  
01/06/2020

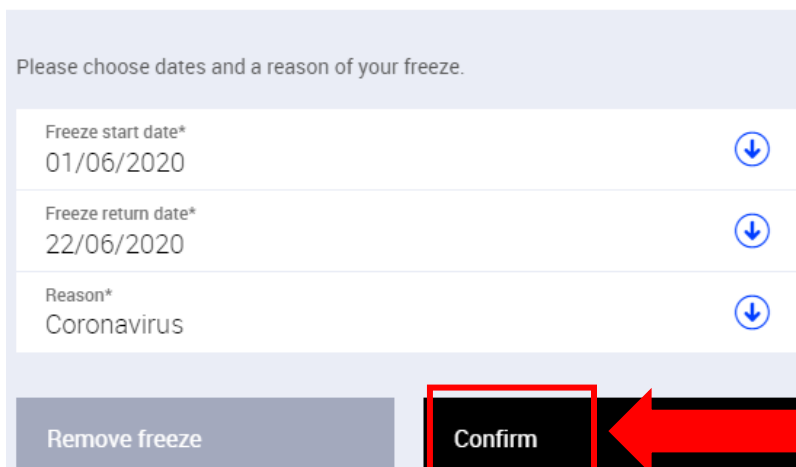
Freeze return date\*  
15/09/2020

June 2020

MON	TUE	WED	THU	FRI	SAT	SUN
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	01	02	03	04	05
06	07	08	09	10	11	12

5> Select **Confirm**

Freeze details



Please choose dates and a reason of your freeze.

Freeze start date\*  
01/06/2020

Freeze return date\*  
22/06/2020

Reason\*  
Coronavirus

Remove freeze

Confirm

6> The below pop up box will appear

Your contract freeze has been saved

7> Click **Close**

Freeze management

START	END	STATUS	
01/06/2020	21/06/2020	Current	Edit
			Close

[Back to Managing my account](#)

### 3. My Products:

On the products tab, you can view the additional products or services you have purchased at Aqualink. This could be merchandise, multi visit passes. This screen also shows you how many visits you have remaining if you have purchased a 10 pass card and the expiry date

My products Buy a product

ACTIVE PRODUCTS

1 Visit Pass - Fab Living 10 Pass VP422

VALID UNTIL 31/12/2020 USED 3/10

Portal Test

USED 0/1

USED PRODUCTS

Portal Test

USED AT 03/06/2020 USED 1/1

Portal Test

USED AT 03/06/2020 USED 1/1

You can also purchase new products

1> To purchase a product, click **Buy a product**

aqualink

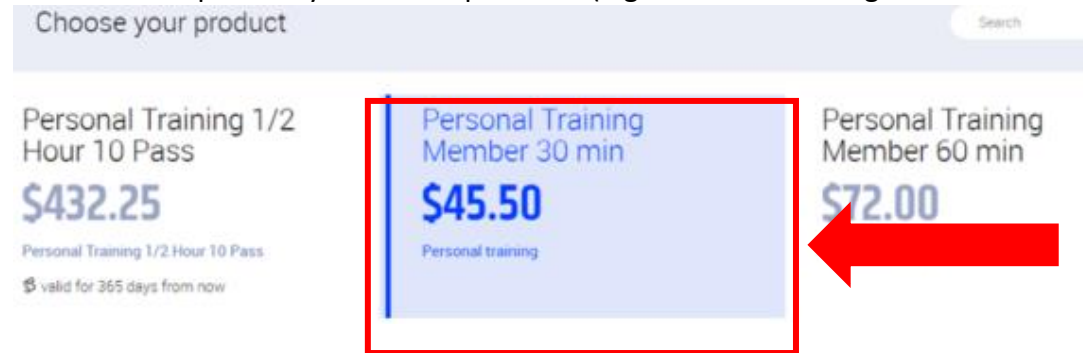
Book My Bookings Account Log out

Payments Contract details My products Payment settings Edit profile Documents

My products Buy a product



2> Select the product you wish to purchase (e.g. Personal Training Member 30 min)



