

The background of the entire image is a blurred photograph of a gym. Several people are visible, some on treadmills and others standing, all appearing to be in motion. The image is semi-transparent, allowing the text to be clearly visible.

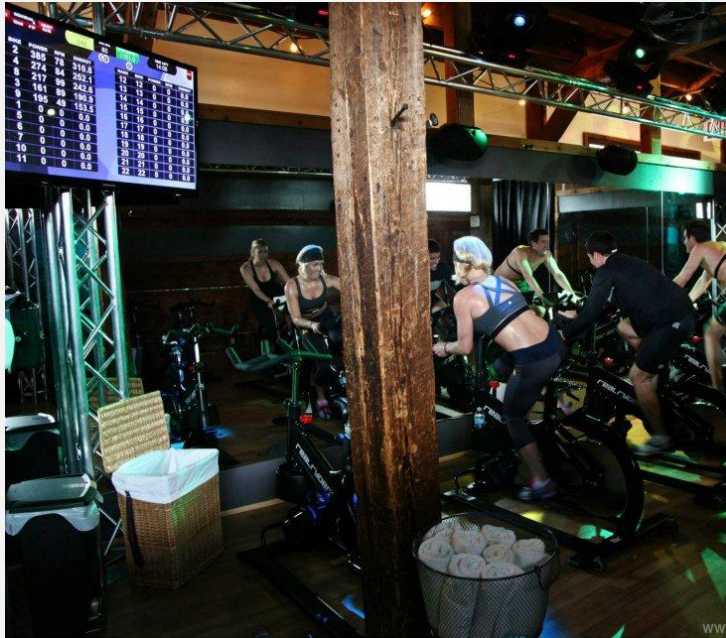
Performance**IQ**
powered by  ClubReady

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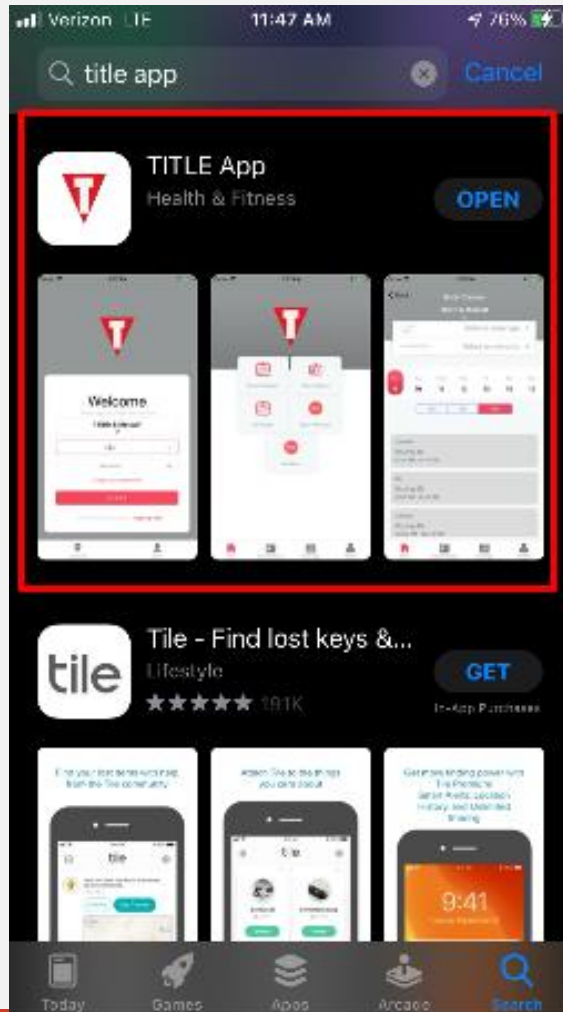
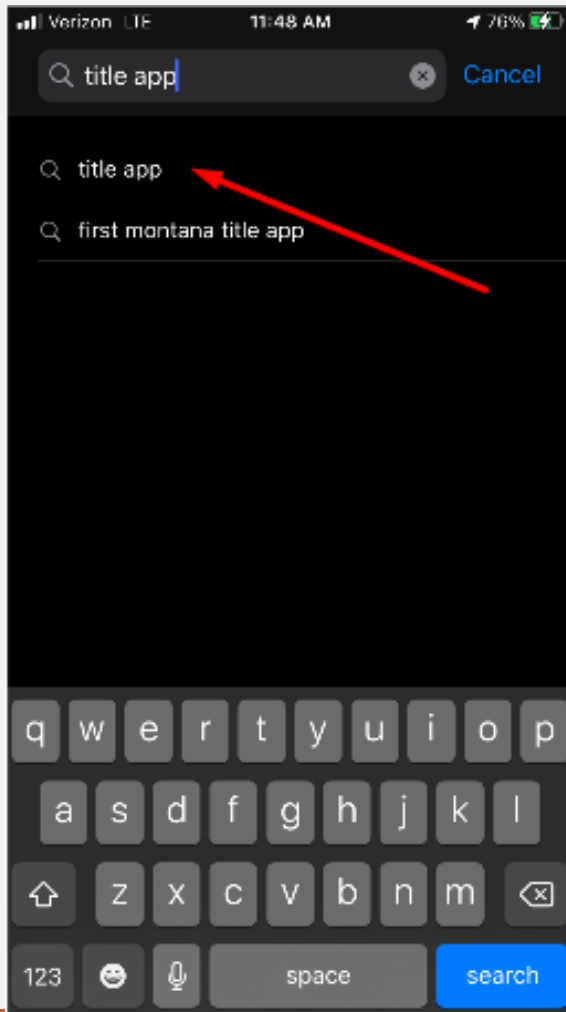
- Locations Page
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What is PerformanceIQ?

