



## Introducing Willowood's New Online Member Management Program

Willowood Swim Club is pleased to announce that we've launched an online membership management system! Our outdated technical equipment and registration hardware often failed and required costly IT support. The new system is cloud-based and your data can be accessed securely from any device.

We made this upgrade to give our members several exciting benefits:

- **Improve your check in process!** No more lost/forgotten card fees. Check in with your last name. This also means whenever there is a large line of excited swimmers waiting to get in, our staff will have the capability of checking in multiple groups of people simultaneously. Yay!
- For the 2018 season, you will be able to **pay online via PayPal** for your membership and your guest card passes. (Paying by Check WILL also remain an option.)
- Members can **keep membership data up-to-date** (photos, address, etc) and check your payment status online, any time throughout the year
- **Register online for Swim Lessons**, with the option to pay online via PayPal.
- Willowood will be able to **track data and attendance trends**, giving management the ability to enhance your Swim Club experience even more!

**Here's how it works:** (There's a lot of info here... but please don't be alarmed! It's super simple and we can answer ANY questions you have, and help you get set up!)

To log into your new account please complete the following steps:

1. Go to [www.willowoodswimclub.org](http://www.willowoodswimclub.org) and click on the Member Login link on the home page. We ask that when you first log into the new system you please take a moment to verify all of your account information and make any corrections needed. We can help if you need us!
2. The username for your account is the main phone number associated with your membership. (You will need to use dashes. Example: 717-333-4040) If you do not remember what number you used, don't worry - just contact [willowoodswimclub@gmail.com](mailto:willowoodswimclub@gmail.com) and we will give it to you.
3. The default password for your account is: **Willowood2017**. \*IMPORTANT: Please take a moment to update your password to something secure and be sure to store that password somewhere. If you ever lose your password you can use the password reset link, but this requires a valid email address on file. You can store one email address per adult member by clicking Edit next to their name on the account management screen.
4. Our new check-in system uses head shots to verify member identities. Members are encouraged to upload their own pictures or you can have them taken at the front desk. To upload your own picture simply click Edit next to the name of the member, then click on the Upload Picture button or simply drag the picture onto it. Please make sure that the picture is only of that particular member and is a head shot. You can crop images after uploading but they need to be properly oriented before uploading. **This means your previous Membership Card is no longer needed.** If you would like to have a physical card, we can print one for you easily the day you request it.

We are excited about this improvement for our Swim Club, and hope you are too!