3> Click **Buy** at the bottom of the screen

4> This will take you to our secure website with Commonwealth Bank (bpoint), where you can enter your details direct to the bank. Enter your credit card details and follow the prompts

bpoint  
Receivables Solution

Amount  
AUD 2.00

Choose a Payment Method

☒ Card

☐ Other Payment Methods

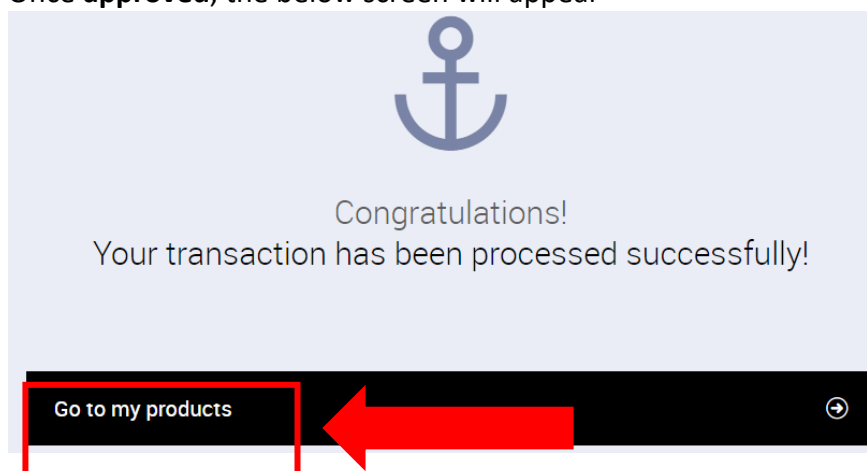
Card number

Expiry date

CVN

NEXT >

5> Once **approved**, the below screen will appear



6> Click on **Go to products** to take you back to the Products tab in your portal

[Back to Managing my account](#)

#### 4. Payment settings:

On the Payments settings tab, you can view the payment method you use to pay for a membership if on Direct Debit

DEFAULT PAYMENT METHODS FOR CONTRACT

Direct Debit Adult Total Fitness	DirectDebit 1234	⬇
----------------------------------	------------------	---

SAVED PAYMENT METHODS 🔒 Your payment details are stored securely.

Direct debit	1234	Papa Serge
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You can update your payment method to a new card / bank account by following the instructions below:

- 1> Click on **Add new payment method**

DEFAULT PAYMENT METHODS FOR CONTRACT

Direct Debit Adult Total Fitness	DirectDebit 1234	⬇
----------------------------------	------------------	---

SAVED PAYMENT METHODS 🔒 Your payment details are stored securely.

Direct debit	1234	Papa Serge
--------------	------	------------

**Add new payment method** ➡

- 2> Select either **Debit/Credit Card** or **Bank Account** (this will highlight your selection blue) and click **Next**

Choose your payment method

**Debit/Credit Card**  
Unlimited possibilities anywhere anytime.

**Bank Account**  
Membership fees collected directly from your account.

**Next** ➡

- 3> This will take you to our secure website with Commonwealth Bank (bpoint), where you can enter your details direct to the bank. Enter your card / account details and click next. This will take you back to Payment settings in your member portal.

[Back to Managing my account](#)

## 5. Edit profile:

On the edit profile tab, you can edit a number of fields (some are locked and cannot be edited).

To edit personal details, complete the following steps:

- 1> Place the cursor in the box you need to update, and type in your new details

The screenshot shows a form titled 'PERSONAL INFORMATION' with fields for First name (Portal), Last name (User), Gender (Male), and Date of birth (15/10/2001). To the right is a 'Change photo' button. Below this is the 'CONTACT INFORMATION' section with fields for Country (Australia), City (Box Hill), Postal code (3128), and Address (12 Test Street). At the bottom is the 'PHONE & EMAIL' section with fields for Phone (0401111111) and Email (sergios@test.com). Red arrows point to the 'Change photo' button and the 'Save changes' button at the bottom of the form.

- 2> At the bottom of the page, select **Save changes**

The screenshot shows the bottom of the form with two buttons: 'Change password' and 'Save changes'. The 'Save changes' button is highlighted with a red box and a red arrow pointing to it.

To change your password, complete the following steps:

- 1> Click on **Change password** (at the bottom of the **Edit profile** page)

The screenshot shows the bottom of the form with two buttons: 'Change password' and 'Save changes'. The 'Change password' button is highlighted with a red box and a red arrow pointing to it.

- 2> Place the cursor in the 'Old Password' box and type in your old password, then repeat the same steps for 'New password' and 'New password confirm'

The screenshot shows a form with three input fields: 'Old Password', 'New password', and 'New password confirm'. Each field has an eye icon to toggle visibility. Below the fields is a 'Submit' button, which is highlighted with a red box and a red arrow pointing to it.

- 3> Select **Submit**

[Back to Managing my account](#)

## 6. Documents:

On the documents tab, you can **download** your agreement (if purchased membership online)

DOCUMENT	DATE CREATED	
enContractAgreement-SergioPepe-DirectDebitAdultTotalFitness.pdf	02/12/2019	