## **New Members**

- Click on any membership option from the website to proceed.
- Input **your wrestler's** info under the 'participant details' section.
- Use **your (parent/guardian)** email/password/phone number to complete the signup process.
- If you have multiple children that plan on joining, use the 'add shared membership member' tab
- Click on the 'sign up' tab at the bottom of page to continue through
- Once complete, it is highly recommended to download and use the **GymMaster Member App** for membership details and future renewals.

## **Current/Past Members**

- Use the **GymMaster Member App**!! This will be the easiest and most user friendly way to manage and purchase subsequent memberships.
- From the app, you can toggle between multiple children if needed.
- All memberships can be purchased from the 'memberships' tab. Once there, click on the '+' in the bottom right hand corner to choose membership.



 If renewing from our website, log in to your member portal. This is one area that is not the most user-friendly. Do this by typing in your email (or clicking on the email tab if already auto-filled), and it will generate a log-in link as shown in the image below.
\*\* DO NOT try to create an entirely new profile!!

○ Male	O Female	
ben.chunko@gmail.com	V	
There is already a member with this email. Click <u>here</u> to login or reset your password.		
••••••		

- Once logged in, you will be at your Member Portal login page. Save this page to your favorites. It should look like the image below.



Grit Mat Club Member Portal

ben.chunko@gmail.com	
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Member Log In	
Forgot Password?	

- After logging in, you will be able to:
  - > see all profiles and toggle between members
  - > view all active membership details
  - > purchase new memberships
  - > cancel any existing ongoing memberships
  - > update account and billing info
  - > view member attendance history

## **Common Issues / Additional Info**

- Sibling discounts If purchasing memberships at the same time, you will automatically be given the sibling discount. But if you purchase memberships at different times, you will need to enter 'SIBLING' in the discount code box for each subsequent sibling. (The first sibling will pay full price, then subsequent siblings get the discount).
- Canceling a membership This can be done at any time through the GymMaster App or Member Portal.
- Payment was not processed This has been happening from time to time. If your payment did not go through, please notify a Grit coach and we will work through the issue.