Group performance display solution in all group fitness settings:



Mobile App – Searching and Downloading

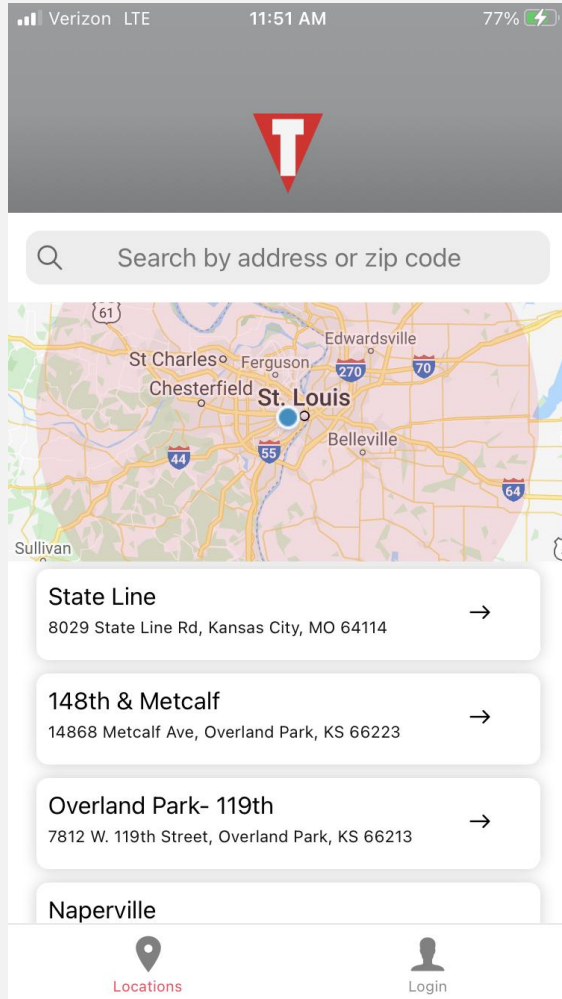


The user will navigate to the App Store and search “**Title App**”.

Once downloaded, the user will open the app.

If Android users have issues with downloading the app, the user will need to update their phone to version 10.

Mobile App – Locations Page

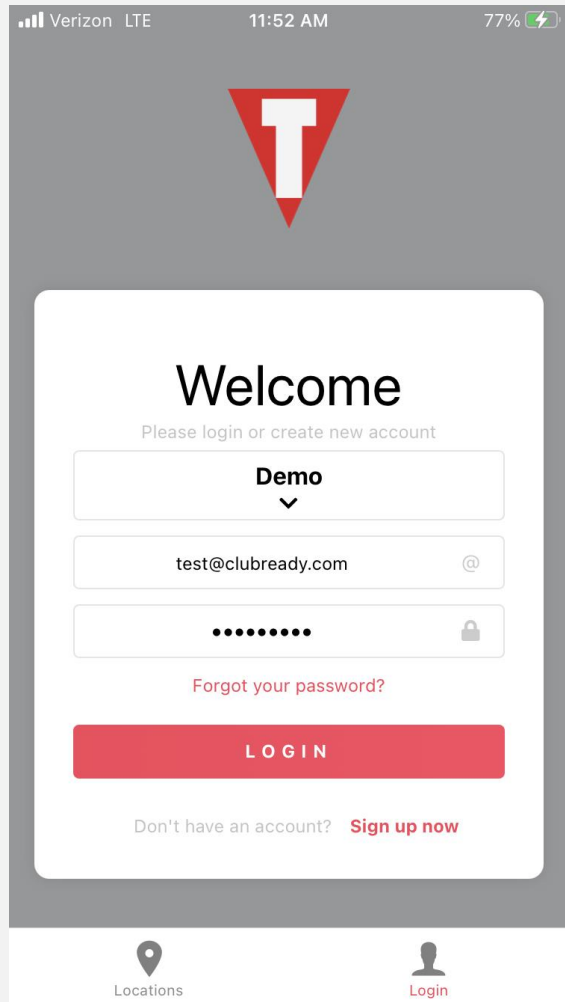


The user can search nearby locations by entering an address or zip code.

The user can also select one of locations listed below the map to then login.

The user can bypass this locations page by click the '**Login**' icon located in the bottom right-hand corner of the screen.

Mobile App – Login Page



If it is a returning user, the login page can be used to quickly log in.

The user will select their home location, enter the email on their ClubReady account, and use the password from their ClubReady account.

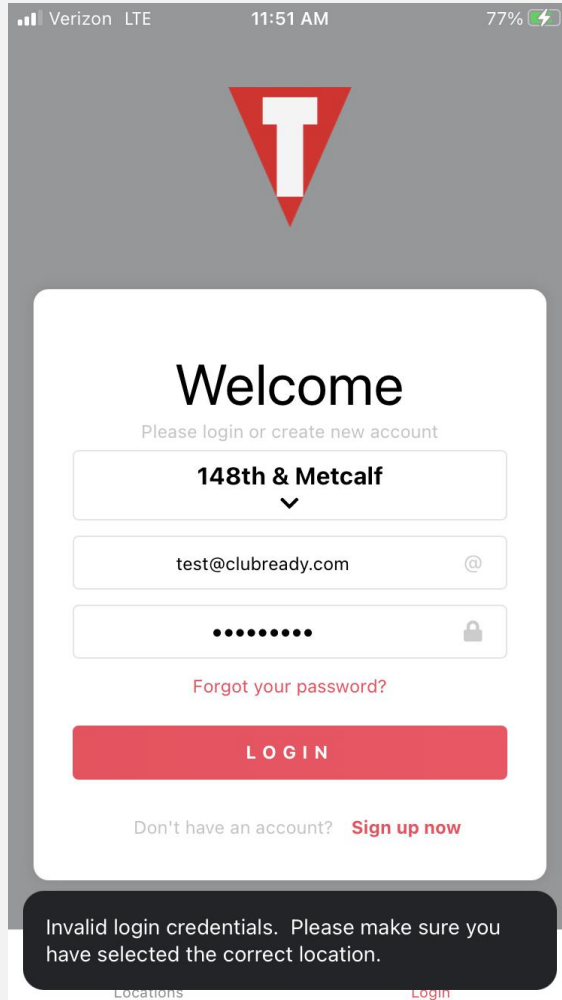
NOTE: The user will not use their ClubReady username.

