

## Register for online services

All existing Active Nottingham members (who haven't used the new system/website before) must register for an online account to book classes via the Active Nottingham app or website booking system.

Once registration is complete, you can log in to your online/app account to manage bookings, view profiles, etc.

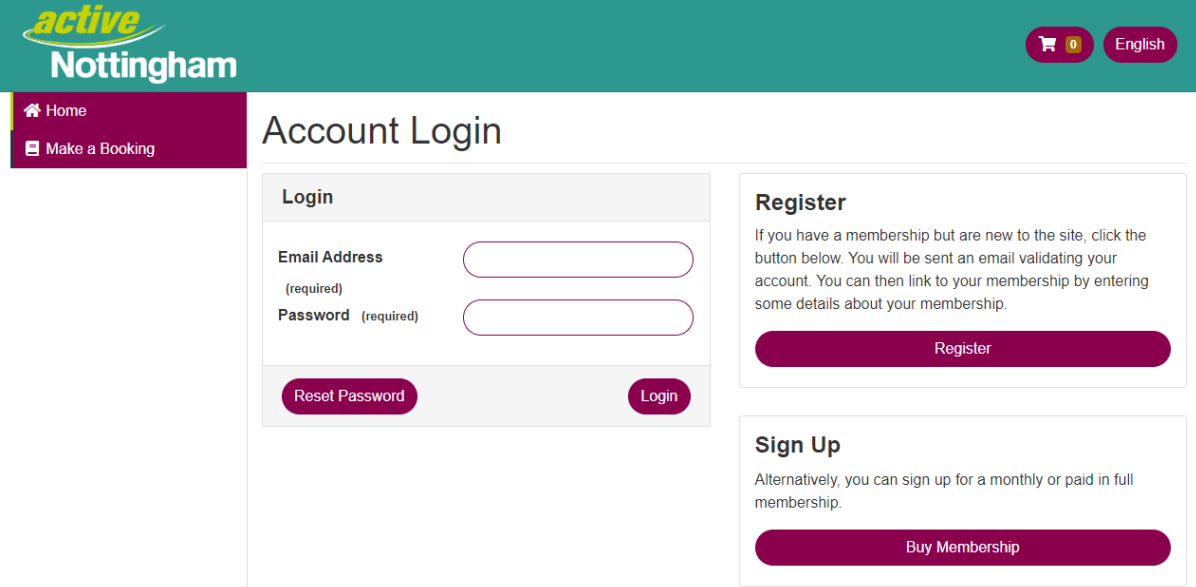
Please ensure you have your **Membership** number to hand (this IS NOT the number on your Active Nottingham card – that is your barcode). If you need assistance, please click [here](#) or speak to a member of the team at an Active Nottingham leisure centre.

### Step 1

To “register for an online service/account” (and be able to use online bookings/Active Nottingham app), please click [here](#).

### Step 2

Click on ‘Register’, on the right-hand side of the screen (if you are on a desktop) or scroll down if using a mobile device, until you can see the Maroon ‘Register’ button.

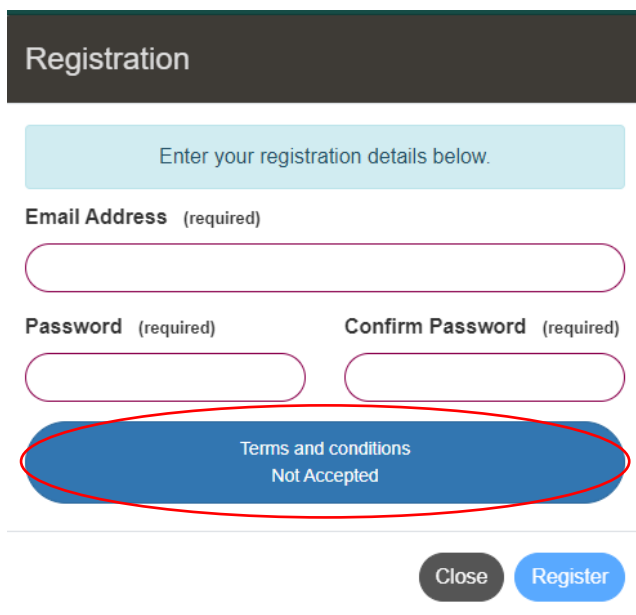


The screenshot shows the 'Account Login' page on the Active Nottingham website. The page features a teal header with the logo and navigation links. The main content area is white and contains three sections: 'Login', 'Register', and 'Sign Up'. The 'Login' section has input fields for 'Email Address (required)' and 'Password (required)', with 'Reset Password' and 'Login' buttons below. The 'Register' section has a 'Register' button. The 'Sign Up' section has a 'Buy Membership' button.

### Step 3

Once you have clicked 'Register' you will need to add your email address from the details we hold for you and also **create a NEW password** *we recommend that passwords should be 8 or more characters, have at least one capital letter and at least one number*).

