



MemberAssist
by Member Solutions®

User Guide

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What is MemberAssist?

MemberAssist is a mobile app that provides martial arts studios, sports facilities, gyms and health clubs with the ability to connect with their members anytime, anywhere, directly from their iOS and Android devices.

You can:

- Send “Push Notifications” to immediately update members about schedule changes, facility news, class availability, promotions, and more.
- Give members direct access to view class descriptions and book classes directly from the app.
- Offer members an easy way to take advantage of facility promotions by uploading coupons and barcodes to the app.
- Provide clients with easy access to hours of operation, contact details, facility information, staff biographies, childcare information, and more.
- Keep customers involved and promote your facility by uploading facility photos and linking to your Youtube Channel for instructional videos.
- Customize the app interface to match the look and feel of your business.

Your members can:

- Utilize MemberAssist on both iOS and Android devices.
- Share classes booked via MemberAssist directly to their smartphone’s calendar application.
- Update their social media status based upon a class booking.
- Never lose their Member ID card, as it is housed within the app.
- Save scheduling preferences to eliminate having to scroll through pages and pages of sessions.

The MemberAssist app is available for download in the iTunes App Store and Google Play.

Getting Around in MemberAssist

When a client downloads the MemberAssist app to his/her mobile device, he/she must also search for your facility by simply typing in the facility name, city or zip code and then selecting your club. Upon selection, the app will remember your facility for future use.

Navigating the Home Screen

Your MemberAssist Home Screen is where your customers will interact most with the app.

Tiles are used to represent your various sections or modules, which will contain custom information you create about your facility. MemberAssist users select modules they would like to view on their device by tapping the tile.

Types of Modules Include:

- Your myVolo Module (featuring your myVolo Schedule)
- Facility Information (address, phone, etc.)
- Facility Web Page Links (Your website, social media, Youtube, etc.)
- Membership card
- Feedback Module
- Promotions
- And more!

To return to the “My Clubs” list users can simply tap the menu Icon and then Home, located in the upper-left. To change app settings, users should select “Settings” in the menu page.

Understanding Information Modules

Information Modules are used to present general information items about your facility, such as staff bios, image and video galleries, facility newsletters and blog articles.

- Tapping the Menu Icon and Home, located in the upper-left returns the user to the Home Screen.
- Tapping the “Refresh” button checks for any new items posted since the app was opened and downloads the updates if necessary.
- Tapping an item from the list will display the entire article.
- While viewing an item, the “Info” button returns the user to the information item list.
- While viewing an item, the “Forward” button allows the user to share the item with friends via email.

Understanding the Schedule Module

myVolo modules provide customers with access to your schedule through the MemberAssist app. Multiple scheduling views can be saved and customized, providing a flexible scheduling experience.

- Tapping the Menu Icon and Home, located in the upper-left returns the user to the Home Screen.
- Tapping the “Refresh” button checks for any new items posted since the app was opened and downloads the updates if necessary.
- Tapping an item from the list will show the content for that item.
- While viewing the schedule details, the “Book” button asks the user to sign in using their myVolo credentials and will register them into the selected class (if they have an available package).
- The “Share” button allows the user to share items via Facebook, or to add the item to their calendar.

MemberAssist Management Console

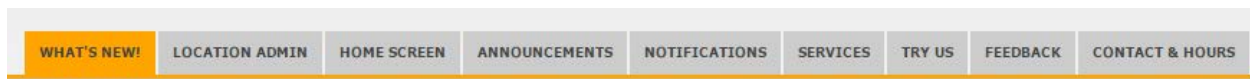
Logging In

The MemberAssist Management Console allows you to manage the content that is in your app, customize the look and feel of the Home Screen and more. Your login and password will be different from your myVolo credentials and will be provided by your myVolo Implementation Coordinator when a MemberAssist training session has been scheduled.

To access MemberAssist, go to <http://admin.migymapp.com/MiGymAdministration/>

Navigating the Console

After logging in, you will see the main view of the MemberAssist Management Console displayed. Along the top of the MemberAssist Management Console there are tabs and options that will allow access to the various features of an account.



What's New

This section contains news and updates for the MemberAssist platform.

Location Admin

This is the configuration set for your myVolo site.

Advanced Information [Need Help?](#)

Import Version:	Volo_v1: the file format for myVolo club management, single location format
CSV URL:	https://api.myvolo.com/api/service/ScheduleByDate?scheduleType=Class&alias=mscathy
Latitude:	34.092808
Longitude:	-118.32866
Timezone:	PST (UTC-08:00) Pacific Time (US & Canada)

[Delete this location?](#) **delete** (to put this location on hold, email support@migym.com)

SAVE CHANGES



Working with the Home Screen

Home screen Configuration:

1. Enter the URL of the images to appear on the Home Screen of your app. Images can be hosted anywhere on the web but should be 1200 x 1800 pixels max. PNG, JPG and GIF are the supported file types.
2. Add the image URL
2. Choose how long this image will be displayed or leave blank to keep displayed unless manually removed

Home Screen Configuration

Enter the URL of the images that you want to appear on the Home screen of your app. Images can be hosted anywhere on the web but should be 1200 x 880 pixels max. PNG, JPG and GIF are the supported file types.