If the user does not know their password, the user can reset by using the '**Forgot Your Password?**' link.

The studio can also reset the user's password in ClubReady under their profile.

Edit A Customer Profile (where to reset the user's password) -
<https://www.clubready.com/wiki/WK26067540987>

Mobile App – Login Troubleshooting



Confirm the user has selected their home location (user may have accounts with the same email at other Title Boxing Club locations).

Confirm user has entered correct email and password.

Check to see if user's same email is being used for another account(s) in your ClubReady site. If so, delete these extra accounts or merge them into the true account. Then, reset the user's password in ClubReady and give to the user to login.

Helpful Tip: If user is having trouble logging in to the app, gain permission from the user to reset their password and attempt to login yourself.

Edit A Customer Profile (where to reset the user's password):

<https://www.clubready.com/wiki/WK26067540987>

Merge A Duplicate Profile: <https://www.clubready.com/wiki/WK19128952393>

Delete A Member / Customer / Prospect:

<https://www.clubready.com/wiki/WK18327804136>

Mobile App – New User Sign Up

The image displays two side-by-side screenshots of a mobile application interface. The left screenshot shows the login screen with a 'Welcome' message, a 'Please login or create new account' prompt, a 'Demo' dropdown, email and password input fields, a 'Forgot your password?' link, a red 'LOGIN' button, and a 'Sign up now' link highlighted with a red box. The right screenshot shows the 'Sign up' screen with a 'Please create a new account' prompt, a 'Login now' link, a location dropdown set to '148th & Metcalf', and sections for 'Profile Information' (email, password, password confirm, first name, last name) and 'Contact Information' (phone number), followed by a red 'SIGN UP' button. Both screens have a bottom navigation bar with 'Locations' and 'Login' icons.

Left Screenshot (Login Screen):

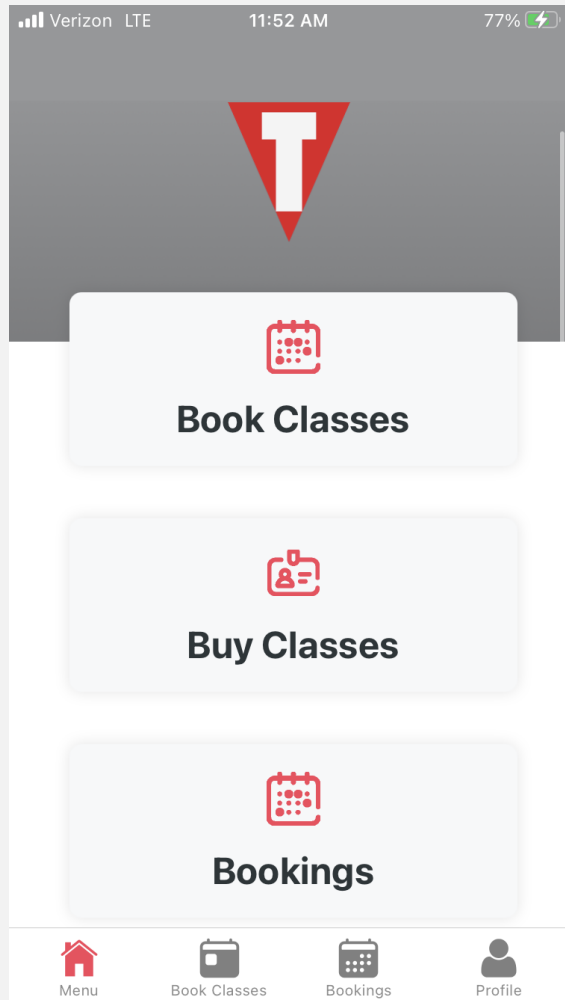
- Header: Verizon 11:56 AM 78%
- Logo: Red triangle with a white 'T'
- Section: **Welcome**
Please login or create new account
- Form: Demo (dropdown), Email, Password
- Link: [Forgot your password?](#)
- Button: **LOGIN**
- Text: Don't have an account? **Sign up now** (highlighted)
- Bottom Bar: Locations, Login

Right Screenshot (Sign up Screen):

- Section: **Sign up**
Please create a new account
- Text: Already a member? Click here to go **Login now**
- Form: 148th & Metcalf (dropdown)
- Section: **Profile Information**
- Form: Email, Password, Password Confirm, First Name, Last Name
- Section: **Contact Information**
- Form: Phone Number
- Button: **SIGN UP**
- Bottom Bar: Locations, Login