If you are unsure of the email address or Membership ID number on your account, please contact us directly using this [form](#).

A screenshot of a registration form titled 'Registration'. It includes a light blue instruction box, input fields for 'Email Address', 'Password', and 'Confirm Password', and a blue button for 'Terms and conditions Not Accepted' which is circled in red. At the bottom are 'Close' and 'Register' buttons.

Registration

Enter your registration details below.

Email Address (required)

Password (required)      Confirm Password (required)

Terms and conditions  
Not Accepted

Close   Register

### Step 4

The Terms and Conditions can be viewed by selecting the Terms and Conditions button on the website (highlighted above). This will load a pop-up, once read and are happy to continue select the 'Accept' button (Please note, should you decline the Terms and Conditions, it will not allow you to proceed).

## Terms & Conditions for User Registration

Thank you for your interest in our website. You may be asked to give us personal details at certain points on this site. The provision of such information is entirely at your own discretion. We declare that all personal information will be treated in accordance with the Data Protection Act 1998.

The privacy policy will be referred to wherever personal details are requested.

We use cookies and other technologies to keep track of your interactions with our sites and services in order to offer a personalised experience.

Decline

Accept

### Step 5

Click Register.

**Password** (required)

**Confirm Password** (required)

Terms and conditions  
Accepted

Close

Register

Once you have clicked 'Register' you will see the below screen and an automated email will be sent to the address you provided to complete the registration process.

## Registration Successful

Thank you for registering with us. You will shortly receive a confirmation email.

Follow the instructions detailed in the email and your registration will then be verified. If you do not receive this email, check your Junk Mail folder and add the email address to your Safe List.

You will have 24 hours to verify your registration after which the link will expire. You will then need to register again.

Close

If you see the red box error message below you have already have an account with us, please use the password reset [link](#).

Password \*

.....

Confirm Password \*

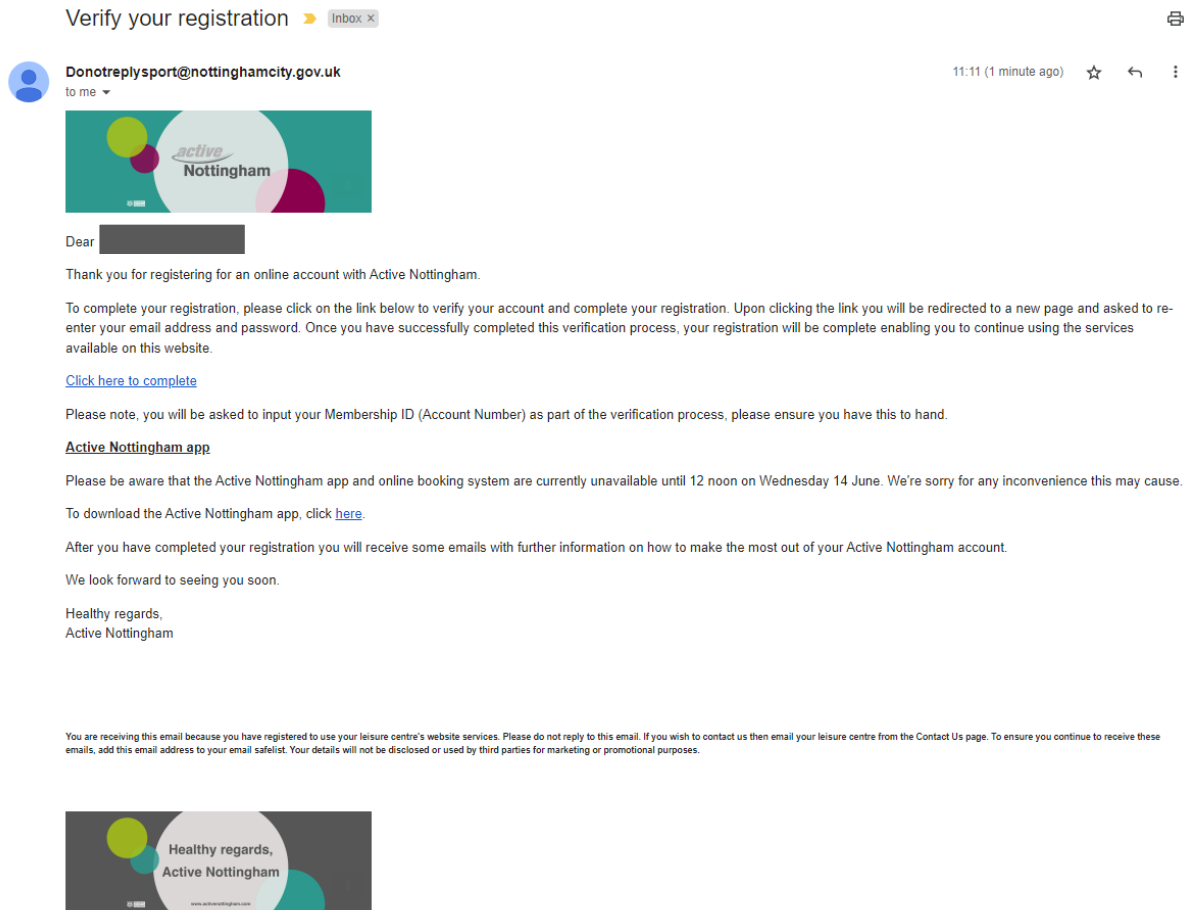
.....