Image	Configuration	Delete
	Image URL: <input type="text" value="http://admin.migymapp.com/MiGymImageUploads/resources/uploads/2016/5/15/CMF"/> Available From: <input type="text"/> Until: <input type="text"/>	

Save items across all branches

ADD NEW IMAGE

SAVE CHANGES

Adding Announcements

Images can be added, and when tapped, it will email, call or go to the link. Images can be hosted anywhere on the web as long as the image is publicly accessible. Images should be 640X680 pixels max and should be less than 500 KB. PNG, JPG and GIF formats are supported.

Announcements [Need Help?](#)

Upload the images that you want to appear in the Announcements tab of your app. Images can be hosted anywhere on the web but should be 640x680 pixels max. PNG, JPG and GIF are the supported file types. You may already be creating promotional flyers in an 8x10 format. Most of our gyms just shrink these down to fit into a 640 pixel width and they look great!

Image URL	Valid Dates	Text	Target	Delete
<p>How To</p> <p>Enter the URL of the images that you want to appear in the promotions tab. Images can be hosted anywhere on the web as long as the image is publicly accessible.</p> <p>Images should be 640X680 pixels max, and should be less than 500 KB. PNG, JPG and GIF formats are supported.</p> <p>*Refer a friend campaigns require two images. The image you show the member and the image that the member sends out to their social network or to their friends.</p> <p>(* = requires a recent version of the app - contact support@migympapp.com to see which version you are on)</p>	<p>Select the dates for which this promotion should appear in your members' apps. If you leave the dates empty, then the promotion will appear immediately and be valid until removed.</p>	<p>How do you want the promotion described on the home screen? This is the text that will appear and it needs to be less than 20 characters long.</p>	<p>Available Now for all MiGym Clubs:</p> <p>Tap to call: Enter a phone number</p> <p>Tap to email: Enter an email</p> <p>Tap to website: Enter a "http://" address</p> <p>*Tap to Refer a Friend: do not enter a target</p> <p>*Tap to Buy: Enter a "\$" plus an amount (with cents). E.g. \$25.00 (Terms of Service here)</p>	

Save all announcements across all branches

Creating and Managing Notifications

This section allows users to post push messages to club members and view sent messages. Messages are limited to 100 characters. Example: "1/2 Price Smoothies Today!"

Note: For businesses with multiple locations, check "save all announcements across all branches" for announcements to go out to all locations.

1. Type message into Post a New Message to Club Members
2. Click Post Message
3. Click Save Changes

Notifications [Need Help?](#)

This section allows you post push messages to club members, and view sent messages. Messages are limited to 100 characters.
NOTE: Notifications will be sent to all Locations. Contact MiGym to configure targeted notifications at support@migympapp.com

Post a New Message to Club Members

1/2 Price Smoothies Today!

Characters left: 74


Sent Messages	Sent Date
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Services

Allows buttons to be created for members to book different services. Services are listed with contact information (phone, email, URL). Services can be saved to all branches for business with multiple locations.

Book It [Need Help?](#)

We have also added a new feature called BookIt. This is a whole new tab. It's a set of buttons that are displayed allowing a user to book different services. For each button, an administrator can specify an Email OR a URL OR a Phone number. They are all stored in separate columns.

Name	Phone, Email or URL	Delete
Book Service	Email: Phone: URL:	

Save items across all branches

Try Us

This creates a “Trial Pass” option that your members can fill out. In the Terms and Conditions text box, you can add options for members to agree to your terms and conditions. Enter the Trial Pass Email address to be notified when a member signs up for a trial.

Trial Pass Terms and Conditions [Need Help?](#)

Enter in your terms and conditions for your free trial. Perhaps you have an expiration date from the time someone registered. Or want to mention how long they can use this pass (1 day, 3 days, etc.). Any other restrictions should be mentioned here.

Save to all branches

Trial Pass Email Address

This is the email address the prospective “lead” will be sent to when they sign up for a free trial pass through the app. You can change this email address at anytime. Usually it goes to the membership director.

Save to all branches

Managing the Feedback Option

Members will be able to send you feedback from their MemberAssist app. Enter the email address for the staff member who should receive the feedback email.

Feedback Form Email Address [Need Help?](#)

This is the email address that feedback for the app is emailed to.

Save to all branches

Updating Contact Us

Update your text field display for members to view your business contact information in the MemberAssist app. (This does NOT update latitude and longitude on Location Admin).

General Information <small>Need Help?</small>	
Branch Short Name:	Hollywood Fitness
Branch Full Name:	Hollywood Fitness
Address:	1234 Happy Drive
Country:	
City:	Hollywood
State:	CA
Zip or Postal Code:	90210
E-mail:	
Scheduler Problem Notifications:	
Facebook URL:	
Twitter URL:	
YouTube URL:	
Website URL:	
Gym Hours:	

Questions About MemberAssist?

For any questions about the MemberAssist mobile app, please contact Member Solutions' Support Team at support@membersolutions.com or **877.600.3811**.

NOTE: Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Member Solutions, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information in this document may be incorporated in future versions.

About Member Solutions

Since 1991, Member Solutions has built its business on an unwavering commitment to serving clients in the Martial Arts and other Fitness market segments. The company operates a proprietary payment processing platform, and is the leading provider of billing, servicing and business support to more than 3,000 membership businesses in the United States, Canada and Australia. The company also offers myVolo web-based software for front-desk member management and Event Manager online registration software. Both software solutions are fully integrated with the company's Level One PCI-compliant payment processing platform. For more information, visit MemberSolutions.com.