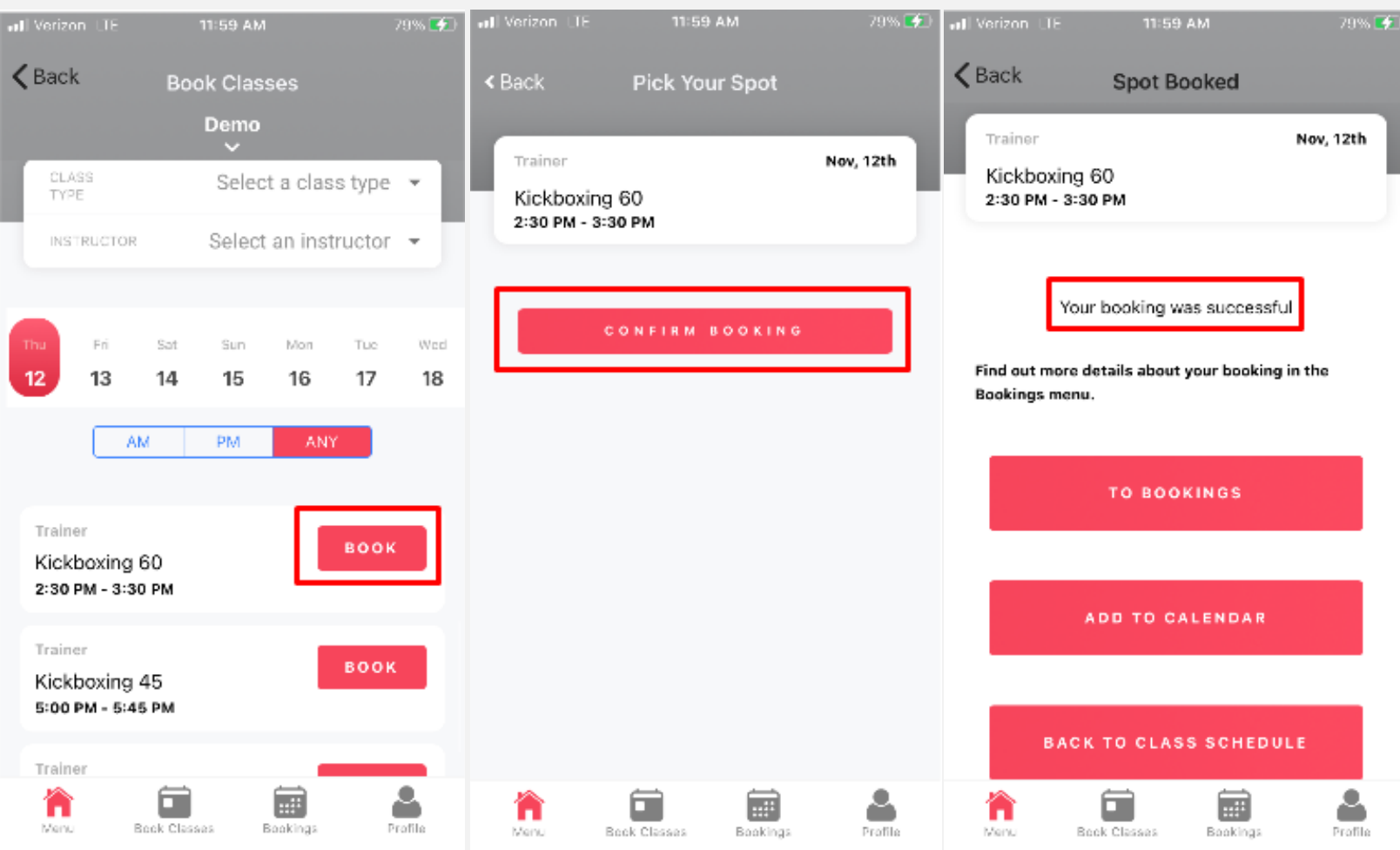
If it is a new user, they can click the '**Sign Up**' link to create a new account. This account will be created in ClubReady as well.

Mobile App – Menu Screen



- Book Classes
- Buy Classes
- Bookings

Mobile App – Book Classes



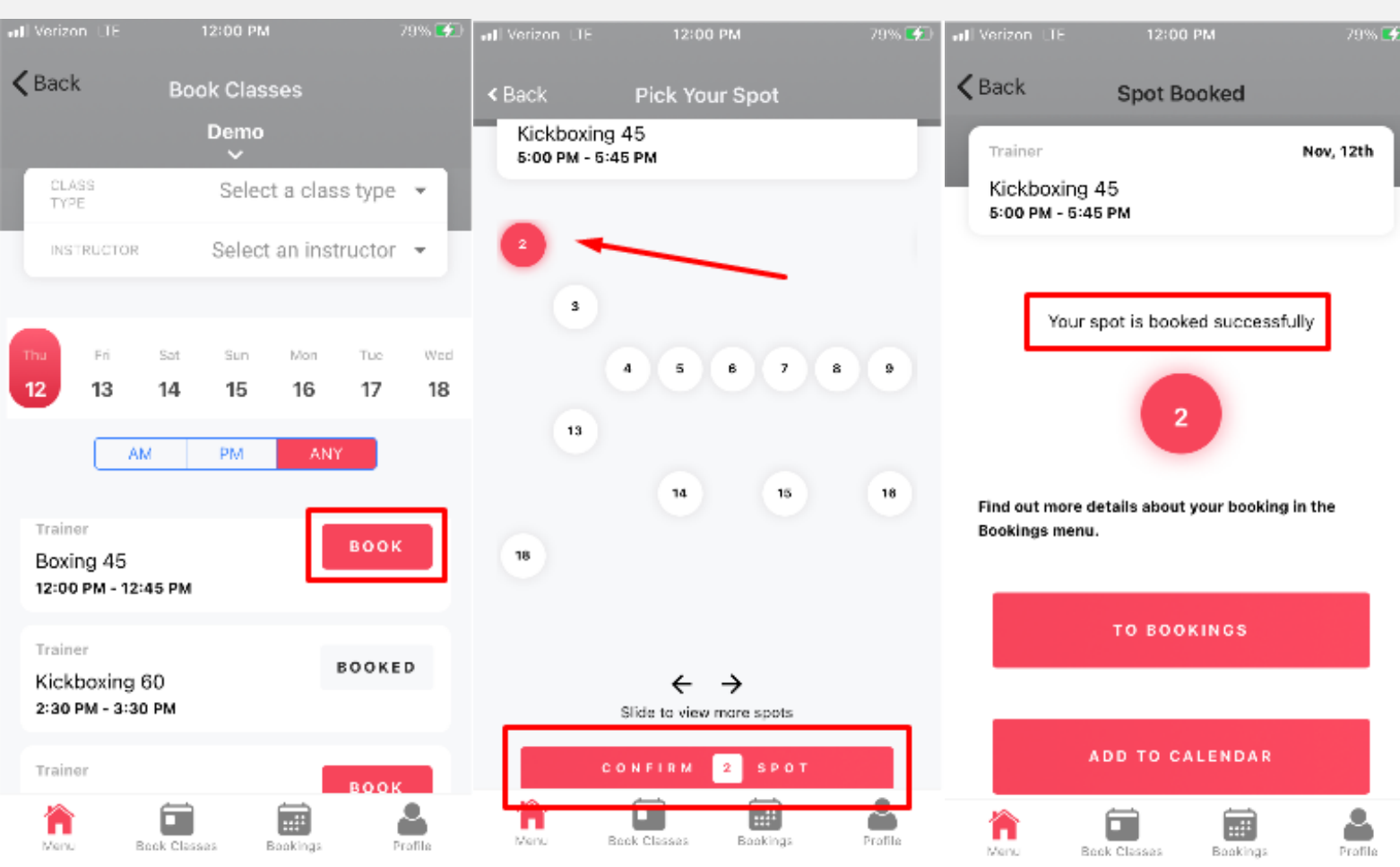
The user will select the '**Book Classes**' option to view home location's schedule to book classes.