Terms and conditions  
Accepted

This email address is already registered with another member

## Step 6 – Verify Email

An email will be generated by the system to the email address you provided earlier, similar to the one below, asking you to verify your registration.



Select the '**Click here to complete**' link within the email to complete your registration (you need to re-enter your email address and newly created password).

The following screen will appear – please input your password in the box required and press 'next' to continue.

## Registration Confirmation

**Registration confirmation**

Enter your details below to confirm your registration.

<p><b>Email</b></p> <input style="width: 90%; height: 20px;" type="text"/>	<p><b>Password</b> (required)</p> <input style="width: 90%; height: 20px;" type="password"/>
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[Next](#)

## Step 7

Fill in the required fields and click 'Confirm'. You will need to add:

- Your Membership number\* (NOT the barcode number that appears on your membership card)
- Postcode
- Date of Birth
- Phone number

# Registration Confirmation

### Registration confirmation

If you are already a member at this club, connect your online profile and your club membership. You will then be able to access all the services and discounts associated with your membership.

Please enter your membership number and at least one or more additional details to confirm your membership.

<b>Member Number/Barcode (required)</b>	<b>Postcode (required)</b>
<input type="text"/>	<input type="text"/>
<b>Date of Birth (DD MMM YYYY) (required)</b>	<b>Phone Number (required)</b>
<input type="text" value=""/>	<input type="text"/>

Once you have completed the required fields, press 'Confirm' to proceed.

The screen will change to confirm your registration has been successful. You can now utilise the website booking features and Active Nottingham app with these log in details.

# Registration Confirmation

**Registration Successful**

You have successfully been registered with us. Feel free to browse and signup for our online services.

Login

You will also receive an email to confirm registration and be re-directed to the Members Online Area.

Your membership confirmation Inbox x

**Donotreplysport@nottinghamcity.gov.uk**  
to me

11:40 (1 minute ago) ☆ ↶ ⋮

Dear [REDACTED]

Thank you for registering with Active Nottingham. We're excited to have you on board.

For Fitness+ members, you have unlimited access to

- 6 gyms featuring Boditrax scanners, Technogym and Life Fitness equipment
- 6 swimming pools and health suites (health suite facilities vary per site)
- Over 300 fitness classes across 6 Active Nottingham leisure centres

For Swim+ members, you have unlimited access to

- 6 swimming pools and health suites (health suite facilities vary per site)
- Aqua-based fitness classes

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**Timetables**

The easiest way to keep on top of what activities we have to offer is via the Active Nottingham app (please note this will be unavailable until 12 noon on Wednesday 14 June 2023).

**Recording your attendance**

If you haven't already picked up your Active Nottingham wristband, be sure to collect one from reception on your next visit as you'll need this to swipe-in to record your attendance.

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**Fitness Tracking**

**Boditrax Body Composition Machines** are available at each Active Nottingham leisure centre. Boditrax machines measure 20 key metrics related to your body and how healthy it is. It only takes 60 seconds to complete a full body scan, allowing you to view your results on-screen instantly.

Boditrax is free for Active Nottingham members - if you're unsure how to use the machine, speak to a member of our team and they'll be happy to help.

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**Community Groups**

Take your membership to the next level and join one of six Facebook Community Groups. There is one for each leisure centre and is the perfect place to get to know your fellow swimmers, gym-goers and fitness class takers! So join your nearest one today, click [here](#) to get started.

**Need to cancel?**

You have up to thirty minutes before the activity start time to cancel. The easiest way to do this is via the Active Nottingham app. Cancelling allows us to offer the space to someone else. So please let us know if you can't make it!

**Parking**

Most Active Nottingham leisure centres have FREE parking available, but not all of them, so please ensure you check your local centre's parking information before setting off - click here to [find](#) out more.

**Lockers**

Don't forget to bring your £1 coin (or your Active Nottingham wristband as some of our leisure centres have lockers activated by your wristband - perfect if you're going swimming!). Wristband lockers depend on the leisure centre - so don't forget to check before leaving (or always have a spare £1 coin available just in case, as reception will not have spare coins).

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**Don't forget**

Please read through these [important documents](#), which include our Health Commitment Statement and Membership Terms & Conditions. If you have any questions please get in touch with a member of the team at your nearest leisure centre.

Many thanks,  
Active Nottingham