The user will click '**Book**' to begin the booking process.

User will be asked to confirm the booking.

Once confirmed, the user will receive a successful message.

Mobile App – Spot Booking



View home location's schedule to book classes.

Click '**Book**' to begin the booking process.

User will be asked to choose a spot from the room layout.

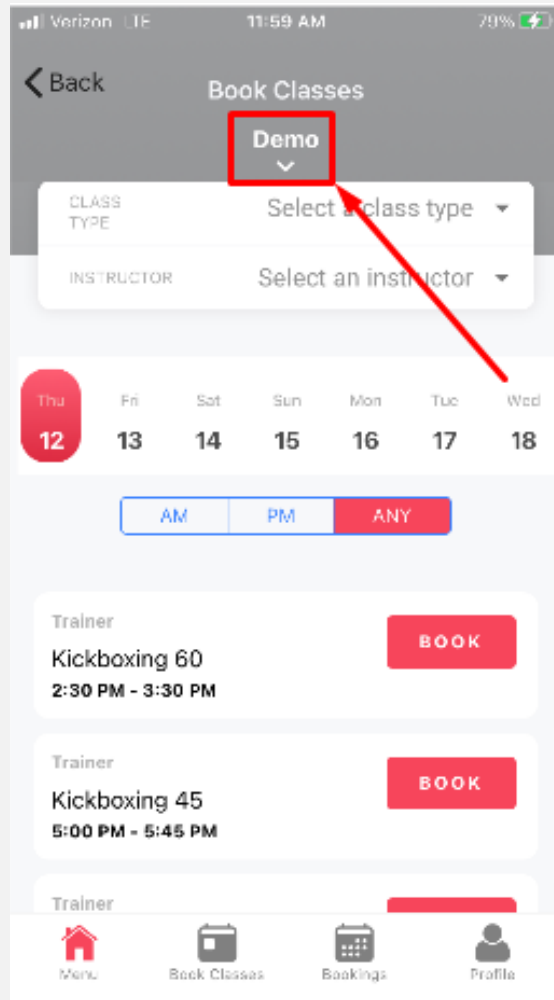
Once confirmed, the user will receive a successful message and their spot number.

Their spot number will also be listed in the bookings.

Create A Room Layout:

<https://titleboxingclub.myperformanceiq.com/user/login>

Mobile App – Cross-Club Book

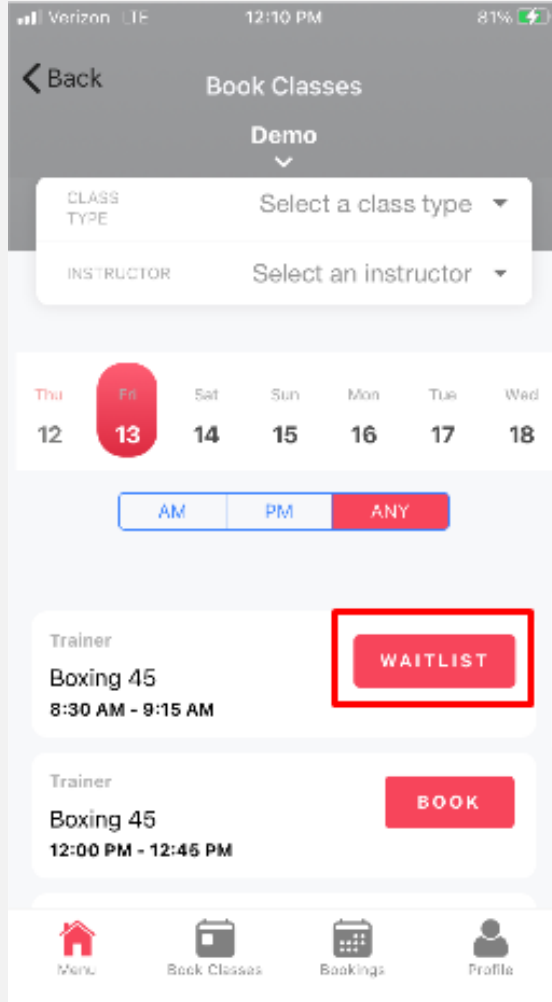


If cross-club bookings have been set up between multiple clubs, the user can navigate to the other location(s) class schedule to book a class.

Click the drop-down arrow at the top to change the location's class schedule.

NOTE: Cross-club booking between locations will initially need to be set up at the Corporate level (if applicable). Once setup, ensure that the cross-club booking feature is enabled for the class type.

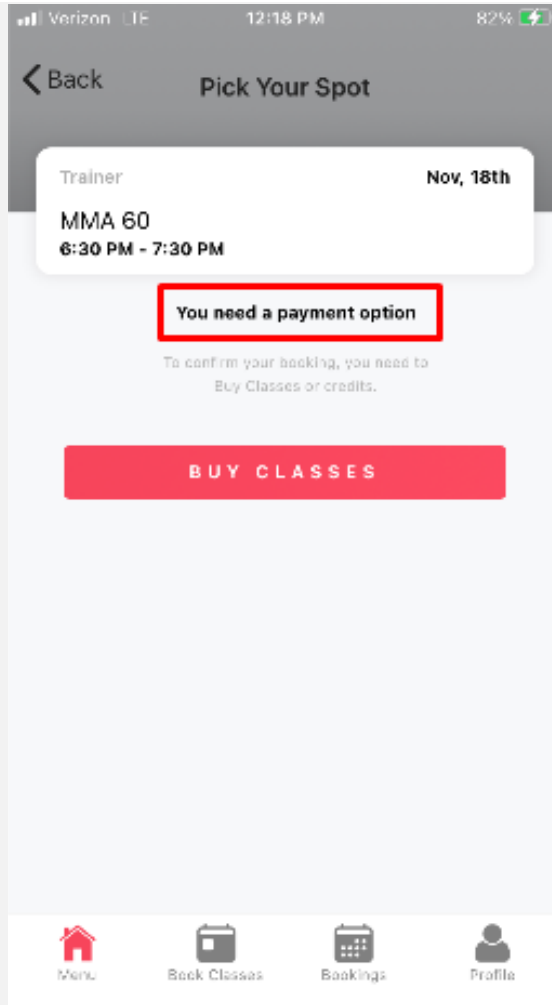
Mobile App – Join The Waitlist



If the waitlist feature has been enabled in the class type settings in ClubReady and the class is full, the user will select **"WAITLIST"**.

Enable The Wait List Feature For Classes -
<https://www.clubready.com/wiki/WK24964977981>

Mobile App – Book Classes Troubleshooting



If a user cannot book into a class...

- 1- Confirm user is in good standing (no past dues) and/or does not have a frozen agreement.
- 2- Confirm user has an active membership (may need to adjust user's membership expiration date).

Edit Membership Status: <https://www.clubready.com/wiki/WK23546050548>

- 3- If class type has membership types that do not need class credits, confirm user has the appropriate membership type and change it if necessary.

Assign a Membership Type: <https://www.clubready.com/wiki/WK23729657038>

- 4- If user needs class credits, confirm user has available class credits and the right type of class credits.

Manually Add Session Credits: <https://www.clubready.com/wiki/WK23347111511>

- 5- Confirm user is not attempting to book a class so far in advance that is outside what the booking policy allows as well checking the lead time set in the policy.

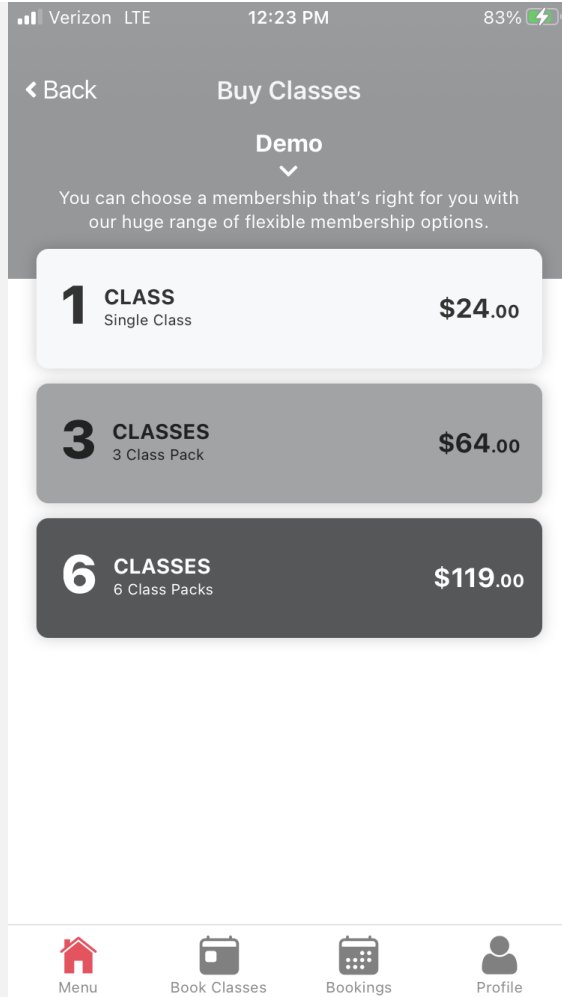
Creating a Booking Policy: <https://www.clubready.com/wiki/WK2339967002>

- 6- If booking at another location, confirm the class type has been enabled for cross club booking and the clubs have been set up for cross club bookings.

- 7- Confirm user is not logging into a duplicate account with the same email as their true member account.

If so, delete or merge the duplicate account and reset their password in ClubReady.

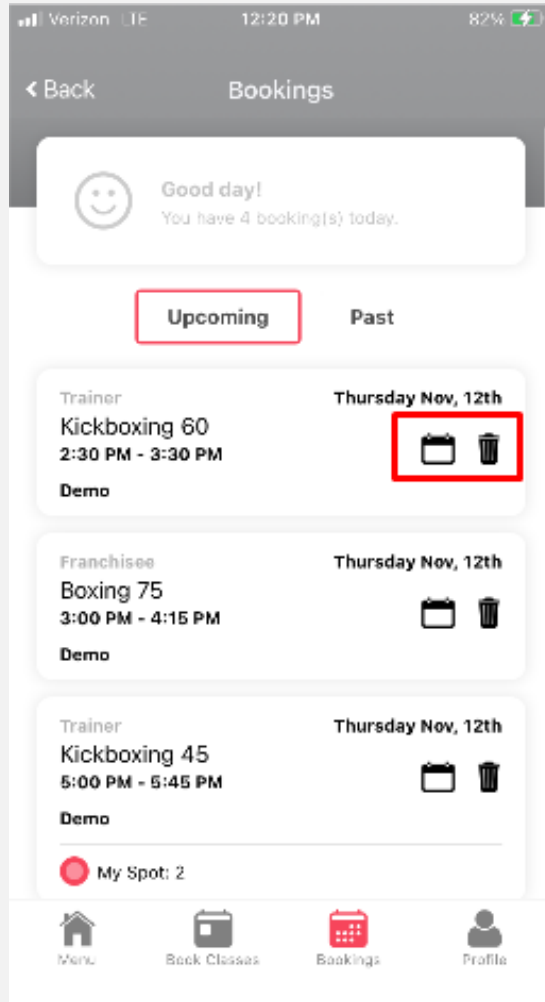
Mobile App – Buy Classes



Memberships that have been enabled to be sold through the app will be available for purchase by the user.

Enabling Sales Packages In P I Q / Custom Branded App -
<https://www.clubready.com/wiki/WK39908408736>

Mobile App – Bookings



Shows currently enrolled classes.

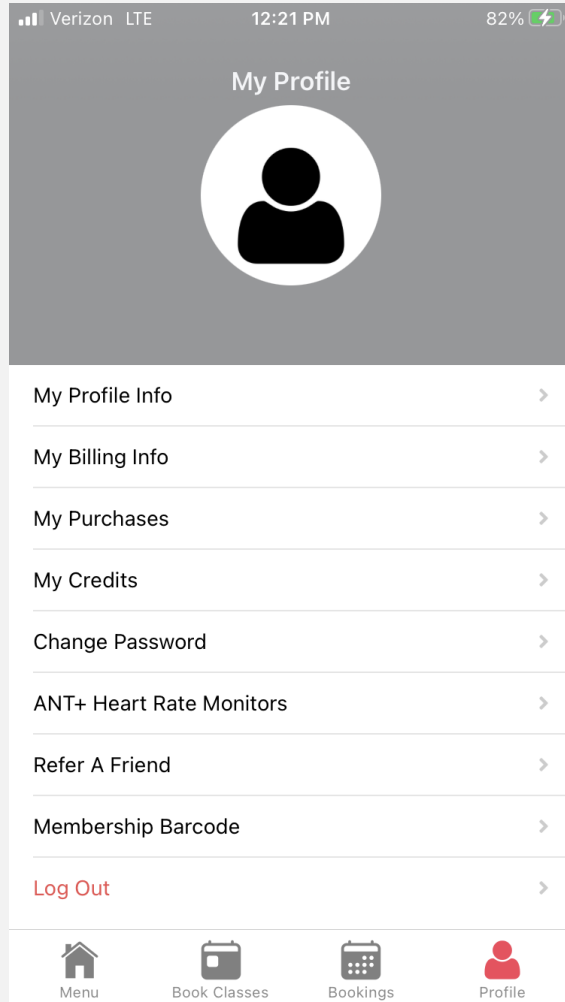
If a user booked a particular spot number, this would show under the booking.

The user can also view past bookings as well.

If user allows the app to access to their calendar phone, class can be added to their calendar (calendar icon).

User can cancel the booking (click the trash bin icon).

Mobile App – My Profile



- My Profile Info = basic profile information
- My Billing Info = payment profile
- My Purchases = purchases made by user
- Change Password = reset password
- ANT+ Heart Rate Monitors = register a new HRM
- BLE Heart Rate Monitors = pair a Bluetooth enabled HRM
- Refer A Friend = can send a link to a friend to sign up at this studio (will say who user was referred by in ClubReady)
- Membership Barcode = barcode for scanning into facility



PIQ Helpful Tips

Class Type Setup > Booking Settings

Class Settings | **Booking Settings** | Instructors | Booking Flags | Categories

Attendees Must Book A Place In Class? ☒ Yes

Max Attendees Per Class People

Allow Customer Wait List For This Class? ☒ Yes

Lead Time Required For Wait List Bookings 1 Hours

Booking Policy ☒ Lagrange Booking Policy ☒

Customers Can Book Online ☒ Yes

Automatically Log Bookings? ☒ Use Global Default Settings

Allow Booking Quick Log ☒ Yes

Allow Cross Club Booking? ☒ Yes

Class Credits Required? ☒ Yes

Certain Membership Types Don't Need Class Credits? ☒ Yes ☐ No

These Membership Types Don't Need Class Credits

<input type="checkbox"/> 1 Month EFT (Corp)	<input type="checkbox"/> 3XWeek (Corp)	<input type="checkbox"/> Free Week Trial (Corp)
<input type="checkbox"/> 1 Month Only 3XWeek (50% Off) (Corp)	<input type="checkbox"/> 4XWeek (Corp)	<input type="checkbox"/> MBO Inactive (Corp)
<input type="checkbox"/> 1 Month PIF (Corp)	<input type="checkbox"/> 6 Month EFT (Corp)	<input type="checkbox"/> PIF 1XWK (Corp)
<input checked="" type="checkbox"/> 12 Month EFT (Corp)	<input type="checkbox"/> 6 Month PIF (Corp)	<input type="checkbox"/> PIF 6/WKS (Corp)
<input type="checkbox"/> 12 Month PIF (Corp)	<input type="checkbox"/> 6 Weeks (Corp)	<input checked="" type="checkbox"/> Unlimited (Corp)
<input type="checkbox"/> 2XWeek (Corp)	<input type="checkbox"/> 6 Weeks (50% off) (Corp)	<input type="checkbox"/> virtual (Corp)
<input type="checkbox"/> 3 Month EFT (Corp)	<input type="checkbox"/> 7 day Jump Start (Corp)	
<input type="checkbox"/> 3 Month PIF (Corp)	<input type="checkbox"/> Free Trial Session (Corp)	

Members With Certain Amenities Don't Need Class Credits? ☒ Yes ☐ No

Memberships With These Amenities Don't Need Class Credits

<input checked="" type="checkbox"/> Unlimited (Corp)	<input type="checkbox"/> Virtual Unlimited (Corp)
--	---

☒ Update Class Booking Settings

Setup > Scheduling > Classes/Group > Booking Settings

Check these class type settings:

- Booking Policy
- Membership Types That Don't Need Class Credits

Booking Policy

View Booking Policy

Policy Name

Booking Policy

How Much Lead Time Is Required To Make A New Booking?	0 Hrs
---	-------

How Far Out Can A Customer Make A Booking?	8 Days
--	--------

How Long Before A Session Starts Can A Customer Cancel Online And Avoid Billing?	8 Hrs
--	-------

How Long Before A Session Starts Can A Customer Still Reschedule Online?	8 Hrs
--	-------

Cancellation Policy Description:

You may cancel your scheduled appointment 8 hours prior to the scheduled time. If you cancel an appointment less than 8 hours before your scheduled time, or fail to cancel it, you will lose your session.

Setup > Scheduling > Booking Policy

Check the booking policy that is attached to the class in the class type settings and ensure the booking policy is not preventing a member from booking into a class.

All Detail Member Page

ClubReady Test [74029964] WORK IT
clubready@test.com ✓
(F) DOB : (-)
(800) 405-4818 (cell)
(800) 405-4818 (home)
Status Membership Ended 8/31/2020 ✎
Barcode none assigned Pincode none assigned
Recent Logins
1
2020-8-9 2020-8-17 2020-8-26 2020-9-3

Member Since 8/1/2020

Membership Expires 8/31/2020

Membership Type

Services Type Active Services

Number of Past Logins 0

Login Username ClubRe17555325

Login Status No time limit

Fitness Profiles 0

Primary Trainer None Yet Assigned

Sessions Not Yet Logged 5

Category	Count
Bookings	5
Credits	17
Lost	0
Completed	1

Billing Bookings General

Invoices / Payments / Refunds / Tran

Agreements (0)

Member Notes (9)

Select In Point Of Sale

Write Up A New Agreement

Payment Details On File

This view will quickly provide a snapshot of any potential issue as to why a user cannot book.



Knowledgebase Articles

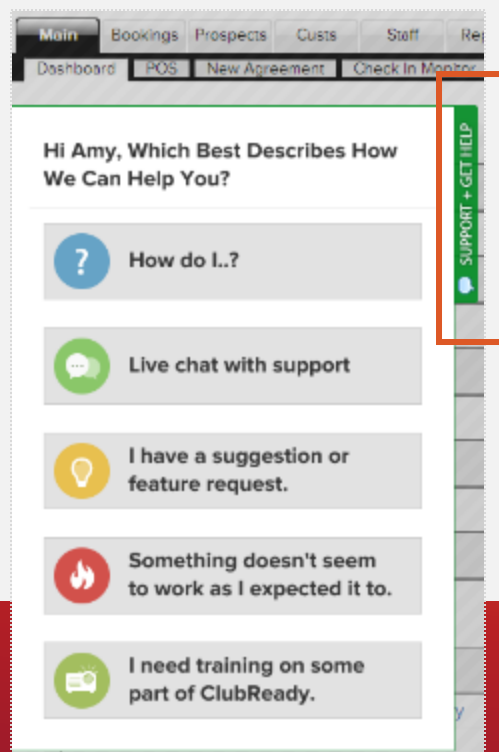
- Virtual Meeting Links: <https://www.clubready.com/wiki/WK38651337395>
- Edit A Customer Profile (where to reset the user's password): <https://www.clubready.com/wiki/WK26067540987>
- Merge A Duplicate Profile: <https://www.clubready.com/wiki/WK19128952393>
- Delete A Member / Customer / Prospect: <https://www.clubready.com/wiki/WK18327804136>
- Enabling Sales Packages In P I Q / Custom Branded App: <https://www.clubready.com/wiki/WK39908408736>
- Leveraging Virtual Classes & Services In ClubReady: <https://www.clubready.com/wiki/WK39057303563>
- Create Booking Policies For Services And Classes: <https://www.clubready.com/wiki/WK2339967002>
- Creating A Room Layout: <https://www.clubready.com/wiki/WK39824202471>
- Assign a Membership Type: <https://www.clubready.com/wiki/WK23729657038>
- Edit Membership Status: <https://www.clubready.com/wiki/WK23546050548>
- Manually Add Session Credits: <https://www.clubready.com/wiki/WK23347111511>
- Creating a Booking Policy: <https://www.clubready.com/wiki/WK2339967002>



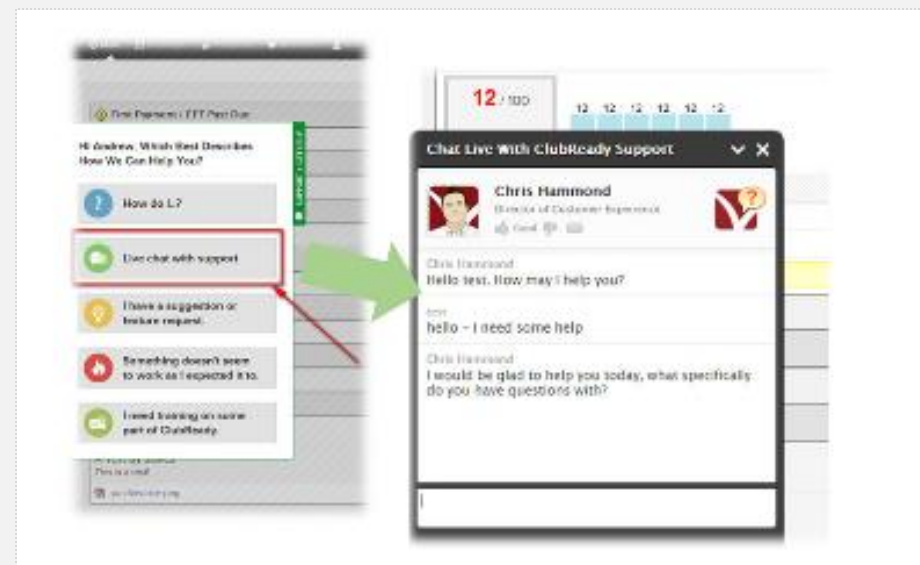
Training & Support

Support + Get Help

Got a problem or need help? Please open a support request by using the green **“SUPPORT + GET HELP”** tab on the left-hand side of your screen or send an email to support@clubready.com



Live chat shows as an option in the support slide out and allows you to chat directly with the support team. Chats can also be converted into help desk support tickets if a resolution is not available during the chat session.



You can also reach our support team at 1-800-405-4818
MON – FRI: 6AM – 9PM CST | SAT – SUN: 8AM – 5PM CST

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Subscribe to receive status notifications on active incidents or upcoming maintenances
<http://status.clubready.com/>

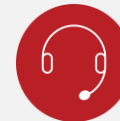
Need Help? Here's How to Get It



Submit a ticket



Post on the Help Forums



Call for help: **1-800-405-4818**



Use Live Chat



Email us for help:
support@clubready.com